



## **Accessibility Plan and Policy for MetriCan.**

This 2014-21 accessibility plan outlines the policies and actions that MetriCan will put in place to improve opportunity for people with disabilities.

### **Statement of Commitment**

MetriCan is committed to treating all people in a way that allows them to maintain their dignity and independences. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

MetriCan is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

MetriCan will ensure to provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

MetriCan will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Upon orientation/on-boarding process for new hires;
- In-house training for existing staff.

### **Information and Communications**

MetriCan is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

MetriCan will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Third party services of a Webmaster to ensure website meets required Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines.
- Review and update website at least once every five years;

MetriCan will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Third party services of a Webmaster to ensure website meets required Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines.
- Feedback ability on website as well as feedback forms located at each Reception area along with pre-addressed envelopes for confidentiality.

By January 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into MetriCan's communication methods as follows:

- Feedback – MetriCan will ensure its process for receiving and addressing feedback is accessible by providing or arranging for the provision of accessible formats and communication supports, upon request.
- MetriCan recognizes that persons with disabilities may use alternative methods to access information or services and will upon request provide, or arrange for the provision of, information and communication in an alternative format. The Company will consult with the person making the request in determining the suitability of an accessible format or communication support.

MetriCan will take the following steps to make all websites and content conform with WCAG 2.0 Level AA by January 1, 2021.

- Third party services of a Webmaster to ensure website meets required Level AA of the Worldwide Web Consortium's Web Content Accessibility Guidelines. Compliance with level AA will be in place by 2021.

## **Employment**

MetriCan is committed to fair and accessible employment practices. We will make the following steps to notify the public and staff that, when requested, MetriCan will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- MetriCan will notify all internal and external job applicants, in job postings and when inviting an applicant to an interview or assessment, that accommodation is available upon request. When arranging accommodation, the Company will consult with the job applicant to determine their specific accessibility needs.
- When an offer of employment is made, MetriCan will notify the successful applicant of its policies; which include accommodating employees with disabilities.

MetriCan will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- MetriCan will develop and maintain a documented return to work procedure for colleagues who have been absent from work due to a disability and require accommodation in order to return to work.

We will take the following steps to ensure the accessibility needs of the employees with disabilities are taken into account if MetriCan is using performance management, career development and redeployment processes.

- The Manager/Supervisor will take the accessibility needs of colleagues with disabilities and individual accommodation plans into account in all performance management and career development processes.

MetriCan will take the following steps to prevent and remove other accessibility barriers identified.

- MetriCan is currently reviewing the requirements of the Integrated Standards to determine how they apply and how we can best meet these requirements before the AODA compliance date of January 1, 2017.

### **Design of Public Spaces**

MetriCan will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor Public eating areas like rest stops or picnic areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like waiting areas.

### **For More Information**

For More Information on this accessibility plan, please contact the Human Resources Department at

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905-332-3200 x3230 (Burlington location)      email: [hrbur@metrican.com](mailto:hrbur@metrican.com)

Accessible formats of this are available free upon request from the contact information above.