



MULTI-YEAR ACCESSIBILITY PLAN

In this Multi-year Accessibility Plan, the Accessibility for Ontarians with Disabilities Act is referred to as “AODA”, Regulation 191/11 – Integrated Accessibility Standards is referred to as the “IASR”, and AODA and the IASR are collectively referred to as the “Accessibility Act”.

A MESSAGE FROM THE PRESIDENT/CEO

Our accessibility plan outlines the policies and actions that MHS Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

MHS Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

INTRODUCTION

leading publisher of scientifically validated assessments for more than 30 years, Multi-Health Systems Inc. (MHS) serves clients in educational, clinical, corporate, public safety, government, military, pharmaceutical, and research settings.

This Multi-year Accessibility Plan outlines MHS Inc.'s efforts and plans to, in accordance with the Accessibility Act, prevent and remove barriers faced by persons with disabilities. MHS Inc. recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code (the "Code"), and the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025.

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to MHS Inc.:

- Customer Service;
- Information and Communications;
- Employment;
- Design of Public Spaces



A. CUSTOMER SERVICE STANDARDS

Commitment:

MHS Inc. is committed to providing excellent customer service to all current and potential customers. This includes providing accessible customer service to persons with disabilities in a way that respects their dignity and independence. This commitment will be integrated wherever possible to ensure that persons with disabilities will benefit from the same goods and services as other customers in a similar way as other customers. MHS Inc. is committed to complying with the Customer Service Standards set out in the IASR.

Past Achievements:

MHS Inc. will:

- Provide general accessible customer service training to all employees during new hire onboarding and will keep a record of completion for the training
- Accommodate persons with service animals and/or support persons on MHS Inc. premises open to the public or third parties.
- Upon request, we will offer alternative forms of communication which might better suit an individual's needs.
- Provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by customers with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- Encourage feedback regarding accommodation for people with disabilities can be made at any time and will be addressed in a timely fashion. MHS Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.
- Customers can provide feedback in a variety of ways, including by e-mail, through submission of an issue through our online portal, by phone, and in-person.
- Provide a copy of its accessible customer service policy in an accessible format or with communication support, upon request. MHS Inc. will consult with the person making the request to determine the suitability of the accessible format or communication support and will provide the accessible format or communication support in a timely manner at a cost that is no more than the regular cost charged to other persons.



Going Forward:

- MHS Inc. will regularly review its accessibility policies with respect to customer service to ensure they meet or exceed the requirements set out in the IASR and will update if necessary.

B. INFORMATION AND COMMUNICATIONS STANDARDS

Commitment:

MHS Inc. is committed to making our information and communications accessible to everyone, including persons with disabilities.

FEEDBACK, ACCESSIBLE FORMATS, AND COMMUNICATION SUPPORTS

Past Achievements:

- We ensure that existing and new processes for providing and responding to feedback are accessible to persons with disabilities. Upon request, we will provide or arrange for accessible formats and communication supports for providing feedback.
- In addition, with respect to applicable matters other than feedback, we will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities.
- While considering a person's accessibility needs, requested accessible formats and communication supports will be provided to persons with disabilities in a timely manner at a cost that is no more than the regular cost charged to other persons. We will consult with the person making the request to determine the suitability of the accessible format or communication support.
- MHS Inc. notifies the public about the availability of accessible formats and communication supports

Going Forward:

- MHS Inc. will review all feedback methods utilized within the organization such as, employee satisfaction surveys, and client feedback to confirm full accessibility.
- MHS Inc. will provide more in-depth training related to the IASR's Information and Communications Standards. Records of progression and completion will be kept.
- MHS Inc. will regularly review its accessibility policies with respect to information and communications to ensure they meet or exceed the requirements set out in the IASR and will update if necessary.



ACCESSIBLE WEBSITES AND WEB CONTENT

Commitment:

MHS Inc. will perform WCAG audits in 2023 to indicate where on our sites we are not meeting compliance and we start to work towards full compliance.

Going Forward:

- The list of issues that are high and medium accessibility vulnerabilities will continue to be worked on in 2024. Website and web content, except for the relevant exclusions (if applicable), will be updated to be fully compliant with WCAG 2.0 Level AA.

MHS Inc. will perform WCAG audits in 2023 to indicate where on our sites we are failing compliance and plan to fix

C. EMPLOYMENT STANDARDS

Commitment:

MHS Inc. is committed to fair and accessible employment practices across all stages of the employment cycle.

RECRUITMENT AND SELECTION

Past Achievements:

- MHS Inc. notifies employees, potential hires, and the public that accommodations can be made during recruitment and hiring. This is done MHS Inc.'s job postings, and in communications with potential hires.
- MHS Inc. notifies employees and potential hires that supports are available for those with disabilities and has a process to develop individual accommodation plans for employees and potential hires.
- For each job description, MHS Inc. will include a statement about the organization's commitment to being an equal opportunity employer and our willingness to provide accommodations during all stages of the application process. Communications during the recruitment process, including, but not limited to, the job posting, pre-employment assessment invitations, and offers of employment include a statement advising the potential hire of the availability of accommodation.
- If an applicant requests an accommodation, MHS Inc. will consult with the applicant and will arrange suitable accommodations in a manner that considers the applicant's accessibility needs.



Going Forward:

- MHS Inc. will review its process with respect to developing individual accommodation plans and will make any necessary changes.
- MHS Inc. will review its accessibility policies with respect to recruitment and selection to ensure they meet or exceed the requirements set out in the IASR. If necessary, such policies will be updated.

INFORMING EMPLOYEES OF SUPPORTS COMMITMENT

Past Achievements:

- MHS Inc. informs all employees of policies that support employees with disabilities.
- MHS Inc. informs applicants, new hires, and current employees that supports are available for those with disabilities and has a process to develop individual accommodation plans for employees, if necessary.
- As part of onboarding, MHS Inc. advises new employees of their ability to request supports. The employee handbook which is distributed to all new employees and posted to the organization's internal Hub, addresses our Accessibility Policy and the right to receive accommodations.
- MHS Inc. will, upon request, provide employees with disabilities with suitable accessible formats and communications supports with respect to information that is generally available to employees in the workplace and with respect to information that is needed in order for the employee to perform their job. This will be done in consultation with the employee to determine the suitability of the accessible format or communication support.

Going Forward:

- MHS Inc. will review its process with respect to developing individual accommodation plans and will make any necessary changes.
- From time to time, MHS Inc. will review its accessibility policies with respect to informing employees of supports commitment to ensure they meet or exceed the requirements set out in the IASR. If necessary, such policies will be updated.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Past Achievements:

- MHS Inc. is prepared to provide individualized workplace emergency response information for employees with disabilities that require such individualized information.



- The individualized information will be provided to the employee as soon as practicable after MHS Inc. becomes aware of the requirement.
- Where required and with the employee's consent, MHS Inc. shall provide the employee's workplace emergency response information to a person designated by MHS Inc. to provide assistance to the employee.

Going Forward:

- From time to time, MHS Inc. will review its accessibility policies with respect to workplace emergency response information to ensure they meet or exceed the requirements set out in the IASR. If necessary, such policies will be updated.
- When MHS Inc. reviews its general emergency response procedures, it shall also review any individualized workplace emergency response information.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS/RETURN TO WORK PROCESS

Past Achievements:

- MHS Inc. will ensure that employees with a disability who require accommodation will receive such accommodation, including in return-to-work processes, up to the point of undue hardship.
- MHS Inc. will ensure that employees with a disability who require accommodation will be considered individually, on a case-by-case basis, in order to determine accommodation requirements, including as part of any return-to-work plan.
- MHS Inc. has in place a process to develop individual accommodation plans and return to work plans. MHS Inc. will ensure that its processes include the necessary information set out in the IASR.

Going Forward:

- MHS Inc. will review its processes with respect to developing individual accommodation plans and return to work plans and will make any necessary changes.
- From time to time, MHS Inc. will review its accessibility policies with respect to documented individual accommodation plans/return to work processes to ensure they meet or exceed the requirements set out in the IASR. If necessary, such policies will be updated.



PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT & ADVANCEMENT, AND REDEPLOYMENT

Past Achievements:

- As part of its performance management, career development & advancement, and redeployment processes, MHS Inc. will consider an employee with a disability's accessibility needs, including any requirement for an individual accommodation plan.

Going Forward:

- From time to time, MHS Inc. will review its accessibility policies with respect to performance management, career development & advancement, and redeployment to ensure they meet or exceed the requirements set out in the IASR. If necessary, such policies will be updated.

D. DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

Commitment:

MHS Inc. is committed to meeting its obligations under the Design of Public Spaces Standards of the IASR.

Past Achievements:

- MHS Inc. put in an exterior path of travel and outside eating area that have now been regraded and paved to meet current requirements.
- Our outdoor eating area offers significant space for easy physical access to dining.
- To the extent applicable, MHS Inc. will ensure that all applicable accessible elements in public spaces are maintained. MHS Inc. has a facilities department that is responsible for ensuring the maintenance of such elements and is responsible for all preventative and emergency maintenance. In some cases, a third party may be required to perform certain maintenance activities. If any accessible elements become unavailable, MHS Inc. will communicate such unavailability (for example, by way of posted noticed or direct communication with persons requiring use of the accessible element) and will provide an alternative option in consultation with the person requiring use of the accessible element. A budget is in place to address any required repairs.



Going Forward:

- In the event MHS Inc. undertakes any of the abovementioned activities, it will meet the requirements set out in the IASR. MHS Inc. will continue to meet its maintenance requirements as discussed above.

E. TRAINING

Commitment:

MHS Inc. is committed to meeting or exceeding all training requirements as set out in the IASR.

Past Achievements:

- As part of new hire orientation and health & safety training, MHS Inc.'s employees receive general training with respect to the Accessibility Act and who to contact if they or a customer requires accommodation. There was an implementation of a new training platform.
- MHS Inc. keeps a log to ensure that all employees are assigned and have completed the training.

Going Forward:

- MHS Inc. will review and provide more in-depth Accessibility Act and Ontario Human Rights Code (as it relates to people with disabilities) training. Records of progression and completion will be kept.

FOR MORE INFORMATION

For more information on this Multi-year Accessibility Plan, please contact Human Resources by phone at 416-492-2627 or by email at hrteam@mhs.com.

Standard and accessible formats of this document are provided free of charge upon request made to Human Resources.