



Policy: Accessibility Plan	Review Date: November 12, 2025
Prepared/Revised By: Human Resources	Date of Issue: July 14, 2014
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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 Accessibility for Ontarians with Disabilities Act, 2005. This Accessibility Plan outlines the policies and actions that MCRC will put in place to ensure opportunities for people with disabilities are improved.

Plans:

MCRC will ensure the following items continue to be completed and implemented:

1. Accessible Emergency Information:
 - MCRC is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with individualized emergency response information when necessary.
2. Training:
 - MCRC provides training to staff, students and volunteers 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 staff, students, and volunteers.
3. Information and Communications:
 - MCRC is committed to meeting the communication needs of people with disabilities. We will continue to consult with people with disabilities to determine their information and communication needs.
 - MCRC is committed to ensuring that new and existing websites and content conform with WCAG 2.0, Level AA.
 - MCRC is committed to making its social media posts more accessible by providing image descriptions in social media posts.
 - MCRC will continue to ensure existing feedback processes are accessible to people with disabilities upon request.
 - MCRC will continue to ensure that all publicly available information is made accessible upon request.
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 will work with external candidates who identify the need for accommodation to develop an accommodation plan to reduce barriers in the recruitment process.
- MCRC works with employees who identify the need for accommodation and will provide accommodation up to the point of undue hardship. For health-related accommodations, MCRC utilizes a Physical Abilities Medical Form and a Functional Abilities Medical Form that are completed by an employee's physician in the event that an employee is absent due to a disability. The Abilities Medical Forms request that the physician identify any modifications to the employee's job that may be necessary based on the employee's Job Description and a 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 develop accommodation procedures that explain the roles and responsibilities of job applicants, employees, students, volunteers, supervisors and managers as they relate to the process of exploring and assessing requests for accommodation.
- MCRC ensures 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 Human Resources in order to ensure that accommodation or supports are put in place.
- MCRC is committed to providing all information integral to an employee's work in an accessible format upon request.
- MCRC ensures that it develops individualized emergency response plans for employees, students and volunteers who require help in an emergency.

5. Design of Public Spaces:

- MCRC will continue to 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 ensures that individuals participating in 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
- Seek support for any necessary accommodations required by connecting with their Supervisor or with Human Resources.

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.