

2023-2028

Multi-Year Accessibility Plan

If you require this information in an alternative format, please contact jobs@merriammusic.com

Introduction

Merriam Music Inc. (“Merriam Music”) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Merriam Music is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

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

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

Statement of Commitment

Merriam Music 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.

Accessibility Achievements

Some highlights of progress in our accessibility initiatives achieved include:

- **Customer Service:**
    - Offer lessons to students with disabilities and/or special needs and providing additional training to teachers upon request
- **Informations and Communications:**
    - All videos include captioning
    - Merriam Music has partnered with accessiBe Inc. to help ensure our website meets all requirements for web content accessibility guidelines (WCAG)

requirements. accessiBe™ is a provider of a software-based service that makes online environments fully accessible to individuals with disabilities.

- **Employment:**
  - Offer different methods or routes to applying for a job - receiving resumes in person, providing an online job application.
  - Added to online job application the option of offering accommodations based upon request
- **Training:**
  - Provide training materials in both digital and print format
  - Lend laptops to those who don't have access to one
- **Design of Public Spaces:**
  - Added 2 additional handicapped parking spaces
  - Moved the location of handicapped parking spaces to allow direct access to the sloped sidewalk
  - Added automatic door opener to second entrance door

Strategies and Actions

- **Customer Service Standards:**
  Merriam Music is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.
  - We shall continue to develop, implement and maintain policies, guidelines and standards to ensure we meet the Customer Service standards required by AODA. These policies shall remain consistent with the dignity, independence and integration of people with disabilities as well as offer equal opportunities. **Timeline: Ongoing**
  - Information about Merriam Music's accessible customer service policies will be added to our website. Upon request, a person with disabilities shall be provided with copies of the policies in accessible formats or with communication supports, with respect to the person's disability. **Timeline: 2024**
- **Information and Communications:**
  Merriam Music is committed to making our information and communications accessible to people with disabilities.
  - Our customer feedback process allows customers to offer feedback in a variety of formats including in person, orally by phone, in writing by mail, or electronically through email. **Timeline: Ongoing**

- We will review current processes to ensure feedback from employees and customers can be sent and received in accessible formats and make enhancements as necessary. **Timeline: 2024**
- Provide or arrange for accessible formats and communication supports in a timely manner, upon request. **Timeline: Ongoing**
- Provide emergency procedures, plans of public safety information to the public in accessible format or with appropriate communication supports, as soon as practicable, upon request. **Timeline: Ongoing**
- Review and update this Plan prior to end of 2028. **Timeline: 2028**

- **Employment:**
  Merriam Music is committed to fair and accessible employment practices.
  - Provide information on accommodation in the recruitment process on all job postings. **Timeline: 2024**
  - We will notify successful applicants in the offer of employment letter of the policies for accommodating employees with disabilities. **Timeline: 2024**
  - Explore opportunities to engage with applicants and new hires to obtain feedback on how to make the recruitment and selection process more accessible and inclusive. **Timeline: 2025**
  - Add to the Policy Manual information on accommodating employees with disabilities. **Timeline: 2024**
- **Training:**
  Merriam Music is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities
  - Continue to offer training materials in both digital and print formats. **Timeline: Ongoing**
  - Update Accessibility Training presentation to include information regarding face masks and providing accommodations for both customers and employees. **Timeline: 2024**
  - Post Accessibility Training presentation on Faculty Central intranet site, which previously was emailed to individuals. **Timeline: 2024**
  - Provide training links and information for teachers to support those teaching students with disabilities or special needs. **Timeline: 2024**
  - Ensure all employees have completed the Human Rights Code training module. **Timeline: 2024**

- **Design of Public Spaces:**
  Merriam Music will meet accessibility laws when building or making major changes to public spaces.
    - If current locations are renovated or changed, or new locations procured, we will ensure accessibility laws are met. **Timeline: Ongoing**

Feedback

To provide feedback about this Multi-Year Accessibility Plan, or to request documents in an accessible format, please contact us in one of the following methods:

Email: jobs@merriammusic.com
Telephone: 905-829-2020 x 235
In Person/Letter:

Merriam Music, Accessibility Compliance Team
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Our accessibility plan is publicly posted at
https://www.merriammusic.com/merriam-music-accessibility-policy