



# Commitment to Accessibility – Standards for Customer Service & Employment

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## **POLICY OVERVIEW:**

BCV Asset Management Inc. (“BCV”) is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under [The Accessibility for Manitobans Act](#). Furthermore, BCV is committed to diversity and inclusion of women, Indigenous peoples, persons with disabilities, and persons of all sexual orientations and genders. Providing accessible and barrier-free environments for everyone is a shared endeavor.

## **CUSTOMER SERVICE POLICY ELEMENTS:**

### **Policy availability**

BCV will maintain its Accessibility Policy and will be available to the public. If and when requested, the Accessibility Policy will be provided in an accessible format. BCV will strive to be compliant with accessibility legislation by incorporating best practices, policies, and training.

### **Information and communication**

When providing information to, or communicating with, a person with a disability, BCV will provide on request, the information and communication in an accessible format or with a communication support.

### **Accessible service**

BCV will make every effort to provide barrier-free access that accommodate the needs of our stakeholders. BCV welcomes and supports all who use assistive devices, support persons or service animals. BCV will maintain its accessibility features so they can be utilized as intended. Should an accessibility feature be temporarily unavailable, BCV will strive to update onsite and provide appropriate signage.

### **Training**

BCV will provide required training to employees on accessibility requirements under The Accessibility for Manitobans Act and the Accessible Employment Standards. BCV will keep track of training offerings, materials, and requirements, and are available upon request.

### **Management responsibilities**

BCV is committed to and responsible for developing and implementing appropriate procedures to support our accessibility compliance policy. BCV will continue to identify and take steps to prevent and remove accessibility barriers impacting our clients.

## **EMPLOYMENT POLICY ELEMENTS:**

### **Policy availability**

BCV will consistently maintain its Accessibility Policy as it relates to employment for all prospective and current employees of BCV. We will strive to be compliant with accessibility legislation to provide them with effective participation in the workplace on an equal basis.

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### **Remove barriers to recruitment and selection**

BCV will consistently inform applicants in job postings that reasonable accommodations are available upon request. If an applicant requests accommodation, BCV will consult with the applicant to determine how to reasonably accommodate the applicant. If the accommodation is reasonable, BCV will ensure it is in place during the assessment and selection process. When making an offer to employees, BCV will include information about its policies and practices for accommodating employees in the workplace.

### **Accessibility and communication during employment**

BCV will inform employees about its policies and practices for accommodating employees disabled by barriers, and continuously update employees when these policies and practices change. BCV will provide updated information in accessible formats and with communication support as needed.

### **Individualized accommodation plans**

Upon request, BCV will make every effort to provide Individualized Accommodation Plans (IAP) for our employees. Employees should submit their requests for accommodation, verbally and in writing to the Manager – People and Culture who will assess the accommodation needs on an individual basis. An IAP will contain any accessible supports that BCV will use in providing information to the employee, any Workplace Emergency Response Plan (WERP) developed for the employee and any other reasonable accommodation BCV will make to address the barriers that disable the employee.

### **Performance**

BCV will ensure its leaders and performance management processes are handled sensitively and free of discriminatory conduct.

### **Training**

BCV will provide required training on how to accommodate employees who are disabled by barriers to all staff specifically with the following responsibilities as it relates to recruitment, management, developing and implementing employment policies and procedures. The content of such training will include education about the ADA and Accessible Employment Standards act as it relates to our team. BCV will endeavor to regularly keep track of training requirements.

### **Workplace Emergency Response Plans (WERPs)**

BCV is committed to and responsible for developing and implementing appropriate emergency response plans. Employees who may require assistance during emergency situations will be asked to complete procedures to support our accessibility compliance policy. BCV will continue to identify and take steps to prevent and remove accessibility barriers impacting our clients.

### **Maintaining privacy**

BCV is committed to protecting the privacy and confidentiality of its employees' personal information and personal health information. BCV will only collect, use, and disclose information as required for the purposes of the Accessibility Standard for Employment, unless otherwise agreed upon by the employee. BCV follows proper protocol when storing confidential information and takes appropriate steps to protect the privacy of our employees' personal information.

### **Accessibility requests and feedback**

BCV welcomes your feedback and strives to communicate the policies and actions taken upon request. For such requests or feedback about accessibility as it relates to our employment policy as well as customer service policies, please contact Kimberly Wallace, Manager - People and Culture at [kwallace@bcvfinancial.com](mailto:kwallace@bcvfinancial.com) or call (204) 284-2583. Requests and/or feedback will be acknowledged within two business days.

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