



MBC Accessibility Policy

Policy:

My Broadcasting Corporation (MBC) 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 by meeting our accessibility requirements under the **Accessibility for Ontarians with Disabilities Act** and Ontario's accessibility laws.

Definitions:

Accessibility: Giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Accommodation: The special arrangements made or assistance provided so that persons with disabilities can participate in the experience available to persons without disabilities. Accommodation will vary depending in the person's unique needs.

Assistive Devices: Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs, hearing aids, etc.)

Barrier: 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.

Disability: As defined by the Ontario Human Rights Code:

- 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.

Service Animals: are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons: are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

Redeployment: the reassignment of employees to other departments or jobs as an alternative to layoff when a particular job or department has been eliminated by the organization.

Associated Policies

Customer Service Policy

Our commitment in fulfilling our mission is to strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people of disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in a similar way as other customers.

Reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from MBC's goods and services;
- b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
- d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
- e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access any MBC good/services unless superseded by other legislation.

Purpose:

This section of the policy and its procedures address the accessibility requirements of regulation 429/07 Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act**.

Scope:

The customer service policy applies to all MBC employees, customers, volunteers, and visitors in all facilities of MBC in Ontario.

Responsibility:

It is the responsibility of the general managers and/or immediate supervisors and/or department coordinators to ensure that all employees follow the guidelines set out in this policy. Each general manager and/or immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedures.

Procedures:

MBC is committed to excellence in serving all clients and listeners including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication:

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train all staff and volunteers on how to interact and communicate with people with various types of disabilities.

Telephone services:

- a) We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customer over the telephone in clear and plain language and to speak clearly and slowly.
- b) Currently we are able to offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive devices:

- a) We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.
- b) We will ensure that staff knows how to use the assistive devices available at each individual location.

Billing:

- a) We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email.
- b) We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Documentation:

All published documents can be made available in hard copy, large print and email if requested.

Use of service animals and support persons:

- a) We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- b) We will also ensure that all staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter MBC's premises with his or her support person. At no time with a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption:

- a) MBC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.
- b) A notice of disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstance.

Training for staff:

- a) MBC will provide training to **ALL** employees and volunteers, as well as those involved in the development of corporate policies, practices and procedures.
- b) Training for new employees will be provided within the first 3 month of employment as part of MBC's 90 Day Training Plan. Ongoing training will be provided to all staff with respect to any changes to MBC's policies, practices and procedures.
- c) MBC will ensure that the employees of any third parties acting on their behalf have received training on serving customers with disabilities.
- d) Training will include the following:
 - The purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - How to use any assistive devices available on MBC premises.
 - What to do if a person with a disability is having difficulty in accessing MBC's goods and services.
 - MBC policy, practice and procedures relating to the Customer Service Policy.

Feedback process:

- a. MBC's ultimate goal is to meet and surpass client and listener expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b. MBC offers many methods of submitting feedback. Our methods of receiving feedback and our MBC Accessibility Feedback Form can be located under Accessibility at www.mybroadcastingcorp.com. Customers can expect to hear back in 5 business days of MBC receiving feedback.
- c. Upon receipt, the Administration Director will investigate the matter with the appropriate personnel and provide a written response within thirty (30) days.

Modification to this or other policies:

- a. We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- b. Any policy of MBC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy:

- a. This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to the Administration Director of MBC.
- b. A copy of this policy is available upon request by contacting the Administration Director. In addition, a copy of this policy is available on the company's website at www.mybroadcastingcorp.com.
- c. This is available in alternative formats upon request.

Record Keeping:

MBC will maintain accurate record of training delivered to our staff and volunteers and make these records available for inspection as may be required.

Built Environment Policy**Purpose:**

This section of the policy and its procedures address the built environment standard under the **Accessibility for Ontarians with Disabilities Act**.

Scope:

The Built Environment Policy applies to all premises owned or occupied by MBC.

Procedures:

MBC will meet the Accessibility Standards for Built Environment when building or making major modifications to public spaces, including:

- Sidewalks, ramps, stairs, curb ramps, etc.
- Accessible off street parking
- Service counters and waiting areas

Information and Communication Policy**Purpose:**

This section of the policy and its procedures address the information and communications standards under the **Accessibility for Ontarians with Disabilities Act**.

Scope:

The Information and Communication Policy applies to all MBC employees, customers, volunteers, applicants for employment, visitors in all facilities of MBC in Ontario, contractors and subcontractors engaged by MBC, and any other third party providing good, services or facilities on MBC's behalf.

Responsibility:

All employees, volunteers, contractors and subcontractors, and any other person acting on behalf of MBC and persons involved in the creation of MBC's policies are responsible for adhering to and following the commitments set out in this policy.

Procedures:**Multi-Year Accessibility Plan**

MBC will work to improve accessibility in information and communication systems by developing a multi-year accessibility plan. The plan will be posted on the company website. It will be provided in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Emergency Response Procedures, Plans and Public Safety Information

MBC will ensure that its emergency response procedures, plans or public safety information is in place as required by law; and that these plans consider the needs of persons with disabilities and are available in an accessible format.

Accessible Websites and Web Content

MBC will ensure that it has an accessible website and web content in place, and that all new Internet and intranet websites and the web content on those sites will conform to Level AA of Version 2 of the Web Content Accessibility Guidelines.

Accessible Formats and Communication Supports

Upon request, and in a timely manner, MBC will provide and arrange for the provision of accessible formats and communication supports for persons with disabilities.

MBC will not charge for the distribution of accessible formats and communication supports.

MBC will consult persons with disabilities as to what would be a suitable alternative format or communications support for them.

Employment Policy

MBC is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective employees and employees.

MBC is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in its human resources practises, processes, policies and procedures and employment related services.

Scope:

This policy applies to all applicants, prospective employees and employees and all facilities of MBC in Ontario. It does not apply to volunteers and other non-paid employees.

Responsibility:

It is the responsibility of the managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.

Management staff and other staff who have responsibility for recruiting, hiring and employee selection and/or supervise work of employees of MBC will ensure that the provisions in this policy are implemented.

Procedures:

Recruitment, assessment and selection process

MBC will ensure that in its recruitment practises the public is made aware that it will provide accommodation for applicants with disabilities in its recruitment, assessment and selection process.

Employees of MBC will be made aware that the company provides accommodation for applicants with disabilities in its recruitment, assessment and section process.

When MBC selects job applicants for a job selection process, it will make applicants aware that, upon request, they have access to accommodation in relation to material and processes that will be used for applicant selection and that take into account their accessibility needs due to disability.

When MBC makes an offer of employment, it will notify the success applicant of its policy of accommodating employees with disabilities.

Supports for employees

MBC will inform employees of its policy of supporting employees with disabilities and procedures that provide for job accommodations.

MBC will make this information available as soon as practicable to new employees and will provide updated information as policies are revised.

Accessible formats and communication supports

Where an employee with a disability requests, MBC will consult with the employee to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace and that the employee needs to perform his or her job.

In determining the suitability of an accessible format or communication, MBC will consult with the employee.

Individualized Workplace Emergency Response Plans

MBC will ensure that individualized workplace emergency response information is provided to employees who have a disability, provided the disability is such that individualized information is necessary and the organization has been made aware of the need for accommodation due to the disability. Employees are to fill out an Individualized Emergency Response Plan Consent Form and submit to their manager or Marg Tubman, Administration Director. MBC will provide the necessary information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, MBC will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.

A finalized Emergency Response Plan Agreement will be presented to the employee and all participants involved are to sign off with their approval.

MBC will review individualized workplace emergency response information when;

- The employee moves to a different location or starts working on a different shift in the company
- The employee's overall accommodation needs or plans are reviewed or changed
- The company reviews its general emergency response procedures
- Changes in building structure or staff takes place that would affect the response plan

Individual Accommodation Plans

Please see MBC's Workplace Accommodation Policy and Procedures. This policy and set of procedures supports the development of individual accommodation plans for employees with accessibility needs.

Return-To-Work Process

Please see MBC's Return-To-Work Policy and Procedures. This policy and set of procedures supports the development of return-to-work plans for employees with accessibility needs.

Performance Management Process

In administering performance management processes in respect to employees with disabilities, MBC will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Career Development and Advancement

Where the company provides career development and advancement to employees, MBC will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Redeployment

In the event of redeployment, MBC will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.