

Multi-year Accessibility Plan (AODA) – Ontario

**Introduction**

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025.

The regulations associated with the Integrated Accessibility Standards (hereafter referred to as the “IASR”) under the AODA require that private and not-for-profit organizations with 50+ employees establish, implement, maintain, and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR. In 2023 MDM Business Solutions Inc. reached 50+ employees and is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 and all the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

Under the AODA, the following accessibility standards set certain requirements that are applicable to MDM Business Solution Inc.:

* Customer Service;
* Information and Communications; and
* Employment

This multi-year plan outlines MDM Business Solutions Inc.’s strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill our commitment as outlined in MDM Business Solutions Inc.’s Accessibility Policies.

In accordance with the requirements set out in the IASR, MDM will:

* Post this plan on its website (http:// [www.mdmgroup.ca](http://www.mdmgroup.ca));
* Provide this plan in an accessible format, upon request; and
* Review and update this plan at least once every five years.

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1. **Statement of Commitment**

MDM Business Solutions is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. This plan is in effect from July 01, 2023, and will be reviewed and updated at least every 5 years to identify progress made in addressing barriers.

MDM welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback.

Our Multi-Year Accessibility Plan, Contact Information and Feedback process are available under the “Accessibility” link on our corporate website at http:// www.mdmgroup.ca.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact:

1. Human Resource Manager Marina Dates

Phone number – 905-829-2686

Mailing address – 6-2300 Bristol Circle, Oakville, Ontario, L6H5S3

E-mail address – mdates@mdmgroup.ca

2.Customer support service

customerservice@mdmgroup.ca

1. **Accessibility Standards for Customer Service (ONTARIO REGULATION 429/07)**

**Commitment:**

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

To achieve this, the organization makes reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: Ontario Regulation 429/07.

• Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities.

• The provision of our goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

• Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

**Action Taken:**

The following measures have been implemented by MDM Business Solutions Inc.:

* Ensuring all persons who, on behalf of MDM deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;
* Ensuring completion of accessibility training is tracked and recorded;
* Ensuring accommodation of customers accompanied by a guide dog or other service animal in areas of MDM;
* Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
* Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason for the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available;
* Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods;
* Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario’s One-Source for Business website.

**Required compliance date:** January 1, 2012

**Status:** Completed

**Planned Action:**

* Report continued compliance with the customer service standard on the Accessibility Compliance

Reporting tool at ServiceOntario’s One-Source for Business website.

* Ensuring completion of Improving Workplace Accessibility refresher training.

**Required compliance date**: December 31, 2023

**Status**: Completed/Reviewed & Updated Annually to ensure ongoing compliance.

1. **Integrated Accessibility Standards Regulation (ONTARIO REGULATION 191/11)**

**a. Emergency Procedure, Plans or Public Safety Information**

**Commitment:**

MDM is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

**Action Taken:**

The following measures were implemented by MDM effective January 1, 2012:

* Emergency procedures, plans and public safety information that are prepared by MDM and made available to the employees and visitors, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;

**Required compliance date: January 1, 2012**

**Status: Completed**

**Reviewed: September 1, 2023**

**b. Workplace Emergency Response Information**

**Commitment:**

Where MDM is 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.

**Action Taken:**

The following measures were implemented by MDM effective January 1, 2012:

* Where the organization becomes aware of the need to accommodate an employee’s disability, and if the employee’s disability is such that the individualized emergency response information is necessary, MDM will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.
* If an employee who receives individualized workplace emergency response information requires

assistance, with the employee’s consent, MDM will provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.

* MDM will review the individualized workplace emergency response information when:

the employee moves to a different location in the organization;

the employee’s overall accommodations needs or plans are reviewed; and/or

MDM reviews its general emergency response policies.

**Required compliance date: January 1, 2015**

**Status: Completed**

**Reviewed: September 1, 2023**

**c. Training**

**Commitment:** MDM Business Solutions Inc. is committed to implementing a process to ensure that all employees who provide goods and services and persons participating in the development and approval of MDM’s policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities and are provided with such training as soon as practicable. **First required compliance date: January 1, 2016**

**Status: Completed/ Ongoing process**

**Planned Action:**

In accordance with the IASR, MDM Business Solutions Inc. will:

* Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, participating in the development and of the MDM’s policies;
* Ensure that the training is provided to persons referenced above as soon as practicable;
* Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
* Ensure that training is provided on any changes to the prescribed policies on an ongoing basis;
* Update training as required.

**Record keeping: December 31, 2022**

**Status: In process/Ongoing**

**d. Information and Communication Standards**

**Commitment:**

MDM Business Solutions Inc. is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication support. This includes publicly available information about services and facilities, as well as publicly available emergency and safety information.

**(i) Feedback, Accessible Formats and Communication Supports**

**Required compliance date:** January 1, 2016 – Feedback-related provisions:

MDM Business Solutions Inc. have established feedback processes for employees to comment on their experience in the workplace. The company use emails to collect feedback or may choose to meet and talk with their employees or provide them with printed evaluation forms to complete.

**Status:** Completed

**Planned Action:**

In accordance with the IASR, MDM Business Solutions Inc. will:

* Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.
* Consult with the person making the request in determining the suitability of an accessible format of communication support.
* Notify the public about the availability of accessible formats and communication support.

**(ii)Accessible Websites and Web Content**

**Planned Action:**

In accordance with the IASR, MDM Business Solutions will ensure that MDM ’s public websites and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA for all content, other than, success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2024.

**Required compliance date:** Private and not-for profit organizations with 49 or fewer employees do not have obligations under this requirement. MDM Business Solutions Inc. reach 50+ employees in 2023.

**Required compliance date level AA:** January 01, 2021.

**Status:** Completed

**e. Employment Standards** *(Also see “2. Workplace Emergency Response Information” above)*

**(i) Recruitment**

**Commitment:**

MDM Business Solutions Inc. is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

**Planned Action:**

In accordance with the IASR, MDM Business Solutions Inc. will do the following:

**Recruitment, Assessment and Selection**

MDM Business Solutions Inc. will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the

materials or processes to be used in the assessment/selection process.

This will include:

* A review and, as necessary, modification of existing recruitment policies, procedures, processes, and templates;
* Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
* If a selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant’s accessibility needs due to disability;
* Inclusion of notification of MDM Business Solutions Inc.’s policies on accommodating employees with disabilities in offer of employment letters.

**Required compliance date: January 1, 2017**

**Status: Completed.**

**(ii) Accessible Formats and Communication Supports for Employees Commitment:**

MDM Business Solutions Inc. is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

**Planned Action:**

In accordance with the IASR, MDM Business Solutions Inc. will:

* Inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodation that take into account an employee’s accessibility needs due to disability.
* Provide the information required to new employees as soon as practicable after they begin their employment.
* Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee’s accessibility needs due to disability.
* Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
* Information that is needed in order to perform the employee’s job; and
* Information that is generally available to employees in the workplace.
* MDM Business Solutions Inc. will consult with the employee making the request to determine the suitability of an accessible format or communication support.

**Required compliance date:** January 1, 2017

**Status:** Completed/Reviewed & Updated Annually

**(iii). Workplace Emergency Response Information**

MDM Business Solutions Inc. will provide **individualized workplace emergency response** information to employees who have a disability, if the disability is such that the individualized information is necessary, and if MDM is aware of the need for accommodation due to the employee’s disability. Recruiting in Motion Inc. will

provide this information as soon as practicable after becoming aware of the need for accommodation**.**

Where the employee requires assistance, MDM Business Solutions Inc., with the consent of the employee, provide the workplace emergency response information to the person designated by MDM Business Solutions Inc. to provide assistance to the employee.

MDM Business Solutions Inc. will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee’s overall accommodation needs or plans are reviewed.

**Required Legislative Compliance Date:** January 1st, 2012.

**Status:** Completed/Reviewed & Updated Annually to ensure ongoing compliance.

**(iv) Documented Individual Accommodation Plans/Return to Work Process**

**Commitment:**

MDM Business Solutions Inc. is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

**Required compliance date**: January 1, 2015

**Status**: Completed.

**Planned Action:**

MDM will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability if such plans are required.

MDM Business Solutions Inc. will ensure that the process for the development of documented individual accommodation plans includes the following elements:

* Create a written process for development of documented individual accommodation plans and return to work plans for employees with disabilities.
* Include in the process and plans all the required elements in accordance with the IASR.
* This return-to-work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).
* MDM Business Solutions Inc. is committed to producing and providing documented individual accommodation that includes the following:

• Participation of the employee requiring the individual accommodation plan.

• Ability to request outside medical evaluation to determine if accommodation can be achieved and how.

• High level of privacy.

• Regular review and updates.

• Reason for denial if applicable.

• The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee.

• And if required, include individualized workplace emergency response information.

**(v). Performance Management, Career Development and Redeployment**

**Commitment:**

MDM Business Solutions Inc. will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

When using its performance management process in respect of employees with disabilities;

When providing career development and advancement to its employees with disabilities;

When redeploying employees with disabilities.

**Required compliance date: January 1, 2017.**

**Status: Completed.**

**Planned Action:**

In accordance with the IASR, MDM Business Solutions Inc. will:

* Review, assess and, as necessary, modify existing policies, procedures, practices and templates to ensure compliance with the IASR;
* Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
* Assessing performance
* Managing career development and advancement
* Redeployment is required.