



## **PROLINK Insurance Inc. Multi-Year Accessibility Plan**

*Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Ontario Regulation 191/11 Integrated Accessibility Standards*

Updated: November 22, 2023

## Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is a provincial act with the purpose of developing, implementing, and mandating accessibility standards in order to remove barriers and achieve accessibility for persons with disabilities across Ontario, with respect to **INFORMATION AND COMMUNICATIONS, EMPLOYMENT, TRANSPORTATION, THE DESIGN OF PUBLIC SPACES, and CUSTOMER SERVICE.**

### Definitions:

The definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code and is in accordance with four principles:

- Protect the dignity of a person with a disability;
- Provide independence to a person with a disability when accessing the services provided by the Company;
- Provide integrated services that allow people with disabilities to fully benefit from services provided by the Company; and
- Provide equal opportunity to have services, options, and benefits as are offered to all others in the Company.

PROLINK Insurance Inc. (“PROLINK”) strives to meet the needs of its team members and customers with disabilities and is working hard to remove and prevent barriers to accessibility. PROLINK’s Multi-Year Accessibility Plan outlines the policies and actions that PROLINK will put in place to improve opportunities for people with disabilities. It will be reviewed and updated regularly to ensure that our organization meets the requirements to be fully accessible by 2025.

## Statement of Commitment

At PROLINK, we are committed to providing an accessible environment in which all individuals have equal access to our programs and services. We aim to design our programs and services in a manner that allows people with disabilities to maintain their dignity and independence, and that prevents attitudes that could devalue and limit potential.

PROLINK will deliver this commitment by:

- Designing our products and services inclusively;
- Identifying and removing barriers to accessibility and eliminating the possibility of future barriers;
- Increasing awareness of accessibility initiatives throughout our organization;
- Promoting compliance with accessibility policies and procedures; and
- Meeting or exceeding the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

# Multi-Year Accessibility Plan

## Part I — General

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
Training S.7 (1-5)	<p>PROLINK trains all team members and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We train our team members and volunteers on accessibility as it relates to their specific roles.</p> <p>PROLINK will provide accessible customer service training to:</p> <ul style="list-style-type: none"> <li>• All team members and volunteers;</li> <li>• Anyone involved in developing our policies;</li> <li>• Anyone who provides goods, services, or facilities to customers on our behalf.</li> </ul> <p>Team members will be trained on accessible customer service within one week after being hired and when changes are made to our accessible customer service policies.</p> <p>PROLINK will ensure building management also provides the necessary accessibility training to their staff as clients may encounter them when traveling into the office.</p>	Ongoing	01/01/2024

## Part II — Information and Communications Standards

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
Application S.10	<p>PROLINK is committed to meeting the communications needs of people with disabilities. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.</p>	Implemented	10/02/2020
Feedback S.11 (1-3)	<p>PROLINK will ensure existing processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provisions of accessible formats and communication supports upon request.</p>	Implemented	10/20/2020
Accessible formats and communication supports S.12 (1-3)	<p>PROLINK takes the following steps to provide documents and information about our organization and its services, including public safety information, in accessible formats or with communication support:</p> <ul style="list-style-type: none"> <li>• We will provide such supports in a timely manner;</li> <li>• We will consult with the person making the request to determine the suitability of an accessible format or communication support.</li> </ul>	Implemented	01/01/2016

<p>Emergency procedure, plans, or public safety information S.13 (1)</p>	<p>We will create an emergency response plan for team members who ask for such accommodation due to a disability. If the team member with a disability who receives the individualized workplace emergency response plan requires assistance and provides consent, the Company will provide the individualized emergency response information to a person who is designated to assist the team member in case of an emergency.</p>	<p>Implemented</p>	<p>10/02/2020</p>
<p>Accessible websites and web content S.14 (1,2,4,5,6)</p>	<p>PROLINK will take the following steps to make all internet websites and web content conform with WCAG 2.0, Level AA, except where meeting such requirements are not practicable, to meet accessibility requirements under the AODA (Integrated Accessibility Standards).</p> <p>We will ensure that all team members and contract team members involved in the development and testing of our internet websites and web content are aware of and have access to developer guidelines and best practices for meeting this requirement.</p>	<p>Ongoing</p>	<p>12/15/2023</p>

### Part III — Employment Standards

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
<p>Employment S.22-32</p>	<p>PROLINK is committed to fair and accessible employment practices. This includes:</p> <ul style="list-style-type: none"> <li>• Conducting all employment practices and activities on a non-discriminatory basis;</li> <li>• Accommodating people with disabilities during the recruitment, selection and hiring process;</li> <li>• Offering communication supports for team members with disabilities;</li> <li>• Providing customized emergency information to help a team member with a disability during an emergency;</li> <li>• Taking into account the accessibility needs of team members for performance management, career development, and redeployment processes;</li> <li>• Developing individual accommodation plans and return-to-work policies for team members that have been absent due to a disability.</li> </ul> <p>We will take the following steps to demonstrate our commitment:</p> <ul style="list-style-type: none"> <li>• Incorporate these requirements into the Employee Handbook;</li> <li>• Advise the public and team members through internal postings and our public recruitment websites that, when requested, we will accommodate people with disabilities in all aspects of the selection process;</li> <li>• Provide accommodation training for Leaders on how to use accommodation plans when managing performance for team members with disabilities;</li> <li>• Train Leaders on addressing accessibility needs of its team members with disabilities, as well as any individual accommodation plans when providing career development and advancement opportunities.</li> </ul>	<p>Implemented</p>	<p>01/01/2016</p>

## Part IV — Transportation Standards

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
Transportation S.34-32	The Transportation Standards do not currently apply to PROLINK. However, this will continue to be monitored to reassess if there is a change in the company's core business or strategic direction.	N/A	N/A

### Part IV.1 — Design of Public Spaces Standards

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
Design of public spaces S.80.2-80.44	<p>The Design of Public Spaces Standards (Accessibility Standards for the Built Environment) do not currently apply to PROLINK. However, this will continue to be monitored to reassess if there is a change in the company's core business or strategic direction.</p> <p>PROLINK will ensure building management follows the set accessibility standards throughout their property.</p>	Ongoing	01/01/2024

### Part IV.2 — Customer Service Standards

SECTION	INITIATIVE	STATUS	COMPLIANCE DATE
Establishment of policies S.80.46 (1-6)	<p>PROLINK is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. PROLINK understands that obligations under AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.</p> <p>Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.</p>	Implemented	10/02/2020
Use of service animals and support persons S.80.47 (1-10)	<p>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.</p> <p>A person with a disability may enter PROLINK with a Support Person and have access to the Support Person while on the premises.</p> <p>PROLINK may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.</p> <p>Team members receive training on how to interact with persons with a disability who are accompanied by a Support Person.</p>	Implemented	10/20/2020

<p><b>Feedback Process</b> S. 80.50 (1-7)</p>	<p>PROLINK welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.</p> <p>Feedback regarding the way PROLINK provides goods and services to people with disabilities can be made by contacting the Ombudsman at:</p> <ul style="list-style-type: none"> <li>• <b>Mail:</b> PROLINK Insurance Inc. 2401 - 150 King St. West, Toronto, ON M5H 1J9</li> <li>• <b>Email:</b> <a href="mailto:accessibility@prolink.insure">accessibility@prolink.insure</a></li> <li>• <b>Phone (Toll-Free):</b> 1-800-663-6828</li> <li>• <b>Fax:</b> 416-595-1649</li> </ul> <p><b>Customers can expect to hear back in seven (7) business days.</b></p> <p>PROLINK will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.</p>	<p>Implemented</p>	<p>10/02/2020</p>
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