



## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

### Intent

This 2025 to 2030 accessibility plan outlines the policies and actions that Payment Source will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

### Statement of Commitment

Payment Source believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Multi-Year Accessibility Plan: 2025 - 2030

ACCESSIBILITY REQUIREMENT	STATUS	COMPLIANCE DEADLINE	RESPONSIBILITY
<b>CUSTOMER SERVICE</b>			
<b><i>Accessible Customer Service Policy</i></b> <ol style="list-style-type: none"> <li>Develop and Implement an Accessible Customer Service Policy addressing all requirements under the regulation</li> <li>Develop and deliver training to all staff, volunteers and individuals completing work on behalf of Payment Source that may provide assistance to the public. Train new staff</li> <li>Develop and make public a process for receiving and responding to feedback from customers with disabilities</li> </ol>	Completed/Ongoing	01/01/15	Human Resources
<b><i>Payment Source Action Plan:</i></b> <ol style="list-style-type: none"> <li>Payment Source has an Accessible Customer Service Policy that is updated and maintained by Human Resources</li> </ol>			



<ol style="list-style-type: none"> <li>2. Payment Source provides online training to all new staff and refresher training for all current staff. New staff are required to complete the training within the first two weeks of employment with Payment Source. Payment Source retains a record of all completed training via an online portal</li> <li>3. Payment Source has developed and made public a process for receiving and responding to feedback, including by phone, in-person, by email and by written correspondence</li> </ol>			
<b>GENERAL REQUIREMENTS</b>			
<b>Establishment of accessibility policies</b> <ol style="list-style-type: none"> <li>1. Create and make public a statement of commitment</li> <li>2. Develop and implement company-specific accessibility policies</li> </ol>	Completed/Ongoing	01/01/14	Human Resources
<b>Payment Source Action Plan:</b> <ol style="list-style-type: none"> <li>1. Payment Source has made a public statement of commitment available on our website.</li> <li>2. Payment Source has developed policies and procedures that identify any current and future barriers to accessibility. Those policies that are required by law have been created and are reviewed annually and provided to all new hires upon their employment</li> <li>3. The appropriate policies and documents have been created to support our accessibility plan, including but not limited to: Emergency Response Plan, Employee Accommodation, Employment Policy</li> </ol>			
<b>Multi-Year Accessibility Plan</b> <ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan</li> <li>2. Provide the plan in accessible formats upon request</li> <li>3. Review the plan every five (5) years</li> </ol>	Completed/Ongoing	01/01/14	Human Resources
<b>Payment Source Action Plan:</b> <ol style="list-style-type: none"> <li>1. Payment Source has developed an Accessibility Plan and includes training, procedures and policies to ensure we identify and remove any barriers. The plan is available to the public</li> <li>2. Requests for accessible formats of our plan should be forward to Human Resources who will work with the individual to determine the most suitable format</li> <li>3. This plan was initially created and launched in 2014 and will be reviewed fully every five (5) years thereafter.</li> </ol>			
<b>Training</b> <ul style="list-style-type: none"> <li>• Train all employees, including contract and unpaid mentees/interns on applicable IASR requirements and the organization’s responsibilities under the <i>Human Rights Code</i> (as it pertains to persons with disabilities)</li> </ul>	Completed/Ongoing	01/01/15	Human Resources

<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. Payment Source provides new employees with training via two (2) online training modules that cover all applicable content as required under IASR:             <ol style="list-style-type: none"> <li>a. AODA Customer Service Standards Training</li> <li>b. Understanding Human Rights Training (AODA Edition)</li> </ol> </li> <li>2. Prior to January 1, 2015, all current employees were required to complete these trainings</li> <li>3. As of January 1, 2015, all new employees are required to complete these training within their first 2 weeks of employment. Human Resources assigns these training online, track their completion and issue certificates.</li> <li>4. Training is also be made available via alternate formats, as requested</li> <li>5. Payment Source tracks all records of training completion via an online training portal</li> </ol>			
<p><b>INFORMATION AND COMMUNICATION STANDARD</b></p>			
<p><b>Accessible Websites and Web Content</b></p> <ol style="list-style-type: none"> <li>1. Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA.</li> </ol>	<p>Completed/Ongoing</p>	<p>01/01/14</p>	<p>Development/ Marketing</p>
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. As of June 15, 2021, Payment Sources' public website and its content meets all of the requirements under the WCAG 2.0 Level AA. Our website is: paymentsource.ca</li> <li>2. Payment Source's Development and Marketing teams are familiar with the WCAG requirements and all new content or updates to these and other Payment Source public website will conform to the established guidelines</li> </ol>			
<p><b>Feedback Process</b></p> <ol style="list-style-type: none"> <li>1. Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Payment Source, our employees and members of the public who have a disability</li> </ol>	<p>Completed</p>	<p>01/01/15</p>	<p>Human Resources/ Department Managers</p>
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. Payment Source has developed a process for receiving and responding to accessible feedback requests. We can facilitate these requests via the phone, email and mail.</li> <li>2. Feedback on accessibility may be received by various departments, and they have been trained to forward these requests to Human Resources who will review and respond to these accordingly. This is included in our new Hire Onboarding presentation</li> </ol>			
<p><b>Accessible Formats and Communication Supports</b></p>	<p>Ongoing</p>	<p>01/01/16</p>	<p>Human Resources/</p>



<ol style="list-style-type: none"> <li>1. Upon request, provide accessible formats and communication supports to individuals with disabilities</li> <li>2. Notify the public of the availability of accessible formats and communication supports</li> <li>3. Where a communication, support or accessible format cannot be provided immediately, consult with client to arrange for a suitable format as soon as possible</li> </ol>			Department Managers
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. Customers and the public may submit a complaint or inquiry via our Feedback Form</li> <li>2. All submissions are forwarded to Human Resources who will review and respond to these accordingly</li> <li>3. Payment Source will provide for or arrange for the provision of accessible formats and communication supports by posting a statement on our company website</li> </ol>			
<p><b>EMPLOYMENT STANDARD</b></p>			
<p><b>Workplace Emergency Response Information</b></p> <ol style="list-style-type: none"> <li>1. Create and implement individualized plans to assist employees with disabilities during an emergency</li> <li>2. Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</li> <li>3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</li> <li>4. Review the individualized plan/information:             <ol style="list-style-type: none"> <li>a. When the employee moves to a different location in the office;</li> <li>b. When the employee’s overall accommodation needs and plan are reviewed; and</li> <li>c. When the company reviews its general emergency response policies</li> </ol> </li> </ol>	Ongoing (based on employee needs)	01/01/12	Human Resources/ Department Managers



<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. During the employee onboarding, Payment Source allows employees to identify any emergency planning requirements. This is also reinforced through our online training</li> <li>2. During the employee onboarding, Payment Source has a process for collecting and providing important emergency information and where applicable, establish individualized plans</li> <li>3. In order to develop an Individualized Emergency Response plan, Payment Source will first seek consent from the employee to disclose the content of the plan to the individual required to provide assistance when responding to an emergency or evacuation. Payment Source will also ensure that there is a process for obtaining the acknowledgement of the employee designated to provide the assistance and that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised</li> <li>4. Individualized emergency plans will be reviewed:             <ol style="list-style-type: none"> <li>a. If the employee moves to another location within the office that would affect their ability to respond to the emergency or evacuation</li> <li>b. On a recurring timeline, to be determined during the creation of the individualized plan and whose frequency is determined by the severity of the disability. A review of the plan will also be initiated at the request of the employee; and</li> <li>c. When the company amends its emergency response and/or evacuation procedures</li> </ol> </li> </ol>			
<p><b>Documented Individual Accommodation Plans</b></p> <ul style="list-style-type: none"> <li>• Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities</li> </ul>	Ongoing	01/01/16	Human Resources/ Department Managers
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. Payment Source has a process in place to develop and document individual accommodation plans for employees with disabilities. The plan includes the following:             <ol style="list-style-type: none"> <li>a. Ensuring that the employee who is requesting accommodation participates in the development of the plan</li> <li>b. Identifying how the employee is assessed on an individual basis</li> <li>c. Determining if Payment Source can request participation of another representative from the company in developing the accommodation plan</li> <li>d. Taking the appropriate steps to protect the privacy of the employee’s personal information and ensuring that the content of the accommodation plan is restricted to those who are required to facilitate the plan or supervise the employee.</li> <li>e. The frequency with which the plan will be reviewed</li> <li>f. If a requested accommodation is denied, an outline of reasons why will be documented and communicated back to the requesting employee</li> <li>g. Providing the plan in a format that takes into account the employee’s accessibility needs due to a disability</li> <li>h. Ensuring the plan includes an emergency response/evacuation plan if required by the employee</li> </ol> </li> </ol>			
<p><b>Recruitment, Assessment, and Selection</b></p>	Ongoing	01/01/16	Human Resources/



<ol style="list-style-type: none"> <li>1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company’s recruitment process.</li> <li>2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by Payment Source</li> <li>3. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs</li> <li>4. Notify successful applicants of the company’s policies for accommodating employees with disabilities</li> </ol>			Department Managers
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. Payment Source has an accessibility statement on our online Careers page as well as on our job postings, notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts.</li> <li>2. Successful applicants will be informed of our assessment process and that accommodations are available</li> <li>3. When scheduling interviews, Payment Source will include a statement in all email confirmations advising that accommodations are available and inviting the applicant to inform the hiring manager/Human Resources of any necessary accommodations.</li> <li>4. Our Employee Handbook includes our policies related to accessibility and these will be provided to all new hires as part of their orientation. Alternative formats of the policy will be made available upon request.</li> </ol>			
<p><b>Accessible Formats and Communication Supports for Employees</b></p> <ol style="list-style-type: none"> <li>1. Where an employee with disability requests it, work with that individual to provide or arrange the provision of accessible formats and communication supports for:             <ol style="list-style-type: none"> <li>a. Information that is needed in order to perform the employee’s job; and</li> <li>b. Information that is generally available to employees in the workplace</li> </ol> </li> <li>2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</li> </ol>	Ongoing	01/01/15	Human Resources/ Department Managers
<p><b>Payment Source Action Plan:</b></p> <ol style="list-style-type: none"> <li>1. All employees have been informed of the availability of accessible formats upon hire. Information that includes items such as policies and procedures</li> </ol>			



<p>are provided in a variety of formats, but mostly in an electronic or hard copy. Training that is specific to an employee’s job is via individual or group training sessions. Employees requiring accessible formats or communications support will be requested to notify Human Resources so that alternate arrangements may be made.</p> <p>2. Upon receiving a request, Payment Source will work with the employee and any person responsible for providing the information (manager, supervisor or team lead) to deliver a suitable accessible format. Consent will be obtained from the employee prior to involving other individuals.</p>			
<p><b>Information for Employees</b></p> <ol style="list-style-type: none"> <li>1. Communicate the company’s policy on accommodating employees with disabilities to all staff members</li> <li>2. Ensure that all new hires are informed of the company’s policy on accommodating employees with disabilities</li> </ol>	Ongoing	01/01/16	Human Resources
<p><b>Payment Source Action Plan:</b></p> <ul style="list-style-type: none"> <li>• Our Accommodation Policy was developed and is part of our Employee Handbook. This handbook is made available electronically to all employees via our ADP Portal</li> <li>• Upon Hire, all employees are required to review and acknowledge the company policies via the Employee Onboarding process. These policies address how Payment Source will support employees with disabilities including emergency planning/responses, accessible formats and communication supports</li> <li>• All employees are notified of any changes to relevant policies via our ADP Portal as well as via our Company Intranet. Employee are required to review and acknowledge these changes</li> </ul>			
<p><b>Processes to Accommodate Employees/Return to Work Process</b></p> <ul style="list-style-type: none"> <li>• Create a process to developing accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work</li> </ul>	Ongoing	01/01/16	Human Resources
<p><b>Payment Source Action Plan:</b></p> <ul style="list-style-type: none"> <li>• Payment Source has a Return to Work form and process in place to ensure that the appropriate accommodation plan is established.</li> </ul>			
<p><b>Accessible Performance Management, Career Development and Job Changes</b></p> <ul style="list-style-type: none"> <li>• Ensure the organization’s performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li> </ul>	Ongoing	01/01/16	Human Resources



<p><b>Payment Source Action Plan:</b></p> <ul style="list-style-type: none"> <li>At least annually, Payment Source reviews its Performance Management and Career Development/Learning processes to identify any barriers and develop any processes to ensure that these functions are accessible</li> </ul>			
<p><b>Redeployment</b></p> <ul style="list-style-type: none"> <li>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>	Ongoing	01/01/16	Human Resources
<p><b>Payment Source Action Plan:</b></p> <ul style="list-style-type: none"> <li>Payment Source takes into account the accessibility needs of the individual as part of any redeployment process. Human Resources will oversee this process and will ensure that the appropriate individuals are involved with and informed of any accessibility plans and requirements.</li> </ul>			

## Review and Update

This document was updated on August 1, 2024 and must be reviewed and updated by August 1, 2029.