

# modis

## MODIS CANADA ACCESSIBILITY POLICY

**Accessibility** is defined as Modis Canada Inc.'s ("Modis") efforts and focus to strive at all times to provide its services in a way that respects the dignity and independence of people with respect to disabilities and the duty to accommodate. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

In accordance with Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations to develop specific standards surrounding accessibility, Modis is committed to developing, implementing and enforcing these standards to ensure accessibility for everyone with disabilities in the areas of goods and services, facilities, employment, buildings and structures.

**Modis Canada presents its [Multi-Year Accessibility Plan 2014-2021](#).** The plan outlines how we will continue to remove and prevent accessibility barriers. This new plan ending in 2021 builds on what we have accomplished since we introduced our first plan in 2014 that laid out a comprehensive roadmap to make Modis Canada an accessible employer.

### **Customer Service – Operation Procedures**

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **Telephone Services**

We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

#### **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

#### **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: (i.e. hard copy, large print, fax or email). We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff dealing with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Modis' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### **Notice of temporary disruption**

Modis will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at reception entrance or wherever the disruption occurs (i.e. kitchen or bathroom) on our premises.

### **Training for staff**

Modis will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Senior Management, Managers, Sales Staff, Administrative Staff and Corporate Staff

This training will be provided within one month after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard (AODA)
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Modis' services
- Modis' policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Feedback process**

The ultimate goal of Modis is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way Modis provides goods and services to people with disabilities can be made by e-mail, verbally or in writing. All feedback will be directed to Human Resources. Customers can expect to hear a reply within 10 business days from the day the feedback is received.

### **Availability of Documents and Information and Communication in Accessible Formats**

All documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document or information to a customer or others with a disability, Modis will provide the document, or the information contained in the document, in a format that takes the disability into account in a timely manner, and at no additional cost.

## **Integrated Accessibility Standards**

### **Commitment**

Modis 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 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 Ontarians with Disabilities Act.

### **Accessible Emergency Information**

Modis is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

Modis will provide accessibility and Human Rights training to employees, interns, co-op/summer students and casual workers on accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. When any changes are made to the accessibility policy, employees and staff will be given updated training as needed. New employees receive training as part of their orientation training. All training will be documented and available for inspection, if required.

### **Information and Communication**

Modis is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Modis will arrange and provide for information in accessible formats as requested.

### **Accessible Formats and Communication Supports**

Upon request, Modis will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability at a cost that is no more than the regular cost charged to other persons, if charged at all. Modis shall consult with the person making the request in determining the suitability of an accessible format or communication support. Modis shall notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

Modis will make their internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, except where it is impractical to do so.

## **Employment Practices**

### **Recruitment**

Modis will notify internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process. Successful applicants will be notified of Modis' accommodation policy for employees.

### **Recruitment, Assessment or Selection Process**

During a recruitment process, Modis 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. When a selected applicant requests accommodation, Modis shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, Modis shall notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Modis 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 accommodations that take into account an employee's accessibility needs due to disability. Modis will provide this information to new employees during their orientation training. Modis will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

### **Accessible Formats and Communication Supports for Employees**

Modis will 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. Modis will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Workplace Emergency Response Information**

Modis 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 the employer is aware of the need for accommodation due to the employee's disability. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Modis will provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. Modis will provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. Modis will review the individualized workplace emergency response information: when the employee moves to a different location in the organization; when the employee's overall accommodations needs or plans are reviewed; and yearly, when the Modis' overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

Modis will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. The plans will include individualized workplace emergency response information and will identify any other accommodation that is to be provided.

### **Return to Work Process**

Modis has a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process documents the steps Modis will do to facilitate the return to work process and will include specific

individual accommodation plans in that process. The return to work process will not replace or override any other return to work process created by or under any other statute.

### **Performance Management, Career Development and Advancement**

Modis will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when managing performance, providing career development and advancement to employees or when redeploying employees.

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Modis that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources of Modis Canada.

