

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

## **Multi Year Plan**

# **Mott Group of Companies**



## Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Initial Action to Compliance (including status)	Continuous Improvement (including status)
3	Establishment of Accessibility Policies	<p>3. (1) Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</p> <p>3. (2) Obligated organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policy.</p> <p>3. (3) Every obligated organization shall,</p> <p>(a) prepare one or more documents describing the policies it developed under subsection (1); and</p> <p>(b) make the documents publicly available and, on request, provide them in an accessible format.</p>	<p>3. (1) (i) Publish HR 1.11 Accessibility Policy. {complete 1/1/2014}</p> <p>3. (2) (i) Include statement of organizational commitment on website. {complete 1/1/2014}</p> <p>3. (2) (ii) Include statement of organizational commitment in lobby (on TV at Mott, paper copy at MottLAB). {complete 1/1/2014}</p>	<p>3. (1) (i) HR 1.11 Accessibility Policy, Rev 2. {published 4/1/2025}</p> <p>3. (2) (i) Transfer statement of organizational commitment to new website. {complete 9/16/2020}</p> <p>3. (3) (a) (i) This Multi Year Plan documents the policies, as described. {complete 6/17/21} Multi-Year Plan, Rev 4. {published 4/23/2025}</p> <p>3. (3) (b) (i) Available on website. Accessible formats available upon request. {complete 6/17/21} All revised information on website. {published 4/23/2025}</p>

4	Accessibility Plans	<p>4. (1) Large organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>	<p>4. (1) (a) (i) Publish a multi-year plan and incorporate specific actions applicable for barriers applicable to the workplace. {complete 1/1/2014}</p> <p>4. (1) (b) (i) Post the plan on the website. {complete 1/1/2014}</p> <p>4. (1) (c) (i) Policy to be reviewed at least every 5 years, review date to be noted on the policy or tracked in some other manner. {complete 1/1/2014}</p>	<p>4. (1) (a) (i) Update Multi Year Plan. {complete 6/17/21} Multi-Year Plan, Rev 4 {published 4/23/2025}</p> <p>4. (1) (b) (i) Post updated Multi Year Plan on Mott and MottLAB websites. {complete 6/17/21} Multi-Year Plan, Rev 4 {published 4/23/2025}</p> <p>4. (1) (c) (i) Complete 5-year review of HR 1.11 Accessibility Policy. {complete 12/2/2020} HR 1.11 Accessibility Policy, Rev 2. {published 4/1/2025}</p>
7	Training	<p>7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p>	<p>7. (1) (i) Determine the method of training and the number of training levels (managers, employees). Train current employees. {complete 1/1/2015}</p> <p>7. (1) (ii) Ensure orientation of new hires includes required training. {complete 1/1/2015}</p>	<p>7. (1) (i) Training continues as prescribed {confirmed 4/23/2025}</p> <p>7. (1) (ii) Add “Starting Conversations about Accessibility in the Workplace” poster to existing “Working Together: AODA and The Code” orientation handout. {complete 9/16/2020}</p> <p>7. (1) (iii) Post “Starting Conversations...” poster for</p>

		<p>(c) all other persons who provide goods, services, or facilities on behalf of the organization.</p> <p>7. (2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) of the legislation shall be appropriate to the duties of employees, volunteers, and other persons.</p> <p>7. (3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>7. (5) Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>		<p>employees and send to MottLAB to do the same. {complete 9/16/2020}</p> <p>7. (2) (i) Reconfirm. {complete 4/23/2025}</p> <p>7. (3) (i) Training is provided in the HR-024 New Hire Orientation and Lead Hands are trained as well (HR-048 Training Needs by Position). {complete 10/29/2020} Continuing this practice. {confirmed 4/23/2025}</p> <p>7. (4) (i) When significant updates or changes are made to the HR 1.11 Accessibility Policy, communicate to all employees, and maintain a record of communication. {complete 1/1/2021} No significant updates since. {confirmed 4/23/2025}</p> <p>7. (5) (i) Training records are kept and include dates and employees that have completed it. {complete 6/17/2021}</p>
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**PART II – Information and Communications Standards**

Section	Initiative	Description	Initial Action to Compliance (including status)	Continuous Improvement (including status)
9	Definitions and Exceptions	<p>9. (2) The information and communications standards do not apply to the following:</p> <ol style="list-style-type: none"> <li>1. Products and product labels, except as specifically provided by this Part.</li> <li>2. Unconvertible information or communications.</li> <li>3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18.</li> </ol> <p>9. (3) If an obligated organization determines that information or communications are unconvertible, the organization shall provide the person requesting the information or communication with,</p> <ol style="list-style-type: none"> <li>(a) an explanation as to why the information or communications are unconvertible; and</li> <li>(b) a summary of the unconvertible information or communications</li> </ol> <p>9.(4) For the purposes of this Part, information or communications are unconvertible if,</p>		<p>9. (2) (i) Redefine scope in HR 1.11 Accessibility Policy to not include these exceptions. {complete 12/2/2020} {reviewed 4/1/2025}</p> <p>9. (3) (i) Add statement to HR 1.11 Accessibility Policy. {complete 12/2/2020} {reviewed 4/1/2025}</p>

		<p>(a) it is not technically feasible to convert the information or communications; or</p> <p>(b) the technology to convert the information or communications is not readily available.</p>		
11	Feedback	<p>11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p> <p>11. (2) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>11. (1) (i) Determine what accessible formats and communication supports we will provide upon request. {complete 1/1/2015}</p> <p>11. (1) (ii) Ensure staff and management are aware of the need to accommodate upon request (part of the training). {complete 1/1/2015}</p> <p>11. (2) (i) Provide statement regarding feedback on TV and website. {complete 1/1/2015}</p>	<p>11. (1) (i) Add format examples to HR 1.11 Accessibility Policy (in writing, read, large print, handwritten notes, plain language transcript of conversations). {complete 12/2/2020}</p> <p>11. (2) (i) Add statement regarding feedback to HR-050 Visitor Log form. Indicate no charge is required. {complete 10/20/2020} Confirmed HR-050 Visitor Log form, Rev. 2 now in use. {4/23/2025}</p> <p>11. (2) (ii) Add statement regarding feedback to HR-105 Visitor Safety Information document {complete 10/20/2020}</p> <p>11. (2) (iii) Commitment is on the website. {complete 9/16/2020}</p>
12	Accessible Formats & Communication Supports	<p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats</p>	<p>12. (1) (i) Determine what accessible formats and communication supports we will provide upon request. {complete 1/1/2016}</p>	

		<p>and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>12. (1) (ii) Ensure these formats and supports can be provided in a timely manner (ex. Same time, 24 hours). {complete 1/1/2016}</p> <p>12. (1) (iii) Communicate that no additional charge is required. {complete 1/1/2016}</p> <p>12. (2) (i) Train applicable employees on the need to consult the requestor for expectations of suitable accommodation. {complete 1/1/2016}</p> <p>12. (2) (ii) If further assistance is required, they are to consult the HR Leader. {complete 1/1/2016}</p> <p>12. (3) (i) Post in lobby. {complete 1/1/2016}</p> <p>12. (3) (ii) Post on website. {complete 1/1/2016}</p>	<p>12. (1) (iv) Create email template for interviews and employment offers. Indicate no charge is required. {complete 10/20/2020}.</p> <p>12. (1) (v) Add commitment to accessibility by noting accessible formats are available upon request for any policies or forms to HR 1.01 Statement of Purpose - Human Resource Policy Manual {complete 10/19/2020}</p> <p>12. (2) (iii) Add statement to HR 1.11 Accessibility Policy to contact HR department. {complete 12/2/2020}</p> <p>12. (3) (i) Post on HR-050 Visitor Log form, HR-105 Visitor Safety Information document, and email templates for interviews and employment offers. {complete 10/20/2020}</p> <p>12. (3) (ii) Commitment statement is on new website. {complete 9/16/2020}</p>
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13	Emergency Procedures, Plans or Public Safety Info	13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	13. (1) (i) Update Emergency Procedure to document that accessible formats are available. {complete 1/1/2012}	13. (1) (i) Revise HR 2.37 Emergency Response Plan to include commitment statement. {complete 10/2020}
14	Accessible Websites & Web Content	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	14. (2) (i) Communicate to IT the standard to be achieved. {complete 1/1/2014}  14. (2) (ii) Continuously review WCAG guidelines to be informed of changes and updates.	14. (2) (i) Remind IT regarding January 1, 2021 requirements. {complete 9/16/2020}  14. (2) (ii) Confirmed with IT that WCAG guidelines are met in new website. {6/17/21}



**PART III – Employment Standard**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Initial Action to Compliance (including status)</b>	<b>Continuous Improvement (including status)</b>
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	22. (i) Include a statement in the job posting to advise individuals about accessibility in the recruitment and selection process. {complete 1/1/2016}	22. (ii) Create a template for job postings (internal and external salary/hourly). {complete 11/11/2020} Job postings reviewed; any missing notifications amended {4/23/2025}
23	Recruitment, Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.  23. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	23. (1) (i) Designate a contact person to handle queries regarding accessibility. {complete 1/1/2016}  23. (1) (ii) Offer accommodation support during pre-screen and other times throughout the recruitment process. {complete 1/1/2016}  23. (2) (i) If a request is made, the standard will be to consult with the individual to ensure the accommodation is suitable. {complete 1/1/2016}	
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	24. (i) Include a statement in an employment offer. (notification to successful applicants) {complete 1/1/2016}	24. (i) Create an email template for employment offers. {complete 10/20/2020} Confirmed all team members using correct template {4/23/2025}

25	Informing Employees of Supports	<p>25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p> <p>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>	<p>25. (1) (i) Give a copy of the policy to all employees. {complete 12/1/13}</p> <p>25. (1) (ii) Create a poster to remind employees of the provision of job accommodations. {complete 1/1/2016}</p> <p>25. (2) (i) Capture within orientation program, give each new hire a copy of the current policy. {complete 12/1/13}</p> <p>25. (3) (i) Give a copy of the updated policy to all employees. {complete 12/1/13}</p>	<p>25. (1) (i) HR 1.11 Accessibility Policy can be reviewed electronically, during the new hire orientation (HR-048) and will be distributed to all employees when updated. {complete 1/1/2021}</p> <p>25. (1) (ii) The poster has been converted to a summary handout, “Starting Conversations...”, and is given to employees during new hire orientation (HR-024) {complete 10/29/2020}</p> <p>25. (2) (i) HR 1.11 Accessibility Policy is reviewed electronically during new hire orientation (HR-048). A paper copy is no longer given.</p> <p>25. (3) (i) When significant updates or changes are made to the HR 1.11 Accessibility Policy, communicate to all employees, and maintain a record of communication. {complete 12/1/13}</p>
26	Accessible Formats & Communication Supports for Employees	<p>26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p>	<p>26. (1) (i) When a request is made, the Company shall undergo an internal functional audit of information specific to the position. (e.g. Emails, WIs, Paperwork, verbally, software). {complete 1/1/2016, captured within the policy}</p>	

		<p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>26. (1) (ii) When a request is made, the Company shall undergo an internal audit of regular communications in all departments to ensure that general information is available in the required format. {complete 1/1/2016, captured within the policy}</p> <p>26. (1) (iii) When a request is made, the Company shall list what the employee requires regarding accessible format or communication supports that are needed (text to speech, large print, accessible pdfs, plain language versions) and verify with the employee that the accommodation is suitable. {complete 1/1/2016, captured within the policy}</p> <p>26. (2) (i) Included in policy {complete 1/1/2016}</p>	
27	Workplace Emergency Response Information	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees 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 employee’s disability.</p>	<p>27. (1) (i) Document that accessible formats are available. {complete 1/1/2012, captured within the policy}</p>	<p>27. (1) (ii) Create a form for individual emergency response plans. {complete 11/5/2020}.</p> <p>27. (1) (iii) Review individual emergency response plans annually, create reminder. {complete 11/9/2020}</p> <p>27. (1) (iv) Note under permanent restrictions that “Emergency</p>

		<p>27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>27. (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>27. (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p>	<p>27. (2) (i) Document that accommodation information will be shared with those designated to provide assistance upon the employee's consent. {complete 1/1/2012, captured within the policy}</p> <p>27. (3) (i) Incorporate into orientation of new hires. {complete 1/1/2012}</p> <p>27. (4) (a) (i) Document that the workplace emergency plan will be reviewed if the employee moves to a different location in the organization. {complete 1/1/2012, captured within the policy}</p>	<p>Response Plan is on file". {complete 11/9/2020}</p> <p>27. (4) (a) (i) Add permanent restrictions review to HR-010 Employee Change Form to capture when employee changes positions or departments. {complete 1/9/2020} Reconfirmed understanding with current staff {4/23/2025}</p> <p>27. (4) (b) (i) Add statement to HR 1.11 Accessibility Policy that individualized emergency response information will be reviewed when the HR 2.37 Emergency Response Plan policy is reviewed. {complete 12/2/2020}</p>
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		(c) when the employer reviews its general emergency response policies.		27. (4) (c) (i) HR 2.37 Emergency Response Plan policy is reviewed annually. Add reminder to review individual emergency response plans to Policy log. {completed 11/5/2020} HR 2.37 Emergency Response Plan to now be reviewed every 3 years, publish Rev 2. {completed 4/24/2025}
28	Documented Individual Accommodation Plans	<p>28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> </ol>	<p>28. (1) (i) Develop a new process to document individual accommodation plans. {complete 11/19/2020, captured within continuous improvement action items}</p> <p>28. (2) (i) Develop a new process to document individual accommodation plans. {complete 11/19/2020, captured within continuous improvement action items}</p>	<p>28. (1) (ii) Develop an accommodation request form and an individual accommodation plan form to include general disability or if accommodation is required. {complete 11/19/2020}</p> <p>28. (1) (iii) Review current employees with known disability or accommodation need and evaluate whether an individual accommodation plan is required. {complete 12/3/2020} No IAPs exist {confirmed 4/23/2025}</p> <p>28. (2) (i) Add statement to HR 1.11 Accessibility Policy that individual is included in the development of the accommodation plan. {complete 12/2/2020}</p>

		<p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>28. (3) Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible</p>		
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		<p>formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		
29	Return to Work Process	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p>	<p>29. (1) (i) Review the current policy and process to ensure it meets the requirements. {complete 1/1/2012}</p> <p>29. (2) (a) (i) Review the current policy and process to ensure it meets the requirements. {complete 1/1/2012}</p>	<p>29. (1) (i) The return to work process has been reviewed and is documented using HR-040 Return to Work Plan form. {complete 11/11/2020}</p> <p>29. (1) (ii) Create a separate form for non-occupational related RTW called HR-126 Non-occ Return to Work Plan {complete Nov 21, 2024}</p> <p>29. (2) (a) (ii) Return to work steps for non-occupational disabilities, injuries and illness are documented in the HR-072 Short Term Disability Checklist. {complete 12/15/2015}</p> <p>29. (2) (a) (iii) HR 4.09 Short Term Disability policy documents the steps. {complete 9/6/19}</p> <p>29. (2) (a) (iv) Refer to HR 4.09 Short Term Disability policy within</p>

		<p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>29. (3) (i) Review the current policy and process to ensure it meets the requirements. {complete 1/1/2012}</p>	<p>the HR 1.11 Accessibility policy. {complete 12/2/2020}</p> <p>29. (2) (b) (i) No employee has formally requested an accommodation outside of the RTW process {confirmed 4/23/2025}</p>
30	Performance Management	<p>30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>30. (1) (i) Review current process. Need to keep individual accommodation plan in mind. {complete 11/20/2020, captured within continuous improvement action items}</p>	<p>30. (1) (i) Add question to new Individual Accommodation Plan form, whether accommodation need will have impact on performance management {complete 12/1/2020}</p>
31	Career Development & Advancement	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>31. (1) (i) Review current process. Need to keep individual accommodation plan in mind. {complete 11/20/2020, captured within continuous improvement action items}</p>	<p>31. (1) (ii) Add question to new Individual Accommodation Plan form, whether accommodation need will have impact on career development and advancement potential {complete 12/1/2020}</p>
32	Redeployment	<p>32. (1) An employer that uses redeployment shall take into account</p>	<p>32. (1) (i) Review current process. Need to keep individual</p>	<p>32. (1) (ii) Add question to new Individual Accommodation Plan</p>



		the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	accommodation plan in mind. {complete 11/20/2020, captured within continuous improvement action items}	form, whether accommodation need will have impact on redeployment potential {complete 12/1/2020}
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**Part IV.2 – CUSTOMER SERVICE STANDARDS**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Initial Action to Compliance (including status)</b>	<b>Continuous Improvement (including status)</b>
80.46	Establishment of Policies	<p>80.46 (1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>80.46 (2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or</li> </ol>	<p>80.46 (1) (i) Create PM-005 Accessible Customer Service Policy. {complete 12/5/2011}</p> <p>80.46 (2) (1) (i) Capture within PM-005 Accessible Customer Service Policy, section 1.0. {complete 12/5/2011}</p> <p>80.46 (2) (2) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p>	80.46 (1) (i) Revise PM-005 Accessible Customer Service Policy, Rev. 4. {updated 4/23/2025}

		<p>benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</p> <p>80.46 (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p> <p>80.46 (4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p> <p>80.46 (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p>	<p>80.46 (2) (3) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.46 (2) (4) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.46 (4) (i) Create Customer Service Policy Statement, posted in lobby and on website. {complete 12/11/2015}</p> <p>80.46 (5) (i) Customer Service Policy Statement includes statement about availability upon request. {complete 12/11/2015}</p>	<p>80.46 (3) (i) Add that assistive devices to be accepted upon request to PM-005 Accessible Customer Service Policy. {complete 12/16/20}</p> <p>80.46 (4) (i) Confirm Customer Service Policy Statement is on new website. {complete 11/19/2020}</p> <p>80.46 (4) (ii) Confirm Customer Service Policy Statement is on MottLAB website. {complete 11/19/2020}</p>
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		<p>80.46 (6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>80.46 (6) (i) Customer Service Policy Statement is posted on website and in lobby at Mott and MottLAB. {complete 12/11/2015}</p>	
80.47	Use of Service Animals and Support Persons	<p>80.47 (1) This section applies if goods, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises.</p> <p>80.47 (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.</p>	<p>80.47 (1) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.47 (2) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.47 (3) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p>	

		<p>80.47 (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>80.47 (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <p>(a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. O. Reg. 165/16, s. 16.</p> <p>80.47 (8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.</p>	<p>80.47 (4) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.47 (5) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p> <p>80.47 (8) (i) Create PM-005 Accessible Customer Service Policy and Accessible Customer Service Policy Statement. {complete 12/5/2011}</p>	
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80.48	Notice of Temporary Disruptions	<p>80.48 (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>80.48 (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p>	<p>80.48 (1) (i) Capture within PM-005 Accessible Customer Service Policy, section 6.0. {complete 12/5/2011}</p>	<p>80.48 (1) (i) Add statement to PM-005 Accessible Customer Service Policy that we will notify customers that have a planned or actual visit. {complete 12/16/20}</p> <p>80.48 (2) (i) Add statement to PM-005 Accessible Customer Service Policy that Notice of the disruption must include the reason, anticipated duration and a description of alternative facilities or services available. {complete 6/17/21}</p>

		<p>80.48 (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p> <p>80.48 (4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request.</p> <p>80.48 (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>		<p>80.48 (3) (i) Add general steps to PM-005 Accessible Customer Service Policy. {complete 12/16/20}</p> <p>80.48 (4) (i) PM-005 Accessible Customer Service Policy states that the document will be made available to the public upon request {complete 6/17/21}</p> <p>80.48 (5) (i) Include in PM-005 Accessible Customer Service Policy that if customer is already on premises, notice will be given verbally or electronically. {complete 12/16/20}</p>
80.49	Training for All Staff	<p>80.49 (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> </ol>		<p>80.49 (1) (i) Update HR-048 Training Needs by Position to include all positions that interact with customers. {Complete 6/15/2021} Reviewed HR-048 Training Needs by Position for accuracy {complete 11/5/2024}</p>

		<p>2. Every person who participates in developing the provider's policies.</p> <p>3. Every other person who provides goods, services or facilities on behalf of the provider.</p> <p>80.49 (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.</li> </ol> <p>80.49 (3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p>		<p>80.49 (2) (i) Update PowerPoint Accessible Customer Service training document {Complete 12/20/2020} Reviewed PowerPoint Accessible Customer Service training, and reposted on intranet {complete 4/23/2025}</p> <p>80.49 (3) (i) Include in PM-005 Accessible Customer Service Policy that all new hires are to be trained as outlined in HR 1.10 Employee Orientation policy {complete 12/16/20}</p>
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		method as is reasonable in the circumstances.		
80.50	Feedback Process Required	<p>80.50 (1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p> <p>80.50 (3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>80.50 (4) Every provider shall make information about the feedback process readily available to the public.</p> <p>80.50 (5) Every provider, other than a small organization, shall prepare a document describing the feedback</p>	<p>80.50 (1) (i) Feedback process provided on website. {complete 12/5/2011}</p>	<p>80.50 (1) (a) (i) Put Customer Feedback Form on Mott and MottLab websites, along with other options to communicate (i.e. email, phone call, etc.) {complete 3/17/2021}</p> <p>80.50 (2) (i) Add to Customer Feedback Form that feedback will be responded to within 30 days. {complete 12/16/20}</p> <p>80.50 (3) (i) Add to Customer Feedback Form that alternate formats may be provided upon request. {complete 12/16/20}</p> <p>80.50 (4) (i) Available on website {complete 3/17/21}</p> <p>80.50 (5) (i) Feedback process, and availability of documents up on request, is captured within PM-005</p>

		<p>process and, on request, shall give a copy of the document to any person.</p> <p>80.50 (6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.</p> <p>80.50 (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>		<p>Customer Service Policy. {complete 12/16/20}</p> <p>80.50 (6) (i) Available on website {complete 3/17/21}</p> <p>80.50 (7) (i) Available on website {complete 3/17/21}</p>
80.51	Format of Documents	<p>80.51 (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>		<p>80.51 (1) (i) Statement about availability of alternate document formats (at no cost to individual) is included in PM-005 Customer Service Policy. {complete 12/16/20}</p>

		80.51 (2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.		80.51 (2) (i) Statement about consulting with the person requesting alternate formats is included in PM-005 Customer Service Policy. {complete 12/16/20}
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