



<b>Policy:</b> Accessibility Plan	<b>Date of Issue:</b> July 14, 2014
<b>Prepared/Revised By:</b> Human Resources	<b>Supersedes:</b> N/A
<b>Approved By:</b> Rebecca Barrows-Vrankulj, Executive Director	<b>Page:</b> 1 of 2

**Statement of Commitment:**

*Milton Community Resource Centre (MCRC) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Ontarians with Disabilities Act. This Accessibility Plan outlines the policies and actions that MCRC will put in place from 2014 through 2021 to ensure opportunities for people with disabilities are improved.*

**Plans:**

MCRC will ensure the following items are completed and implemented within the identified timeframes:

1. Accessible Emergency Information:
  - MCRC is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with individualized emergency response information when necessary.
2. Training:
  - MCRC will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.
3. Information and Communications:
  - MCRC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.
  - MCRC will ensure that, should a new website be developed after January 2014, the content conforms with WCAG 2.0, Level A; and that all existing websites and content conform with WCAG 2.0, Level AA by January 1, 2021.
  - MCRC will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.
  - MCRC will ensure all publicly available information is made accessible upon request by January 1, 2016.
4. Employment:
  - MCRC is committed to fair and accessible employment practices. MCRC ensures staff and the public are aware of our commitment to provide accommodations during the

recruitment process and upon hire by including a statement of our commitment in our job postings.

- MCRC utilizes an Employee Medical Report form that is completed by an employee's physician in the event that an employee is absent due to a disability. The Employee Medical Report requests that the physician identify any modifications to the employee's job that may be necessary based on the employee's Job Description and Physical Demands Analysis of their role. MCRC is committed to providing accommodations based on the physician's recommendations up to the point of undue hardship.
- MCRC will ensure that accessibility needs of employees with disabilities are taken into account in the event that performance management processes are enacted including corrective actions and career development. Employees will be asked what accommodations or supports they may require during the conversation with their Supervisor. The Supervisor will consult with the Human Resources in order to ensure accommodation or supports are put in place.

5. Design of Public Spaces:

- MCRC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces including outdoor play spaces, paths of travel, service counters and waiting areas.
- MCRC will notify the public of any service disruptions to these public spaces by posting notices on our main doors and on our website as soon as possible. MCRC will identify alternative options for any service disruptions at the time that the disruption occurs.

6. Educational Materials and Training Resources:

- MCRC will ensure that individuals participating in our Professional Learning through The Halton Resource Connection, are offered course and program information, educational materials and training resources and any applicable certificates or student records in an accessible format upon request.

### **Responsibilities:**

Management is responsible to:

- Support and promote these plans in their program and throughout the organization.
- Foster open and constructive communication.
- Demonstrate sensitivity to and respect confidentiality of information.
- Participate and co-operate to facilitate workplace accommodation.

Employees are accountable to:

- Participate and cooperate with all parties to facilitate accommodations and plans as they are identified.

Human Resources is accountable to:

- Update these plans at least every five years, or sooner should it be required.
- Act as a resource for all parties and participants.
- Support and educate all staff in their obligations under the policy.