

MULTI-YEAR ACCESSIBILITY PLAN

THIS 2024 - 2029 PLAN OUTLINES THE ACTIONS THE MADISON GROUP OF COMPANIES WILL PUT IN PLACE TO IMPROVE OPPORTUNITIES FOR PEOPLE WITH DISABILITIES.

Introduction: The Madison Group of Companies is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Statement of Commitment: The Madison Group of Companies is committed to providing an accessible environment for all stakeholders, including employees, homeowners and visitors. We strive to meet the needs of individuals with disabilities in a respectful and effective manner.

General Requirements (Year 1)

Establishment of Accessibility Policies

- Develop, implement, and maintain accessibility policies.
- Ensure the policies are documented and publicly available in accessible formats upon request.

Accessibility Plans (Year 1)

- Develop and document a multi-year accessibility plan, post it on the website, and provide it in accessible formats upon request.
- Review and update the accessibility plan at least once every five years.

Training (Ongoing)

- Provide training on the AODA requirements and the Ontario Human Rights Code as it pertains to people with disabilities to all employees, volunteers, and policy developers.
- Ensure ongoing training to new employees and when changes to accessibility policies occur.

Information and Communications Standard

Accessible Feedback Processes (Year 1)

- Ensure that processes for receiving and responding to feedback are accessible by providing or arranging for accessible formats and communication supports upon request.

Accessible Formats and Communication Supports (Year 2)

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- Upon request, provide accessible formats and communication supports for persons with disabilities.
- Consult with the person making the request to determine the suitability of an accessible format or communication support.
- Publicize the availability of accessible formats and communication supports.

Accessible Websites and Web Content

- Ensure new websites and content are compliant.

Employment Standard (Ongoing)

Recruitment

- Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.

Recruitment, Assessment, or Selection Process

- Inform applicants selected for interviews that accommodations are available upon request.
- Consult with applicants who request accommodation to provide or arrange suitable accommodations.

Notice to Successful Applicants (Year 1)

- Inform successful applicants of policies for accommodating employees with disabilities when making job offers.

Informing Employees of Supports (Year 1)

- Inform all employees of policies used to support employees with disabilities.
- Provide this information to new employees as soon as practicable after hiring and whenever changes to policies occur.

Accessible Formats and Communication Supports for Employees (Year 2)

- Upon request, provide accessible formats and communication supports for information needed to perform job duties.

Workplace Emergency Response Information (Year 1)

- Provide individualized workplace emergency response information to employees with disabilities.

Documented Individual Accommodation Plans (Year 2)

- Develop and implement a written process for creating individual accommodation plans.



Return to Work Process (Year 1)

- Develop, implement, and document a return-to-work process for employees requiring accommodations due to a disability.

Performance Management, Career Development, and Redeployment (Year 2)

- Consider accessibility needs and individual accommodation plans in performance management, career development, and redeployment processes.

Design of Public Spaces Standard

Accessible Parking

- Ensure new or redeveloped parking areas meet accessibility requirements for off-street parking facilities.

Service Counters, Fixed Queuing Guides, and Waiting Areas (Year 3)

- Ensure newly constructed reception areas are accessible.

Customer Service Standard

Assistive Devices (Year 1)

- Ensure staff are trained and familiar with various assistive devices used by people with disabilities.

Communication (Year 1)

- Communicate with people with disabilities in ways that take into account their disability.

Service Animals and Support Persons (Year 1)

- Welcome people with disabilities and their service animals.
- Allow people with disabilities to be accompanied by their support persons.

Notice of Temporary Disruptions (Year 1)

- Provide public notice of temporary disruptions in facilities or services used by people with disabilities.

Training for Staff (Ongoing)

- Provide training on accessible customer service to employees, volunteers, and others who interact with the public or other third parties on behalf of The Madison Group of Companies.



Review and Feedback

Annual Review (Yearly)

- Conduct an annual review of the multi-year accessibility plan to assess progress.
- Update the plan as necessary to reflect changes in organizational practices, new regulations, or feedback from stakeholders.

Feedback Mechanism (Ongoing)

- Establish and maintain a process for receiving and responding to feedback about the accessibility of services, facilities, and goods.
- Ensure the feedback process is accessible by providing accessible formats and communication supports upon request.

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