



MD ACCESSIBILITY MULTI-YEAR PLAN

This accessibility multi-year plan outlines the actions that MD Financial Management Inc. (MD) will put in place to improve opportunities for people with disabilities as per Ontario regulations.

Statement of Commitment:

As indicated in the [MD Accessibility Policy](#), MD promotes an atmosphere of mutual trust and respect with all of our stakeholders. We do this because we believe it leads to a higher level of personal and corporate performance that ultimately delivers better outcomes for all. Our values are consistent with the principles outlined in the Accessibility for Ontarians with Disabilities [Act](#) (otherwise known as AODA) to effectively provide services to people with disabilities. In keeping with our values, MD aims at all times to provide (goods and) services in a way that respects the dignity and independence of people with disabilities.

Accessible Emergency Information:

MD is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

The Accessibility policy is available to the public on our website in a downloadable format and is incorporated into our Business Continuity Planning (BCP).

Training:

MD will provide training to all staff on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

MD will take the following steps to ensure all staff is provided with the training needed to meet Ontario's accessible laws:

- Accessibility training is provided to all new employees during the first few weeks on the job. AODA training will also be provided to other staff as required.
- Accessibility training is be provided to all employees on an annual basis, in conjunction with the annual compliancy training component.
- All employees are required to electronically sign off once the training has been completed, for tracking and recording purposes.



Information and Communications:

MD is committed to meeting the communication needs of people with disabilities, as indicated in the communications section within our policy. We will consult with people with disabilities to determine their information and communication needs.

MD will take the following steps to make all **websites and content** on those sites conform with WCAG 2.0, Level A (deadline was January 1, 2014), and WCAG 2.0, Level AA (deadline is January 1, 2021):

- The mdm.ca website conforms with WCAG 2.0, Level A.
- The mdm.ca website will be updated to respect the [W3C Accessibility Guidelines, Level AA](#). The site will include a consistent design and navigation, effective search as well as streamlined content.

MD will take the following steps to ensure existing **feedback** processes are accessible to people with disabilities upon request:

- A mechanism to provide Feedback is included within the Accessibility policy.
- A Questions or Feedback section is posted on the website, alongside the Accessibility Policy.
- MD includes Feedback mechanism information within the Accessibility training provided to all employees.

MD will take the following steps to make sure **all publicly available information is made accessible** upon request:

- As indicated in our Accessibility policy, we make efforts to ensure persons with disabilities have the same chances, options, benefits and results as others. We offer a variety of means to access our services to help ensure persons with disabilities do not have to make significantly more effort to access or obtain a service.
- For all MD meetings, the registration form will include a section for persons with disabilities to identify themselves.
- Upon request, MD will work with the individual to determine alternative accessibility to information.

Employment:

MD is committed to fair and accessible employment practices.



We will take the following steps to notify the public and staff that, when requested, MD will accommodate people with disabilities during the **recruitment, assessment and hiring** processes:

- MD's job posting policy, recruitment practices, and websites (internal and external sites) include information that states that MD will accommodate people with disabilities during recruitment and hiring processes.
- MD will let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- MD will train managers on Accessibility employment regulations to ensure they are practicing fair and accessible employment practices.

MD has developed a process for **individual accommodation plans** and **return-to-work policies** for employees that have been absent due to a disability:

- Human Resources will work with employees who identify special needs to ensure individual accommodation plans are established.
- MD will ensure that Ergonomic Assessment Guidelines and Procedures and Alternative Work Arrangements are available and considered for individual accommodation plans and return-to-work policies.

MD will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account within **performance management, career development and redeployment** processes:

- MD will review employees' accommodation plans prior to annual performance reviews and career development discussions and make adjustments to our practices as required.
- MD will make appropriate accommodations, where required, to support the improvement of employees' performance, productivity and overall success in their current role and in future roles.

MD will take the following steps to prevent and remove other accessibility barriers identified:

- MD will work directly with the individual to determine accessibility barriers and to identify the best solution to the barrier, as per the accessibility training guidelines.
- MD will review feedback received from individuals to help prevent or remove other accessibility barriers.
- MD will review their Accessibility policy and information on a regular basis.



Design of Public Spaces:

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

- Outdoor picnic areas and indoor waiting areas
- Outdoor paths of travel (sidewalks and ramps)
- Accessible off-street parking

MD has put procedures in place to prevent service disruptions to its accessible parts of its public spaces, as outlined in the accessibility policy; notice of temporary disruption. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

MD will ensure that preventative and emergency maintenance processes are in place, such as regular inspections of public spaces.

For more information:

For more information on this accessibility multi-year plan, please contact:

MD Compliance: compliance@md.ca

MD Human Resources: hrmd@md.ca

Phone: 613-731-4552 or 1-800-267-4022

Accessible formats of this document will be made available upon request.