

MEDIA LEARNING SYSTEMS INC. ACCESSIBILITY POLICY HANDBOOK

Revised January 2026

Media Learning Systems Accessible Policy

Overview

Media Learning Systems is committed to making our office meeting site accessible by all clients, employees and contractors who work and visit the site. To this end, we have created this accessibility policy guide to be used by all MLS employees and contractors. The policy is reviewed and updated every 2 (two) years.

Date of first approval:

June 2019

Date updated:

June 2021

Introduction:

We are committed to complying with the Accessibility Standard of Ontario. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

This policy applies to all employees and contractors of Media Learning Systems.

1: Meet communication needs.

Policy Statement:

We meet the communication needs of our clients.

Practices and Measures:

- To meet communication needs, when appropriate we offer to communicate in different ways, such as emailing/writing things down, using the telephone or webcam for those who cannot see, reading things out loud while visiting our office, and taking extra time to explain things if needed.
- We also:
 - o Keep paper and pens available to write things down and offer a chair when longer conversations are needed
 - o offer a quieter space
 - o Sit down to engage with someone using a wheelchair
 - o Use webcams for meetings so clients do not need to visit our office
- We offer webcam or live meetings with ASL capabilities for the hearing impaired.
- We use documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write all emails and documents in plain language

2: Accommodate the use of assistive devices.

Policy Statement:

We accommodate the use of assistive devices when clients are accessing our facilities.

Practices and Measures:

- We do not touch or move client's assistive devices without permission.
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our facilities. For example, open flame and oxygen tanks cannot be near each other, so we prohibit candles in our workplace.

3: Welcome support persons.

Policy Statement:

We welcome support persons into our workspace.

Practices and Measures:

- We address the client and not the support person, unless requested to do otherwise.
- We make space for support persons on-site and ensure clients have access to their support persons at all times.

4: Allow service animals.

Policy Statement:

We allow service animals on our premises.

Practices and Measures:

- We:
 - o Treat a service animal as a working animal
 - o Do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
 - o Know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a client with a disability-related need.
- We do not inquire about the disability.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.

5: Maintain accessibility features.

Policy Statement:

To ensure barrier-free access to our facility, we maintain our accessibility features so they can be used as intended.

Practices and Measures:

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.
- Our accessibility features affected by this policy include hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms, accessible washrooms, elevators, automatic doors, doorbells and ramps.

6. Let clients know when and why an accessibility feature is unavailable.

Policy Statement:

We let our clients know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our office.

Practices and Measures:

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our facility (e.g., by using an alternate entrance).
- If requested, we work with our clients to find other ways to meet with them.
- We let the client know about disruptions in the following ways:
 - o Posted on website or via email to the client
 - o Posted at our building entrance

7. Welcome and respond promptly to feedback.

Policy Statements:

We welcome and respond promptly to feedback we receive on the accessibility of our facility.

We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

Practices and Measures:

- We invite feedback in the following ways:
 - o Visit our reception or service desk, or contact us by phone, email, website or our website feedback form at www.medialeaningsystems.com
- All feedback is directed to Dr. Jonathan Ross, who determines what action, if any, should occur.
- If the feedback requires us to follow-up, the client is notified that the request is being reviewed and when they can expect a response.
- We let the client know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.

8: Provide the required training to employees and management.

Policy Statements:

We provide the required training on accessible customer service to employees and management. We are trained on:

- How to interact and communicate with people who face barriers to accessing our services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.
- How to use any equipment or assistive devices that are available on-site.
- Our organizational policies, practices and measures, including updates or changes.

Practices and Measures:

- We train new employees and management within 1 week after hiring.
- We provide refresher training regularly, including updates to policies, practices and measures.
- Dr Ross records who have taken training and when.
- Feedback on the accessibility of our goods and services is addressed in regular staff meetings.

9: Keep a written record of accessibility and training policies

Policy Statements:

We keep a written record of our accessibility and training policies.

Our written documents include a summary of our training material and when training is offered.

We let the public know that our written policies are available on request.

Practices and Measures:

- We let all stakeholders know that our accessibility and training policies are available in the following ways:
 - o Posted on website
- We provide our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.

10: Comments

Policy Review

Date of next policy review:

Approved by:

[END]