

# ACCESSIBILITY POLICY

## Statement of Organizational Commitment

The Madison Group of Companies 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.

The Madison Group of Companies is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Madison Group of Companies 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.

The Madison Group of Companies is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible 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 staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees on accessibility 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
- how to interact and communicate with people with various types of disabilities

Updated: October 2023

- how to interact with people with disabilities 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 on-site or otherwise that may help with providing goods, services or facilities to people with disabilities, including the elevator.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our building.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### Communication

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

We will work with the person with disabilities to determine what method of communication works for them.

### Service Animals

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

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, this organization will notify promptly. 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.

## Feedback Process

The Madison Group of Companies welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns. Feedback can be sent by email to [pkrawiec@madisongroup.ca](mailto:pkrawiec@madisongroup.ca). All feedback including complaints will be brought to the CFO / COO, discussed and responded to with seven business days.

## Employment

We notify employees, job applicants and the public that accommodations 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 accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are 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 as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

Updated: October 2023

- a) when the employee moves to a different location in the organization;
  - 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.

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

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. This document is publicly available. Accessible formats are available upon request.