

Miipe Accessibility Policy

UPDATED JANUARY 2021

HR DEPARTMENT



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

Contents

Purpose	2
Scope	2
Procedure	2
1. Statement of Commitment	2
2. Providing Goods, Services and Opportunities	2
2.1 Assistive Devices	2
2.2 Communication	3
2.3 Service Animals	3
2.4 Support Persons	4
2.5 Notice of Temporary Disruption	4
3. Employment	4
3.1 Emergency Response Plans	4
3.2 Employee Document Availability	4
4. Training	4
5. Document Availability	5
6. Feedback	5
7. Modifications to This or Other Policies	6



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

Purpose

This policy affirms Miipe's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and in a way that respects their dignity, independence and rights of equal opportunity and access. This policy outlines the responsibilities of Miipe staff in providing goods, services and opportunities to people with disabilities, in compliance with meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Scope

This policy applies to all Miipe staff including employees, volunteers and other third parties.

Procedure

1. Statement of Commitment

Miipe 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, and are committed to providing goods, services and employment in a way that respects the dignity and independence of persons with disabilities. Miipe 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 under the *Accessibility for Ontarians with Disabilities Act* (AODA).

Miipe also understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations, of which it is likewise committed, under the *Ontario Human Rights Code* or obligations to people with disabilities under any other Law.

2. Providing Goods, Services and Opportunities

Miipe is committed to excellence in serving all customers, including people with disabilities.

2.1 Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

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 our goods, services or facilities.

We will ensure that our staff will be trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

2.2 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them and train staff on how to interact and communicate with people with disabilities.

Miipe's new website will meet WCAG 2.0 Level AA requirements.

2.3 Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) 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, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

- discuss with the customer another way of providing goods, services or facilities

2.4 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises at no additional cost.

2.5 Notice of Temporary Disruption

Miipe will provide 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;
- It's anticipated duration; and
- A description of alternative facilities or services.

3. Employment

Miipe is committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

3.1 Emergency Response Plans

Miipe provides employees with emergency response information. Alternative emergency response plans will be created for each employee with a disability when Miipe is made aware that an individualized plan is necessary.

3.2 Employee Document Availability

Upon request, Miipe will consult with an employee with a disability to determine the suitability of an accessible format or communication support as pertains to:

- Information needed in order to perform the employee's job; and
- Information that is generally available to the employees in the workplace.

4. Training

Miipe will provide AODA and accessibility training to all staff including employees, volunteers, policy developers and other persons who provide goods, services or facilities on behalf of Miipe. Training is developed and delivered in various formats.

Training includes the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use equipment or devices available at or provided by Miipe that may help with the provision of goods, services or facilities to a person with a disability.



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

- What to do if a person with a disability is having difficulty in accessing Miipe's goods and services.
- Miipe's policies, practices and procedures relating to the integrated standards.

Staff will be trained when changes are made to accessible customer service policies, practices and procedures.

5. Document Availability

Documents related to accessible customer service may be requested by:

- Emailing info@miipe.com,
- Speaking to your main Miipe representative or,
- Calling 1-877-40MIPE (1-877-406-4473)

Miipe will provide this document in an accessible format or with communication support, upon request. Miipe 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 at no additional cost. Notice that documents related to accessible customer service are available upon request will be posted on Miipe's public website.

6. Feedback

Miipe welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback on the way Miipe provides goods, services or facilities to people with disabilities can do so in the following ways:

- Emailing info@miipe.com,
- Speaking to your main Miipe representative or,
- Calling 1-877-40MIPE (1-877-406-4473)

Upon request, Miipe will ensure our feedback process is accessible to the person making the request by providing or arranging for accessible formats and communication supports.

Miipe strives to respond to feedback and requests for accommodation within 5 business days. Once responded, Miipe aims to resolve requests within 10 business days of our first response. Notice of any change to this response timeline will be posted on Miipe's public website. Notice of how to provide feedback will be posted on Miipe's public website.



830 Edgeley Blvd
Concord, ON
L4K 4X1

T. (416) 201-8880
F. (905) 264-5502
TF. (877) 406-4473

7. Modifications to This or Other Policies

Any Miipe 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.