



## **Mevotech Accessibility Plan**

Mevotech is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Mevotech understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary

This Multi-Year Accessibility Plan outlines the steps Mevotech will take to further improve opportunities for people with disabilities and to comply with the requirements of the act.

### **Barrier Assessment**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Mevotech's goal of providing an inclusive workplace, this Multi-Year Accessibility Plan seeks to eliminate and prevent barriers to accessibility. Typical barriers experienced by individuals with disabilities include physical, communication and technology, attitudinal and systemic barriers.

### **Accessible Emergency Information**

Mevotech is committed to providing its customers with publicly available emergency information, in an accessible way, upon request. Mevotech will also provide disabled employees with individualized emergency response information when necessary.

Implementation Timeframe: **Effective Immediately and ongoing.**



## Training

Mevotech will provide training to all employees on Ontario's 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 Mevotech's employees.

Mevotech will take the following steps to ensure employees are provided with the training to meet Ontario's accessible laws:

- Mevotech will provide training for all employees. The training will meet the training requirements as required by the Customer Service Standard and Integrated Standards;
- Mevotech will provide the training in the form of a video presentation;
- Mevotech will manage and track the completion of this training for all Mevotech employees.

Implementation Timeframe: **April 30, 2021 and ongoing**

## Information and Communications

Mevotech is committed to meeting the communication needs of people with disabilities. Mevotech will take the following steps to make sure all publicly available information is made accessible upon request by **June 1, 2021**:

- Mevotech will provide customers with information in an accessible format, upon request; and,
- Mevotech will respond to such requests as soon as practicable.

Mevotech will ensure that the Mevotech website and any new web content conforms with WCAG 2.0, Level A. Mevotech will take the following steps to make any current and new website content conform with WCAG 2.0, Level A by **June 1, 2021**.

- All new Mevotech web content will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A
- If conformance with WCAG 2.0 Level A is an issue Mevotech will consult with its internal Marketing department/an external consultant regarding necessary changes to its new website.

Implementation Timeframe: **June 1, 2021 and ongoing**



## **Feedback**

Mevotech will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by June 1, 2020:

- Advise customers that feedback can be given by email or phone
- Ensure public that supports are available to facilitate the submission of feedback
- Commit to responding to feedback as soon as practicable

## **Service Disruptions**

In the event of a service disruption, Mevotech will notify the public of the disruption in service and alternatives available

Implementation Timeframe: **June 1, 2021 and ongoing**

## **Policy Review**

The Accessibility Plan is a tool for Mevotech to communicate its accessibility initiatives internally and to the public. Mevotech will review and update this plan annually to reflect Mevotech's accomplishments in improving our services for those with disabilities and to main compliance with AODA.

Implementation Timeframe: **Reviewed Annually in January of each year.**