



Accessibility Policy and Plan

Statement of Organizational Commitment

PFC Flexible Circuits Limited (PFC) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

PFC understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, PFC is committed to working with the necessary parties to make accessibility for all a reality.

Customer Service

PFC is committed to providing excellent customer service to everyone, including people with disabilities. When serving customers with disabilities, reasonable efforts shall be made to provide the same level of service given to other customers and service shall be provided in a manner that respects their dignity and independence. PFC's *Accessible Customer Service Policy* governs how PFC offers goods and services to people with disabilities.

Measures PFC has taken or is taking to achieve its Customer Service accessibility objectives:

- developed and made publically available an *Accessible Customer Service Policy* (completed 2014, updated 2017)
- developed a training protocol to ensure that managers and staff who come into contact with customers have the knowledge of the policies and necessary training to meet the customer service standard (2014, updated 2017). Training (ongoing) includes online modules available from:

- *Working Together: The Code and the AODA* available from the Ontario Human Rights Commission's website (<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>)
- *AccessForward: Training for an Accessible Ontario* developed by Learnography with support from the Government of Ontario (<http://www.accessforward.ca>)
- customers informed, upon request, of the various choices available to them to provide their feedback and this has been made public on the Contact Us page of the website (completed 2014, updated November 2017).

Information and Communications

PFC is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities.

PFC will consult with people with disabilities to determine their information and communication needs.

Measures PFC has taken or is taking to achieve its Information and Communications accessibility objectives:

- ongoing audit of the existing website to meet the Web Content Accessibility Guideline (WCAG) 2.0 level AA standards (ongoing)
- future new website will be developed to a fully accessible standard (ongoing through to compliance deadline of Jan. 1, 2021)
- developed a list of vendors/suppliers of alternative formats to be maintained internally for outreach in the event that such formats are requested (completed 2017, ongoing)
- the availability of alternate formats made public via the internet on the footer of the website and on the Contact Us page with a link to the Accessibility pages (completed 2014, updated 2017)

Employment and Training

PFC will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

PFC is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Measures PFC has taken or is taking to achieve its Employment and Training accessibility objectives:

- developed protocol for providing accessibility in the workplace to employees with disabilities (updated 2017)

- working with that employee to identify their accessibility needs in the event of a workplace emergency through the completion of an employee emergency information form to develop an individualized emergency response plan
- working with that employee to identify their accessibility needs through the completion of an employee accommodation form to develop an individualized accommodation plan
- working with that employee to identify their accessibility needs once they return to work after an absence due to a disability
- developed language as a statement of commitment to equality in hiring and employment practices is made available on all job postings and online (completed 2014, updated 2017)
- keeping employees informed about accessibility policies and changes to them through staff meetings, one-on-one conversations, postings on staff notice board (ongoing)
- developed training protocol to ensure that managers and staff have the knowledge of the policies and necessary training that best suits the duties of the employee (2014, updated 2017). Training (ongoing) includes online modules available through:
 - *Working Together: The Code and the AODA* available from the Ontario Human Rights Commission's website (<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>)
 - *AccessForward: Training for an Accessible Ontario* developed by Learnography with support from the Government of Ontario (<http://www.accessforward.ca>)

Modifications to This or Other Policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Accessible Formats

Standard and accessible formats of this document are available on request. Please contact:

Lorraine Buchholz, Customer Service
 PFC Flexible Circuits Limited
 11 Canadian Rd., Unit 7
 Scarborough, Ontario
 M1R 5G1
 Ph. 416-750-8433
 LBuchholz@pfcflex.com
 www.pfcflex.com