



## **Accessibility Standards Policy**

### **Policy Statement:**

At M CON we aim to build honest, respectful, and individual relationships with our customers. All customers must receive a high level of customer service. This is not only common courtesy and good customer service it is also the law.

Every business, including M CON, has a certain way of doing things and sometimes a company's customary or standard way of doing things makes it difficult or impossible for customers with disabilities to purchase or enjoy goods and services.

The purpose of this policy is to meet the requirements of the Accessibility Standards for Customer's Service, Ontario Regulation 429/07 under the **Accessibility for Ontarian's with Disabilities Act 2005** and applies to the provision of goods and services to the public and/or third parties.

All goods and services provided by M CON shall be consistent with the principles of dignity, independence, integration and equal opportunity.

### **Application:**

The Policy applies to all employees who provide goods and/or services to customers within M CON, or on its behalf.

### **Confidentiality:**

All interactions between customers and employees of M CON regarding the application of this policy will be considered and will be disclosed only as required to provide appropriate customer service or as required by law.

### **Feedback Process:**

Feedback regarding M CON's provision of goods and/or services to customers with disabilities can be made online, by phone, in person or in writing. Response will be provided within 60 days of receipt.

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**Documentation to be made available:**

This document will be made available to any member of the public upon request. Our Customer Accessibility Policy will be posted in our Sales office and in our reception area and can be available by calling our office at 613-831-1736 or toll free 1-800-267-5515.

**Practices and Procedures:**

M CON is committed to using reasonable efforts in providing goods and services to all customers including customers with disabilities and will carry out our functions and responsibilities in the following areas:

**A- Communication**

We are committed to ensure that our employees are aware of how to interact and communicate with customers with various types of disabilities in ways that take into account the person's disability and will provide appropriate training to its employees. Other non-employees are to be trained by their employers.

**B- Personal Assistive Devices**

We are committed to ensure that our employees are aware of and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

**C- Service Animals:**

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

**D- Support Persons:**

M CON is committed to ensuring that its employees are welcoming customers with disabilities who are accompanied by a support person in the areas of our premises that are open to the public.

**E- Notice of temporary Disruption:**

We will provide customers with notice in the event of a planned or unexpected temporary disruption in the facilities or services usually used by our customers with disabilities. Notice will be posted at door entrances with the reason, duration and alternatives to access our premises.

### **Training for Employees:**

M CON will provide training to employees who deal with the public. Individuals in sales, accounting and reception will be trained. This training will be provided to new employees during our safety orientation within one week of the employee's start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- M CON Products plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our facilities.

Staff will also be trained when changes are made to our plan.

All individuals who are not M CON employees shall undergo training by their employers as required by the Accessibility for Ontarians with Disabilities Act, 2005 as a condition to providing goods and/or services to M CON's customers.

### **Modifications to this policy**

Any policy of M CON that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.