



MULTI-AREA DEVELOPMENTS INC.

Accessibility Policy and Program

Introduction

Multi-Area Developments Inc. is committed to providing a high level of customer service to its employees and visitors, including those workers with a disability. We are also committed to providing reasonable accommodation to our workers and visitors with disabilities and we are dedicated to continued improvement, and will continue to strengthen its practices in this regard. Multi-Area Developments Inc. will work with management, workers, and visitors and communities to identify, prevent and remove barriers to participation.

Definition of Disability

Disability means:

- 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 coordination, blindness or visual impediment, deafness or hearing impaired, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the WSIB.

Purpose of the Policy

This policy is intended to meet the requirements of Ontario Regulation 429/07 under the Accessibility for Ontarians Disabilities Act, 2005. The purpose of this program is to ensure that people with disabilities are provided equal opportunity to obtain, use, and benefit from Multi-Area Developments Inc. services. Reasonable efforts will be made to ensure that:

- Services are provided in a manner that respects the dignity and independence of the person with disabilities.
- Services provided to persons with disabilities are integrated.
- Services provided to persons with disabilities are integrated with the provision to others unless an alternative is necessary to allow a person with a disability to benefit from services. The alternative measure may be temporary or permanent.
- Communication with a person with a disability is conducted in a manner that takes into account his or her disability.
- People with disabilities may use assistive devices, service animals and support persons as is necessary to access Multi-Area Developments Inc. services.



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Scope of the Policy

This policy governs the provisions of service by Multi-Area Developments Inc. At all Multi-Area owned and operated facilities, as well as the provision of services off the premises by employees, agents, or contractors who operate on behalf of or represent Multi-Area Developments Inc.

Assistive Devices

Policy:

Multi-Area Developments Inc. is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

Procedure:

We ensure that those members/visitors who use assistive devices are welcome and accommodated, if required.

Communicating with a Visitor with a Disability

Policy:

Multi-Area Developments Inc.'s policies and procedures take a person's disability into account when communicating with the individual. Two way communications is a process of providing, sending, receiving, and understanding information. To communicate in an effective way, Multi-Area Developments Inc. considers how the disability affects the way the person expresses, receives, or processes communication. Where possible we will ask the person directly the best way to communicate with them.

Procedures:

Multi-Area Developments Inc.'s uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stage of services
- Using plain language to make a document easier to read for people with certain learning disabilities
- Offering information in alternate formats, on request
- Large-printed hand-outs of commonly-used information
- Email as an alternative channel to provide accessible communication
- Hand-write or type information back and forth



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Service Animals

Policy:

Multi-Area Developments Inc. is committed to welcoming members/visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a client or visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Multi-Area Developments Inc. ensures that all employees and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

Procedures

To be considered a service animal under this standard, it must be either readily apparent that the animal is used because of the person's disability or the person may be asked to provide a letter from a physician or nurse confirming that it is required because of their disability.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Multi-Area Developments Inc. premises open to the public.

If the service animal is causing a disturbance for other members/visitors, the person and accompanying service animal may be required to leave the premises.

The owner is responsible to "stop and scoop".

Multi-Area Developments Inc. anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all members, visitors, staff, volunteers, and service animals in mind.

Support Persons

Policy:

Multi-Area Developments Inc. is 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 is allowed to enter the premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on Multi-Area Developments Inc. premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or with access to goods and services.

Procedures:

Members/visitors are informed of this through Multi-Area Developments Inc. communication to the public.



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Temporary Disruptions of Service

Policy:

Multi-Area Developments Inc. is aware that temporary disruptions of services and programs may occur due to reasons that may or may not be within our control or knowledge. Multi-Area Developments Inc. makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that may be available.

Procedures:

The notice is made available for broadcasting news and updates through the website or temporary signage. In the event of an unexpected disruption, advance notice is not possible. In such cases Multi-Area Developments Inc. will provide notice, as soon as possible, through its communication networks.

Process to Receive and Respond to Feedback

Policy:

Multi-Area Developments Inc. has a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities.

Procedures:

Workers/visitors with disabilities can offer their feedback in the following ways:

- E-mail and telephone (re-direct, as required to Health & Safety Coordinator).
- In writing where correspondence is re-directed to Health & Safety Coordinator.
- In person to Multi-Area Developments Inc. staff.

The person is requested to provide their name and contact information (phone and email). Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action (Note: the customer service standard does not require a response to be provided for all feedback).

The feedback process is readily available to the public through:

- A sign in Multi-Area Developments Inc. locations.
- A document describing the feedback process, available on request in different formats.
- Other communication networks, as appropriate.



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The notice includes the following:

Dear Valued Worker and Visitor:

We strive to improve accessibility for our clients and visitors with disabilities. We welcome your feedback. Please call 905-664-2623 or email desantis@multi-area.com to share your comments, or request a copy of our accessibility policy.

Thank you,

Management

Customer Service Training

Policy:

Multi-Area Developments Inc. provides training to all those who are involved in the development and approvals of customer service policies and procedures on providing goods and services to clients and visitors with disabilities. All third parties and others, who deal with the public on behalf of Multi-Area Developments Inc. will receive the required AODA training.

Procedure:

All staff will be trained by Multi-Area Developments Inc. This training will be provided as soon as practicable or as soon as it can be done in the circumstances, after an employee or volunteer commence their duties. This training will include the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 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 assistive devices available on the premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Multi-Area Developments Inc.'s goods and services.
- Multi-Area Developments Inc.'s policies and procedures relating to the customer service standard.
- Ongoing training in connection with any changes to these policies and procedures.

Posting of Documents

Policy:

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.



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Procedure:

Documents are available through the following networks, as appropriate;

- Bulletin boards
- Sales centre

Accountability/Responsibilities

- Senior Managers: will provide the support and resources necessary to support, implement and maintain Multi-Area Developments Inc.'s Accessibility Program.
- Supervisors: arrange for specific Accessibility Program training to their workers. Regularly monitor interactions with customers through structured work observations and reviews. Ensure that all workers actively participate in the Accessibility Program and adhere to the specified responsibilities and procedures within the policy. Attend Accessibility training as required.