

Accessibility Plan

2019-2024

Alternative formats available upon request



Introduction and Background

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005 and it outlines the process for developing and enforcing accessibility standards. Ontario is the first province to pass legislation regarding accessibility goals and timelines for these goals, which must be met by businesses and organizations. The ultimate goal of this Act is to create a barrier-free province by 2025, which will allow persons with both visible and non-visible disabilities to act independently and with dignity in five (5) major areas related to daily living: Customer Service, Employment, Transportation, Information and Communication, and Design of Public Spaces. This will allow persons with disabilities to participate fully in opportunities and activities within the province.

Statement of Commitment

Mohawk Medbuy Corporation is committed to ensuring equal opportunity and equal access to products and services for all people, including those with disabilities. We strive to meet the needs of all employees, customers, volunteers, contractors, and visitors. Mohawk Medbuy Corporation has consistently met or exceeded the accessibility requirements set by the province since the Act was implemented.

Mohawk Medbuy Corporation is committed to build on what accessibility standards it has already achieved and to continue moving towards an organization in which no new barriers are created, and existing barriers are removed. We strive to achieve this through increased awareness, identification of barriers or potential barriers, and understanding the need for accessibility planning, implementation, and evaluation. Our goal is to improve the opportunities and services available to persons with disabilities, so they can participate fully in all aspects of Mohawk Medbuy Corporation.

This plan will outline the measures that Mohawk Medbuy Corporation has taken in the past as well as the measures it will take over the next 5 years (2019-2024) to identify, remove, and prevent barriers for people with disabilities who work in or use the services of Mohawk Medbuy Corporation. This plan will be reviewed at least once to determine its progress.

This plan will also outline the review and monitoring process of the multi-year Accessibility Plan, as well as describe how Mohawk Medbuy Corporation will make this plan available to the public.



Barrier Identification Methodology

Mohawk Medbuy Corporation's Leadership team has been chosen to monitor the identification of barriers and strategies to address them. This includes all MMC locations. Reviews from the parking lots of each location to the back of the building will be considered, and the plan will be updated as information is provided. The following are methods we will use to identify barriers:

- All feedback that is received from our staff, visitors, and customers will be considered and acted upon if required. Input from persons with disabilities is especially important.
- MMC Leadership will identify any actual or potential barriers and follow up with the most responsible department to remove those barriers or prevent them from arising.
- Human resources will keep current with upcoming accessibility standards deadlines to determine our status for each to ensure compliance.

All identification methods listed here will be ongoing to ensure we are constantly working towards a completely inclusive environment.

Accessibility Standards Education and Training Plan

All current MMC employees will renew their previous training on accessibility standards, and all newly hired employees will undergo this training during orientation. Training on accessibility standards will be refreshed annually for all employees. All information and training materials provided to employees will be available year-round for reference. A combination of internal and external information and training materials will be used to ensure adequate coverage of all relevant information.

The learning objectives of the training are as follows:

- Identify various disabilities, both visible and non-visible.
 - Describe resources available to support persons with disabilities, especially those specific to MMC.
 - Identify how a person with a disability can provide feedback.
 - Identify the underlying principles based on the Ontario Human Rights Code (OHRC).
 - Identify appropriate ways to communicate with persons with disabilities.
 - Describe how standards will impact recruitment, career planning, and performance development processes on a staff and manager basis.
 - Understand what alternative/accessible formats are and how to provide them.
 - Discuss what work accommodation is and what it means for staff, managers, and others.
 - Define what an accommodation plan is and what it contains (including emergency preparedness information).
 - Discuss how an individual staff member can request an accommodation plan.
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Emergency Procedure, Training Plan

Mohawk Medbuy is committed to complying with the provisions of the AODA and IASR in respect of this requirement, with the objective of making MMC safer for persons with disabilities during emergency circumstances.

Emergency procedures and emergency safety information that is prepared by MMC is made available to all employees through the onboarding process and our (LMS) Learning Management System. The Emergency Response training will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Where the company becomes aware that an employee might need help in an emergency due to a permanent or temporary disability, the company will provide individualized emergency response information to the employee. The company will get the employee's consent, then share this information with the people designated to help them in an emergency.

The company will review the employee's emergency response information when:

- o the employee changes work locations
- o you review the employee's overall accommodation needs
- o you review your organization's general emergency response policies.

Communication of the Plan

This Accessibility Plan will be posted on the Mohawk Medbuy Corporation website for the public to view. It will additionally be communicated to all Mohawk Medbuy Corporation employees through the company's intranet. This Plan will be available in alternative and accessible formats upon request.

Accessibility Goals for 2019-2024

Mohawk Medbuy Corporation has made significant progress towards becoming completely accessible over the past several years. All requirements to date have been met or exceeded, but compliance is an ongoing process and we strive to continually find ways to improve. The following are the accessibility goals that we are working towards over the next five years:

Mohawk Medbuy Corporation is moving two of its current offices to a new, unified office location in 2019. As such, we are committed to ensuring that all aspects of the physical environment meet accessibility requirements as well as Ontario's Building Code



requirements. This location's physical environment will be completely accessible and barrier-free.

- A new Learning Management System is being implemented in early 2019. A new learning module will be created to cover accessibility standards in Ontario as well as appropriate ways of communicating with persons with disabilities. As a result, all existing staff will undergo re-training on these topics. All new hires will undergo the training as part of their orientation. This training will be conducted annually thereafter.
- Key individuals will undergo advanced Accessibility training. This includes individuals who are frequently in contact with the public or work with others outside the company, as well as individuals who participate in developing our policies, practices, and procedures governing the provision of goods and services to members of the public.
- Ensure all new content posted to the newly created Mohawk Medbuy website is compliant with the WCAG 2.0 Guidelines Level AA.
- Ensure the continuance of all accessibility initiatives and practices identified and acted upon in the previous years.

Major Accomplishments from 2014-2019

Mohawk Medbuy Corporation made major progress towards removing accessibility barriers and creating a more inclusive environment for all during this plan. These accomplishments include:

- Development of newly harmonized Mohawk Medbuy Corporation Website that meets the WCAG 2.0 Guidelines Level AA.
- Training for all staff on the Accessibility policy, how to request an accommodation plan, how to request alternative formats, and how to communicate with persons with disabilities.
- Notified successful applicants of our accommodation policies/procedures by including the Accommodation policy into new hire orientation.
- Return to work plans were all documented.
- Incorporated accommodation language into existing performance management process.
- All leaders/managers consulted with the employee to provide job-related or other workplace information in accessible formats, when requested.
- Revised and updated our Accessibility Standards for Customer Service and Diversity Inclusion policies.
- Continuance of all previous initiatives identified and acted upon in the previous years.



Major Accomplishments from 2010-2014

In the past, Mohawk Medbuy Corporation has made major progress towards removing accessibility barriers and creating a more inclusive environment for all. These accomplishments include:

- Designated accessible washroom retrofitted in all locations.
 - Designated accessible parking spots in all locations.
 - Accessible entrance of remote doors installed in both the Limeridge and Burlington locations. The Hamilton location had a ramp installed.
 - Ensured all hallways and walking areas remained free from clutter.
 - Created a website with a third party. Accessibility options were updated as required by Code (WCAG 2.0 Guidelines Level A).
 - Emergency procedure and public safety information posted on the website in accessible formats.
 - Established policies, practices, and procedures governing the provision of goods and services to persons with disabilities.
 - Ensure access to premises if accompanied by a service animal or support person.
 - Provided notice of disruption in a conspicuous place on the premises.
 - Provided training about the provision of goods and services to persons with disabilities.
 - Established a public process for receiving and responding to feedback about the manner in which we provide goods and services to persons with disabilities.
 - Provided documents in alternative formats when necessary.
 - Completed compliance report.
 - Established a multi-year accessibility plan for the next 5 years.
 - Notified all job applicants that accommodations will be provided upon request.
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Complete Overview of Progress

Please refer to the chart below for a complete list of the initiatives Mohawk Medbuy Corporation has taken to achieve and maintain all accessibility requirements since the legislation was implemented. All Compliance Standards References come from the AODA.

Compliance Standards Reference	Activities Taken by MMC
Accessibility Standards for Customer Service	
S.3: Establish accessibility policies, practices, and procedures	<ul style="list-style-type: none">• Accessibility and Accommodation plans have been created.• Accessibility Standards for Customer Centric Policy, Diversity and Inclusion Policy have both been created in 2018 to reflect our ongoing commitment.• These policies, practices and procedures are posted to our public website and our intranet. Our Statement of commitment is embedded in those policies.
S.4: Create, implement, and maintain a multi year accessibility plan.	<ul style="list-style-type: none">• 5-year accessibility plans have been created, starting from 2010 and will continue to be updated.• These plans are reviewed at least once and are always posted to our public website and our intranet.
S.7: Training for all staff and volunteers on accessibility standards.	<ul style="list-style-type: none">• All Staff have been trained on accessibility standards.• Implementation of our new Learning Management System (LMS) will result in re-training all existing staff.• Training is apart of orientation for all new hires.• Training is refreshed whenever a change is made to our policy/procedure.



<p>S.11: Accessible process for providing feedback.</p>	<ul style="list-style-type: none">• Feedback may be provided through the Contact Us section of the website, in person email, or telephone.• Any feedback received is reviewed and responded by the Director of Human Resources.• All feedback is posted on our website
<p>S.12: Arrange for accessible formats and communication supports when needed.</p>	<ul style="list-style-type: none">• Alternative and/or accessible formats of documents or communication supports are provided upon request in a timely manner and at no extra cost.• Consultation with the requestor to ensure suitability in all cases.
Information and Communications Standard	
<p>S.13: Provide emergency procedures in accessible formats when requested.</p>	<ul style="list-style-type: none">• Alternative and/or accessible formats of emergency procedure documents are provided upon request.
<p>S.14: Website and web content conform to WCAG 2.0 Level AA.</p>	<ul style="list-style-type: none">• Old websites have been conformed to WCAG 2.0 Level A guidelines and was upgraded to Level AA.• New harmonized Mohawk Medbuy website also conforms to WCAG 2.0 Level AA guidelines. All new content posted will conform to the Level AA guidelines.
Employment Standards	
<p>S.22: Notify employees and the public about the availability of accommodation for applicants with disabilities during the requirement process.</p>	<ul style="list-style-type: none">• All job postings include a statement that accommodation is available for applicants requiring it during the recruitment process.



<p>S.23: Notify selected applicants that accommodations are available upon request in relation to the materials/processes to be used.</p>	<ul style="list-style-type: none">• All candidates selected to participate in the interview process are informed at the time of initial contact that accommodations are available upon request.• If requested, consultation with the individual to provide suitable accommodation
<p>S.24: Notify successful applicants of its policies for accommodating employees with disabilities</p>	<ul style="list-style-type: none">• All applicants that are hired review our accommodation policy and procedures during orientation.
Accessibility Standards for Customer Service	
<p>S.25: Inform employees of its policies that support employees with disabilities.</p>	<ul style="list-style-type: none">• Employees review Accessibility and Diversity Inclusion policies during orientation and undergo training annually. Policies are always posted on the intranet for employees to review anytime.
<p>S.26: When requested, consult with employee to provide accessible formats and communication supports for information necessary to perform the employee's job or information that is generally available in the workplace.</p>	<ul style="list-style-type: none">• Accommodations and alternative formats are provided at an employee's request for anything job-related or for information that is generally available in the workplace.
<p>S.27: Provide individualized workplace emergency response information to employees who have a disability, if necessary.</p>	<ul style="list-style-type: none">• Individualized workplace emergency response information will be created for employees that require it as soon as practicable after learning of the need for it.
	<ul style="list-style-type: none">• A written process has been created for developing and documenting individual accommodation plans.



Employment Standards	
S.29: Develop a return to work process for employees who have been absent due to a disability.	<ul style="list-style-type: none">• Return to work process is documented in our Health & Safety Policies.• We are committed to provided safe and meaningful work for employees returning to work.
S.30: Consider accessibility needs of employees when using performance management process.	<ul style="list-style-type: none">• Incorporated accommodation language into existing performance management process.• The accessibility needs of employees are also considered when using the performance management process.
S.31: Consider accessibility needs when providing career development and advancement to employees accommodation plans for employees with disabilities.	<ul style="list-style-type: none">• Accessibility considerations are reflected in our career development and advancement processes.



Definitions

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a policy, or a practice. A barrier is *not* the disability itself.

Disability: The term “disability” covers a broad range and degree of conditions. A disability may have been present at birth, caused by an accident, or developed over time. Section 10 of the *Code* defines “disability” as:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Accommodation: An adjustment to a job, a work environment, or the way information/materials are provided that make it possible for an individual with a disability to perform their job, understand information, or communicate effectively.