

	SPP – 014	VERSION – 1
AODA Multi-Year Accessibility Plan 2021 - 2026	Approved by:	DATE:
	CREATED BY: A Sommer	DATE: June 9, 2021

PURPOSE & STATEMENT OF COMMITMENT (“AODA”)

MTC is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in equal opportunity and inclusion. We are committed to meeting the needs of individuals with disability in a timely manner and will do so by preventing and removing barriers to accessibility under the Accessibility for Ontarians with Disabilities Act (AODA).

GENERAL REQUIREMENTS

MTC is committed to providing our employees and customers with publicly available emergency information, plans or public safety information in an accessible way upon request.

CUSTOMER SERVICE

MTC will ensure to deliver customer service in a manner that takes into account individuals with disabilities and will be provided in a manner that respects their dignity and independence.

INFORMATION & COMMUNICATIONS

Upon request, employees and our customers will be provided with information in an accessible format that takes into account their disability. MTC will work with the person with disabilities to determine what method of communication works best for them.

TRANSPORTATION

MTC will continue to monitor all transportation related regulations as outlined in the AODA for future compliance as required.

DESIGN OF PUBLIC SPACES

MTC will meet all accessibility laws when building or making major changes to public spaces. MTC will ensure procedures are in place to prevent service disruptions to the accessible parts of our public spaces (i.e. Retail Outlet Store)

EMPLOYMENT

MTC is committed to fair and accessible employment practices. MTC will ensure that employees, job applicants and customers are made aware throughout the application, competition and onboarding processes that we will provide suitable, reasonable accommodation, upon request, for persons with disabilities.

All employees working with customers will be provided training on AODA through on-line or printed modules as soon as practicable.

MTC is committed to prevention, identification and removal of accessibility barriers. This Accessibility Policy and Plan will be reviewed and updated when required.