

## **Ontario Accessibility Policy**

### **Statement of Organizational Commitment**

Macmillan Learning 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Macmillan Learning is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Macmillan Learning understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Macmillan Learning is committed to excellence in serving and providing goods and services to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Training**

We are committed to training all employees in Ontario in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods or services on behalf of the organization to Ontarians.

Training of our employees on accessibility relates to their specific roles.

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training with respect to any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods or services.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods or services.

### **Communication**

We communicate with people with disabilities in ways that take into account their disability. This may include, but is not limited to, the following: using automated captioning, engaging a sign language interpreter, or including a CART professional.

We will work with the person with disabilities to determine what method of communication works for them.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

### **Feedback Process**

Macmillan Learning welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

*Feedback may be provided in the following ways:*

[webaccessibility@macmillan.com](mailto:webaccessibility@macmillan.com) (Note: for employee-related accessibility questions please contact [mlbenefits@macmillan.com](mailto:mlbenefits@macmillan.com))

All feedback, including complaints, will be handled in the following manner:

Our accessibility support team will reach out within 48 business hours to learn more. Requests for alternative formats will be processed with delivery dates dependent on the size of the request

Customers can expect to hear back in 2 business days.

Macmillan Learning ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of Availability of Documents**

Macmillan Learning notifies the public that documents and information related to accessible customer service, are available on the following website:

<https://www.macmillanlearning.com/college/us/our-story/accessibility>

Macmillan Learning will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

### **Information and Communications**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, we will provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports on <https://www.macmillanlearning.com/college/us/our-story/accessibility>

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Employment**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring upon request. We consult with the applicants and provide or arrange for suitable reasonable accommodations.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of reasonable accommodations in a manner that takes into account accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response protocols.

We have a written process to evaluate and provide reasonable accommodations to employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The accessibility requirements of all employees are considered within our processes for performance management, career development, and redeployment. *Please contact [mlbenefits@macmillan.com](mailto:mlbenefits@macmillan.com) with any employee-related accessibility questions.*

### **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.