



Multi-Year Accessibility Plan 2025-2030

Accessibility Plan and Policies for PragerNuform Inc.

Statement of Commitment

PragerNuform Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to identifying, eliminating and preventing barriers to accessibility in a timely, integrated, and respectful manner.

This Multi-Year Accessibility Plan outlines our proactive approach to meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 191/11 Integrated Accessibility Standards ("IASR"). This plan shall be reviewed once every five years.

Accessibility Standards

Under the AODA, four (4) of the five (5) accessibility standards apply to PragerNuform Inc. These standards will guide us in identifying and removing barriers to improve accessibility for people with disabilities:

- 1. Customer Service** – Providing accessible services and interactions for all customers.
 - 2. Information & Communications** – Offering materials in various formats (email, large print, hard copy) to meet accessibility needs.
 - 3. Design of Public Spaces** – Ensuring physical spaces are accessible and inclusive.
 - 4. Employment** – Ensuring fair and accessible hiring, retention, and workplace accommodations.
- Through this commitment, PragerNuform Inc., Strives to create a more inclusive environment for all individuals, fostering a workplace and community that values accessibility and equal opportunities.

1. Customer Service Accessibility

PragerNuform Inc. ensures regular accessibility and human rights training is provided to every person who interacts with the public on the company's behalf, as well as to those who are involved in the development of the companies' policies, procedures and practices. PragerNuform Inc. Is dedicated to providing goods and services in a way that respects the dignity and independence of individuals with disabilities. We comply with the Accessible Customer Service Standard and will continue to uphold all regulatory requirements. Our commitment is to ensure that people with disabilities can access and benefit equally from our services and facilities.

To support an accessible customer service experience, PragerNuform Inc. is committed to:

- **Assistive Devices** – Supporting individuals with disabilities who use assistive devices to access our services, in compliance with health and safety requirements.
- **Support Persons & Service Animals** – Ensuring individuals with disabilities and their support persons or service animals have equal access to our goods and services in all public areas, in accordance with our health and safety policies.

PRAGERNUFORM INC. HEAD OFFICE

📍 5145 Timberlea Blvd. Mississauga, ON L4W 2S3

📞 905-629-8691

📠 905-629-3752

🌐 info@pragernuform.com 🌐 www.pragernuform.com

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📍 996 Rangeview Rd. Mississauga, ON L5E 1H3

📞 905-891-0769



- **Accessible Communication** – Providing accessible telephone services and offering alternative communication channels for customers with hearing or speech disabilities.
- **Notice of Temporary Disruptions** - In the event of a planned or unexpected service disruption affecting facilities or services used by individuals with disabilities, PragerNuform Inc. will provide prompt notification. This notice will include:
 - The **reason** for the disruption.
 - The **expected duration** of the disruption.
 - Information on **alternative services or facilities**, if available.

Feedback Process

PragerNuform Inc. Welcomes customer feedback to continuously improve the accessibility of our products and services. All feedback will review by the Joint Health and Safety Committee and a response will be provided back to the customer in seven business days.

Customers can provided feedback by:

- Telephone: 905-629-8691
- Email: Info@pragernuform.com
- In person or by regular mail to 5145 Timberlea Blvd. Mississauga, ON L4W 2S3

Feedback helps us identify barriers and work toward enhancing accessibility across our organization.

2. Information and Communications

At PragerNuform Inc., we are dedicated to ensuring effective communication and accessibility for all individuals, regardless of ability. We take pride in meeting the diverse needs of individuals with disabilities and continuously strive to provide inclusive and high-quality services. Our goal is to go above and beyond in fostering an accessible and accommodating environment.

Accessible Formats & Communication Supports

PragerNuform Inc. is committed to removing communication barriers by implementing accessibility standards that ensure equal access to information. We will:

- Consult with employees to provide or arrange accessible formats and communication supports tailored to their needs in a timely manner.
- Ensure employees receive accessible information necessary for their roles.
- Provide accommodations at no additional cost beyond what is typically charged for standard formats.
- Notify the public about the availability of accessible formats and communication supports upon request.

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Accessible Websites & Web Content

To ensure digital accessibility, PragerNuform Inc. will:

- Continuously update website accessibility features and conduct regular compliance audits.
- Ensure that all new web content meets World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards.
- Implement a structured plan to maintain ongoing compliance with accessibility requirements.
- Conduct accessibility reviews before launching or updating the corporate website to enhance usability for all individuals.

3. Design of Accessible Public Spaces

PragerNuform Inc. is committed to designing and maintaining accessible public spaces in accordance with established accessibility standards. When constructing new spaces or renovating existing spaces, we will ensure accessibility by addressing key areas, including:

- Outdoor public eating areas designed for inclusive access.
- Outdoor travel paths, including sidewalks, stairs, ramps, and rest areas.
- Accessible parking to accommodate individuals with disabilities.
- Service-related elements, such as service counters, fixed queuing lines, and waiting areas, designed with accessibility in mind.

4. Accessibility Standards for Employment

PragerNuform Inc. is committed to fostering an inclusive and accessible workplace throughout all stages of employment. Our goal is to attract, retain, and accommodate employees with disabilities while ensuring compliance with relevant accessibility legislation. We will take the necessary steps to meet employment regulations under the Accessibility for Ontarians with Disabilities Act (AODA) and other applicable laws, specifically in the areas of:

- a. Recruitment, selection, and notice to successful applicants
- b. Return-to-work processes
- c. Individual accommodation plans
- d. Workplace emergency response information
- e. Performance management and talent development.

a. Recruitment, Selection & Notice to Successful Applicants

- **Accessible Recruitment** – During the hiring process, PragerNuform Inc. will notify the public and all job applicants that accommodations are available upon request for individuals with disabilities.
- **Accommodation in Hiring** – If a selected applicant requests an accommodation, we will consult with them to arrange suitable adjustments based on their accessibility needs.
- **Notification to Hires** – When extending an offer of employment, PragerNuform Inc. will inform successful candidates about our policies for accommodating employees with disabilities.

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- **Policy Access & Onboarding** – Policies on accessibility and accommodations will be:
 - Included in offer letters and provided upon request during onboarding.
 - Posted on the company website and available in accessible formats as needed.
 - Communicated to employees whenever updates occur.
 - Training will be conducted on an ongoing basis whenever accessibility policies are updated.

Confidentiality & Privacy – Employees will be assured that their dignity and privacy will be respected, and accommodation-related information will not be shared without their consent.

b. Return-to-Work Process

PragerNuform Inc. is committed to developing a structured return-to-work process for employees on leave due to a disability who require accommodations to resume work.

Return-to-Work Process Components

- Identifying essential job tasks and functions to support a smooth transition back to work.
- Determining reasonable accommodations that allow the employee to perform their role effectively.
- Maintaining a written return-to-work policy and tracking the progress of employees receiving accommodations.
- Training managers and HR professionals involved in the return-to-work process to ensure a supportive and informed approach.

Our goal is to help employees return to work safely and in a timely manner while ensuring their roles remain productive, meaningful, and aligned with their functional abilities.

This return-to-work process does not replace or override any other legally mandated return-to-work processes.

c. Individual Accommodation Plans

PragerNuform Inc. is dedicated to developing and documenting Individual Accommodation Plans (IAPs) to support employees in the areas of return to work, performance management, career development, and redeployment. The key components of an individual accommodation plan are:

- **Employee Participation** – Employees will be involved in developing their accommodation plans.
- **Individual Assessments** – Employees will be assessed on a case-by-case basis to determine appropriate accommodations.
- **Expert Consultation** – If needed, PragerNuform Inc. may request evaluations from external medical professionals or specialists (at the company's expense) to determine feasible accommodations.
- **Representation** – Employees may choose to involve a representative (JHSC member) in the development of their accommodation plan.
- **Review & Updates** – Accommodation plans will be reviewed and updated regularly to ensure they continue to meet employee needs.
- **Denial & Justification** – If an accommodation request is denied, employees will receive a clear explanation outlining the reasons for the decision.

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- Privacy Protection – All personal information related to accommodation requests will be kept strictly confidential.
- Accessible Formats – Accommodation plans will be provided in a format that aligns with the employee's accessibility needs.

d. Workplace Emergency Response Information

PragerNuform Inc. recognizes that emergency preparedness is essential to the health, safety, and security of all employees. We are committed to providing accommodations in emergency situations for employees who may require alternative procedures due to a disability. To ensure inclusivity and preparedness, PragerNuform Inc. will:

- Provide public emergency procedures, plans, and safety information in an accessible format upon request in a timely manner.
- Develop individualized workplace emergency response plans for employees who require accommodations during an emergency.
- Outline clear steps that individuals with disabilities should follow in the event of an emergency.
- Offer designated assistance to employees who require support during an emergency, with their consent.
- Communicate emergency response plans to the employee's manager and safety personnel on an as-needed basis to ensure effective implementation.
- Maintain and update emergency response plans when changes occur in an employee's accessibility needs or work location.
- Centralize information storage to ensure HR professionals have quick access to relevant data, allowing for greater efficiency, consistency, and accuracy in managing workplace safety accommodations.

e. Performance Management & Talent Development

PragerNuform Inc. is committed to fostering the growth and professional development of all employees, including those with disabilities. We recognize the importance of incorporating individual accommodation plans into our performance management, career development, and redeployment processes.

Key Commitments

- Performance Management – We will ensure that employees with disabilities receive fair and equitable performance evaluations by considering their accommodation needs during assessments.
- Career Development – We will provide equal access to training, mentorship, and advancement opportunities, taking into account individual accommodation requirements.
- Redeployment – When reassigning employees to new roles, we will factor in their existing accommodation plans to ensure a smooth transition.
- Training for Managers – Individuals responsible for performance management and talent development will receive training on AODA compliance to ensure fair and inclusive practices.

By integrating accessibility into our emergency preparedness, performance management, and talent development strategies, we strive to create an inclusive, supportive, and equitable workplace for all employees.

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