
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

MCM ACOUSTICAL

MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION

The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) seeks to provide a fully accessible Ontario by 2025, thus many obligations are placed on organizations to ensure their workplaces and services are fully accessible to the public and employees, including persons with disabilities. MCM Acoustical is committed to upholding the principles outlined in the AODA and to meeting the needs of people with disabilities. It is to be executed through the implementation of the requirements of the Act. MCM ACOUSTICAL’s Multi-Year Accessibility Plan outlines our goals for the five years from 2023 to 2028. It is to be reviewed on a regular basis and amended as required. A new Multi-Year Accessibility Plan is to be published in 2028. The objective of Multi-Year Accessibility Plan is to support MCM ACOUSTICAL compliance with the AODA and MCM ACOUSTICAL’s commitment to treating all people in a way that allows them to maintain their dignity and independence.

STATEMENT OF COMMITMENT

MCM ACOUSTICAL 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 of the AODA. MCM ACOUSTICAL believes in equal opportunity and integration and is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause undue hardship.

CUSTOMER SERVICE STANDARD

Status: Complete and ongoing

MCM ACOUSTICAL has developed policies to comply with the Accessibility Standard for Customer Service, which outlines guidelines for preventing and removing barriers to accessibility in order to enhance customer service. We are committed to excellence in serving all customers, including individuals with disabilities.

To support this commitment, MCM ACOUSTICAL has created and implemented a Customer Service Plan and has fulfilled the following requirements of the AODA:

Establishing policies, practices and procedures

Status: Complete

MCM ACOUSTICAL has established policies, practices and procedures to ensure our goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.



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responsible forestry

Declare.



Welcoming support persons and service animals.

Status: Complete

MCM ACOUSTICAL ensures that if a person with disability is accompanied by a support person or service animal, they will be allowed to enter the premises together.

Notice of temporary disruptions

Status: Complete

MCM ACOUSTICAL has developed processes to notify customers with disabilities of any temporary disruptions to facilities or services.

Training for Employees

Status: Ongoing

MCM ACOUSTICAL provides training to its employees on AODA and Ontario Human Rights Code. Training is designed to correspond with employees' duties. MCM ACOUSTICAL assesses training levels and needs and makes every effort to ensure existing training aligns with IASR requirements.

INFORMATION AND COMMUNICATIONS STANDARD

Status: Complete and Ongoing

Availability of Documents

Status: Complete

MCM ACOUSTICAL is committed to providing information in accessible formats and communication supports upon request. We work with individuals to determine the most appropriate format or support based on their needs and ensure that it is provided in a timely manner, at no additional cost compared to the original format. If a specific format or support is not technically feasible, we will explain why and provide a summary of the information in an accessible manner.

Feedback

Status: Complete

MCM ACOUSTICAL has devised an accessible feedback process to receive and respond to feedback from customers and members of public with disabilities. The feedback process is available to the public in accessible formats on request.

Emergency Procedures, Plans and Public Safety Information

Status: Completed

Where needed, MCM ACOUSTICAL provides customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

All MCM ACOUSTICAL employees are informed about the availability of individualized emergency evacuation plans during the onboarding process. MCM ACOUSTICAL will provide these plans as soon as practicable after an accommodation need is identified.

MCM ACOUSTICAL reviews the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Accessible Website and Web Content

Status: Ongoing

MCM ACOUSTICAL is reviewing current web functionality to make sure it is compliant and adequate.

EMPLOYMENT STANDARD

Status: Complete and Ongoing

Recruitment – Job Postings

Status: Complete

MCM ACOUSTICAL notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring.

Recruitment – Assessment or Selection Process

Status: Complete

MCM ACOUSTICAL notifies job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

Notice to Successful Applicants

Status: Complete

MCM ACOUSTICAL notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Support for Existing Employees

Status: Ongoing

MCM ACOUSTICAL informs employees of available supports for individuals with disabilities as soon as practicable after they begin their employment. We educate all employees about our Accessibility Policy and inform them of the availability of accessible formats and communication supports in accordance with the AODA.

Employees are provided with updated information whenever there are changes to existing policies regarding job accommodations that consider accessibility needs due to a disability.

MCM ACOUSTICAL has a documented process for developing individualized accommodation plans for employees. We also have a written procedure in place to support employees who have been absent due to a disability and require accommodations to return to work.

Our performance management, career development, and redeployment processes all take into account the accessibility needs of employees to ensure an inclusive and supportive workplace.

DESIGN OF PUBLIC SPACES

Status: Ongoing

In accordance with the AODA and with MCM ACOUSTICAL's commitment to treat all people in a way that allows them to maintain their independence and dignity together with creating an inclusive work environment, our plan seeks to meet the Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces. In order to prevent service disruptions to its accessible parts of its public spaces, MCM ACOUSTICAL will notify the public of the service disruption and alternatives available.