

## **Fintech Select Accessibility Policy**

**Updated April 2021**

### **Purpose**

Fintech Select 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 accessibility needs in a timely manner. We will achieve this by both removing and preventing barriers to accessibility and meeting our accessibility requirements outlined under the Accessibility for Ontarians with Disabilities Act, as well as Ontario's accessibility laws.

Fintech Select is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code with respecting nondiscrimination.

Fintech Select recognizes that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (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.

Fintech Select is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Fintech Select is committed to excellence in serving all customers, including people with disabilities.

### **Scope**

This policy applies to all Fintech Select employees.

### **Guiding Principles**

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that both consider and respect their disability. (See Appendix) We will work with the person with a disability to determine what method of communication best meets his/her needs.

### **Training**

Fintech Select will review the Accessibility policy with all employees upon hiring and annually for existing employees.

Review will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Fintech Select’s policies related to the customer service standard
- How to interact with people with disabilities

Policy review will be logged and will become a permanent part of the employee’s personnel file.

## **Feedback Process**

Fintech Select welcomes feedback on how to provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Fintech Select provides service to people with disabilities can do so in the following ways:

- By speaking with a supervisor at the time of the call; The supervisor is to complete the Customer Care Reporting Form found on TeamFirst.
- By emailing the Director, Business Operations at [bbrown@fintechselect.com](mailto:bbrown@fintechselect.com)

All feedback, including complaints, will be reviewed by the Director, Business Operations. If necessary, a Corrective & Preventative Action (CAPA) plan will be implemented.

Customers can expect to hear back within 3 business days.

## **Modifications**

Any Fintech Select policies that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

## **Employment Standard**

The Ontario Human Rights Code requires all employers to meet the accommodation needs of employees with disabilities to the point of undue hardship.

The Employment Standard builds on this requirement. It requires employers to have processes in place to determine an employee’s accommodation needs. It addresses key processes in the life cycle of a job.

The requirements:

- apply to paid employees
- do not apply to volunteers and other non-paid individuals

Requirements:

- Informing employees of supports - Employers must inform all employees, both new and existing, of their accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that consider an employee’s accessibility needs due to disability. This will make all employees aware of how the

- organization can support them if they have a disability – or should they acquire a disability later in their career.
- Recruitment, assessment or selection process - When planning your accessible recruitment process, there are three requirements to follow:
    - When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available on request during the recruitment process.
    - When inviting job applicants to participate in the selection process, inform them that accessibility accommodations are available upon request for interviews and other selection processes.
    - When offering a job to a successful applicant, inform them of your organization’s policies on accommodating employees with disabilities.
  
  - Accessible formats and communication support for employees - Once hired, employees may request accessible formats and communication supports. Employers must consult with employees to determine their accessibility needs and how best to accommodate them. Accessible formats and communication supports can be requested for information required for the employee to perform their job, and information generally available to all employees.
  
  - Workplace emergency response information - Employers must provide individualized workplace emergency response information to employees with disabilities deems necessary, and the employer is aware of the need. With the employee’s consent, the employer must ensure the information is shared with anyone designated to assist them in an emergency. This information must be reviewed when:
    - The employee moves to a different location in the organization
    - The employee’s overall accommodation needs are reviewed
    - The employer reviews the organization’s emergency response policies

## **Request for Employee Accommodations due to disability**

Please notify Director of Operations [bbrown@fintechselect.com](mailto:bbrown@fintechselect.com)

An accommodation request form can be filled out. A Functional Limitations form may be required from the employee’s Health Care Practitioner.

### **Flexible remote Work Option and accessible communication formats**

In situations where we are aware that an employee has a disability and there is a need for accommodation, a flexible remote work option will be considered. Accessible communication formats will be offered. This may include, but is not limited to, large print, recorded audio, and electronic formats and other formats usable by persons with disabilities.

### **Workplace Emergency Response Information**

In situations where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to

the employee as soon as practicable, if such information is necessary given the nature of the employee's disability. These individualized emergency response plans are:

- Communicated to the employee's respective manager and Safety personnel, where the employee's consent has been obtained on an as needed basis.
- Reviewed and assessed on an ongoing and regular basis to ensure that accessibility issues are addressed.

## **References**

*Ontario Human Rights Code*

*Accessibility for Ontarians with Disabilities Act*