



Policy: Accessibility and Customer Service for Individuals with Disabilities	Review Date: March 20, 2026
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Policy and Organizational Commitment Statement:

MCRC is committed to ensuring equal access and participation for individuals with disabilities. We are committed to treating individuals with disabilities in a way that allows them to maintain dignity and independence. We believe in integration and we are committed to meeting the needs of individuals 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, 2005 and Ontario’s accessibility laws.

MCRC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and works intentionally to foster equity and inclusion. MCRC understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to individuals with disabilities under any other law.

MCRC is committed to excellence in providing inclusive programs, services and facilities for our community, staff, students and volunteers, including all individuals with disabilities. This policy is consistent with the principles of independence, dignity, integration, inclusion and equality of opportunity for individuals with disabilities. Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for individuals with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

Definitions:

The definition of disability complies with that of the Ontario Human Rights Code:

- 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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, 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.
- Although MCRC is not covered by the Workplace Safety and Insurance Act, 1997, we will respect an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Procedures:

MCRC will ensure all services are provided in a manner that respects the dignity and independence of persons with disabilities and accommodations will be provided to ensure that every member of

our community may participate equally in our programs and services. To this end, MCRC will make reasonable efforts to ensure our policies, practices and procedures are consistent with the core principle of independence, dignity, integration and equality of opportunity as defined by the Accessibility for Ontarians with Disabilities Act, 2005. MCRC encourages open communication with individuals with disabilities in order to ensure that its programs and services are accessible.

Accessibility Supports and Accommodations

Without limiting the requirements or expectation for accessibility, specific consideration shall be given to the following:

1. Assistive Devices:

- MCRC welcomes persons with disabilities to use their assistive devices to obtain, use or benefit from our goods and services. If the assistive device presents significant or unavoidable health and safety risks, or may not be permitted for other reasons, other measures will be determined and used to ensure the person with a disability can access our goods, services and facilities.
- MCRC ensures that all staff are trained on accessible customer service and are provided with training materials related to various assistive devices that may be used by customers with disabilities while accessing our goods, services and facilities.

2. Service Animals:

- MCRC welcomes persons with disabilities who are accompanied by a service animal. Service animals are allowed throughout our premises.
- 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.
- If an animal is identified as a service animal by the person who it accompanies, our staff will treat them as such, and offer any support required by the person or by the service animal.
- If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:
 - Explain why the animal is excluded
 - Discuss with the customer another way of providing good, services or facilities

3. Support Persons:

- MCRC welcomes persons 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 our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person.
- In cases where a fee will be charged for admission of a support person, the fee will be communicated and posted accordingly on the program brochure or other public methods.
- In certain cases, MCRC might require a person with a disability to be accompanied by a support person for health or safety reasons of the person with the disability or others on the premises. In such circumstances, MCRC will work to understand the needs of the person, consider the health and safety reasons, and determine if there

is no other reasonable way to protect the health and safety of the person or others on the premises.

- If MCRC determines that a support person is required, we will waive any applicable admission fees for the support person.

4. Design of Public Spaces:

- MCRC will continue to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces including outdoor play spaces, paths of travel, service counters and waiting areas.
- MCRC will notify the public of any service disruptions to these public spaces by posting notices on our main doors and on our website as soon as possible. MCRC will identify alternative options for any service disruptions at the time that the disruption occurs.

5. Self-Service Kiosks:

- MCRC will incorporate accessibility features or will consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks if applicable.

Information and Communication Standards and Accommodations

MCRC's website meets internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Additionally, MCRC will work with individuals with disabilities to ensure their information and communication needs are met through the following:

1. Communication Preferences:

- We communicate with people with disabilities in ways that take into account their disability. MCRC will always work with the individual to determine their preferred method of communication such as written, verbal, email or text, and other formats as determined to support the individual.
- We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

2. Notice of Availability of Documents:

- MCRC's website clearly identifies that accessible formats or communication supports can be provided upon request and an accommodation request form to identify any such needs is available. This includes requests for information about our organization, our programs and services, and safety information.
- All staff are aware that accessible formats or communication supports will be made available upon request in order to properly inform program users and clients who may request them.
- All requests will be responded to in a timely manner taking into consideration the person's specific needs. Any fees associated with the accommodation solution will be clearly communicated and will not be more than regular costs charged to other persons.
- If it is determined that information or communications are unconvertible, MCRC will ensure the requestor is provided a summary of the unconvertible information or communications along with an explanation as to why it is unconvertible.

3. Temporary Disruptions to Service:
 - MCRC will promptly provide notice in the event of a planned or unexpected disruption in the use of the elevator or other services usually used by people with disabilities to access any programs and services.
 - A notice regarding a temporary disruption will be placed in relevant conspicuous locations on our premises and, when appropriate, shall be placed on MCRC's website. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

4. Emergency Procedures, Plans or Public Safety Information:
 - MCRC has identified Emergency response procedures that are in place and will be modified to suit the needs of our visitors, clientele and staff that require accommodations. MCRC will collaborate with the person to identify the best possible way we can support them at all times.
 - Upon request, MCRC will provide emergency response procedures in an accessible form or with appropriate communication supports as soon as it is practicable

5. Feedback:
 - MCRC welcomes feedback on how we can provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.
 - In order to ensure we provide our programs and services to fit the needs of our clientele and visitors, we encourage feedback as to how we can improve. MCRC is committed to ensuring that our feedback process is accessible, and will provide or arrange for accessible formats and communication supports upon request.
 - We will consult with the person making the request to determine the suitability of the communication support, and will provide the accessible format in a timely manner and at no additional cost.
 - Contact information is identified on MCRC's website in order for a client to submit feedback to the organization. This includes:
 - MCRC's main reception phone numbers: 905-876-1244 ext. 210/238/230
 - MCRC's feedback form on our website.
 - MCRC's accommodation request form on our website
 - All feedback, including complaints, will be reviewed and managed by the staff member responsible for the information received. Feedback will be responded to, if applicable, within 24 hours, or as soon as possible.
 - Upon receipt of the feedback, we will notify the feedback provider of the expected timeline for a response. As applicable, we will keep the feedback provider informed of progress toward solutions as often as possible.

7. Educational Materials and Training Resources:
 - MCRC ensures that individuals participating in Professional Learning through The Halton Resource Connection are offered course and program information, educational materials and training resources and any applicable certificates or student records in an accessible format upon request.

Employment Supports and Accommodations

MCRC is committed to fair and accessible employment practices.

- MCRC ensures internal and external job applicants are aware of our commitment to provide accommodations during the recruitment process, to support their participation in all aspects of the recruitment process, and upon hire, by including a statement of our commitment in our job postings, and on MCRC's recruitment and contact webpages. These accommodations are available upon request in relation to the materials or processes to be used.
- Potential candidates are able to fill out an accommodation request form on our website. MCRC will consult with candidates who identify the need for accommodation to develop and accommodation plan to reduce barriers in the recruitment process in a manner that takes into account the candidate's accessibility needs due to disability
- Upon hire, along with their offers of employment, successful candidates receive our policies related to accessibility. We share our commitment to supporting accessibility and equity during their orientation prior to the first day of work, or 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.
- MCRC works with employees who identify the need for accommodation and will provide accommodation up to the point of undue hardship. 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:
 - Information that is needed in order to perform the employee's job
 - Information that is generally available to employees in the workplace
- We have developed processes for individual accommodation plans for employees due to a disability, and for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability:
 - For health-related accommodations, MCRC utilizes a Physical Abilities Medical Form and a Functional Abilities Medical Form that are completed by an employee's physician in the event that an employee is absent due to a disability. The Abilities Medical Forms request that the physician identify any modifications to the employee's job that may be necessary based on the employee's Job Description and a Physical Demands Analysis of their role. MCRC is committed to providing accommodations based on the physician's recommendations up to the point of undue hardship.
 - MCRC will develop accommodation procedures that explain the roles and responsibilities of job applicants, employees, students, volunteers, supervisors and managers as they relate to the process of exploring and assessing requests for accommodation.
 - MCRC ensures that accessibility needs of employees with disabilities are taken into account in the event that performance management processes are enacted including corrective actions and career development. Employees will be asked what accommodations or supports they may require during the conversation with their Supervisor. The Supervisor

will consult with Human Resources in order to ensure that accommodation or supports are put in place.

- MCRC is committed to providing all information integral to an employee's work in an accessible format upon request.
- MCRC ensures that it develops individualized emergency response plans for employees, students and volunteers who require help in an emergency. These response plans are reviewed and updated, if required, if an employee moves to a different location in the organization, if the employee's accommodation needs change, and when we review our emergency response policies. With the employee's consent, we share individualized emergency response plans with any designated persons who are providing assistance to that employee during an emergency.

Training:

We are committed to training all staff members, students, volunteers, including persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of MCRC, in accessible customer service, as well as Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to individuals with disabilities.

- Training will be facilitated during an employee's or volunteer's orientation prior to their first day of work. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. Training records are maintained in the employee or volunteer file, and include the dates on which the training was provided and the number of individuals to whom it was provided.
- Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Customer Service Standards, our policies, practices and procedures related to the Customer Service Standards, which include information about the following matters:
 - How to interact and communicate with people with various types of disabilities including those who use an assistive device or require the assistance of a service animal or a support person.
 - How to use the equipment or devices available onsite or otherwise that may help with providing goods, services, or facilities to people with various types of disabilities. This equipment may include but are not limited to elevators, accessibility buttons, accessibility supports in washrooms, and emergency supports.
 - What to do if a person with a disability is having difficulty in accessing MCRC's goods, services or facilities

Roles and Responsibilities:

Management is responsible to:

- Support and promote the policy in their program and throughout the organization.
- Foster open and constructive communication.
- Demonstrate sensitivity to and respect confidentiality of information.
- Participate and co-operate to facilitate workplace accommodations.

Employees are accountable to:

- Participate and cooperate with all parties to facilitate workplace accommodations.
- Provide excellent customer service to all individuals accessing our programs and services.

Human Resources is accountable to:

- Update this policy and procedures as is required.
- Support and educate all staff in their obligations under the policy as soon as it is practicable after being hired
- Maintain records of training provided including the dates on which training was provided and the number of individuals to whom it was provided.
- Act as a resource for all parties and participants.