

## **Accessibility Plan and Policies for JMP Solutions.**

This 2014-2021 Accessibility Plan outlines the policies and actions that JMP Solutions will put in place to improve opportunities for people with disabilities

### **Statement of Commitment**

JMP Solutions 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; committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

### **Accessible Emergency Information**

JMP Solutions is committed to providing our customers and clients with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities individualized, emergency response information when necessary.

### **Training**

JMP Solutions will provide training to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of the organization. Training will be provided in a way that best suits the duties of employees, volunteers and others and will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act 2005.
- A review of the requirements under the Accessibility for Ontarians with Disabilities Act
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities who:
  - Use assistive devices
  - Require the assistance of a guide dog, service dog or other service animal where if the animal cannot easily be identified as a service animal we may ask the person to provide documentation from a regulated health professional that must confirm that the person needs the service animal for reasons relating to their disability; or
  - Require the use of a support person for health or safety reasons, where JMP will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises
- Instructions on how to use equipment or devices that are available at our premises, or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.

### **Training Schedule**

JMP Solutions will incorporate training for our new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during the new hire orientation/onboarding process. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

## **Record of Training**

JMP Solutions will keep a record of training that includes the dates training was provided and the names of the employees who attended.

## **Feedback Process**

JMP Solutions shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities through feedback forms or alternate methods such as verbally (in person or by telephone) or written (handwritten, delivered, website or email) documentation.

## **Submitting Feedback**

Customers who wish to provide feedback on the way JMP Solutions provides goods and services to people with disabilities, can submit feedback to:

Susan Honderich – Director of Human Resources  
143-4026 Meadowbrook Drive, London Ontario, N6L 1E6  
[shonderich@jmpsolutions.com](mailto:shonderich@jmpsolutions.com)  
[www.jmpsolutions.com](http://www.jmpsolutions.com)

Customers who provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **Notice of Availability and Format of Documents**

JMP Solutions will notify the public that our documents related to accessible customer service are available upon request by posting a notice in the following location(s):

- JMP Solutions website ([www.jmpsolutions.com](http://www.jmpsolutions.com))
- Information bulletin board at JMP Solutions

## **Employment**

JMP Solutions is committed to fair and accessible employment practices and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. JMP Engineering will help with career development to find equipment (etc.) to accommodate needs.

JMP Solutions will create written processes for developing and documenting individual accommodation plans for employees with disabilities and provide emergency response information when necessary.



JMP Solutions will take every reasonable step to accommodate employees up to the point of undue hardship.

Any person requesting an accommodation under the Accessibility for Ontarians with Disabilities Act, or any provincial or local law, should contact the Human Resources Department.