

Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Fundserv Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Fundserv Inc. is committed to providing an accessible working environment for our clients, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our services.

As an organization, we respect and uphold the goals of the Ontario Human Rights Code and the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), including the Customer Service Standard and the Integrated Accessibility Standards Regulation for Information and Communications, Employment and Transportation and eventually, for the Built Environment.

Fundserv Inc. is committed to operating in a manner that respects the dignity and independence of persons with disabilities and ensuring our organization's compliance with accessibility legislation. We are committed to ensuring compliance by incorporating policies, procedures, equipment requirements, training for employees and best practices. We will review these policies and practices on a regular basis.

Year 2014

Accessibility Policies

- Fundserv Inc. will establish, implement, maintain, and document a multi-year accessibility plan.

Accessible Emergency Information

- Fundserv Inc. is committed to providing our clients with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities with individualized emergency response information, when necessary.

Information and Communications

- Fundserv Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

- We will take steps to make all new internet websites and content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0, Level A.)

Year 2015

Training

- Fundserv Inc. will provide training to all employees, volunteers, persons who participate in developing the organization's policies and other persons who provide goods, services, or facilities on behalf of Fundserv, on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Information and Communications

- Fundserv Inc. will ensure existing feedback processes are accessible to people with disabilities, upon request. We will notify the public about the availability of accessible formats and communication supports, as required, which will include accessible print-based training resources/materials.

Design of Public Spaces

- Fundserv Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Year 2016

Information and Communications

Fundserv Inc. will ensure;

- all publicly available information is made accessible, in a timely manner, at a cost that is no more than the regular cost charged to other persons, upon request.
- Information is available to employees to perform their job.

Employment

- Fundserv Inc. is committed to fair and accessible employment practices.
- Fundserv Inc. will take steps to:
 - notify the public and staff that we will accommodate people with disabilities during the recruitment and assessment processes and when people are

- hired, when requested. This includes providing suitable accommodation that takes the applicant's accessibility needs into account.
- develop and put in place a process for developing and documenting individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
 - ensure the accessibility needs of employees with disabilities are taken into account during the performance management, career development, advancement and redeployment processes.
 - prevent and remove other accessibility barriers identified.

Year 2020

- Fundserv Inc. will ensure accessible digital or multimedia resources/materials upon request.

Year 2021

- Fundserv Inc. will take steps to make all internet websites and content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0, Level AA.)