

MULTI-YEAR ACCESSIBILITY PLAN

This accessibility plan outlines the policies and actions that Matrix Solutions Inc. will put in place to improve accessibility for people with disabilities.

1 ACCESSIBLE EMERGENCY INFORMATION

Matrix is committed to providing 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 and will review this information as required.

2 NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services of facilities for customers with disabilities, Matrix will notify customers promptly. A 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.

This notice will be placed at the front entrance of our main reporting offices, and/or on our website.

3 TRAINING

Matrix will provide accessible customer service training to employees, 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 goods and services.

Training is required for all salaried employees who deal with customers or clients, including the following:

- administrative staff
- project staff
- supervisors
- managers
- co-op students
- any seasonal workers that will work within the project delivery area

This training will be provided within 3 months of an employee's start date.

Training will include the following:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* (Government of Ontario 2009) and the requirements of the customer service standard (Government of Ontario 2015)

- Matrix plan related to the customer service standard
- information about how to interact and communicate with people with various types of disabilities
- information about 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 various equipment or devices that may help with providing goods or services to people with disabilities
- what to do if a person with a disability is having difficulty in accessing Matrix goods and services

Employees will also be trained when any changes are made to this accessible customer service plan.

4 ASSISTIVE DEVICES, PERSONS, AND ANIMALS

We will ensure that our employees are trained and familiar with various assistive devices we may have onsite or that we provide, which may be used by customers with disabilities while accessing our services.

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.

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

5 CUSTOMER FEEDBACK

Matrix will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- A notice will be posted at the front entrance of our offices and/or on our website to let the public know that accessible formats or communication supports are available for providing feedback, upon request. All requests will be complied with in a timely manner.

6 INFORMATION AND COMMUNICATIONS STANDARDS

Matrix is committed to meeting the communication needs of people with disabilities. We will notify the public that accessible formats and communication supports will be made available upon request. While respecting individual independence, we will consult with people with disabilities to determine their requirements for information and communication. We will work with them to ensure accessible formats and supports are provided in a timely manner.

Matrix will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- A notice will be posted at the front entrance of our offices and/or on our website to let the public know that accessible formats or communication supports are available for any publicly available information, upon request. All requests will be complied with in a timely manner.

Matrix will ensure that any new website and content on those sites conform to WCAG 2.0, Level A, and that by **January 1, 2021**, all internet websites and web content conform to WCAG 2.0, Level AA.

7 EMPLOYMENT

Matrix is committed to fair and accessible employment practices, and equity of opportunity.

By **January 1, 2016**, we will take the following steps to notify the public and staff that, when requested, Matrix will accommodate people with disabilities during the recruitment and assessment processes and when people are hired in the following ways:

- posting information on our careers page and in each job posting that lets candidates know that we will accommodate disabilities during the selection process
- notifying job applicants, when selected to participate in the selection process, that accommodations are available upon request
- if a job applicant requests accommodation, consulting with them and making adjustments to our selection process (e.g., alternate interview format) that best suits their needs
- including a statement within the offer letter that accommodations are available
- including policy information on accommodating employees with disabilities in onboarding training
- reviewing policies that support employees with disabilities, including, but not limited to, the job accommodation process
- educating and informing employees on policies that support employees with disabilities, including, but not limited to, job accommodation provisions

By **January 1, 2016**, where an employee with a disability so requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports, for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.

Matrix has put in place a process, through our Disability Management Program in conjunction with our Disability Management Provider, for developing individual accommodation plans and return-to-work processes for employees that have been absent due to a disability. By **January 1, 2016**, we will review our program and policy documentation.

By **January 1, 2016**, we will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Matrix is using performance management, career development, and redeployment processes:

- Review and consider individual accommodation plans or accessibility needs when managing employee performance and before a performance management session, to ensure all relevant accommodations are taken into account in the assessment and discussion. Ensure that we differentiate between disability-related and performance-related issues. Make performance management documents available in accessible formats, and provide feedback and coaching to employees in a way that is accessible.
- Consider how we support employees with disabilities in their career development and provide accessible career development and advancement opportunities for employees with disabilities.

Review individual accommodation plans or accessibility needs when advancement opportunities arise to ensure accessibility to opportunities. Consider what accommodations employees with disabilities need to learn new skills or take on more responsibilities in their current position.

- In the event of lay-off, job, or department elimination, use the individual accommodation plan to consider redeployment opportunities in other areas, and review/revise the accommodation plan if transferred to an alternate job.

8 REFERENCES

Government of Ontario. 2015. *Accessibility Standards for Customer Service*. Ontario Regulation 429/07. Consolidation Period from October 1, 2015, to January 14, 2016.
<https://www.ontario.ca/laws/regulation/070429>

Government of Ontario. 2009. *Accessibility for Ontarians with Disabilities Act, 2005*. S.O. 2005, c. 11. Consolidation Period from December 15, 2009 to January 14, 2016.
<https://www.ontario.ca/laws/statute/05a11>

9 FOR MORE INFORMATION

For more information on this policy, please contact us:

- Email: accessibility@matrix-solutions.com
- Phone: 519.772.3777
- Mailing address: 31 Beacon Point Court, Breslau, Ontario, N0B 1M0

Accessible formats of this document are available free upon request.

Next review due: January 1, 2019.