

# **AODA MULTI-YEAR ACCESSIBILITY PLAN**

## **Accessibility Plan and Policies for Momiji Health Care Society**

Momiji Health Care Society is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

This five-year period (2021-26) accessibility plan outlines the policies and actions that Momiji Health Care Society (MHCS) will put in place to improve opportunities for people with disabilities.

In an effort to facilitate the full participation of persons with disabilities in all aspects of society, including the achievement of accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, building, structure and premises on or before January 1, 2025, the AODA was passed in 2005.

## **Statement of Commitment**

MHCS is committed to providing its services in ways that are accessible to everyone in keeping with the principles of dignity, equity/equality of outcome, independence and integration.

## **Part I – General Requirements**

MHCS is committed to meet the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) by developing, implementing and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting this regulation.

- MHCS has developed, implemented and maintained policies governing how the organization will achieve accessibility through meeting its requirements under the accessibility standards referred to in ISAR.
- MHCS has developed a Multi-Year Accessibility Plan, which outlines the organization's strategies to prevent and remove barriers. The accessibility plan will be reviewed and updated at least once every five years.

### **Action in progress:**

- Establish an AODA project team to understand requirements of the IASR.
- AODA team to meet ongoing until compliances deadlines have all been met.

## **Part II – Information and Communications Standards**

MHCS 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. Our objective is to achieve the most effective and efficient access to information to all users.

We have undertaken the following plans to ensure compliance with information and Communications Standard:

- Feedback Process

Comments relating to our programs and services with regards to customer service are welcomed. We encourage feedbacks regarding the way MHCS provides services to people with disabilities. Feedback process has been established that is accessible, alternate formats such as telephone, email, in-person, and survey are available.

A process is in place to ensure that all feedback collected from clients and staff is reviewed and analyzed to identify potential gaps in our customer service and ensure appropriate actions are taken.

- Website

Our website will be designed to be user friendly for people with a range of needs - feature that allows users to change the size of text.

MHCS will ensure that the website and all new contents will conform to Web Content Accessibility Guidelines (WCAG) 2.1.

- Accessibility Policies and Plans

In accordance with the IASR, MHCS 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 disabilities with individualized emergency response information when necessary.

MHCS has developed policies that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

MHCS will incorporate the Integrated Accessibility Standards Regulations (IASR) into the Code of Business Conduct and create and periodically review a process for documenting issues of accessibility to provide accommodation for individualized accessible emergency response information.

**Action in progress:**

- Design a users' friendly website with feature that allows users to change the font size.

- Develop understanding of accessible formats and information and communication technology tools available to adequately respond to requests for accessible formats that take into consideration the requestor's disability needs.
- Incorporate language in website to advise that, in accordance with AODA, accessible format may be available on request.
- As needed, update process for requesting accessible formats – including alternative methods of feedback if what is in place does not meet the needs of the individual.

## **Part III – Customer Service Standard**

MHCS will ensure that our policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, is integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with disability to obtain, use or benefit from the services provided.
- Persons with disabilities are given equal opportunity to that given to others to obtain, use and/or benefit from goods or services.
- Persons with disabilities may use assistive device and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects services provision unless the animal is otherwise excluded by law.
- MHCS employees, when communicating with a person with disability, will do so in a manner that takes into account the person's disability.
- MHCS will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks, an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.
- Training:

Accessibility and inclusion of people with disabilities is a core value for MHCS. MHCS will provide training on Accessibility Standards to all employees and volunteers. The training address areas with regard to how to better interact with, and/or accommodate persons with disabilities. In addition, employees may require training on one or more of the standards as it relates to the duties and responsibilities of their position and it be provided in a way that best suits the duties of employees, volunteers and other staff members.

MHCS has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislations:

- Provide educational resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 7 days of employment or replacement.
- HR will maintain a database of the training participant's names and dates of completion.

**Action in progress:**

- Develop training program to educate staff and managers on AODA legislation and review current training and assess training needs.
- Determine what accessible formats currently exists and what accessible functions may be required.

## **IV – Employment Standard**

MHCS is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We will take the following steps to notify the public, employees and potential candidates that, accommodation will be available throughout the recruitment and onboarding process.

MHCS has the following practice in place to ensure compliance with Employment Standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material.
- Successful candidates will be notified of policies for accommodation employees with disabilities.
- All employees will be informed of policies that support employees with disabilities and AODA training will be provided as soon as practicable after hiring.
- Employee will be consulted to determine suitability of format or support.
- Accommodation Policy and Individual Accommodation Plan is in place (Policy # OPS – GA – HS – 04). The following steps are taken:
  - Recognize the need for accommodation
  - Gather information and assess individual needs
  - Develop an individual accommodation plan

- Implement, monitor and update the plan
- Return to Work Policy is available for employees that have been absent due to a disability (Policy #: OPS – GA - HS). The following steps are taken:
  - Conduct an incident investigation
  - Develop an individualized modified/graduated return to work plan
  - Collect medical information , job information for development of workplace modifications, and/or return to regular duties.
  - Monitor progress and update the plan.

**Action in progress:**

- Review all mechanism for posting and incorporate language on job posting to make applicants aware that, in accordance with AODA, accommodation is available upon request.

## **V – Transportation Standard**

MHCS is committed to maintaining policies, planning for accessibility and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act. All staff involved in transportation clients will complete the Accessibility Standard online course that includes Transportation Standard module. HR will keep the records of the training taken and these commitments will be available in accessible format upon request.

## **VI – Design of Public Space**

MHCS will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

As part of the process, MHCS will take measures to prevent services disruptions to its accessible parts of public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## **Contact Details**

For more information on this accessibility plan, please contact:

Momiji Health Care Society

3555 Kingston Road

Scarborough, ON M1M 3W4

Phone: 416.261.6683 - The receptionist will direct the call to the appropriate program manager or director.

Email: [info@momiji.on.ca](mailto:info@momiji.on.ca)

Accessible formats of this document are available free upon request.