



## Multi-Year Accessibility Plan

---

1. **Purpose:** To comply with the Accessibility for Ontarians with Disabilities Act in order to meet the accessibility needs of persons with disabilities.
2. **Scope:** This procedure applies to all current employees of maxill inc.
3. **Objective:** This multi-year Accessibility Plan outlines our strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Act. This policy will be reviewed and updated every five years to identify progress made in addressing barriers. This plan is posted on maxill inc.'s website.
4. **Basis for Policy:** The Accessibility of Ontarians with Disabilities Act, 2005.
5. **Customer Services Accessibility Standard**
  - a. The HR Generalist has been designated to present and/or revise practices or procedures. A policy review occurs every five years or when otherwise required.
  - b. A statement of accessibility and this Multi-Year Accessibility Plan is available on maxill inc.'s website.
  - c. Training on the AODA has been provided and is given to every person who participates in developing policy, practice, and procedures. AODA Training, including Customer Service training, is also part of mandatory onboarding for all new hires in Ontario.
  - d. Completion of training of all employees is tracked and recorded.
  - e. Comments relating to our programs and services regarding customer service are welcomed and appreciated. Any comments can be made verbally, by email, in writing, or via our website. All feedback will be directed to the HR Generalist.
  - f. All feedback collected from clients, staff, or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
6. **Integrated Accessibility Standards Regulation**
  - a. Information and Communications: When requested, maxill inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely fashion. We will work with the person making the request to ensure we consider their relevant accessibility needs and it will be at a cost that is not more than the regular cost charged to other persons. All emergency procedures will be made available in accessible format upon request.
  - b. Website: Our website is partially compliant with the WCAG 2.0 Level AA and we are working toward being fully compliant by 2021. Any comments regarding our website can be made verbally, by email, in writing, or via our website. All feedback will be directed to the HR Generalist.



## 7. Employment

- a. maxill inc. welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
- b. Individualized workplace emergency response information will be provided to any employee that has a disability that requires accommodation.
- c. All employees are trained on current AODA policies and will be informed whenever there is a change to existing policies.
- d. maxill inc. has a written individual accommodation policy both for employees with disabilities who require accommodation and for employees who are returning to work after being absent due to a disability.
- e. maxill inc. is committed to ensuring that the accessibility needs of employees with disabilities are taken into account with regards to performance management and career development.

## 8. Contact Details: For more information on this accessibility plan, please contact:

Human Resources  
519-631-7370 x277  
[hr.admin@maxill.com](mailto:hr.admin@maxill.com)