



AODA Policy and Procedures

Mevotech (“the Company”) is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

The Company understands its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

The Company is committed to complying with both the *Ontario Human Rights Code* and the AODA and to excellence in serving all customers including people with disabilities.

The accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing the Company’s goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access the Company’s goods, services or facilities.

The Company ensures that all employees are trained and familiar with the various assistive devices available on site that may be used by people with disabilities while accessing the Company’s goods, services or facilities.

Communication

The Company communicates with people with disabilities in ways that take into account their disability and trains all employees on how to interact and communicate with people with disabilities. The Company’s website meets the requirements of WCAG 2.0 Level AA.

The Company works with the person with a disability to determine the method of communication that works for them.

Service Animals

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the Company’s premises that are open to the public.

When it cannot be easily identified that an animal is a service animal, an employee may ask a person to provide documentation (letter, form, or other documentation) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.



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

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, the Company will do the following to ensure people with disabilities can access goods, services or facilities:

- Explain why the animal is excluded;
- Discuss with the person another way of accessing goods, services or facilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the Company's premises.

In certain cases, the Company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability;
- Others on the premises.

Before making a decision, the Company will:

- Consult with the person with a disability to understand their needs;
- Consider health or safety reasons based on available evidence;
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, the Company will provide prompt notification. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Posted at the entrance of each facility;
- Posted on Mevotech website.



Training

The Company provides accessible customer service training to all employees.

- Employees are trained on accessible customer service within one (1) month of their hire date.

Training includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- The Company's policies related to the customer service standard;
- 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 available on-site that may help with providing goods, services or facilities to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Company's goods, services or facilities.

Employees are also trained when changes are made to the Company's accessible customer service policies.

Feedback process

The Company welcomes feedback on how accessible customer service is provided to people with disabilities. Feedback will help us identify barriers and respond to concerns.

Anyone who wishes to provide feedback can do so in the following way:

- Send an email to AODFeedback@mevotech.com

All feedback, including complaints, will be directed to Human Resources and a response will be provided within 10 business days.

The Company will make sure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Notice of Availability of Documents

The Company will notify the public that documents related to accessible customer service, are available upon request by posting notices as follows:

- At each entrance to the facility;
- On the Mevotech website.



The Company will provide this document in an accessible format or with communication support, upon request. The Company will consult with the person making the request to determine the suitability of the format or communication support and will provide the accessible format in a timely manner and, at no additional cost.

Policy Modifications

Any Company 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.