

Molded Precision Components: Accessibility for Ontarians with Disabilities (2023)

Table of Contents:

Statement of Commitment to Accessibility.....3

Accessibility Policies.....4

Multi-Year Accessibility Plan.....10

Contact Information.....11

Statement of Commitment to Accessibility

Molded Precision Components 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.

Accessibility Policies

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. The following accessibility policies are enforced in accordance with Customer Service Standards:

1. Communication
2. Assistive Devices
3. Service Animals
4. Support Persons
5. Notice of Temporary Disruption
6. Feedback Process
7. Notice of Availability of Documents
8. Information and Communications
9. Employment
10. Training
11. Changes to Existing Policies

1. Communication

We communicate with people with disabilities in ways that take into account their disability. This includes: verbal, handwritten and electronic communication. Other forms of communication may be made available upon request. We will work with the person with disabilities to determine the most appropriate method of communication that works for them.

2. Assistive Devices:

People with disabilities may use their own personal assistive devices when accessing goods, services or facilities provided by Molded Precision Components. In cases where the personal assistive device presents a health and safety or concern or where accessibility may be an issue, other reasonable measures will be used to ensure the person with the disability can access our goods, services or facilities. For example, in the event that an elevator is not present and the person with a disability requires the use of a personal assistive device for the purpose of mobility (e.g. a wheelchair), the goods or services will be made available to the person in an accessible location that meets their needs.

Molded Precision Components ensures that our staff is aware that various assistive devices are available for persons with disabilities upon request. Molded Precision Components will provide appropriate assistive devices in order to access our goods, services and/or facilities and where assistive devices present a health and safety or accessibility concern, other reasonable measures will be used. Molded Precision Components may require up to seven days notice in order to provide an appropriate assistive device or determine an alternative reasonable measure.

3. Service Animals:

Molded Precision Components welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal

for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

4. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the parts of our premises that are open to the public and third parties. In the event that confidential information may be discussed, consent to share confidential information will be obtained from all parties, prior to beginning any conversation of this nature.

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Molded Precision Components will notify customers promptly. A notice will be posted including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services. The notice will be posted in the front entrances at each of our facilities, so that it can be easily accessed.

6. Feedback Process:

Molded Precision Components welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback may do so in the following ways:

In Person: 165 Line 4 South, Oro Medonte, Ontario, L0L 2L0

Phone: (705)-487-0244 x234

Email: hr@mpccomponents.com

All feedback, including complaints, will be handled in the following manner: Feedback will be reviewed internally by the Human Resources department and Senior Leadership. Customers who provide formal feedback will receive acknowledgement of their feedback, as well as a response to their feedback, within ten business days. Molded Precision Components ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

7. Notice of Availability of Documents:

Molded Precision Components notifies the public that documents related to accessible customer service, are available upon request. Molded Precision Components will inform the public of the notice of

availability of documents, by posting this information on the company website.

Molded Precision Components will provide these documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format within ten business days, at no additional cost.

8. Information and Communications:

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports through our accessibility policies posted in accessible locations (in person on our premises and electronically on our company website). We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

9. Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. In the event that an applicant requires accommodation, we will consult with the individual applicant and provide 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. 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:

- 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.

10. Training:

We are committed to providing training in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training will be provided to:

- a) Every person who is an employee of Molded Precision Components; and
- b) Every person who participates in developing the organization's policies

Training includes:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- A review of the purpose of the Customer Service Standards
- Instructions on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Instructions on how to use the equipment or devices available on-site or that we provide that may help with providing goods, services or facilities to people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services or facilities
- Our policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

Applicable training is provided to all new employees during our orientation process, which occurs within the first month of employment. Additional training is provided to all employees in respect to any changes to accessibility practices and/or policies. We also maintain a record of the training, which includes: information on the training provided, the training date as well as a list of the individuals who received training.

11. Changes to Existing Policies:

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. If you have any questions or concerns about this policy or its related procedures please contact:

In Person: 165 Line 4 South, Oro Medonte, Ontario, L0L 2L0

Phone: (705)-487-0244 x257

Email: hr@mpccomponents.com

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedure.

Multi-Year Accessibility Plan

Requirement	Action	Status	Compliance Deadline
Provide Accessible Customer Service	Train staff and volunteers on the required training topics	COMPLETE	January 1, 2012
Provide Accessible emergency and public safety information	When asked, MPC will provide publicly available emergency information such as evacuation plans and map of emergency exits etc. in an accessible format.	COMPLETE	January 1, 2012
Provide accessible emergency information to staff	MPC will provide accessible and customized emergency information as soon as an employee asks for it or when MPC becomes aware of an employee who may need accommodation in an emergency.	COMPLETE	January 1, 2012
Employee emergency information worksheet	Create and provide an employee emergency information worksheet to help identify the appropriate accommodations for each individual.	COMPLETE	January 1, 2012
Inform customers and employees about Molded Precision Components accessibility policies	Inform new and existing employees of MPC's accessibility policy's and post notice on the workplace bulletin boards. Also post policy and multiyear plan on MPC's website.	COMPLETE	January 1, 2014
Accessibility policies and Multi-Year Plan	Develop accessibility policies for customers, employees, visitors and volunteers that comply with ISAR/AODA guidelines.	COMPLETE	January 1, 2014
Make Multi-Year plan available to public	Post multi-year plan on website in an accessible format.	COMPLETE	January 1, 2014
Train staff on Ontario's accessibility laws	Add training to health and safety orientation and train all new and returning employees including temps, part time and contract employees	COMPLETE	January 1, 2015

Accessible alternatives for providing feedback	Provide a variety of options for feedback such as email, postal delivery, phone number and toll free phone number in accessible format.	COMPLETE	January 1, 2015
Make public information accessible when asked	Provide notice on MPC's website that states public information can be made accessible upon request.	COMPLETE	January 1, 2016
Make employment practices accessible	Create a plan and policy that provides accessibility for how to hire, retain and provide career development.	COMPLETE	January 1, 2016
Process for individuals who need accommodation plans/ return to work plans	Create a worksheet that assists in the development of accommodation plans/ return to work plans for individuals who are returning to work and/or who need special accommodations to suit their needs to do their job accordingly.	COMPLETE	January 1, 2016
Make new and redeveloped public spaces accessible	Making sure new outdoor paths of travel and parking lots are accessible	COMPLETE	January 1, 2017
File an accessibility compliance report	Create and file	COMPLETE	June 1, 2021
Make new website design accessible	Follow WCAG 2.0 guidelines Level AA and ensure its accessibility is in working condition.	COMPLETE	January 1, 2021
Review accessibility plan	Create a plan to review Molded Precision Components accessibility policies every year to ensure correct guidelines are being followed.	COMPLETE	January 1, 2021
Open a new building with increased accessibility	Open a new building with increased accessibility for people with disabilities (including an elevator and designated accessible parking spaces).	COMPLETE	December 31, 2022
Review current policies for accessibility	Review company policies/procedures through the lens of accessibility and ensure all policies consider accessibility needs.	COMPLETE	December 31, 2023

Review Accessibility Policies	Review accessibility policies and revise to include current accessibility practices.	COMPLETE	December 31, 2023
Review Multi-Year Plan	Review multi-year accessibility plan and add additional elements for 2022 and 2023.	COMPLETE	December 31, 2023
Review AODA employment statement	Review the AODA statement used in job postings. Determine whether it is still appropriate or if it needs to be updated.	COMPLETE	December 31, 2023
Create an overall AODA Policy	Create an overall AODA policy that provides further detail on purpose of AODA, summary of all AODA documentation, etc.	ONGOING	December 31, 2023
Update company website with new accessibility information	Update the company website with the updated accessibility policies and multi-year plan once the Accessibility Compliance Report has been submitted and accepted.	ONGOING	December 31, 2023
File an accessibility compliance report	Create and file an accessibility compliance report for 2020 – 2023.	ONGOING	December 31, 2023
Re-post AODA documents on Employee Boards	Restructure the employee information boards to emphasize and label “AODA” so that employees are encouraged to review the information.	ONGOING	December 31, 2023

Contact Information

Molded Precision Components is committed to providing an accessible work environment for all employees and customers. For more information please contact:

Human Resources

In Person: 165 Line 4 South, Oro Medonte, Ontario, L0L 2L0

Phone: (705)-487-0244 x257

Email: hr@mpccomponents.com