

# **Integrated Accessibility Policy & Multi-Year Accessibility Plan**

## **Accessibility for Ontarians with Disabilities Act - Integrated Accessibility Standard**

### **1. Integrated Accessibility Standard Plan and Policy**

This accessibility plan outlines the policy and actions that we will put in place to improve opportunities for people with disabilities.

### **2. Purpose**

The Integrated Accessibility Standards (Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005* ("Regulation"), came into force on July 1, 2011. The Regulation establishes standards to address barriers that persons with disabilities face in the following areas:

- Information and communication;
- Employment;
- Built environment; and
- Transportation.

The purpose of this Policy is to ensure that we comply with the Government of Ontario's Integrated Accessibility Standards. The requirements under these standards are not a replacement or substitute for the requirements of the *Ontario Human Rights Code*.

### **3. Policy Statement and Our Commitment**

We support the principles of the AODA. We are 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 an inclusive culture across the organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, we will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner.

### **4. Multi-Year Accessibility Plan**

Our Multi-Year Accessibility Plan is designed to be read together with our Integrated Accessibility Standards Policy (above) and outlines our commitment to prevent and remove barriers to accessibility.

## 5. Plan Availability

This plan is available on McDonald's.ca and, upon request, will be made available in various accessible formats. If you would like to receive a copy of the Plan in an alternate accessible format, please contact the AODA Manager on McDonald's.ca.

## 6. Customer Service Standard

We strive to provide all customers with the same service experience, regardless of disability. Please refer to our Customer Service Policy for more information. We will continue to:

- Provide new Ontario employees with training on providing accessible customer service to people with disabilities as soon as it is practicable to do so after commencing their duties;

- Provide updated training to Ontario employees when there are changes to the accessibility policies, when business needs require such training and/or when legislative requirements change;

- Provide training for employees on the requirements of the Regulation, as well as *Human Rights Code* related obligations;

Be mindful to ensure training is appropriate to the job duties performed; and  
Keep a written record, including dates and number of participants, of the training provided and to provide annual updates to government in respect of same.

Timeframe: Ongoing

## **7. Accessible Emergency Information**

We are committed to providing our customers with accessible publicly available emergency information upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Timeframe: Ongoing

## **8. Training**

We will provide training to employees and contractors on Ontario's accessibility laws and on the *Human Rights Code* (the "Code") as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and contractors.

- We will take the following steps to ensure employees are provided with the training

needed to meet Ontario's accessibility laws by **January 1, 2015**:

- We will provide training to all current employees on the requirements of the accessibility standards referred to in this Regulation and on the requirements of the *Code* as it pertains to persons with disabilities (as required by Section 7 of the Integrated Accessibility Standards, O. Reg 119/11); and
- Customer Service Training for all employees who deal with members of the public and/or other third parties (as required by Section 6 of the Customer Service Standard, O. Reg 429/07).

## **9. Kiosks**

We will consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks following **January 1, 2014**.

## **10. Feedback**

We will ensure that we have a process for receiving and responding to feedback for persons with disabilities. We will receive feedback via:

Email: AODA Manager on McDonald's.ca

Telephone: (416) 443-1000

Fax (416) 446-3443

Mail: McDonald's Restaurants of Canada Limited

Attention: AODA Manager

1 McDonald's Place

Toronto, Ontario, Canada

M3C 3L4

Employees may contact their immediate supervisor and/or the People Resources Department.

## **11. Information and Communications**

We are committed to meeting the communication needs of people with disabilities. We may consult with people with disabilities to determine their information and communication needs. We will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A following **January 1, 2014**:

We will ensure that all new websites and content on sites conform with WCAG 2.0, Level A

Current website will be assessed for future compliance requirements

All public AODA-related information will be made available in an accessible format upon request by **January 1, 2016**.

We will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**:

AODA compliance will be included as one of the main criteria when selecting technology vendors for new website development

We will ensure that visitors to our public website will have access to downloadable tools to enhance navigation of the website if the customers have reading or dexterity challenges related to a variety of disabilities by **January 1, 2021**

We will ensure that our website is compatible with rich media formats to assist those who are blind or partially-sighted by **January 1, 2021**

## **12. Employment**

We have always been committed to doing the right thing for our employees. Our values and behaviours are the foundation for the relationships we foster with our employees. We continue to believe in and

re-affirm our long-standing policy of providing fair and equal opportunities for all employees and prospective employees. By **January 1, 2016**, we will take the following steps to notify our employees and the public about the availability of accommodations for applicants with disabilities as follows:

During the recruitment process, we shall notify job applicants, when they are selected to participate in a selection process, that accommodations are available upon request in relation to the materials or processes used

During the recruitment process, if a prospective applicant requests an accommodation, we shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability

By **January 1, 2016**, we 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:

We will develop a written process for individual accommodation plans, including the following:



How the employee can participate;  
How the employee will be assessed;  
How we can request an evaluation by an outside expert (at our expense) in order to assist in determining if/how the accommodation can be achieved;  
How often the plan will be reviewed and updated;  
How the reasons for denied requests will be communicated; and  
How the plan will be provided to the employee

By **January 1, 2016**, the accessibility needs of employees with disabilities will be taken into account if using performance management, career development, and/or redeployment processes. We will inform employees of the policies available to support employees with disabilities.

By **January 1, 2016**, we will have a process in place to assess, review, and alter (if required) policies and procedures on a frequent basis to ensure compliance with the AODA.

### **13. Design of Public Spaces**

By **January 1, 2017**, we will meet the Accessibility Standards for the Design of Public Spaces when

building or making major modifications to our public spaces. We will establish procedures to prevent service disruptions to accessible parts of our public spaces and we will notify the public of the disruption and alternatives available.

## **14. Policy Review**

We will review and update this policy at least once every five (5) years (as such the first version of this policy will be reviewed no later than January 1, 2019).

### **For More Information**

For more information on this Integrated Accessibility Policy & Multi-Year Plan, please contact the AODA Manager on McDonald's.ca.

Accessible formats of this document are available upon request from: the AODA Manager on McDonald's.ca.