

## MBTW/WAI – ACCESSIBILITY POLICIES

In accordance with the government of Ontario’s requirements in **Regulation 191/11: Integrated Accessibility Standards (IASR)** under the **Accessibility for Ontarians with Disabilities Act, 2005**, MBTW/WAI is proud to have developed the following policies to be implemented as part of our **Multi-Year Accessibility Plan**.

### 1.0 STATEMENT OF COMMITMENT

MBTW/WAI is committed to fostering an environment of barrier-free equal opportunities and access for all. We aim to surpass minimum AODA requirements, acting as exemplary leaders in inclusive design, both in practice and within the workplace. Our core values and beliefs include the development of a professional team with pro-active mindsets and attitudes towards meeting and upholding conditions that allow for unrestricted participation. Through this process we aim to align our current and future policies with the core principles of dignity, independence, integration, and equal opportunity.

### 2.0 ACCESSIBILITY POLICIES

#### 2.1 Communication:

MBTW/WAI is dedicated to:

- 2.1.1 Providing accessible barrier-free communication of website content, digital content, written content and spoken dialogue whenever possible. This may include tools such as the use of visual aids, voice outputs (VOCAs), or other communication enhancements.
- 2.1.2 Conducting regular reviews and updates to all communication channels.
- 2.1.3 Training Staff in effective communication techniques that are comprehensible to an audience with a wide range of abilities.

#### 2.2 Training:

MBTW/WAI is committed to:

- 2.2.1 The continued administration of standard mandatory training in line with the **Accessibility for Ontarians with Disabilities Act, 2005** and the **Ontario Human Rights Code**.
- 2.2.2 Providing new employees with mandatory accessibility training during their onboarding process with training occurring as soon as practical after the start of employment.
- 2.2.3 Proving all staff will ongoing accessibility training updates, including advanced accessibility training modules tailored to employee specific roles and responsibilities when available and warranted.
- 2.2.4 Training all persons who participate in developing the organization’s policies.
- 2.2.5 Training all other people who provide goods, services, or facilities on behalf of the organization.

- 2.2.6 Maintain records of training events, including the dates on which training was provided and the individuals who undertook the training.

MBTW/WAI training includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- Our policies related to the Customer Service Standards.
- 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.
- How to use the equipment or devices within the physical workplace that may help with the provision of goods, services, or facilities to people with disabilities, including (but not limited to): access routes, technological equipment, plotters, printers, washrooms, and archival information.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

## 2.3 Assistive Devices:

MBTW/WAI welcomes the use of assistive devices by clients, employees, and visitors:

- 2.3.1 In cases where the assistive device presents an unavoidable health or safety concern other measures will be used to ensure the person with a disability can access our goods, services or facilities.
- 2.3.2 We will ensure that our facilities and services are compatible with common assistive devices such as screen readers, communication devices, and mobility aids.

## 2.4 Service Animals:

Service animals are welcome at MBTW/WAI's workplace:

- 2.4.1 Our employees will be trained to interact with individuals who use service animals in a respectful and accommodating manner.

A service animal can be easily identified through visual indicators, such as a harness or a vest, or when it helps a person perform certain tasks.

## 2.5 Support Persons:

Individuals who require support persons are encouraged to bring them to MBTW/WAI's workplace:

- 2.5.1 We will ensure that support people are accommodated and can participate in meetings and consultations as needed.
- 2.5.2 A fee or fare will never be charged to support persons accessing our premises.

## 2.6 Designing Public Spaces:

MBTW/WAI will:

- 2.6.1 Adhere to all relevant accessibility standards and regulations when designing public spaces. We aim to further engage in universal design principles through the process of design projects.
- 2.6.2 Prioritize accessibility features, including accessible paths, ramps, seating, and signage, into our external design projects and our own physical work environment wherever possible.
- 2.6.3 Actively engage with accessibility experts and organizations to ensure our projects meet or exceed accessibility requirements.

## 2.7 Notice of Temporary Disruption:

In the event of temporary disruption to our services or facilities, MBTW/WAI will:

- 2.7.1 Notify clients, employees, and visitors as soon as possible, including providing a reason for the disruption and the expected duration of the interruption.
- 2.7.2 Make alternative options available (when feasible).

## 2.8 Procurement:

For any procurement processes, MBTW/WAI is committed to:

- 2.8.1 Strengthening partnerships with suppliers, contractors and clients who prioritize accessible products and services that meet AODA requirements.
- 2.8.2 Including and prioritizing accessible criteria / options (when feasible).

## 2.9 Employment:

MBTW/WAI will continue to:

- 2.9.1 Review and update hiring practices and policies to ensure equal opportunities for individuals with a range of abilities and talents.
- 2.9.2 Encourage the communication of accommodation to all suitable candidates in the initial stages of the employment application process.
- 2.9.3 Provide immediate accommodation and support for any new employees requiring them or current employees who have identified a desire for them.
- 2.9.4 Provide training and support to employees to ensure they are aware of and can effectively implement any new accessibility policies.

## 2.10 Transportation:

MBTW/WAI will ensure that:

- 2.10.1 Transportation services (if provided) are accessible to individuals with disabilities and selected transportation providers offer the most accessible options.

## 2.11 Changes to Existing Policies

Any MBTW/WAI policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## 2.12 Feedback:

We welcome feedback from employees, clients, and the public regarding our accessibility policies and practices. Feedback can be provided through various channels, including email, phone, fax or in person.

**Accessible formats of this document are available upon request.**