

# ACCESSIBILITY STANDARDS POLICY

## SECTION ONE

### POLICY STATEMENT

At MCON, 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 MCON, 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 Ontarians 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 MCON 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 MCON, or on its behalf.

### CONFIDENTIALITY

All interactions between customers and employees of MCON 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 MCON'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 at 1.800.267.5515.

### MODIFICATIONS TO THIS POLICY

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

## SECTION TWO

### PRACTICES AND PROCEDURES

MCON 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:

## COMMUNICATION

We are committed to ensuring 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.

## PERSONAL ASSISTIVE DEVICES

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

## SERVICE ANIMALS

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

## SUPPORT PERSONS

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

## 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.

## SECTION THREE

### TRAINING FOR EMPLOYEES

MCON 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
- MCON's plan as it relates 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 support person
- What to do if a person with a disability is having difficulty accessing our facilities

Staff will also be trained when changes are made to our plan. All individuals who are not employed by MCON 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 MCON's customers.