



MiTek Canada, Inc.

## **Accessibility Policy and Multiyear Plan**

This 2014-21 accessibility plan outlines the policies and actions that MiTek Canada will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

MiTek Canada is committed to treat all people in a way that allow them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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 Access for Ontarians with Disabilities Act.

### **Training**

MiTek Canada will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided over the course of 2014 and in a way that best suits the duties of employees, volunteers and other staff members. Training will be complete by January 1, 2014.

### **Information and Communication**

MiTek Canada is committed to meeting the communication needs of people with disabilities. Where applicable, we will consult with people with disabilities to determine their information and communication needs.

Effective January 1, 2014, MiTek Canada will ensure any new websites, and the content on those new websites will conform with WCAG 2.0, Level A. We will also initiate a separate multi-year plan (Start date TBC) in order to ensure that all MiTek websites and content conform to WCAG 2.0 Level AA by January 1, 2021.

Feedback from customers may be provided as per the attached Customer Service Standard Policy. MiTek will ensure communication support is available on request and than any forms or tools used for feedback will be made available in an accessible format when requested.

## **Employment**

MiTek Canada Inc, is committed to fair and accessible employment practices and will ensure the following plan is in place no later than January 1, 2016.

## **Recruitment**

MiTek staff and the public will be notified that that accommodation is available on request during the interview process. This information will be added to all internal and external job postings.

## **Accommodation During Employment**

All new and existing employees will be informed of MiTek Policies with respect to accommodating employees including existing return to work policies for employees that have been absent due to a disability.

Individual Accommodation Plans will be prepared for employees returning from a disability absence who require accommodation. Plans will be developed with the employees' participation, may include employee requests for evaluation by external medical experts, and will ensure the privacy of the employee medical information.

All corporate policies will be made available in an accessible format when requested.

Management will take the accessibility needs of employees with disabilities into account when participating in performance management, career development and the redeployment process.

## **Conclusion**

This accessibility plan outlines the policies and actions that MiTek Canada will put in place to improve opportunities for people with disabilities. For more information on this accessibility plan please contact:

MiTek Accessibility Officer  
800-268-3434  
[access@mittek.ca](mailto:access@mittek.ca)

Accessible formats of this document are available free upon request.

## Accessibility Standards for Customer Service Policy

### 1. Objective

We at MiTek Canada, Inc. are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the requirements of the Accessibility Standards for Customer Service Policy and promote its underlying core principles, described below.

### 2. Background

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. A standard for customer service has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

### 3. Scope

The Policy applies to all persons who, on behalf of MiTek Canada, Inc. deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

### 4. Definitions

- a. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- b. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- c. **Disability** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.
- d. **Service Animal** - An animal is a service animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- e. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services .
- f. **“We”, “Our” and “Staff”** means MiTek Canada, Inc. and its employees, volunteers, agents and contractors.

### 5. Core Principals of the policy

We endeavor to ensure that this policy and any related practices and procedures are consistent with the following four (4) core principles:

- a. **Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- b. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- c. **Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- d. **Independence** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## 6. Implementation

Implementation of this policy and its supporting program falls under the supervision of the VP of Operations. The VP Operations will assign an individual to be responsible for:

- a. Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- b. Developing and implementing an accessibility training program as required under the Act.
- c. Developing a feedback procedure as required under the Act.
- d. Filing Accessibility Reports as required under section 14 of the Act.

## 7. Providing goods and services to people with disabilities

### I. Communications

#### a. Accessible Mediums of Communication

MiTek Canada, Inc. strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- (i) a website that provides information in clear plain language, and
- (ii) Bell TTY relay

#### b. Communicating with Persons with a Disability

MiTek Canada, Inc. strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

## **II. Accessibility at Our Premises**

We offer the following facilities and services to which the Policy applies to enable persons with a disability to obtain, use or benefit from our goods and services:

- a. alternate formats of documents i.e. commonly asked customer questions, such as return and exchange policy, available in a handout and in large print,
- b. assistance of a staff person to complete a form,
- c. ground floor accessible washrooms,
- d. ground floor level meeting and training space.

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

## **III. Service Animals**

Persons with a disability may enter premises owned and/or operated by MiTek Canada, Inc. accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

If it is not readily apparent that the animal is a Service Animal, MiTek Canada, Inc. 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/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

## **IV. Support Persons**

A person with a disability may enter premises owned and/or operated by MiTek Canada, Inc. with a Support Person and have access to the Support Person while on the premises.

MiTek Canada, Inc. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

## **V. Notice of Temporary Disruptions**

MiTek Canada, Inc. will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the MiTek Canada, Inc. website.

The notice will include the following information:

- a. That a facility or service is unavailable.
- b. The anticipated duration of the disruption.
- c. Alternative facilities or services, if available.

## **8. Training and records**

MiTek Canada, Inc. will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

### **A. Content of Training**

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

### **B. Timing of Training**

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

### C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

## 9. **Feedback Procedure**

### A. Receiving Feedback

MiTek Canada, Inc. welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided to the Accessibility Officer in the following ways:

- i. In person at 100 Industrial Rd Bradford ON L3Z 3G7,
- ii. By telephone at 1-800-268-3434
- iii. In writing to [access@mitek.ca](mailto:access@mitek.ca)

### B. Responding to Feedback

MiTek Canada, Inc. has a feedback protocol to enable its accessibility officer to receive and respond to comments, including complaints. Feedback will be responded to as soon as it is practicable.

## 10. **Documentation to be made available**

This Policy shall be made available to any member of the public upon request. Notification of same shall be posted on MiTek Canada, Inc. website and at a conspicuous place at each premise to which this Policy applies.

## 11. **Format of Documents**

MiTek Canada Inc. will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.