

## **MUSKOKA DELIVERY SERVICES INC.**

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### **MUSKOKA DELIVERY SERVICES INC. MULTI-YEAR ACCESSIBILITY PLAN**

Muskoka Delivery Services Inc. is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to those with visible or non-visible disabilities.

Muskoka Delivery Services Inc. Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in accessing Muskoka Delivery Services Inc. services and facilities, thereby increasing accessibility. The plan also details Muskoka Delivery Services Inc. strategy for complying with Ontario's accessibility legislation, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This Multi-Year Accessibility Plan has been developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards, Ontario Regulation 191/11. In accordance with the standards, Muskoka Delivery Services Inc. will review and update this plan at least every 5 years.

This Multi-Year Accessibility Plan will be posted at Muskoka Delivery Services Inc. will be made available in an accessible format and with communication supports, upon request.

The AODA sets various standards and deadlines to increase accessibility by 2025. Muskoka Delivery Services Inc. has implemented an Accessible Customer Service Policy and an Integrated Accessibility Policy. As the standards and deadlines in the AODA become applicable, Muskoka Delivery Services will be reviewing its practices to ensure compliance with the AODA.

Additional policies may be developed to include more detailed information on specific practices and processes.

Muskoka Delivery Services Inc. is committed to meeting all applicable requirements and deadlines and will be incorporating changes as indicated by the AODA.

### **Training**

Muskoka Delivery Services Inc. has provided training to its Employees on the requirements of Muskoka Delivery Services Inc. Accessible Customer Service Policy. Muskoka Delivery Services Inc. will provide ongoing training to its Employees, and to any third parties providing goods, services or facilities on Muskoka Delivery Services Inc. behalf, which will address:

- The Customer Services Standard set out Muskoka Delivery Services Inc. Accessible Customer Service Policy;
  - The requirements of the accessibility standards set out in this Multi-Year Access Plan;
- and

- The requirements of the Human Rights Code as it pertains to persons with disabilities. Muskoka Delivery Services Inc. will keep records of all such training, and the dates on which such training takes place.

### **Information and Communication Standards Accessible Websites and Web Content**

Internet websites and web content controlled directly by Muskoka Delivery Services Inc., web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. Ultimately, such websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards.

Implementation Timeframe: Level A Complete; Level AA by January 1, 2021

Implementation Deadline: Level AA January 1, 2021

### **Accessible Formats and Communication Supports**

If a person with a disability requests it, Muskoka Delivery Services Inc. will provide or arrange for the provision of accessible formats and communication supports for the following:

- For the person to provide feedback to Muskoka Delivery Services Inc. and to receive Muskoka Delivery Services Inc. response to such feedback; and
- For providing and obtaining information that is available to other persons communicating with Muskoka Delivery Services Inc.

Muskoka Delivery Services Inc. has implemented a procedure to process such requests. Any person who wishes to provide feedback or make inquiries is able to do so by telephone or email and Muskoka Delivery Services Inc. will consult with the person making the request to determine the best way to provide the accessible format or communication support.

### **Emergency Procedures and Public Safety Information**

If a person with a disability requests it, Muskoka Delivery Services Inc. will provide information regarding emergency procedures, plans or public safety information in an accessible format or with appropriate communications supports.

### **Workplace Emergency Response Information**

When Muskoka Delivery Services Inc. is aware that a worker has a disability for which accommodation may be required, Muskoka Delivery Services Inc. will provide individualized emergency response information to the worker as soon as practicable, if indicated by the nature of the disability, and will work with the worker to develop a tailored emergency response plan.

## **Employment Standards Recruitment, Assessment and Selection**

Muskoka Delivery Services Inc. will post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing will be notified that accommodations for material to be used in the process are available, upon request.

Muskoka Delivery Services Inc. will consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.

## **Accessible Formats and Communication Supports for Employees**

If a worker with a disability requests it, Muskoka Delivery Services will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform the workers job; and
- Information that is generally available to all Employees in the workplace.

Muskoka Delivery Services Inc. will consult with the worker making the request to determine the best way to provide the accessible format or communication support.

## **Documented Individual Accommodation Plans**

Muskoka Delivery Services Inc. will develop and have in place written processes for documenting individual accommodation plans for Employees with disabilities. The process for the development of these accommodation plans will include, without limitation, the following elements:

- The ways in which the worker can participate in the development of the plan;
- The means by which the worker is assessed on an individual basis;
- The ways a worker can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the workers personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated, and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the workers accessibility needs.

## **Plans and Processes**

Each department within Muskoka Delivery Services Inc. that utilizes performance management tools, or provides career development and advancement to its Employees, will respect the accessibility needs of its Employees with disabilities when developing these processes.

## **Return to Work and Redeployment**

Muskoka Delivery Services Inc. will develop and have return to work processes in place for Employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

Individual return to work accommodation plans will be documented and will include an outline of the steps Muskoka Delivery Services Inc. will take to facilitate the workers return to work.

If Muskoka Delivery Services Inc. uses redeployment processes, they will take into account the accessibility needs of Employees with disabilities. Redeployment may mean the reassignment of Employees to other departments within Muskoka Delivery Services Inc. as an alternative to a “layoff”, when a particular job or department has been eliminated.

## **Built Environment Standards**

Muskoka Delivery Services Inc. will comply with the Design of Public Spaces Standard (Accessibility of Public Spaces Standard), when undertaking new construction or redevelopment of exterior paths of travel, accessible parking and service counters.

Muskoka Delivery Services Inc. will also comply with the provisions of the applicable Building Code, when undertaking construction of new premises or renovations to existing premises.

## **Feedback/Questions**

Muskoka Delivery Services Inc. welcomes any comments or questions that our Employees or the general public may have regarding our accessibility policies and plans. In this regard, please feel free to contact our Office.

- By phone at 1.524-1616 ext.204; or
- By email at [mdsnorth@vianet.ca](mailto:mdsnorth@vianet.ca)