

PiiComm strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. PiiComm is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

Customer Service

PiiComm is committed to providing accessible customer service to people with disabilities. This means that we will provide the same quality and timeliness of service to people with disabilities as others. When requested, we will provide appropriate accommodations required for our clients to ensure an inclusive and supportive collaboration with PiiComm. In 2019, PiiComm implemented AODA training for all staff.

Information and Communication

PiiComm is committed to providing information and communication in alternative formats when requested by clients or staff. Employees are required to review our policies on an annual basis. Staff are provided with options to provide feedback through their manager, HR or anyone on the executive team. This can be done in person, by email, phone or online chat/video. Our clients can also provide feedback through their PiiComm representative, on our website, by phone, email and through online chat/video. In 2021 we have been working to implement a more user-friendly Intranet site for our staff to make access to company policies, procedures more accessible and user friendly.

PiiComm will continue to evaluate any opportunities for more versatile and accessible means of communication.

Employment

PiiComm is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. 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. As part of career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

In 2021 PiiComm has ensured to include our Equal Opportunity statement in our job postings for both Internal and External career opportunities.

In 2021 PiiComm had provided a refresher presentation to all staff on the Company Benefits plan to ensure that all employees are aware of services that are available to them such as:

Worldcare-Medical Second Opinion Service
Ivolve-Online CBT for Depression and/or Anxiety
Online Healthcare Risk Assessment

PiiComm will continue to look at opportunities to provide quality equitable support to our staff and clients.

Training

PiiComm is committed to training all staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

In 2019 PiiComm added the AODA training as part of the New Employee Onboarding Process. The name of staff and the completion dates of training are recorded and Certificates of Completion are kept on file.

PiiComm will be re-evaluating the timeline for the re-occurrence of the training.

Additional Information

Alternative formats can be requested.

For more information, please contact us via our website, www.piicomm.ca or by phone: 888-844-2007.

