



## **Statement of Commitment**

Mid-Range strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to make reasonable efforts to give people the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

Mid-Range is committed to creating an accessible organization by removing barriers for people with disabilities whether they work at Mid-Range, do business with Mid-Range or are members of the public who use our services, in a timely manner. We will do so by preventing and removing barriers to accessibility requirements under the *Integrated Accessibility Standards* regulation (the "IASR") enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"). The accessibility plans will be reviewed and updated at least every five years.

## **Accessibility Standards for Customer Service**

Mid-Range is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **Communication**

Mid-Range will communicate with people with disabilities in ways that take into account their disability.

Mid-Range will train staff who communicate with customers on how to interact and converse with people with various types of disabilities.

### **Assistive Devices**

Mid-Range is committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. Mid-Range will ensure that our staff is trained and familiar with various assistive devices (wheelchairs, canes, and walkers) that may be used by customers with disabilities while accessing our goods or services.

### **Use of Service Animals and Support Persons**

Mid-Range is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Mid-Range will ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Mid-Range is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Mid-Range's premises with the support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on our premises.

### **Notice of Temporary Disruption**

Mid-Range will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.

Notification to a customer will be provided by telephone or email, whenever possible, and as is reasonable in the circumstance.

### **Training**

Mid-Range will provide training to all employees who deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures.

The training for new employees will be provided during orientation, the first day of hire, or as soon as possible after hire.

Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Mid-Range will maintain records of the details of the training provided, as well as the name of the person, department location and date the training was completed.

The training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Working Together Training
- View Disability Sensitivity Training
- How to interact and communicate with people with various types of disabilities.
- How to interact with people who use an assistive device or require the assistance of the service animal or the assistance of a support person.
- Mid-Range's policies practices and procedures relating to the customer service standard.
- Access Ontario Awareness Quiz.
- Handout booklet to each employee – "About the Accessibility Standards for Customer Service, Ontario Regulation 429/07".
- View "Ontario TALK – 'Talk to Me' Serving Customers with Disabilities".
- Inform employee that information and training procedures are saved at the HR information desk.

## **Workplace Emergency**

Mid-Range is committed to providing our customers with emergency information in an accessible way upon request. Where Mid-Range is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

## **Feedback Process**

The ultimate goal of Mid-Range is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Mid-Range provides goods and services to people with disabilities may be given by telephone, in person, in writing, or email. If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

Individuals may provide feedback to the HR Administrator by phone at 905-940-1814 ext. 2245, in writing to 85 Idema Road, Markham, ON L3R 1A9 or email [tsestito@midrange.ca](mailto:tsestito@midrange.ca).

## **Modification to this or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

Required compliance date: January 1, 2012

Status: Complete

## **Information and Communication Standard**

### **Training**

Mid-Range will ensure employees complete the appropriate training on the requirements of Integrated Accessibility Standards Regulation (IASR) and on the Human Rights Code as it relates to persons with disabilities. Training will be provided to employees as soon as practical after an individual is hired. Mid-Range will ensure that training is provided on any changes to the prescribed policies on an ongoing basis. Mid-Range will keep a record of the training it provides, including the dates on which the training is provided and the names of the individuals to whom it is provided.

Required Compliance date: January 1, 2015

Status: Complete

## **Employment Standard**

### **Recruitment**

Mid-Range is committed to fair and accessible employment practices. Mid-Range is committed to making the recruitment process accessible to persons with disabilities. Mid-Range will specify that accommodation is available for applicants with disabilities on our website and on job postings. Mid-Range will ensure that selected job applicants are notified that accommodations are available upon request in relation to the materials or processes to be used in the interview process and included in the offer letter of employment. Mid-Range will arrange with the applicants for provision of suitable accommodations in the manner that takes into account the applicant's accessibility needs due to disability.

Required Compliance date: January 1, 2016

Status: Complete

### **Supporting Employees with Disabilities**

Mid-Range will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Required Compliance date: January 1, 2016

Status: Complete

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

Mid-Range is committed to meeting the information and communication needs of people with disabilities. When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

If a person with a disability needs an accessible format, or help to communicate with us, we will consult with the person making the request to provide the most appropriate format or support for job-related information to meet their needs.

Required Compliance date: January 1, 2016

Status: Complete

### **Individual Accommodation Plan**

Mid-Range is committed to working with an employee who has been absent to develop documented individualized accommodation plans for return-to-work due to a disability.

Mid-Range will include the employee in the process for developing a documented individual accommodation plan, if such plans are required. From time to time we may seek outside expert third party advice to help

determine an employee's accommodation needs. The employee's personal information is private and confidential therefore protected and filed in the HR office. With the employees consent once the individual accommodation plan is completed it would be shared with their immediate supervisor, as required. The individual accommodation plan can be reviewed and updated with the employee as needed.

Required Compliance date: January 1, 2016

Status: Complete

### **Performance Management and Career Development**

Mid-Range will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process with employees.

Mid-Range will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.

Required Compliance date: January 1, 2016

Status: Complete

### **Accessible Websites and Web Content**

Mid-Range is committed to providing a website that is accessible to the broadest possible spectrum of viewers, regardless of technology/skill/knowledge and usability of our website. While we strive to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website.

Required Compliance date: June 30, 2021

Status: Ongoing based on website changes

### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Human Resources  
(905) 940-1814  
tsestito@midrange.ca

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Markham, ON  
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