

## Introduction

McLeish Corr-A-Box Packaging and Design is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities.

This multi-year accessibility plan outlines McLeish Corr-A-Box Packaging and Design strategy to prevent and remove barriers to accessibility and describes the Company's progressive approach to meeting applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation.

## Customer Service Accessibility

- McLeish Corr-A-Box Packaging and Design ensures training is provided to every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of McLeish Corr-A-Box Packaging and Design policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to McLeish Corr-A-Box Packaging and Design policies or procedures governing the provision of goods or services to persons with disabilities;
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from McLeish Corr-A-Box Packaging and Design goods and/or services;
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law;
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services;
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available;
- McLeish Corr-A-Box Packaging and Design welcomes feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format;

## Workplace Emergency Response Information

- Evacuation plans include the needs of persons with disabilities. Persons with disabilities will have a unique evacuation plan created for them.

## Accessibility Policy and Multi-Year Accessibility Plan

- McLeish Corr-A-Box Packaging and Design **Accessibility Policy** was implemented October 1st, 2014. The Policy affirms McLeish Corr-A-Box Packaging and Design's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that McLeish Corr-A-Box Packaging and Design will achieve accessibility;
- The Policy and Plan are posted on our corporate website ([www.mcleish.com](http://www.mcleish.com)) and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five years.

## Information and Communication

**Accessible Websites and Web Content:** McLeish Corr-A-Box Packaging and Design new or substantially refreshed website and web content will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0). McLeish Corr-A-Box Packaging and Design will ensure that its website complies with WCAG 2.0 Level AA by 2021.

Planned Action:

- Compliance will be incorporated into all website project management

### **Feedback, Accessible Formats and Communication Supports:**

McLeish Corr-A-Box Packaging and Design ensures that:

- Its processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request;

#### **Planned Action:**

- McLeish Corr-A-Box Packaging and Design shall retain a third party service provider to convert communications and documents to alternate formats, and inform all colleagues who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from the service provider.
- Feedback will be accepted at all divisions, by the Customer Service Department at 416-675-1123 or in writing to McLeish Corr-A-Box Packaging and Design, Customer Service, 274 Humberline Dr, Rexdale On M9W 5S2.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support;

## Employment

Currently, accessibility is integrated into McLeish Corr-A-Box Packaging and Design employment-related practices, as follows:

### **Recruitment**

Planned Action:

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website;
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notify the successful applicant of McLeish Corr-A-Box Packaging and Design policies for accommodating colleagues with disabilities; and
- Develop and provide appropriate training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in

### **Workplace**

Planned Action:

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new colleagues are provided information about McLeish Corr-A-Box Packaging and Design accessibility policies.
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which requesting colleagues will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the colleague in a format that takes his or her accessibility needs into account;

- Develop and provide appropriate training to managers and colleagues responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.

### **Return to work from Disability-Related Leaves**

Planned Action:

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work;
- Ensure documented individual accommodation plans comprise part of the return to work process;
- Develop and provide appropriate training to managers and other colleagues responsible for supporting the return to work process for colleagues who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

### **Training**

McLeish Corr-A-Box Packaging and Design ensures that training is delivered to all employees on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

Planned Action:

- Develop and implement appropriate training materials;
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever McLeish Corr-A-Box Packaging and Design alters its policies and practices regarding accessibility;
- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided