



## **ACCESSIBILITY FOR PERSONS WITH DISABILITIES COMPANY POLICY AND PLAN**

### **PURPOSE**

MTY Group is committed to providing exceptional experiences to all persons who visit any one of its facilities or locations (collectively, the “**Guests**”) and to providing goods and/or services in a manner that respects the independence, dignity, integration and equality of opportunity of persons with disabilities. This policy summarizes MTY Group’s commitment to meeting the accessibility needs of Guests suffering from disabilities.

### **DEFINITIONS**

#### **Assistive Device**

A device used by a person with a disability to facilitate access and/or independence in everyday tasks, including, without limitation, mobility equipment (wheelchairs and walkers), portable communication devices and hearing aids..

#### **Disability**

Disability is described as any of the following:

- 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 impediment, 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; or
- a mental disorder.

#### **Service Animal**

An animal will be considered a service animal if: (a) it is readily apparent that the animal is used by a person for reasons relating to his or her disability and (b) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

#### **Support Person**

An individual, who accompanies a person with a disability in order to assist with communication, mobility, personal care or medical needs or with access to MTY Group’s services or premises.

### **PROVIDING SERVICES TO PERSONS WITH DISABILITIES**

MTY Group will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all Guests receive the same level of good service;



- allowing Guests with disabilities to do things in their own ways, at their own pace when purchasing goods and/or services or accessing its facilities or locations as long as it does not present a safety risk;
- using alternative methods (when possible) to ensure that Guests with disabilities have access to the same services, at the same place and in a similar manner as other Guests;
- taking into account individual needs when providing goods, or services or granting access to its facilities or locations; and
- communicating in a manner that takes into account the Guest's disability.

## **COMMUNICATION – PRINTED MATERIAL ACCOMMODATIONS**

MTY Group will communicate to persons with disabilities in ways that take into account their disability. MTY Group will train employees who interact with Guests on how they should interact and communicate with persons suffering from disabilities.

## **TELEPHONE SERVICES**

MTY Group is committed to providing fully accessible telephone services to all Guests. MTY Group will train employees to communicate with Guests over the telephone in plain language while speaking clearly and slowly.

## **ASSISTIVE DEVICES**

MTY Group welcomes the use of assistive device by Guests who suffer from disabilities. While MTY Group is committed to accommodating all assistive devices, alternative methods may be used in certain circumstances in the provision of services. MTY Group will ensure its employees are trained on how to interact with individuals who use assistive devices and such alternative methods.

## **BILLING/INVOICES**

MTY Group will answer any questions Guests may have about their invoices and will be responsible for ensuring that accessible formats are available upon request.

## **USE OF SERVICE ANIMALS AND SUPPORT PERSONS**

### **Service Animal**

Unless prohibited by law, persons with disabilities may be accompanied by a service animal . Should a service animal be prohibited, other measures will be made available to enable such persons to obtain or benefit from MTY Group's services.

### **Support Person**

All support persons are welcome at MTY Group's facilities and premises.

## **NOTICE OF TEMPORARY DISRUPTION**

If Guests suffering from disabilities are required to use services or facilities in order to access or benefit from services and such services or facilities must be temporarily suspended, MTY Group will make every reasonable effort to provide Guests with notice of the suspension. The notice shall include the reason for the disruption, anticipated duration of the disruption and a description of any alternative facilities or services, as the case may be. The notice will be posted at the entrance of the facility or location in question as soon as possible.



### **TRAINING**

All employees who interact with Guests suffering from disabilities and/or are responsible for creating policies, practices or procedures regarding accessibility will receive the appropriate training. Training will be recorded and updated following any changes to those policies, practices or procedures relating to accessibility for persons with disabilities. Accessibility related training will be completed by newly hired employees within one week of hiring.

Specifically, employees will be trained on the following:

- purpose (and requirements) of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and;
- policies, practices and procedures;
- how to interact and communicate with persons suffering from a disability in a manner that takes into account their disability;
- how to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- how to use equipment or devices that are available (or provided) to persons with disabilities so that they may benefit from its services or access one of its locations;
- what to do if a person with a particular type of disability is having difficulty accessing services or a MTY Group location;

### **RECRUITMENT, ASSESSMENT OR SELECTION PROCESS**

MTY Group will notify job applicants selected to participate in an assessment or selection process that accommodations relating to the materials or processes to be used are available upon request. If a selected applicant requests accommodation, MTY Group will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs relating to his or her disability.

### **FEEDBACK PROCESS**

MTY Group values feedback and, as such, encourages its Guests to comment on whether their expectations are being met. Guests may provide feedback by completing a Guest Feedback Form at one of MTY Group's locations or by contacting one MTY Group's General Managers via telephone.

### **AVAILABILITY AND FORMAT OF DOCUMENTS**

Documents related to the Accessibility Standards for Customer Service are available upon request and in a format that takes into account the Guests disability. Notice to this effect will be posted at a conspicuous place at each of MTY Group's premises and locations.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

MTY Group is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of MTY Group that does not respect the dignity and independence of persons with disabilities will be modified or removed. This policy and its related procedures will be reviewed and updated in accordance with applicable law.

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