

## **P. MUNRO GROUP'S STATEMENT OF COMMITMENT TO the Accessibility for Ontarians with Disabilities Act.**

### **Statement of Commitment**

**P. Munro Group Inc.** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, Ontario Regulation 429/07 Customer Service Standard, and Human Rights Code, Ontario Regulation 191/11 Integrated Accessibility Standards.

### **Accessible Emergency Information**

**P. Munro Group Inc.** is committed to providing the 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.

### **Information and Communications**

**P. Munro Group Inc.** is committed to meeting the communication needs and circumstances of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We permit the use of personal assistive devices by people with disabilities to obtain, use or benefit from our services.

We are able to provide assistive communication via:

- Large print
- Home or Electronic Delivery of printed resources and materials.
- Communication via email or fax

### **Use of Service Animals / Support Persons**

A person with a disability who uses the assistance of a service animal is permitted to access all open areas of our premises with the service animal. If it is not readily apparent that the animal is used by the person for reasons related to his or her disability, we may ask the person to provide a letter from a physician or nurse that confirms that the animal is required for reasons related to disability. While visiting P. Munro Group, it is the responsibility of the person with a service animal to control the animal at all times.

A person with a disability requiring the assistance of a support person will have access to that support person at all times, while visiting the premises open to the public.

## **Accounts/Billing**

In order to best serve people with disabilities, we provide our invoices in the following formats upon request: hard copy, large print, and fax or by email. Questions regarding invoices will be answered in person, by telephone, fax or by email.

## **Employment**

**P. Munro Group Inc.** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **P. Munro Group Inc.** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Having a public notice about being an equal opportunity employer when possible depending on the nature of the job requirements

**P. Munro Group Inc.** will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- A meeting with employee to discuss necessary accommodations and modified duties where applicable
- A meeting in the office and on site with supervisors to implement accommodations before the employee starts working or comes back to work

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **P. Munro Group Inc.** is using performance management, career development and redeployment processes:

- If someone is changing positions we will ensure that their accessibility needs are met within their new working environment

**P. Munro Group Inc.** will take the following steps to prevent and remove other accessibility barriers identified:

- Any other barriers identified will be removed or modified accordingly

## **Training**

**P. Munro Group Inc.** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best

suits the needs and duties of employees, volunteers and other staff members, in a timely manner. All staff including part time seasonal workers will be required to participate in the training.

**For more information**

For more information on this accessibility plan, please contact us at 613.749.1749 or through [info@munrogroup.ca](mailto:info@munrogroup.ca)