



## Multi-Year Accessibility Plan

Accessibility Requirement	Status	Compliance Deadline	Responsibility
<i>Accessible Customer Service Policy</i>			
1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.	Completed/ Ongoing		Human Resources
2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of MBC that may provide assistance to the public. Provide training to all new staff.	Ongoing	01/01/12	Human Resources/ Station Managers
3. Develop and make public a process for receiving and responding to feedback from customers with disabilities.	Completed.		Human Resources/ Web Manager
<i>MBC Action Plan</i>			
<p>1. MBC has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy can be found within the MBC Accessibility Policy. This policy is updated and maintained by the HR Department.</p> <p>2. An online training webinar has been acquired through HRdownloads and will be delivered to all current staff. All new staff is required to watch the training webinars throughout their 90 Day Training Plan. A quiz testing staff on the material covered within the webinar will be collected and kept on file for each employee by the HR Department.</p> <p>3. MBC has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received including by phone, in-person, by email, through online form and by written correspondence.</p> <p><i>* Alternative formats of the AODA Customer Service Training are also available upon request , including in-person presentations.</i></p>			
<b>Part 1 – General Requirements</b>			
<i>Accessibility Policies</i>			
1. Create and make public a statement of commitment	Completed		
2. Develop and implement company-specific accessibility policies.	Completed/ Ongoing	01/01/14	
<i>MBC Action Plan</i>			
<p>1. MBC has created and made a public statement of commitment. The statement of commitment is located on the company's website and in the company accessibility policy.</p> <p>2. MBC's has created and reviewed a Accessibility Policy. An additional Accommodation Policy has been created for internal use to communicate how MBC will meet its requirements under the Integrated Accessibility Standards Regulation (IASR). The Accommodation Policy has been provided to all employees, as part of our Company Policy Manual, and will be provided to all new hires as part of their 90 Day Training. <i>* Alternative formats of the policy will be made available upon request.</i></p>			
<i>Multi-Year Accessibility Plan</i>			
1. Create and make public a multi-year accessibility plan.		01/01/14	Human Resources
2. Provide the plan in accessible formats upon request.	Completed/Ongoing		
3. Review the plan every five years.			
<i>MBC Action Plan</i>			
<p>1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The plan has been approved and is available to the public on the company website.</p> <p>2. Requests for accessible formats of this document will be forwarded to Human Resources who will work with the</p>			

<p>individual to determine the most suitable format.</p> <p>3. This plan will be amended as required and will be amended reviewed in full every five years.</p>			
<i>Training</i>			
1. Train all employees on applicable accessibility requirements and the organization's responsibilities under the Human Rights Code.	Completed/ Ongoing	01/01/15	Human Resources/ Station Managers
<i>MBC Action Plan</i>			
<p>1. Training for employees will be delivered via webinars, through HRdownloads, covering applicable content.</p> <p>2. All current employees will complete the training through Human Resources.</p> <p>3. All new employees will be required to complete the training as part of their 90 Day Training with the Company. Station managers and Human Resources will be responsible for ensuring the training is completed and tracked.</p> <p><i>*Training will also be made available via alternative formats including in-person presentations, as requested.</i></p>			
<b>Part 2 – Information and Communication Standard</b>			
<i>Accessible Websites and Web Content</i>			
1. Ensure website and web content published conforms to Level AA of Version 2 of the Web Content Accessibility Guidelines	Completed/ Ongoing	01/01/14	Web Manager
<i>MBC Action Plan</i>			
<p>1. To date, MBC's public websites and contents meet all Web Content Accessibility Guidelines.</p> <p>2. MBC's Web Manager is fully aware of the guidelines and will ensure all new content and/ or any substantial refreshes to sites conform to established guidelines.</p>			
<i>Feedback</i>			
1. Upon request, be able to receive and respond to feedback from clients, individuals inquiring about MBC, our employees and members of the public who have a disability.	Completed	01/01/15	Human Resources/ Station Managers
<i>MBC Action Plan</i>			
<p>1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently MBC can facilitate requests via phone, email, in-person, in-writing and by mail and by online form.</p> <p>2. All employees who may receive feedback have been trained on how to receive and respond to accessible feedback requests</p> <p>3. Receiving and responding to feedback will be included in all new hire training where the position frequently receives and responds to requests (Human Resources/ Station Managers).</p> <p>4. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.</p>			
<i>Accessible Formats and Communication Supports</i>			
<p>1. Upon request, provide accessible formats and communication supports to individuals with disabilities.</p> <p>2. Notify the public of the availability of accessible formats and communication supports.</p> <p>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible</p>	Ongoing	01/01/16	Human Resources/ Station Managers
<i>MBC Action Plan</i>			
<p>1. Complete an assessment of the ways in which MBC provides information to our clients potential clients and the public. (i.e on-air, invoices, customer service etc.)</p> <p>2. Develop a process for responding to various requests. Currently, clients and the public may submit a complaint or inquiry through the MBC Accessibility Feedback Form.</p> <p>3. Make public MBC's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement in our policy located on our website.</p>			
<b>Part Three – Employment Standard</b>			
<i>Workplace Emergency Response Information</i>			
<p>1. Create and implement individualized plans to assist employees with disabilities during an emergency.</p> <p>2. Obtain consent from employees with individualized plans to disclose emergency response or evacuation</p>	Ongoing	01/01/12	Human Resources/

<p>plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>3. individualized plans/ information will be reviewed when:</p> <ol style="list-style-type: none"> <li>The employee moves to a different location or starts working on a different shift in the company</li> <li>The employee's overall accommodation needs or plans are reviewed or changed</li> <li>The company reviews its general emergency response procedures</li> <li>Changes in building structure or staff takes place that would affect the response plan</li> </ol>			<p>Station Managers</p>
<p><i>MBC Action Plan</i></p> <ol style="list-style-type: none"> <li>An Individualized Emergency Response Plan Consent Form has been included in the employee 90 Day Training, so that employees can make MBC aware of their need for accommodation in the event of an emergency. Emergency planning information and directions are also included in the internal MBC Company Policy Manual/ Employee Handbook and on each location's health &amp; safety boards.</li> <li>The process/ policy used by Human Resources to develop an individualized emergency response plan included the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation.</li> <li>Individualized emergency plans include the requirement that the plan be reviewed: <ol style="list-style-type: none"> <li>The employee moves to a different location or starts working on a different shift in the company</li> <li>The employee's overall accommodation needs or plans are reviewed or changed</li> <li>The company reviews its general emergency response procedures</li> <li>Changes in building structure or staff takes place that would affect the response plan</li> </ol> </li> </ol>			
<p><i>Documented Individual Accommodation Plans</i></p> <ol style="list-style-type: none"> <li>Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.</li> </ol>	<p>Ongoing</p>	<p>01/01/16</p>	<p>Human Resources/ Station Managers</p>
<p><i>MBC Action Plan</i></p> <p>MBC will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following elements.</p> <ol style="list-style-type: none"> <li>The manner in which an employee requesting accommodation can participate in the development of the accommodation plan.</li> <li>The steps that will be taken to protect the privacy of the employee's personal information. <ul style="list-style-type: none"> <li>The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.</li> </ul> </li> <li>The frequency with which the individual accommodation plan will be reviewed and updated.</li> <li>An outline of how the reason for denial of an accommodation will be communicated to the requesting employee</li> <li>The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability</li> </ol>			
<p><i>Recruitment, Assessment and Selection</i></p> <ol style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>During the recruitment process, notify applicant selected to participate in selection and assessment processes that accommodations are available upon request.</li> <li>Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his or her needs.</li> <li>Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ol>	<p>Ongoing</p>	<p>01/01/16</p>	<p>Human Resources/ Station Managers</p>
<p><i>MBC Action Plan</i></p> <ol style="list-style-type: none"> <li>MBC has an accessibility statement posted on our online Join Our Team page notifying applicants that</li> </ol>			

<p>reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our online postings, this statement will also be included on future job postings to ensure that it is properly communicated to all potential applicants.</p> <ol style="list-style-type: none"> <li>Successful applicants will be informed of the availability of accommodations relating to MBC's selection/assessment processes upon initial contact from the hiring manager or human resources.</li> <li>Our internal Accommodation Policy will be provided to all new hires as part of their 90 Day Training. This policy includes all of the means by which MBC will support employees with disabilities. Alternative formats of the policy will be made available upon request.</li> </ol>			
<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> <li>Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> <li>Information that is needed in order to perform the employee's job; and</li> <li>Information that is generally available to employees in the workplace.</li> </ol> </li> <li>Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</li> </ol>	Ongoing	01/01/15	Human Resources/ Station Managers
<p><i>MBC Action Plan</i></p> <ol style="list-style-type: none"> <li>The availability of accessible formats and communication supports has been communicated to all employees through the company's internal Accommodation Policy. All future employees will be made aware of their availability through the same policy which is provided through the 90 Day Training Plan.</li> <li>Upon receiving a request, Human Resources will work with the employee and any individuals responsible for providing the information (for example the employee's manager) to deliver a suitable accessible format or communication support. Prior to involving the employee's manager, consent will be obtained from the employee.</li> </ol>			
<p><i>Information for Employees</i></p> <ol style="list-style-type: none"> <li>Communicate the company's policy on accommodating employees with disabilities to all staff members.</li> <li>Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</li> </ol>	Ongoing	01/01/16	Human Resources
<p><i>MBC Action Plan</i></p> <ol style="list-style-type: none"> <li>MBC's Accommodation and Accessibility Policies has been developed. Verbal introduction of the policies will occur at a weekly Monday Morning Meeting at each station location by the station manager or by the office health &amp; safety representative. The policies will then be posted on the company's health &amp; safety bulletin boards.</li> <li>Provide all new hires with the Accommodation and Accessibility Policies within their 90 Day Training Plan. The policies address all of the means by which MBC will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and redeployment.</li> <li>Ensure that all employees are informed of changes to the Accessibility and Accommodation Policies as they occur, Changes will be communicated via email.</li> </ol>			
<p><i>Processes to Accommodate Employees/ Return to Work Process</i></p> <ol style="list-style-type: none"> <li>Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</li> </ol>	Ongoing	01/01/16	Human Resources
<p><i>MBC Action Plan</i></p> <ol style="list-style-type: none"> <li>Develop a template accommodation form and a return to work form that both address all applicable requirements. Use of these forms will ensure that all accommodation and return to work plans are properly recorded and retained on file.</li> </ol>			
<p><i>Accessible Performance Management, Career Development and Job Changes</i></p> <ol style="list-style-type: none"> <li>Ensure the organization's performance management and career development opportunities account for the</li> </ol>	Ongoing	01/01/16	Human Resources

accessibility needs and plans of employees and that these processes are inclusive and barrier-free.			
<i>MBC Action Plan</i>			
1. The Accessibility Policy will identify/outline accessible performance management and career progression to ensure consistent and clear communication to all employees.			
<i>Redeployment</i>			
1. Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.	Ongoing	01/01/16	Human Resources
<i>MBC Action Plan</i>			
1. As part of the redeployment process, MBC will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The HR department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.			