
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES –
MILLWORK CUSTOM MANUFACTURING (MCM) 2001 INC.
MULTI-YEAR ACCESSIBILITY PLAN

Introduction

The AODA seeks to provide a fully accessible Ontario by 2025, thus many obligations are placed on organizations to ensure their workplaces and services are fully accessible to the public and employees, including persons with disabilities.

Millwork Custom Manufacturing (MCM) 2001 Inc. is committed to follow the principles outlined in the Accessibility for Ontarians with Disabilities Act, 2005 and to meeting the needs of people with disabilities. It is to be executed through the implementation of the requirements of the Act. MCM2001 Inc.'s Multi-Year Accessibility Plan outlines our goals for the five years from 2018 to 2022. It is to be reviewed on a regular basis and amended as required. A new Multi-Year Accessibility Plan is to be published in 2023.

The objective of Multi-Year Accessibility Plan is to support Millwork Custom Manufacturing (MCM) 2001 Inc. compliance with the AODA and MCM2001 Inc.'s commitment to treating all people in a way that allows them to maintain their dignity and independence.

Statement of commitment

MCM2001 Inc. is 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 of the AODA. MCM2001 Inc. believes in equal opportunity and integration and is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause MCM2001 Inc. undue hardship.

1. General requirements

Customer Service Standard

Status: Complete and ongoing

MCM2001 Inc. has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies.



Regulation 429/07 required private organizations to comply with the Customer Service Standard as of January 1, 2012.

MCM2001 Inc. is committed to excellence in serving all customers including persons with disabilities. We have created and put in place a customer service plan and has achieved the following requirements of the AODA:

Status: Complete

- Training staff to serve customers of all abilities
- Welcoming support persons and service animals
- Creating accessible ways for people to provide feedback
- Making Accessibility Policy easily available for employees and customers – policy available in accessible formats, if requested

Barriers and Design of Public Spaces

Status: Ongoing

In accordance with the AODA and with MCM2001 Inc.'s commitment to treat all people in a way that allows them to maintain their independence and dignity together with creating an inclusive work environment, our plan seeks to meet the Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces.

In order to prevent service disruptions to its accessible parts of its public spaces in accordance with Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS, MCM2001 Inc. will notify the public of the service disruption and alternatives available.



Emergency Procedures, Plans and Public Safety Information

Status: Completed

MCM is committed to provide accessible emergency information to its customers and employees. The following requirements under AODA were met:

- Emergency information, that is evacuation plans and brochures are available for MCM's customers in an accessible format
- MCM's employees are provided with individual emergency response plan that takes into account their disability, upon request
- All MCM's employees are made aware of the availability of individual emergency evacuation plans during the onboarding process

Training

Status: Ongoing

MCM provides training to its employees on Ontario's accessibility laws and Ontario Human Rights Code. Training aims to be provided in a way that corresponds with the duties of employees and to determine the number of training levels and training needs. MCM takes every effort to determine whether existing training meets the ISAR requirements.

2. Information and Communications Standards

Feedback

Status: Complete

In order to comply with the AODA Customer Service Standard, MCM 2001Inc. has devised an accessible feedback process to receive and respond to feedback from customers and members of public with disabilities. The feedback process is available to the public in accessible formats on request.



MCM 2001 Inc. undertook the following steps:

- Creating a feedback process to respond to and receive feedback from its employees
- Making the feedback process available in accessible multiple formats
- Conducting assessment of feedback processes to ensure accessible formats represent current requirements and updating previous processes

Status: Ongoing

- Informing the public that information will be made accessible upon request
- Receiving feedback from people requesting information to be accessible in order to meet their need

Accessible Website and Web Content

Status: Ongoing

- Conducting current web functionality assessment to make sure it is compliant and adequate

3. Employment Standard

Recruitment – General

Status: Ongoing

- Reviewing mechanism concerning posting available positions at MCM 2001 Inc.
- Ensuring language of postings concerning available positions at MCM 2001 Inc. make applicants aware of available accommodation in accordance with AODA



Recruitment – Assessment or Selection Process

Status: Ongoing

- Ensure language used in all notifications with regards to interviews directed to candidates incorporates information that accommodation is available upon request and is in accordance with AODA
- Reviewing the recruitment process in reference to removing barriers and providing accessible features upon request in accordance with AODA.

Notice to Successful Applicants

Status: Ongoing

- Incorporating MCM 2001 Inc. accessibility policies and where to access additional information in the offer letter.

Accessible Formats and Communication Supports for Employees

Status: Ongoing

- Informing and educating employees of MCM 2001 Inc. on the availability of accessible format and ways of communication in accordance with AODA
- Reviewing current processes in search of making improvements as necessary

