

Accessibility for Ontarians with Disabilities Act (AODA)

1.0 Statement of Commitment

Matcor-Matsu is committed to providing an accessible and inclusive environment. to ensuring equal access and participation for people with disabilities. We commit to treat all people with disabilities in a way that allows them to be treated with respect, dignity and independence.

We ensure that integration is completed in a timely manner by removing and preventing barriers to accessibility requirements in our workplace, facilities, services and communications.

We are committed to current and ongoing requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, *Integrated Accessibility Standards Regulation (IASR)* the *Ontario Human Rights Code* and all other relevant legislation in support of non-discriminatory practices.

Matcor- Matsu is committed to fostering an environment where all people with disabilities can fully participate in all aspects of our organization.

2.0 Purpose

The purpose of this policy is to communicate and affirm Matcor-Matsu's commitment to accessibility and describe the process to comply with the AODA, IASR and the Human Rights Code and all other applicable legislations.

3.0 Scope

This policy applies to every person who works for, or on behalf, and does so as an employee, an agent, a volunteer or otherwise in Ontario.

This policy, practices and procedures governing the provision of goods or services, recruitment and selection, contractors and subcontractors engaged by Matcor-Matsu to enable persons with disabilities:

- a) To be treated in a manner that respects the dignity and independence of persons with disabilities.
- b) To be integrated into the business to enable them to obtain, use or benefit from the goods or services.
- c) To give people with a disability equal to that given to others to obtain, use and benefit from the goods or services.
- d) To allow the use of assistive devices or other accessibility aids that a disabled person may require.

Matcor-Matsu is committed to treating all in a way that allows them to maintain their dignity, equality and independence. This policy will be implemented in accordance with the time frames established by the regulation.

4.0 Process

Upon receipt of a request for accommodation, Matcor–Matsu will document the accommodation plan in conjunction with the individual. The participation of the employee requesting accommodation will be included in the development of the individualized accommodation plan.

Matcor-Matsu may request or obtain outside medical or other expert evaluations, at the company's expense, where required to assist in determining appropriate accommodation.

All requests for accommodation will be personalized and tailored to the needs of the individual and an individualized assessment will be completed and discussed to determine appropriate and mutually acceptable accommodation measures.

Throughout this process, all plans, documentation and conversations will be kept confidential to the greatest extent possible. Only those individuals required to support the implementation of the accommodation will have access to this information.

The individual will receive a decision on the request for accommodation. If the request is denied, the reason for denial will be communicated.

Individual accommodation plans will be provided in an accessible format upon request.

Established accommodation plans will be reviewed if the employees' needs change, if there is a significant workplace change, or if the employee requests a review.

5.0 Procedure

Matcor-Matsu shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Matcor-Matsu will consider accessibility needs and individual accommodation plans when redeploying employees with disabilities.
- Any mutually acceptable accommodation measures will be provided in a timely manner that considers the persons accessibility needs and at a cost that is no more than a regular cost charged to other persons.
- Matcor-Matsu policies will address the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.
- When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability. Upon request Matcor-

Matsu will provide or arrange for the provisions of accessibility formats and/or communication support for people with disabilities in a timely manner. Matcor-Matsu will discuss with the person what appropriate accommodation is required.

- Should a person with disability require a support person, this support person will be allowed to accompany them on our premise.
- Any upon arranging for accessible formats or communication supports, if required, this will be done in a time
- During the recruitment process Matcor-Matsu will notify employees, and the public about availability of accommodation and consult the applicant for suitable accommodation and provide such.
- Emergency response plans will include consideration for all people requiring accommodation plans.
- Customers and third parties will be notified of planned or unexpected disruption to any assistive facilities or services used by persons with disabilities (e.g. Access ramp). This notice will include information about the reason for the disruption, how long the disruption is expected to last, and whether any alternative facilities or services are available.
- Matcor-Matsu maintains a documented Return to Work Process (RTW) for all employees who require disability-related accommodations in order to return to work.
- Finally, Matcor-Matsu considers the accessibility needs of our employees with disabilities as well as individual accommodation plans, when conducting performance management providing career development and advancement opportunities.

Matcor- Matsu accepts service animals on the premise should it be required by a persons with disabilities. For the purposes of this policy, an animal is a service animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Matcor-Matsu will under no circumstance intimidate, coerce, penalize or discriminate against another person because that person has sought or is seeking the enforcement of their rights under the AODA or of a director's order made under the AODA.

6.0 Recruitment and Employment

Employees and job applicants are made aware of the availability of accommodation during the recruitment and selection process. Applicants are instructed to contact us should they require accommodation through any step of the recruitment and selection processes. In consultation with the applicant, Matcor-Matsu will make arrangements for suitable accommodation.

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 as practically possible after accommodation request is made and reviewed as necessary.

Following an extended absence from work due to disability, Matcor-Matsu will follow appropriate return to work procedures and review all accommodation requests to successfully reintegrate employee into the workplace.

7.0 Training

To ensure that our operations are as inclusive and accessible as possible, Matcor- Matsu provides training on the requirements under AODA, the Human Rights Code as pertaining to disability and all other relevant legislation to:

- Employees
- Those who develop policy
- Supervisory employees
- Those providing services on behalf of the organization
- Those likely to interact with members of the public or public facing roles.

Training will be provided in various ways as determined by the nature of our business and teams. Matcor-Matsu will maintain records of training provided, including dates and attendees, in accordance with IASR requirements.

8.0 Feedback and Review

Matcor- Matsu welcomes feedback regarding accessibility and the way we provide accommodation or services to those with disabilities. Accessible formats and resources are available upon request.

Feedback can be provided through email, phone call or mail. Our Team can be contacted through the optional methods below:

Mail	Phone	Email
7657 Bramalea Rd. Brampton ON L6T 5V3, Canada	(905) 291-5000	info@matcor-matsu.com

We will continue to monitor and provide feedback promptly.

This policy will be reviewed as needed but at least every 5 years. This plan will be made in accessible format and posted publicly where required.

9.0 Appendix

Definitions

Accommodation - refers to any modification or adjustment made to a job, workplace, policies, practices, or the work environment that enables a person with a disability to perform their job duties and participate fully in employment.

AODA – Accessibility for Ontarians with Disabilities Act

Barrier- means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)

Disability- means:

(a) 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, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

Support Person- is defined as an individual who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, or access to goods, services, or facilities. They can be a paid worker, volunteer, family member, or friend.

References:

AODA	Accessibility for Ontarians with Disabilities Act, 2005
O. Reg. 429/07	Customer Service Accessibility Standard (as amended by O. Reg. 373/08)
O. Reg. 191/11 413/12)	Integrated Accessibility Standard (as amended by O. Reg.

Ontario Human Rights Code, 1962