

**POLICY TITLE:** Integrated Accessibility Standards Regulation  
 Policy and Accessibility Plan 2023 - 2028

**ISSUED BY:** Human Resources

**APPROVAL DATE:** October 1, 2023

This Integrated Accessibility Standards Policy and Accessibility Plan 2023-2028 outlines the policies and actions that McCarthy Uniforms Inc. will put in place to improve opportunities for people with disabilities.

**Statement of Commitment**

McCarthy Uniforms 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 (AODA).

McCarthy Uniforms Inc. also has an Accessibility Policy for Customer Service (Policy #74) which can be found on our website and policy handbook.

**Accessible Emergency Information**

McCarthy Uniforms 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.

**Training**

McCarthy Uniforms Inc. will provide training to employees, volunteers, and other staff members on the AODA and on the Ontario Human Rights Code, as it relates to people with disabilities, as it suits their duties.

Plans	Compliance Date	Status
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>McCarthy Uniforms Inc. has arranged for all permanent staff, volunteers, and Board Members to take Accessibility Ontario’s (<a href="http://www.AccessOntario.com">www.AccessOntario.com</a>) e-learning courses on the AODA – the Customer Service Standard, the Integrated Accessibility Standards, and the Ontario Human Rights Code, as it relates to persons with disabilities. New staff and volunteers will take the online training within three weeks of their engagement with McCarthy’s LP. These training courses meet the compliance requirements of the Accessibility for Ontarians with Disabilities Act.</li> </ul>	<p>October 1, 2023</p>	<p>Complete and Ongoing</p>

## Kiosks

McCarthy Uniforms Inc. will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Plans	Compliance Date	Status
<b>Point of Sale Devices</b> <ul style="list-style-type: none"> <li>McCarthy's Finance Department will consider accessibility features, such as colour, audio, and pin pads, when our current POS devices are upgraded or new POS devices are acquired.</li> </ul>	October 1, 2023	Complete and Ongoing

## Information and Communications

McCarthy's is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Plans	Compliance Date	Status
<b>Accessible website and content</b> <p>All McCarthy Uniforms Inc. websites will conform to the WCAG 2.0 Level AA</p>	January 1, 2021	Complete
<b>Feedback Process</b> <ul style="list-style-type: none"> <li>Customers can provide feedback on the accessibility of our premises and our services. Feedback can be communicated to the management staff at our stores or by email at <a href="mailto:HR@mccarthyuniforms.ca">HR@mccarthyuniforms.ca</a>. The management staff at our stores will ask the customers if they would like to receive a response to their feedback and how they would like to be contacted. The HR Department will respond to feedback within three weeks.</li> </ul>	October 1, 2023	Complete and Ongoing
<b>Accessible Formats and Communications Support</b> <ul style="list-style-type: none"> <li>McCarthy's will ensure that all publicly available information, including emergency and public safety information, is made accessible upon request by working towards providing accessible formats and communication supports for individuals with disabilities in a timely manner.</li> </ul>	October 1, 2023	Complete and Ongoing



McCarthy Uniforms Inc. will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Plans	Compliance Date	Status
<b>Point of Sale Devices</b> <ul style="list-style-type: none"> <li>McCarthy’s Finance Department will consider accessibility features, such as colour, audio, and pin pads, when our current POS devices are upgraded or new POS devices are acquired.</li> </ul>	October 1, 2023	Complete and Ongoing

**Employment**

McCarthy Uniforms Inc. is committed to fair and accessible employment practices.

Plans	Compliance Date	Status
<b>Recruitment and Selection</b> <ul style="list-style-type: none"> <li>Improve and develop McCarthy’s procedures for accessible recruitment and selection practices.</li> <li>Indicate that, upon request, accommodation is available for individuals with disabilities on the job posting.</li> <li>If an applicant requires accommodation, we will consult with the applicant to determine what format will work best to meet their needs.</li> </ul>	October 1, 2023	Complete and Ongoing
<b>Accessible formats and communication supports for employees with disabilities</b> <ul style="list-style-type: none"> <li>Inform current employees and new hires of policies and procedures that support individuals with disabilities</li> <li>Review policies and procedures annually and inform employees of changes and updates, if any</li> <li>Upon request, McCarthy’s will arrange and provide the accessible formats and communications supports that the employee needs in order to perform his/her job successfully.</li> </ul>	October 1, 2023	Complete and Ongoing
<b>Individual Accommodation Plans and Return to Work Process</b> <ul style="list-style-type: none"> <li>Developed and revised the Company Accommodation and Return to Work Policies to ensure compliance with the AODA.</li> </ul>	October 1, 2023	Complete and Ongoing
<b>Performance Management and Development</b> <ul style="list-style-type: none"> <li>McCarthy’s will review and consider individual accommodation plans or accessibility needs when conducting performance reviews.</li> </ul>	October 1, 2023	Complete and Ongoing

**Design of Public Spaces Standards**

McCarthy Uniforms Inc will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel
- Accessible parking
- Service related elements such as counters, public washrooms, and change rooms.



In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

**Contact**

Please contact the Human Resources Department at [HR@mccarthyuniforms.ca](mailto:HR@mccarthyuniforms.ca) if you would like to obtain this document in another format or if you have any questions or concerns about this policy and related procedures.

The Integrated Accessibility Standards Policy and Plan is updated once every year.