



Accessibility Plan and Policies for The Marco Corporation

This 2014 accessibility plan outlines the policies and actions that The Marco Corporation will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Marco Corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

The Marco Corporation is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Marco Corporation will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Marco Corporation will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Keep abreast of changes and developments in the Accessibility for Ontarians with Disabilities Act (AODA).
- Consider the relevance of the Act to The Marco Corporation and provide training to employees where applicable.

Kiosks

The Marco Corporation will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- The company does not currently use self-service kiosks, but will consider the AODA act and the needs of people with disabilities for any future use of self-service kiosks.

Information and Communications

The Marco Corporation is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Marco Corporation will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- The Marco Corporation IT department is aware of the communication needs of people with disabilities and is working towards compliance with WCAG 2.0, Level A as soon as possible.

The Marco Corporation will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Train employees who interact with clients and the public on various ways to make the feedback process accessible to people with a variety of different disabilities.
- In the Accessibility section of the website, include a note that feedback will be accepted in accessible formats upon request.

The Marco Corporation will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Train employees who interact with clients and the public on various ways to make publicly available information accessible to people with a variety of different disabilities.
- In the Accessibility section of the website, include a note that information will be provided in accessible formats upon request.

The Marco Corporation will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- The Marco Corporation IT department will research and become familiar with WCAG 2.0, Level AA and prepare to comply with the standard by January 1, 2021.

Employment

The Marco Corporation is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, The Marco Corporation will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- State on all job advertisements that accommodations will be made for people with disabilities.
- Upon request, make accommodations whenever reasonably possible for people with disabilities during the recruitment process and when hired.
- The Marco Corporation reserves the right to give first consideration to the health and safety of all current and prospective employees when handling requests for accommodations for people with disabilities.

The Marco Corporation will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Follow the return-to-work procedure as described in Section 27 of the Health and Safety Policy Manual, 'Early and Safe Return to Work'.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the company is using performance management, career development and redeployment processes.

- The company will consider the needs of employees with disabilities and make accommodations whenever reasonably possible when using performance management, career development and internal redeployment processes.

The Marco Corporation will take the following steps to prevent and remove other accessibility barriers identified.

- The company will use the feedback process to identify barriers and then work with the appropriate departments and employees to find solutions to overcome accessibility barriers.

Design of Public Spaces

The Marco Corporation will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes (*not applicable*)
- Outdoor public eating areas like rest stops or picnic areas (*not applicable*)
- Outdoor play spaces, like playgrounds in provincial parks and local communities (*not applicable*)
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The Marco Corporation will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Appropriate maintenance is conducted on all public spaces to prevent service disruptions.
- Snow is removed in a timely fashion from all walkways, ramps, designated disabled parking spaces, visitor parking spaces, and other parking spaces to prevent service disruptions due to weather.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Accessible formats of this document are available upon request.