

# MIDWEST CO-OP

## MULTI-YEAR ACCESSIBILITY PLAN

### **PURPOSE**

Midwest Co-operative Service Inc. (MWC) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

MWC is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **SECTION ONE: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS**

#### **CUSTOMER SERVICE**

MWC is in compliance with the Customer Service Standard. We welcome feedback by phone, email currently. The feedback form is available at the store counters, on the website and in other forms as requested. MWC has a plan in place to handle when feedback forms are received.

For more information about Ontario's Customer Service Standard, visit [ontario.ca/AccessON](http://ontario.ca/AccessON)

#### **INFORMATION AND COMMUNICATIONS**

The MWC website conforms to WCAG2.0 Level AA as required.

Emergency plans for the company are trained annually to all staff and approved by and made available to the fire department and other emergency services.

#### **EMPLOYMENT & TRAINING**

MWC has an employment policy that is reviewed annually. The Area Managers are aware of employees with disabilities and will discuss and prepare an individual Emergency Response plan if necessary. During employee training, all employees complete AODA training. We have a work reintegration program to help get employees back to safe and suitable work.

#### **SELF-SERVICE KIOSKS**

Our after hour cardlock kiosks are not accessible at this time. During business hours our gas bar is full service. Personal assistance can be used for our fuel pumping systems cardlock stations. We don't use kiosks in our stores.

#### **DESIGN OF PUBLIC SPACES**

Locations that have steps to the front entranceway offer street level entry through the warehouse portion. All other locations offer entry access via ramps.

## **SECTION TWO: STRATEGIES AND ACTIONS**

### **CUSTOMER SERVICE**

MWC is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

MWC will continue to train our employees in accessible customer service as it pertains to persons with disabilities.

### **INFORMATION AND COMMUNICATIONS**

MWC is committed to making our information and communications accessible to people with disabilities. On-going website design and outreach to customers includes a focus on accessibility. We will provide multiple formats of all information upon request.

### **EMPLOYMENT**

MWC is committed to fair and accessible employment practices. Accommodation needs are reviewed immediately to ensure all employees have the tools they need to do their job.

### **TRAINING**

MWC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Winter Training regularly includes training in AODA policies, requirements, and employee opportunities for accommodation needs. Accommodation requests are reviewed annually at performance review meetings.

### **SELF-SERVICE KIOSKS**

MWC is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Modifying the existing cardlock kiosks to accommodate persons with disabilities may happen if requested or deemed necessary.

### **DESIGN OF PUBLIC SPACES**

As our buildings age, we keep in mind the AODA requirements. Button access doors may be in our future. When our counters or store layouts are changed, we follow AODA requirements.

### **FOR MORE INFORMATION**

For more information on this accessibility plan, or standard and accessible formats of this document, please contact our Head Office at 888-718-8010.