

MNP is committed to providing accessibility and employment for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. MNP recognizes the diverse needs of all of our clients, team members, suppliers, visitors, job applicants and other stakeholders who visit our offices or access our information.

### **Accessibility Standards for Customer Service in Manitoba**

(This section applies to Team Members working in Manitoba only)

As an organization, we respect and uphold the requirements set forth under the Accessibility for Manitobans Act. MNP will supply all goods and services respectful, barrier-free manner throughout Manitoba. Specifically, our commitment to accessibility requires that MNP Team Members make every effort to:

1. Meet the communication needs of customers and clients
2. Accommodate assistive devices, such as wheelchairs, walkers and oxygen tanks
3. Welcome support people, who are there to assist
4. Welcome people with service animals
5. Ensure accessibility is maintained as intended (ramps, wide aisles, removal of clutter)
6. Let customers know when accessible features and services are not available
7. Invite customers to provide feedback
8. Participate in training on accessible customer service, including reasonable accommodations under The Human Rights Code (Manitoba)

### **Accessibility Standards for Customer Service in Ontario**

(The following sections apply to Team Members working in Ontario only and are intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005.)

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA). All goods and services provided by MNP shall follow the principles of dignity, independence, integration and equal opportunity. Specifically, our commitment to accessibility requires that MNP Team Members make every effort to:

1. Ensure that all clients receive the same value and quality.
2. Allow clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
3. Use alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner.
4. Take into account individual needs when providing goods and services.
5. Communicate in a manner that takes into account the client's disability.
6. Allow persons with disabilities to use their own assistive devices as required when accessing goods or services provided by MNP.
7. Allow a client with a disability that is accompanied by service animal to access premises that are open to the public unless otherwise excluded by law. In situations where a service animal is excluded by law, we will offer an alternative method to enable the person with a disability to access goods and services, when possible.
8. Allow a client with a disability that is accompanied by a support person to enter the premises together and that the client is not prevented from having access to the support person. In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

9. Provide reasonable advance notice of facility or service disruptions that client's with disabilities rely on to access or use MNP's goods or services. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.
10. Review relevant provincial regulations relating to disabilities and receive instructions on how to interact and communicate with people with various types of disabilities.
11. Learn how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities and what to do if a person with a disability is having difficulty accessing our services.
12. Provide clients with the opportunity to provide feedback on the service provided to clients with disabilities.
13. Notify clients that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the client's disability.

### **Integrated Accessibility Standards Regulation (Ontario)**

Nothing in the following section is intended to replace or supersede the above section on Accessibility Standards for Customer Service in Ontario.

#### **General Requirements**

MNP is committed to meet and comply with the general requirements of all of the Integrated Accessibility Standards Regulations, including:

1. Establish, implement, maintain and document a multi-year accessibility plan outlining a strategy to prevent and remove barriers and meet its requirements in accordance with the AODA. MNP will review and update its accessibility plan once every five years.
2. Post the accessibility plan on our website and provide the plan in an accessible format upon request.
3. Provide training on the AODA, Integrated Accessibility Regulation and the Human Rights Code as it pertains to persons with disabilities to all MNP Team Members and volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization.

#### **Special Requirements**

For Firm activities, two additional special requirements apply:

##### **i. Information and Communication Standard**

MNP is committed to ensuring that information and communications are available and accessible to people with disabilities in a timely manner. Specifically, the Information and Communication Standard requires that MNP Team Members shall:

1. Ensure that processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. This will be done in a timely manner, with consultation with the person making the request and at a cost that is no more than the regular cost charged to other persons.
2. Provide in an accessible form or with appropriate communication supports, upon request, any emergency procedures, plans or public safety information that are publicly available.
3. Work towards making its website and web content to conform to the Worldwide Web Consortium's Web Content Accessibility Guidelines, initially at level A and increasing to level AA in accordance with the timeframes set out in the Information and Communications Standards legislation.

##### **ii. Employment Standard**

The Employment Standard builds upon the existing requirements under the Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. This section of the Integrated Accessibility Policy only applies to Team Members of MNP. They do not apply to volunteers and other non-paid individuals.

Specifically, the Employment Standards Policy requires that MNP Team Members shall:

- Notify MNP Team Members and the public about the availability of accommodation for applicants with disabilities in our recruitment process.
- Notify job applicants when they are selected to participate further in the selection process that accommodation is available upon request, in relation to the materials or processes to be used.
- Notify successful applicant of our policies for accommodating persons with disabilities.

- Inform Team Members of its policies used to support its Team Members with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account a Team Member's accessibility needs due to disability.
- Where requested, consult with the Team Members to provide accessible formats and communication supports for information needed to perform their job.
- Provide individualized workplace emergency response information to Team Members who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the Team Member's disability.
- Develop and have in place a written process for the development of documented individual accommodation plans for Team Members with disabilities.
- Develop, document and have in place a return to work process for Team Members who have been absent from work due to a disability and require disability-related accommodation to return to work.
- Take into account the accessibility needs of Team Members with disabilities and individual accommodation plans in using the performance management process, providing career development and advancement opportunities and when considering redeployment of Team Members with disabilities.