

Accessibility for Ontarians with Disabilities Policies and Procedures for Accessible Customer Service Standard Integrated Standards (Information and Communication) and (Employment)

Statement of Commitment

MBM is committed to removing and preventing barriers faced by individuals with disabilities. In compliance with the Accessibility for Ontarians with Disabilities Act, MBM will take measures to provide equal access to its services for clients with disabilities. In addition, MBM will make every effort to provide accessible information and communication, and create and maintain a respectful, welcoming, and inclusive environment for all job applicants and employees with disabilities.

Purpose

This policy details MBM's commitment to using reasonable efforts to ensure it provides accessible customer service to people with various kinds of disabilities.

Scope

This policy applies to MBM's employees, interns, contractors, or agents who deal with the public or other third parties on behalf of MBM.

The Accessibility Standard for Customer Service policy governs MBM's provision of goods and services to members of the public or other third parties including all clients, partners, members of governing bodies and the court.

The Integrated Standards policy governs MBM's provision of accessible formats and communications supports for its information and communication, and for the accommodation and provision of supports for persons with disabilities throughout the recruitment and employment lifecycle.

Standards under AODA that apply to MBM include: Customer Service, Information and Communication, and Employment.

Accessibility Standard for Customer Service

Core Principles and Purpose of Customer Service Standard

MBM will use reasonable efforts to ensure the provision of its goods and services are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from MBM's goods and services; and
- Giving people with disabilities the same opportunity equal to that of persons without disabilities to obtain, use or benefit from MBM's goods and services.

Use of Assistive Devices

MBM permits persons with disabilities to use their personal assistive devices while on MBM's premises to obtain, use, or benefit from MBM's goods and services.

Use of Service Animals and Support Persons

Service Animals: Persons with disabilities who are accompanied by guide dogs or other services animals will be permitted to enter MBM's premises that are open to the public with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, MBM will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from MBM's goods and services.

If it is not readily apparent that the animal is a service animal, MBM may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Support Persons

Persons with disabilities who are accompanied by a support person will be permitted to enter MBM's premises that are open to the public and will not be prevented from having access to the support person while on the premises.

MBM may require a person with a disability to be accompanied by a support person while on MBM premises in situations where it is deemed necessary to protect the health and safety of the person with a disability and/or others.

When support persons are required for MBM sponsored meetings or events, the person with a disability will be required to provide his or her own support person. If there are fees associated with the meeting or event, the support person will be charged the regular fee unless otherwise specified by MBM. Advance notice of said fees will be provided if such circumstances exist.

Communication

When communicating with a person with a disability, MBM will do so in a manner that takes into account the person's disability.

Notice of Temporary Disruptions

MBM will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, MBM will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

When disruptions occur, MBM will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the MBM website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Feedback Process

MBM shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by contacting either the receptionist or Human Resources. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

**Human Resources
613-801-1092
275 Slater Street, 14th Floor
Ottawa, ON**

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Accessibility Standards for Information and Communication

MBM will take measures to meet the following requirements under the Information and Communication Standards as prescribed by the *Regulation*:

Accessible Formats and Communication Supports

MBM ensures that communication or information that is made available to the public or that is provided to or exchanged with third parties will be made accessible to persons with disabilities on request. MBM will achieve this by providing alternate formats or will arrange for the provision of communication supports that take into account the needs of the person making the request. It will be provided in a timely manner and at a cost that is no more than the regular cost.

Note: the above does not apply to products and product labels and information that MBM does not control directly or indirectly through a contractual relationship. Nor does it apply to unconvertible information or communication.

Accessibility Standards for Employment

MBM will take measures to meet the following requirements under the Employment Standards as prescribed by the *Regulation*:

Individualized Workplace Emergency Response Information

MBM provides individualized workplace emergency response information to employees who have a disability when MBM is made aware of the need for accommodation. The individualized emergency response plan and associated information will be made available in alternate format as needed in order to take into account the disability.

Recruitment, Assessment and Selection Processes

MBM notifies employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process by ensuring the following;

- Notify internal and external job applicants that accommodations to support their participation in all aspects of the recruitment process will be provided on request. Notification will be provided in all job postings, and in alternate formats when requested, as well as when communicating with applicants verbally or in writing.
- Notify job applicants when they are selected to participate in the selection and assessment process that accommodations and supports will be provided on request.
- Notify the successful applicants of our policies for accommodating employees with disabilities when making an offer of employment.

Informing Employees of Supports

MBM notifies employees of our policies to support employees with disabilities. MBM will provide job accommodations that take into account the accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

When requested by an employee with a disability, MBM will provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform his or her job, and information that is generally available to employees in the workplace. MBM will consult with the employee to determine the suitability of an accessible format or communication support.

Performance Management

When applying performance management processes for employees and conducting activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success, MBM will take into account the accessibility needs of employees with disabilities. When reviewing the performance of an employee with a disability, MBM will review his or her accommodation needs and determine whether it necessitates adjustment to improve his or her performance on the job. MBM will also ensure that documents related to performance management are available in accessible formats.

Career Development and Management

MBM wishes to provide employees with disabilities the opportunity to advance within our organization. When providing career development and advancement opportunities, MBM will take into account what accommodations employees with disabilities may need to succeed in other roles within MBM or to take on new responsibilities in their current position.