

Multi-Year Accessibility Plan

This multi-year accessibility plan outlines the policies and actions that Precise ParkLink Inc will put in place to improve opportunities for people with disabilities. The multi-year plan will be reviewed at least once every 5 years, be made available to the public and in an accessible format upon request.

Statement of Commitment

Precise ParkLink Inc. (“Precise ParkLink”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards cover accessibility standards including the areas of Customer Service, Information & Communication, Employment, Transportation and the Design of Public Spaces (O. Reg. 191/11). Requirements are being phased in depending based upon organization type and size. The transportation requirement does not apply to Precise ParkLink Inc.

General Requirements

Precise ParkLink Inc has taken the following steps to ensure compliance with the Integrated Accessibility Standards Regulation:

- Training will be provided on IASR requirements and what you have to do under the Ontario Human Rights Code (related to disabilities). Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
- Precise ParkLink Inc has developed accessibility policies describing what we do, or intend to do, to meet the requirements of the regulation.
- Precise ParkLink Inc has developed a multi-year accessibility plan that outlines the policies and actions that Precise ParkLink Inc will put in place to improve opportunities for people with disabilities.
- Precise ParkLink Inc shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

General Requirements Status: Completed

Customer Service Standard

The Customer Service Standard was the first of five standards to come into effect under the AODA. Precise ParkLink Inc has developed customer service policies, practices and procedures. Precise ParkLink Inc has taken the following steps to ensure compliance with the Accessibility Standards for Customer Service:

Assistive Devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices we have on site or that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- In person
- Over the telephone
- Via email

We will work with the person with a disability to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and other organizations. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support Person

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Precise ParkLink's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Precise ParkLink will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the entrances of our building.



Feedback Process

Precise ParkLink Inc welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways: in person, by telephone, in writing or by e-mail.

Customers who wish to provide feedback on the way Precise ParkLink Inc provides goods, services or facilities to people with disabilities can provide feedback in the following ways: in person, by telephone, in writing or by e-mail.

Training

Precise ParkLink will provide training to employees, volunteers and others who deal with the public or other organizations on their behalf and all those involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to customers on our behalf

This training will be provided to employees as soon as practicable after being hired. Employees will also be trained when changes are made to our accessible customer service plan.

Customer Service Standard Required Completion Date: January 1st, 2012.

Status: Completed



Information and Communication Standard

Accessible Websites and Web Content

Required Completion Date: January 27th, 2023.

Status: Completed

Precise ParkLink Inc will ensure that all of its websites and content comply with WCAG 2.0, Level AA requirements in accordance with Ontario's accessibility laws.

Required Completion Date: April 15th, 2021.

Status: Completed

Precise ParkLink Inc has been certified as meeting the 2020 Accessibility Compliance Report.

Required Completion Date: January 1st, 2016.

Status: Completed

Accessible Formats and Communication Supports

Precise ParkLink Inc will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following way: Company website

Precise ParkLink Inc will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Required Completion Date: January 1st, 2015.

Status: Completed

Feedback Processes

Precise ParkLink Inc welcomes feedback on the ways it provides service to persons with disabilities. Individuals are encouraged to provide feedback which can be done in person, by telephone, in writing or by e-mail.

Required Completion Date: January 1st, 2014.

Status: Completed

Accessible Websites and Web Content

Precise ParkLink 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.

- Precise ParkLink Inc will make all new websites and content on those sites conform with WCAG 2.0, Level A requirements in accordance with Ontario's accessibility laws.



Required Completion Date: January 1st, 2012.

Status: Completed

Emergency Information

Precise ParkLink Inc is committed to providing the customers and 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.

Employment Standard

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities. Precise ParkLink Inc is committed to fair and accessible employment practices. Precise ParkLink Inc will take the following steps to ensure compliance with the Employment Standard:

Informing Employees of Supports

Precise ParkLink Inc will inform all employees, both new and existing, of their accessible employment practices.

Recruitment, Assessment or Selection Process

We will take the following steps to notify the public and staff that, when requested, Precise ParkLink Inc will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Precise ParkLink Inc will let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- Precise ParkLink Inc will include with job postings a statement that includes accommodation of people with disabilities.
- If a job applicant requests accommodation, we will consult with them make adjustments that best suit their needs.
- We will notify successful applicants of our policies for accommodating employees with disabilities.

Required Completion Date: July 19th, 2020.

Status: Completed

Precise Parklink Inc has updated its AODA Customer Service Policy according to the required standards and is constantly updating according to the requirements to provide better service to its customers and workers.

Required Completion Date: January 1st, 2016.

Status: Completed

Accessible Formats and Communication Supports for Employees

Once hired, employees may request accessible formats and communication supports.

Required Completion Date: January 1st, 2016.

Status: Completed

Workplace Emergency Response Information

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Required Completion Date: January 1st, 2012.

Status: Completed

Individual Accommodation Plans and Return to work Process

Precise ParkLink Inc will take the following steps to develop and put in place a process for developing individual accommodation plans for employees with disabilities and develop a return-to-work process for employees that have been absent due to a disability:

- An Individual Accommodation Plan/ Return to Work Plan will be developed collaboratively with the worker, the worker's supervisor and applicable parties to help employees return to work in a timely and safe manner.
- The Health and Safety Coordinator will work with the worker, the worker's supervisor and any applicable parties, to identify if any, job requirements needed to be re-assigned.
- Supervisors will identify any training needs during regular assessment of work performance for all employees.
- Co-workers are encouraged to provide feedback and discuss with their managers any accessibility issues they have to ensure appropriate measures are reviewed and implemented.

Performance Management, Career Development and Advancement, and Redeployment

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Precise ParkLink Inc is using performance management, career development and redeployment processes:

- Policies and procedures will be the same for all employees, including retaining and promoting staff using the same criteria.
- Precise ParkLink Inc will ensure all staff have the equal opportunity for learning and personal development.
- All employees shall be notified about opportunities for transfers and promotions. Information will be available in accessible formats.
- Precise ParkLink Inc will take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when using its performance management process and providing career development and advancement to its employees with disabilities.



Required Completion Date: January 1st, 2016.

Status: Completed

Design of Public Spaces Standard

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas.

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

Required Completion Date: January 1st, 2017.

Status: Completed

For more information on this accessibility plan, please contact:

Health and Safety Department:

- Phone: 416-398-5052 ext. 517, 560
- Email: healthandsafety@precisebi.com

Accessible formats of this document are available free upon request.