

Metropolitan Maintenance Multi-Year Accessibility Plan

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Introduction

Our multi-year plan outlines Metropolitan Maintenance's approach to preventing and removing barriers in order to fulfill our commitment as outlined in the Statement of Commitment and the Metropolitan Maintenance Accessibility Policy.

In accordance with the requirements set out by the Accessibility for Ontarians with Disabilities Act, Metropolitan Maintenance will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Post this plan on its website (www.metromaintenance.ca);
- Report as required on its website (www.metromaintenance.ca) on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

Our plan shows how Metropolitan Maintenance will play its role in making Ontario an accessible province for all Ontarians.

Statement of Commitment

Metropolitan Maintenance (a Division of 469006 Ontario Inc.) is committed to providing a barrier-free environment for all individuals, and in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities. This includes our clients and customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Services To People With Disabilities

Metropolitan Maintenance is committed to excellence when serving all customers and visitors to our facility including people with disabilities.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

We will also ensure that staff know how to use assistive devices that may be available on our premises. Any other assistive devices that may be required will be made available upon request.

Communication

Metropolitan Maintenance will communicate with people with disabilities in ways that take into account their disability, and work with the person with a disability to determine the most appropriate method of communication. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Use of Service Animals and Support Persons

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public on our behalf are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. 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 our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for visitors with disabilities Metropolitan Maintenance will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed in the reception area at 163 Stronach Crescent in London, Ontario.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

Feedback Process

Metropolitan Maintenance's goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated. We will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request.

Feedback regarding the way Metropolitan Maintenance provides services to people with disabilities can be made by e-mail to info@metromaintenance.ca, verbally by calling 519-679-8810 or in writing to:

**Metropolitan Maintenance
163 Stronach Crescent
London, Ontario N5V 3G5**

Attention: Human Resources

All feedback, including complaints, will be directed to Human Resources. Customers can expect to hear back within 2 business days.

Notice of Availability

Metropolitan Maintenance will notify the public that our policies are available upon request by posting on our website. They will also be made available in accessible format, upon request.

Modifications to this or Other Policies

Changes to this or other policies will not be made before considering the impact on people with disabilities. Any policy of Metropolitan Maintenance that does not respect and promote the dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Metropolitan Maintenance has completed.

Customer Service

- Metropolitan Maintenance has remained in compliance with the Customer Service Standard by providing training to our employees and providing customer service in ways that are accessible to people with disabilities.

Information and Communications

- Employees without access to email are provided with pay stubs and our monthly newsletter via Canada Post.
- Metropolitan Maintenance accepts applications in person or by fax, email or online at www.metromaintenance.ca to avoid transportation barriers.
- Employees that face language barriers are encouraged to bring an interpreter when receiving orientation and training.

Employment

- Ramps and wider doorways that can accommodate wheelchairs are available at our office at both our side and back entrances.
- Noise pollution from the main printer made it difficult for the reception area to hear customers. All offices now have individual printers. This greatly reduced the noise level in the reception area and enables our employees to effectively communicate with customers, employees and suppliers.

Training

- All employee have received training on the Customer Service Standard and how it applies to our operations.

Section Two: Strategies and Actions Planned for 2020 - 2025

Customer Service

Metropolitan Maintenance is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

- Metropolitan Maintenance currently provides training on the Customer Services Standard and will continue to do so.
- We will review the Customer Service Standard on an annual basis or as required to ensure the content is relevant.
- We will utilize a variety of delivery methods where possible and applicable, with online options planned for 2025.

Information and Communications

Metropolitan Maintenance is committed to making our information and communications accessible to people with disabilities.

- Metropolitan Maintenance will provide all communication in accessible formats upon request on an on-going basis.
- We will ensure our company website meets accessibility standards by January 1, 2021, and that help with the website is available upon request.

Employment

Metropolitan Maintenance is committed to fair and accessible employment practices.

- An initiative is currently underway to revise the arrangement of our lobby and provide a wheelchair-friendly space. This initiative is expected to be completed by year end 2020.
- We will provide uniforms and tools that are appropriate for a variety of statures and enable employees to clean areas that may be difficult to reach. Metropolitan Maintenance will begin sourcing these items in an effort to complete the initiative by 2022.
- Our employment practices will continue to promote the dignity and independence of people with disabilities through processes that do not discriminate and respond appropriately to requests for accommodation.

Training

Metropolitan Maintenance is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

We will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

- The Metropolitan Maintenance office is not currently on a direct bus route and employees may find it difficult to travel to the office for employee orientation if they do not have transportation.
- Every effort will be made to provide an electronic orientation available online by 2025.

Training will be provided to staff prior to working their first shift with Metropolitan Maintenance, and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Metropolitan Maintenance's policies and plan related to 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 the equipment or devices available on-site that may help with providing services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Metropolitan Maintenance's services

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

For more information on this accessibility plan, please contact Human Resources at 519-679-8810 or via email at info@metromaintenance.ca.

Please visit our website www.metromaintenance.ca.