



Multi-year accessibility plan





Our commitment to accessibility

Mitch is committed to ensuring equal opportunity for everyone and providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Multi-year accessibility plan

Mitch's multi-year accessibility plan outlines our continued commitment and the steps we're taking to prevent and remove barriers to meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as well as the associated regulations including the Accessibility Standard for Customer Service.

- Post and share our multi-year accessibility plan internally and externally on our website
- Review and update our multi-year accessibility plan annually and implement any changes or improvements in a timely manner

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General requirements

Requirement	Actions taken	Actions planned	Responsibility	Compliance timeline
Establishment of accessibility policies	A policy governing how we achieve or will achieve accessibility through meeting the requirements of the regulation has been established. The policy documents will be made available and provided in an accessible format upon request.	The policy will be reviewed annually to ensure compliance with AODA requirements and posted internally and externally on our website.	People & Culture	May 2022



Accessibility plan	A multi-year accessibility plan has been developed to outline our actions to meet the requirements of the AODA and the needs of Mitch stakeholders with disabilities. This plan will be posted on our website.	The multi-year accessibility plan will be reviewed and updated annually.	People & Culture	June 2022
Training	All full-time, part-time and contract employees receive training on the accessibility standards, customer service standards and the Human Rights Code at the beginning of employment. A record of this training and dates of completion are maintained.	Mitch will ensure all employees complete required training and will review requirements annually. If retraining is required, we will ensure training is provided and completed accordingly.	People & Culture; Training	August 2022

Information and communication

Requirement	Actions taken	Actions planned	Responsibility	Compliance timeline
Accessible website and web content	A review of our existing website has been completed.	The applicable standards will be included on our website.	Marketing	June 2022