ACCESSIBILITY PLAN

October 2024

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Message from the Chair

On behalf of the Board of Directors of the Multi-Materials Stewardship Board (MMSB), I am pleased to present our accessibility plan to guide our accessibility enhancement activities over the 2024-2027 period.

This plan has been prepared in accordance with the *Accessibility Act, 2021* which aims to improve accessibility by identifying, preventing, and removing barriers that prevent persons with disabilities from full participation in society. Under the *Accessibility Act*, public bodies are required to develop and maintain accessibility plans which must be updated every three years.

The goals, objectives and indicators for this plan were informed through consultation with persons with disabilities and representatives of organizations of persons with disabilities, MMSB's Board of Directors and staff, and other key stakeholders. The plan aligns with MMSB's strategic plan for 2023-2026 and emphasizes our focus on continuous improvement in all aspects of our operations.

Our plan focuses on three key principles: ensuring accessibility across all aspects of our operations including facilities, programs, services, and communications; building a culture of awareness of accessibility among our organization including management and staff, the Board, stakeholders, partners and the public; and demonstrating our commitment to accountability in achieving what we set out to do.

The Board of Directors of MMSB acknowledges it is responsible for the preparation of this plan and for achieving the goals and objectives outlined herein.

Sincerely,

Dermot Flynn
Chair, MMSB

Message from the Chief Executive Officer

The management and staff of MMSB are excited for the opportunity to enhance accessibility and inclusion in our organization.

Our mission is advancing sustainable waste management through waste diversion and public education. The goal is to protect the long-term health and well-being of the environment and communities for all people of the province - now and in the future.

Our objective is to ensure access and inclusion in all we do. This plan represents a significant step in our commitment to making MMSB a more inclusive and accessible organization. The Accessibility Plan is a guide to achieving more inclusive and equitable service delivery and a means of measuring our progress.

Enhanced accessibility is a learning journey that requires time, resources, and active participation to achieve success. As MMSB works towards reducing and removing barriers, and implementing solutions, we will align our accessibility plan within our strategic plan and provide regular updates regarding our progress.

Sincerely,

Charles Bown
Chief Executive Officer, MMSB

Glossary of Terms

Accessibility

This refers to the design of products, devices, services, or environments for people who experience disabilities. Accessibility related issues intersect with other groups including Indigenous, 2SLGBTQIA+ , new Canadians, and seniors.

Accessibility Act

The provincial law was enacted to achieve accessibility by preventing and removing barriers for people with disabilities. The Accessibility Act defines the role and responsibilities of the Disability Policy Office and the Accessibility Standards Advisory Board, and addresses standards, compliance, and enforcement.

Accessibility Plan

A plan developed to address the prevention, identification, and removal of barriers in the policies, programs, practices, and services of a public body.

Barrier

Something that makes it harder for some people to participate. The Accessibility Act defines a barrier as "anything that prevents a person with a disability from fully participating in society, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, or a barrier established or perpetuated by an Act, regulations, a policy, or a practice."

Disability

As defined in Accessibility Act: "disability includes a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation that is permanent, temporary or episodic in nature, that, in interaction with a barrier, prevents a person from fully participating in society."

Equitable/equity

A commitment to fairness. Equitable access is different from equal access. Equality means everybody is treated the same; equity means everybody is treated fairly, based on their needs and abilities.

Plain language

Clear, conversational communication that makes sense to the intended audience. The goal of plain language is to communicate so clearly that the intended audience can easily find what they need, understand what they find, and use the information.

Public Body

As defined in the Accessibility Act, public bodies include all provincial government, agencies, boards, commissions and committees, municipalities, public educational institutions and private educational institutions.

Acronyms

AC	Accessibility Committee
EPR	Extended Producer Responsibility
GNL	Government of Newfoundland and Labrador
MMSB	Multi-Materials Stewardship Board

Overview of MMSB

Who We Are

MMSB was established in 1996 to support and promote sustainable waste management through the development and implementation of waste diversion programs and public education. A Crown corporation of the Government of Newfoundland and Labrador (GNL), MMSB reports to the Minister of Environment and Climate Change.

Mandate

MMSB derives its mandate from the *Environmental Protection Act* and accompanying *Waste Management Regulations*. MMSB is mandated through these legislative and policy instruments and guided by the Provincial Waste Management Strategy to advance sustainable waste management in Newfoundland and Labrador through waste diversion programs and public education.

Vision

A clean and healthy environment throughout Newfoundland and Labrador founded in part on a progressive waste management system that incorporates effective waste diversion practices and behaviors on the part of all Newfoundlanders and Labradorians.

Governance

MMSB is governed by a Board of Directors appointed by the Lieutenant Governor in Council. The Board is responsible and accountable for the overall business affairs of MMSB. It sets direction and develops strategic policy for achieving the organization's mandate and key responsibilities, and it provides general oversight of the organization. MMSB's Board consists of representatives from stakeholder groups, as well as members at-large.

What We Do

MMSB is committed to advancing sustainable waste management through waste diversion and public education. The goal is to protect the long-term health and well-being of the environment and communities for all people of the province—now and in the future.

Lines Of Business

In delivering its mandate, MMSB is responsible for two lines of business:

- Waste Diversion
- Public Education

Waste Diversion

MMSB develops, manages and administers the implementation of provincial waste diversion programs in accordance with the *Waste Management Regulations* or as authorized through policy directives issued by the Minister (arising from recommendations made by the Board of Directors of MMSB), as well as through priorities established by the Canadian Council of Ministers of the Environment.

In addition, MMSB works with the Department of Environment and Climate Change to research and develop Extended Producer Responsibility (EPR) regulations. MMSB is also responsible for ensuring that industry complies with approved timelines, operational requirements and diversion targets as established in EPR program plans. Industry manufacturers, importers and distributors are responsible for program development, implementation and ongoing management of EPR programs. Currently, the paint, electronics, and oil industries operate EPR programs in Newfoundland and Labrador in accordance with the *Waste Management Regulations*.

To further inform and advance waste diversion practices, MMSB collects, analyzes and reports on provincial waste generation and diversion data. MMSB works with industry partners to conduct research, provide counsel and develop demonstration projects and new waste diversion initiatives that strive to maximize economic and employment benefits and advance sustainable waste management.

Public Awareness

Awareness of and participation in sustainable waste management practices and programs are critical to ensuring a clean and healthy environment throughout Newfoundland and Labrador. As such, MMSB is guided by the principles of the waste management hierarchy, which place emphasis on reducing, reusing and recycling to develop and manage province-wide public education initiatives that encourage a fundamental shift in attitudes and behaviors toward managing waste.

Public education initiatives focus on promoting MMSB's Used Beverage Container Recycling Program and Used Tire Management Program and target a range of public audiences, industry stewards and brand owners. MMSB also develops and delivers education programs that promote environmental stewardship among schools, businesses and community groups. These programs include presentations and resources on a range of topics such as waste reduction, backyard composting, safe disposal of hazardous waste, waste audits and recycling.

Complementary to this province-wide effort, MMSB works in partnership with regional waste management authorities to develop and implement education initiatives that help inform residents and businesses about local waste management services and programs. Regional support includes strategic planning, counsel and development of educational resources to increase awareness and encourage participation in local waste management initiatives such as recycling programs, community composting and special collection events. MMSB also provides public education support for regional demonstration projects funded through the Waste Management Trust Fund.

All public education activities are informed, monitored and evaluated through ongoing research, analytics and planning processes designed to assess attitudes and behaviors related to waste reduction, recycling and other waste diversion activities.

Authority for Accessibility Plan

Accessibility Act

MMSB's Accessibility Plan was prepared consistent with the requirements under the *Accessibility Act*, which became law on December 3, 2021. This enabling legislation allows the GNL to outline the principles and goals for an accessible province. The *Accessibility Act* improves accessibility by identifying, preventing, and removing barriers that prevent persons with disabilities from full participation in society.

Provincial Accessibility Standards

The *Accessibility Act* allows for accessibility standards that may set out measures, policies, practices, and other requirements for identifying, removing barriers, and preventing barriers. A standard may apply to individuals, organizations, or public bodies.

Public Bodies

Public bodies include government departments, agencies, boards and commissions, municipalities, public and private educational institutions. Under the *Accessibility Act,* public bodies are required to:

- Comply with the standard within the specified time period;
- Prepare and keep records to follow the regulations, and make records available;
- Develop and make public an accessibility plan and update the plan every three years;
- As accessibility standards are implemented, they will be integrated into the plan;
- Consult with persons with disabilities, or representatives from organizations of persons with disabilities, in the development and implementation of accessibility plans; and,
- Depending on the size of the public body, set up an Accessibility Advisory Committee.

MMSB is a public body under the *Accessibility Act* and as such, is required to prepare and maintain an accessibility plan.

Introduction

Accessibility Efforts to Date

MMSB's efforts to date on accessibility have focused on meeting current accessibility requirements for its head office location at 21 King's Bridge Road in St. John's, reflecting consideration on facility accessibility within its agreements with third party Green Depot service providers/partners, and in moving to address accessibility within its marketing and communications activities, primarily through a recently enhanced website presence.

This Accessibility Plan allows MMSB to place these activities in a strategic context, enabling us to reinforce and build on our past efforts and success on a go-forward basis.

Accessibility Goals

MMSB's accessibility goals include:

- Increasing accessibility in the built environment, both within our own facilities and those of our community and Green Depot partners;
- Ensuring all people can receive, understand, and share the information provided by MMSB;
- Engaging persons with disabilities in decision-making;
- Increasing staff awareness, encouraging the MMSB team to see themselves as a key part of the process to ensure accessibility improvements are made; and,
- Building a positive image of disability and delivering services with dignity, fairness and respect.

Promoting Accessibility Awareness

MMSB is committed to promoting and supporting awareness, education and engagement around accessibility and inclusion among its customers, suppliers, partners and staff.

Statement of Commitment

MMSB is committed to providing a respectful, diverse and welcoming environment; removing barriers for persons with disabilities to maintain their dignity and independence; and providing services and spaces that are accessible to our staff, stakeholders, partners and the public. We will actively work to increase accessibility and inclusion within our facilities, our programs and services, and our workforce.

Focus Areas

Programs and Services

Ensuring the design and delivery of programs and services provide equitable access for all persons.

Built Environment

Ensuring buildings and public spaces are accessible for all persons.

Information and Communication

Ensuring all people can receive, understand, and share the information provided by MMSB.

Procurement of Goods and Services

Ensuring the procurement of goods and services is equitable for all persons.

Employment

Ensuring an accessible workplace and supporting persons with disabilities to find and maintain meaningful employment.

Education

Ensuring that the Board, management, and staff of MMSB understand and are aware of the accessibility plan and related responsibilities.

Actions/Outcomes

1. Programs and Services

Goal: Ensuring the design and delivery of our programs and services provide equitable access for all persons.

Action 1.1 MMSB will establish an Accessibility Committee (AC) with a mandate to monitor progress of planned actions contained in this plan, monitor the federal and provincial accessibility standard development, and update the plan accordingly. The AC will comprise representation from the following:

- Management;
- Staff, particularly persons with disabilities;
- Partner representatives, specifically a Green Depot partner;
- Representatives of organizations of persons with disabilities, specifically Inclusion NL or Coalition of Persons with Disabilities Newfoundland and Labrador (COD NL); and,
- Others as required.

Responsibility: MMSB/CEO

Timeline: By April 1, 2025

Action 1.2 The AC will hold meetings every **(TBD – quarterly/every six months?).** The CEO will ensure that administration and staff resources are provided to enable ongoing AC meetings and follow-up.

Responsibility: AC/CEO

Timeline: Ongoing, as per meeting schedule

Action 1.3 The AC will review the assessment of facilities completed by HW Architecture as part of Accessibility Plan development to identify and make recommendations on priorities for

remediation of any barriers or challenges that staff and others with disabilities may face while visiting MMSB facilities.

Responsibility: AC

Timeline: TBD

Action 1.4 The AC will review and provide input into accessibility requirements in new MMSB initiatives during the planning phase.

Responsibility: AC

Timeline: TBD

Action 1.5 MMSB will incorporate Accessibility Plan actions in subsequent updates of the organization's strategic plan and annual reports.

Responsibility: CEO

Timeline: Beginning on April 1, 2025 for the 2025/2026 business plan and ongoing.

2. Built Environment

Goal: Ensuring our buildings and public spaces are accessible for all persons.

Action 2.1 MMSB will review the recommendations arising from the AC's review of the accessibility assessment conducted by HW Architecture (see 1.3 above) and prioritize and begin implementation of remediation of any barriers or challenges that staff and others with disabilities may face while visiting MMSB facilities.

Responsibility: CEO

Timeline: TBD

Action 2.2 The AC will review the *Green Depot Licensing Standards & Best Practices* and the *Green Depot License Agreement* template to identify potential enhancements that serve to encourage greater awareness and adoption of accessibility measures within Green Depot facilities.

Responsibility: AC

Timeline: TBD

Action 2.3 MMSB will adopt amendments to the License Agreement template to support the organization's overall accessibility goals.

Responsibility: AC

Timeline: TBD

Action 2.4 MMSB will reflect enhanced accessibility criteria in new License Agreements and with Green Depot providers.

Responsibility: CEO

Timeline: TBD

3. Information and Communication

Goal: Ensuring all people can receive, understand, and share the information provided by MMSB.

Action 3.1 The AC will review checklists prepared through Accessibility Plan development as a basis for accessible standards and assistive technologies that could be utilized at MMSB.

Responsibility: AC

Timeline: TBD

Action 3.2 MMSB will ensure that all communications materials are made available in alternate formats, upon request.

Responsibility: CEO/Marketing Agency

Timeline: TBD

Action 3.3 MMSB will prepare an inventory of legacy documentation. The AC will review the inventory to identify documentation which should be required to meet accessibility standards. MMSB will ensure that those documents are made available in alternate formats, as required.

Responsibility: CEO

Timeline: TBD

Action 3.4 MMSB will include alt-text on any digital graphs or images to provide description of content where necessary.

Responsibility: CEO/Marketing Agency

Timeline: TBD

Action 3.5 MMSB will ensure that its website and other social media are updated to promote greater accessibility for service users. The AC will be engaged as part of the review process.

Responsibility: CEO

Timeline: TBD

Action 3.6 MMSB will ensure all information uploaded on its intranet is easily readable and accessible.

Responsibility: CEO
Timeline: TBD

Action 3.7 MMSB will ensure that all external and internal emails incorporate consistent font and font size to comply with accessibility standard.

Responsibility: CEO

Timeline: TBD

4. Procurement of Goods and Services

Goal: Ensuring the procurement of goods and services is equitable for all persons.

Action 4.1 MMSB will review current procurement practices to ensure that accessibility is considered during procurement so that products and services purchased are inclusive and accessible.

Responsibility: CEO

Timeline: TBD

5. Employment

Goal: Ensuring an accessible workplace and supporting persons with disabilities to find and maintain meaningful employment.

Action 5.1 MMSB will ensure all employees have the appropriate accessibility equipment to complete their daily duties.

Responsibility: CEO

Timeline: TBD

Action 5.2 MMSB will ensure at the conclusion of every meeting that the occupied space has all chairs pushed in to allow accessibility.

Responsibility: CEO

Timeline: TBD

Action 5.3 MMSB will ensure that meeting organizers provide communication and meeting materials prior to all meetings to aid anyone who wants to read, review, and comprehend the information in advance.

Responsibility: CEO

Timeline: TBD

Action 5.4 MMSB will collect and maintain information from employment equity reports which indicates the number of individuals employed by the organization who self-identify as having a disability.

Responsibility: CEO

Timeline: TBD

Action 5.5 MMSB will update its Workplace Accommodation Policy to reflect any changes made by the GNL to their Workplace Accommodation Policy.

Responsibility: CEO

Timeline: TBD

Action 5.6 MMSB will compile an internal list of accommodations provided to employees with disabilities (e.g., visual, physical, neurodevelopmental, etc.).

Responsibility: CEO

Timeline: TBD

Action 5.7 MMSB will develop and circulate a self-identification survey to include more dimensions for greater understanding of the organization's work population and their needs.

Responsibility: CEO

Timeline: TBD

Action 5.8 MMSB will review its recruitment process to identify barriers to accessibility.

Responsibility: CEO

Timeline: TBD

Action 5.9 MMSB will update both employee and supervisor onboarding processes to ensure they are inclusive of accessibility considerations.

Responsibility: CEO

Timeline: TBD

6. Education

Goal: Ensuring that Board, management, and staff understand and are aware of MMSB's accessibility plan and related responsibilities.

Action 6.1 MMSB will provide corporate-wide training for all staff on the requirements of the Accessibility Act, MMSB's accessibility plan, workplace accessibility and disability awareness, and plans to support an inclusive culture.

Responsibility: CEO

Timeline: TBD

Action 6.2 MMSB will roll out updated employee diversity and inclusion training.

Responsibility: CEO

Timeline: TBD

Accessibility Concerns or Suggestions

MMSB welcomes suggestions or concerns over its accessibility plan. If you are aware of an accessibility concern or have a suggestion on how something could be done better, let us know. Please contact us to report your concern or idea in the way that is most accessible to you.

Phone: 709 753 0948 (leave us a message outside of office hours)
Toll-Free: 1 800 901 6672
Email: inquiries@mmsb.nl.ca

Conclusion

MMSB is committed to providing a respectful, diverse and welcoming environment; removing barriers for persons with disabilities to maintain their dignity and independence; and providing services and spaces that are accessible to our staff, stakeholders, partners and the public. We will actively work to increase accessibility and inclusion within our facilities, our programs and services, and our workforce. This plan will be updated to ensure compliance and incorporation of accessibility standards as they evolve.

We acknowledge that there is much to be done to incorporate an inclusive and accessible perspective into our organizational outlook. We are enthusiastic about delivering on the actions outlined in this plan and are committed to advancing a more inclusive environment for all.