

Policy Title: **AODA Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)**



Department:	Human Capital		
Approved by:	ELT		
Date Approved:	Jan 18, 2018	Next Review Date:	January 2023
Effective Date:	December 2017		
Policy Title: AODA Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)			

PURPOSE:

This 2017-2022 Accessibility Plan outlines the policies and actions that MEDA will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

STATEMENT OF COMMITMENT:

MEDA believes in equal opportunity and is committed to 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) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

REVIEW AND UPDATE:

This document was created on October 31, 2017 and must be reviewed and updated as changes occur and by October 31, 2022.

PLAN AND STATUS REPORT:

GENERAL REQUIREMENTS			
Accessibility Requirement	Responsible Authority	Status	Compliance Deadline
Establishment of Accessibility Policies	HC	Completed	Jan 1, 2014
Training on IASR and the Human Rights Code	HC	Completed and ongoing for new staff	Jan 1, 2015
Review and update the Accessibility Policy	HC	Review annually	Jan 1, 2019
Establish, implement and maintain the Multi-Year Accessibility Plan	HC & ELT	Completed and ongoing	Jan 1, 2014

INFORMATION AND COMMUNICATIONS STANDARD			
Accessibility Requirement	Responsible Authority	Status	Compliance Deadline
Publicly notify the availability of accessible formats and communication supports	HC	Upon request	Jan 1, 2016

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As requested, provide accessible formats and communication supports for clients and employees	HC	Upon Request	Jan 1, 2016
Ensure accessible website and web content	Marketing and Communications Department	Completed and ongoing	Jan 1, 2021

CUSTOMER SERVICE STANDARDS

Accessibility Requirement	Responsible Authority	Status	Compliance Deadline
Develop, implement and maintain policies regarding the provision of our services to persons with disabilities.	HC	Completed and reviewed regularly	Jan 1, 2012
Prepare documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request.	HC	Completed and ongoing	July 1, 2016
Ensure that those with disabilities are permitted to enter our offices with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.	HC	Ongoing upon request	Jan 1, 2012
Ensure that measures are available to enable a person with a disability to benefit from MEDA's services if the person's service animal is excluded from the premises.	HC	Ongoing upon request	Jan 1, 2012
Ensure that a person with a disability and their support person are permitted to enter MEDA offices together and that the person with a disability is not prevented from having access to the support person while on the premises.	HC	Ongoing upon request	July 1, 2016
Provide notice of any temporary disruption to services that may affect those with disabilities.	HC	As required	Jan 1, 2012
Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request.	HC	Completed	Jan 1, 2012
Provide accessible customer service training to all staff.	HC	Completed and ongoing for new staff	July 1, 2016
Provide training on changes to policies to staff on an ongoing basis and keep records of training.	HC	Ongoing as required	July 1, 2016

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Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request.	HC	Completed	Jan 1, 2012
Establish a feedback process for providing services to those with disabilities.	HC	Completed and available upon request	Jan 1, 2012
Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request.	HC	Completed and available upon request	Jan 1, 2012
Ensure that the documents or information given to a person with a disability are offered in an accessible format or with communication support.	HC	Available upon request	Jan 1, 2012

EMPLOYMENT STANDARDS			
Accessibility Requirement	Responsible Authority	Status	Compliance Deadline
Review recruitment practices with respect to hiring and interviewing, as per the requirements under the employment standards.	HC	Completed	Jan 1, 2016
Notify candidates and employees about the availability of accommodation for applicants with disabilities in the recruitment process.	HC	Completed	Jan 1, 2016
Inform all current and new employees of policies used to support employees with disabilities.	HC	Completed	Jan 1, 2016
Provide individualized workplace emergency response information to employees who have a disability.	HC	Provided as required	Jan 1, 2012
Develop and have in place a written process for individual accommodation plans for employees with disabilities.	HC	Provided as required	Jan 1, 2016
Develop and have in place a return to work process for employees who have been absent from work due to a disability.	HC	Provided as required	Jan 1, 2016
During performance management and career development processes, MEDA will consider the accessibility needs of employees with disabilities as well as individual accommodation plans.	HC	Provided as required	Jan 1, 2016