



Our Mission

The mission of Mid-Range is “to be the IT managed service provider-of-choice to mid-market corporations for full-service solutions: on-premise, hybrid or private cloud”. Our commitment to outstanding service and support is a cornerstone of our mission and reflected in all parts of the organization, from Sales to Operations to Service.

Statement of Commitment

Mid-Range is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

Mid-Range is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Mid-Range understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Mid-Range is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all our staff in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train all people who participate in developing Mid-Range policies; and train all our employees on accessibility as it relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards and training links attached below:

<https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version>

<https://accessforward.ca/>

- our policies related to the Customer Service Standards
- 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 Mid-Range's services or facilities.

Every person is trained through online modules, within the first two weeks after hire. In addition, we provide training in respect of any changes to the policies within a week online. Each employee must provide a certificate or return a signed acknowledgement that the training has been completed.

We maintain records of the training provided including the names of individuals and dates on which the training was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. We will ensure that our employees are trained and familiar with various assistive devices (wheelchairs, walkers, crutches, canes, hearing aids, etc.) that may be used by a customer with disabilities while accessing our goods, services or facilities. It should be noted that the use and safety of personal assistive devices is the responsibility of the person with a disability.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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

We will communicate with customers with disabilities to determine what method of communication works best for them, which will allow our employees to better understand and interact with them.

Service Animals

Mid-Range welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and 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.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Support Persons

Mid-Range is committed to welcoming people with a disability who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant Mid-Range contact person(s) of their participation.

Notice of Temporary Disruption

Mid-Range will notify customers promptly in the event of a planned or unexpected disruption to our goods, services or facilities for customers with disabilities. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative goods, services, or facilities, if available.

Services include:

- Provide remote online assistance.

The notice will be made publicly available in the following ways:

- Posting the information at all public entrances to our premises.
- Notification to our customers by phone or email, whenever possible, and as is reasonable in the circumstance.

Feedback Process

The ultimate goal of Mid-Range is to meet and surpass customer expectations while serving customers with disabilities. Mid-Range welcomes feedback on how we provide accessible customer service. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

By phone, in person, in writing, or email.

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to Human Resources by phone at 905-940-1814 ext. 2245, in writing to 85 Idema Road, Markham, Ontario L3R 1A9, or email tsestito@midrange.ca. Customers can expect to hear back within 5 business days or a reasonable amount of time. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken.

Mid-Range will arrange for accessible formats and communication supports, on request and will make best efforts to provide a response in the same format in which the feedback was received.

The feedback process is posted at reception and can also be found on our website at www.midrange.ca.

Notice of Availability of Documents

Mid-Range notifies the public that documents related to accessible customer service are available upon request by communication through phone or email to Human Resources.

Mid-Range will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports through our website.

Employment

Mid-Range will notify employees, job applicants and the public that accommodation can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodation is available upon request. We consult with the applicants and provide or arrange suitable accommodation.

Mid-Range will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making

the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Where needed, we will also provide 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.

We will provide the information immediately after we become aware of the need for accommodation due to the employee's disability. We ask existing employees and new employees during orientation if they require help in an emergency.

Mid-Range will review the individualized workplace emergency response information:

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

We have a written process to develop individual accommodation plans for employees.

Mid-Range performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

Mid-Range is 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 policies of Mid-Range that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Questions about the Policy

This policy exists to achieve services excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact Human Resources.

This document is publicly available on our website at www.midrange.ca. Accessible formats are available upon request.