

# Miipe Multi-Year Accessibility Plan

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HR DEPARTMENT



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## Introduction

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).

This Multi-Year Accessibility Plan outlines Miipe's strategy to prevent and remove barriers to accessibility, and indicates actions Miipe has taken already to achieve this.

## Accessible Emergency Information

The following measures have now been implemented by Miipe effective **January 1, 2016**:

- Miipe is committed to providing the customers and clients with publically available emergency information in an accessible way upon request.
- Miipe provides employees with disabilities individualized emergency response information, when made aware of the necessity.

## Training

The following have been implemented by Miipe effective **January 1, 2015**:

- Miipe continues to provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other staff members.
- Miipe will continue to keep records of who has been trained and who needs to be trained.

## Employment

Miipe is committed to fair and accessible employment practices. We take the following steps to notify the public and staff that, when requested, Miipe will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:



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## Recruitment

Miipe has taken the following steps to notify the public and staff that, when requested will accommodate people with disabilities during the recruitment and assessment processes and when people are hired, effective **January 1, 2016**.

- Miipe notifies all employees and the public about being able to accommodate applicants with disabilities in the recruitment process, for both internal and external job postings.

## Selection

Miipe notifies selected job applicants of the availability of accommodations on request, in relation to the materials or processes used for selection, while taking into account the applicant's accessibility needs, effective **January 1, 2016**.

- During the recruitment process, job applicants who are selected to participate in an assessment or interview will be notified that those accommodations are available upon request. If a selected applicant requests an accommodation, Miipe will consult with the applicant and provide or arrange for alternative accommodations in a manner that takes into account the applicant's accessibility needs.
- Miipe includes our accessibility feedback survey to all candidates who request accommodations in order to continue improving the accessibility of this process.

## Offer of Employment

Miipe notifies successful applicants of company policies for accommodating employees with disabilities and notifies them of the availability of accessing these documents with accessible formats and communication supports by **January 1, 2016**.

- Miipe provides assistance to a candidate who is provided with an offer of employment. They are notified that the company accommodates employees with disabilities upon request. The company will consult with the employee in order to provide accessible formats and communication supports regarding information that is needed to perform their job as well as general information made available to all employees in the workplace.
- Miipe has updated our accommodation procedure to support candidates and employees with disabilities and will continue to revise and improve as needed.



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## Accommodation Policy

Miipe informs employees of policies supporting customers and employees with disabilities, and communicates the accessibility policy to all current employees effective **January 1, 2016**.

- Miipe provides accommodation information to new employees as part of Miipe's new hire onboarding process.
- Miipe provides training on Miipe's accessibility policy to new employee orientation in order for new employees to be aware of policies for people with disabilities
- Miipe advises employees of policy changes when they occur and provides additional training when necessary.
- Miipe will make available accessible formats and communication supports for job or workplace information, once Miipe is made aware of the need.
- Miipe will continue to review and update policies and procedures for providing job accommodations.
- Miipe will consult with employees with disabilities to determine the suitable formats or communication supports most suitable for them.

## Individual Accommodation Plans

The following measures have now been implemented by Miipe effective **January 1, 2016**:

- Miipe has develop a written process for documenting individual accommodation plans which is accessible to employees by request or on the HR Tool. This plan includes how:
  - an employee can participate
  - the employee will be assessed
  - the employer can request an assessment to determine accommodation
  - the employee's personal information will remain private
  - how often plan will be reviewed and updated
  - reasons for denied request will be communicated
  - how to include information in individual accommodation plans on accessible formats and provide communication supports, individualized workplace emergency response information, and any other accommodation to be provided.
  - privacy standards are to be followed during this plan.
- Miipe will review any existing accommodation plans regularly and identify elements of AODA requirements that need to be incorporated



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Miipe's Individual Accommodation Plan can be found in the HRIS Tool. For public access, please see the Feedback and Requests for Accommodation section of this document.

## Return to Work

The following measures have now been implemented by Miipe effective **January 1, 2016**:

- Miipe has developed a written process for documenting and developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Miipe's process includes a schedule for reviewing employee's Return to Work Plan for revisal as needed.
- Miipe includes steps to facilitate return-to-work and use individual accommodation plans as needed.
- Miipe continues to review and revise the Return to Work process to ensure it continues to meet accessibility standards.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Miipe's Return to Work Plan can be found in the HRIS Tool. For public access, please see the Feedback and Requests for Accommodation section of this document.

## Performance Management, Career Development and Advancement, and Redeployment

The following measures have now been implemented by Miipe effective **January 1, 2016**.

Miipe has taken the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Miipe is using performance management, career development and redeployment processes:

- Miipe will continue to ensure the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans.
- Miipe will continue to review existing performance management systems and revise as necessary.
- Miipe will continue to work on including accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within the current position.



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- Miipe will accommodate individuals with respect to career development and advancement and will provide the appropriate assistive aids.
- Miipe will continue to include accessibility considerations and individual accommodation plans in redeployment processes.
- Miipe will continue to review accommodation plans and modify new roles as needed.

Miipe takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance reviews, providing career development and advancement to employees, or when redeploying employees.

## Design of Public Spaces

The following measures have now been implemented by Miipe effective **January 1, 2017**:

- Miipe will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

## Customer Service Standard

Miipe has taken the following measures to ensure that customers with disabilities receive equal access to Miipe goods, services and facilities, effective **January 1, 2012**:

- Miipe welcomes service animals and support persons on the parts of our premises open to the public.
- Persons with disabilities may use their personal assistive devices when accessing Miipe goods, services and facilities.
- Miipe has created an accommodation process that includes the consideration of service animals, support persons, communication supports and assistive devices.
- In the event of a service disruption, Miipe posts public notification of the service disruption and alternatives available, on our website.
- Notice that Miipe provides all publicly available documents in alternate formats and communication supports upon request, has been added to Miipe's public website.
- 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.



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## Information and Communications

Miipe is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Miipe website conforms to WCAG 2.0, Level AA standards effective **January 1, 2021**.

## Feedback and Requests for Accommodation

As Miipe continues to grow and improve our accommodation practices, we have initiated a process for receiving and responding to feedback about the manner in which goods, services and facilities are provided to persons with disabilities, and the actions taken if a complaint is received. The following measures have now been implemented by Miipe effective **January 1, 2012**:

- Miipe welcomes feedback as pertains to accessibility and the manner in which goods, services and facilities are provided to persons with disabilities.
- Miipe has created a feedback process that is accessible to people with disabilities through direct mail, email and telephone, upon request.
- Miipe has posted our feedback process and notify the public about availability of the feedback survey on Miipe's public website.
- Miipe strives to respond to feedback and requests for accommodation within 5 business days of receiving it.
- Notice of any modifications to this timeline will be posted publically on Miipe's website.
- Our Accessibility Policy, accessibility forms, feedback survey and document request procedures are available upon request.
- Miipe's website provides public notice of the availability of accessible formats upon request.
- Upon request, Miipe will provide documents in the format most convenient to the person providing the feedback with prior consultation with that individual.

Miipe Accessible Formats and Communication Support Form can be found in the HRIS Tool. For public access, please see the Feedback and Requests for Accommodation section of this document.

These documents as well as alternative formats of communication supports can be requested by:

- Emailing [info@miipe.com](mailto:info@miipe.com),
- Speaking to your main Miipe representative or,



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- Calling 1-877-40MIPE (1-877-406-4473)

## For More Information

For more information on this accessibility plan, please contact **Tiffany Mazzola** at:

- Email: [info@miipe.com](mailto:info@miipe.com)

Accessible formats of this document are available free upon request. Please contact Human Resources by:

- Email [info@miipe.com](mailto:info@miipe.com),
- Phone 1-877-40MIPE (1-877-406-4473) or,
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