



# MULTI YEAR ACCESSIBILITY PLAN 2014-2021

The 2014-2021 accessibility plan has been developed in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the Integrated Accessibility Standards Ontario Regulation 191/11 (IASR). This plan outlines the policies and action that the MFDA will put in place to improve opportunities for people with disabilities.

The MFDA is committed to playing its part in helping Ontario become a more accessible province for all individuals and treats all people in a way that allows them to maintain their dignity and independence. The MFDA has already complied with the Customer Service Standards in the Integrated Accessibility Standards Regulation 191/11 by:

## **Policies and Procedures**

- Creating and implementing an Accessibility Policy, governing the provision of MFDA's services to persons with disabilities, and addressing the use of service animals and support persons
- Creating and implementing a process for Accessibility Requests and Feedback Review and making both available on our website
- Creating a process for providing notice of temporary disruptions
- Amended all our job ads to ensure they comply with AODA

## **Training**

- Training existing staff, volunteers and all other persons who provide services on MFDA's behalf on AODA and the Customer Service Standards
- Training all new hires and all other new persons as required during the orientation period on AODA and the Customer Service Standards

## **Filing**

- Have completed all filings and Annual Reports submission to the Ministry as required

The MFDA is committed to maintaining its compliance with the Customer Service Standards in the Integrated Accessibility Standards Regulation, on an ongoing basis, as part of this multi-year accessibility plan.

This 2014-2021 accessibility plan has been developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards Ontario Regulation 191/11. This plan outlines the policies and action that the MFDA will continue to put in place to improve opportunities for people with disabilities. In accordance with the standards, the MFDA will review and update the plan at least every 5 years.



**Planned Initiatives for MFDA's Toronto Office 2014 and Beyond**

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
<b><u>General Requirements AODA</u></b>					
Establishment of policies and procedures	HR	Launch of a statement of commitment and accessibility policy, in writing, available on our website. The policies have been developed in accordance with the Customer Service Principles outline in O. Reg. 429/07: Accessibility Standard for Customer Service (CSS) (IASR).	x		
Accessibility Feedback Review Process	Membership Services	Launch of process in February 2013. This process will be maintained by Membership Services. The policies have been developed in accordance with the Customer Service Principles outlined in the IASR.	x		
Accessibility Plans	HR/Membership Services/IT/Office Services/Public Relations	Human Resources has developed a plan in accordance with the IASR, targeting specific deadlines and communicating them to various stakeholders within our organization.	x		
		The plan will be reviewed at least once every five years.			x
		The plan will be posted on our website, and updated any time there are changes.	x		x



Training (Customer Service Standard)	HR	MFDA will provide all staff and, volunteers, and persons who develop MFDA’s policies, regardless of public interaction, and all other persons who provide services on behalf of MFDA, with training on the AODA and the Customer Service Standards. This will be in accordance with the Customer Service Standards.	x		x
Training (Integrated Accessibility Standards Regulation (IASR))	HR	MFDA will continue to provide staff, volunteers, and persons who develop MFDA’s policies, regardless of public interaction, and all other persons who provide services on MFDA’s behalf, with training on the AODA, the <i>Human Rights Code</i> as it pertains to persons with disabilities, and the IASR. This is in accordance with the IASR. The MFDA will use the Ontario Human Rights Commission website for the IASR training modules.	x		x



<b><u>Information and Communication</u></b>					
All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A and then with WCAG 2.0 Level AA (2021)	IT/ Public Relations/ Membership Services/Human Resources/	The MFDA will take measures with anticipated release of a refreshed website to ensure compliance. These steps include working internally and with outside vendors ensuring all web content will be compliant.  With the launch of the refreshed website, MFDA will be compliant to 2021. To the extent that new web content has been posted to MFDA's website, this content will conform with WCAG 2.0 Level AA, where practicable.	x		x
Accessibility Feedback Review Process	Membership Services	Previously launched and is maintained by Membership Services. The policies and process have been developed in accordance with the Customer Service Standards outlined in the IASR. The public has been notified about the availability of accessible formats and communication supports with respect to the feedback process. Notification is posted on MFDA's website.	x		x
Accessible Formats and Communication Supports	HR/Membership Services	The MFDA will address requests for accessible formats and communication supports for persons with disabilities in a timely and appropriate manner as outlined in our AODA policy.	x		x
Emergency Information	Office Services	Any emergency plans, procedures or public safety information made publicly available, are provided in an accessible format or with communication supports, upon request and as soon as practicable.	x		x



<b><u>Employment Standards</u></b>					
<p><b>Recruitment:</b> The MFDA will notify both internal and external candidates about the availability for accommodation throughout the full cycle recruitment process.</p>	<p>HR</p>	<p>All internal and external job postings have been updated to include the terms “Accommodations are available to applicants with disabilities, upon request”.</p> <p>The email sent out to candidates during the interview confirmation process regarding their in-person interview will state that accommodations are available upon request, in relation to the materials or processes to be used.</p> <p>If a candidate requests an accommodation, the MFDA will consult with the candidate to understand and take into account their needs, so that the MFDA can provide reasonable accommodations that are effective.</p>	<p>x</p> <p>x</p> <p>x</p>		<p>x</p>
<p>Offers of Employment</p>	<p>HR</p>	<p>Successful job applicants are made aware of the availability of accommodations in their offer letters. New and existing employees are also made aware of our AODA policies and any other policy regarding accommodation in the MFDA Policy and Procedure Manual, and are required to sign off on this policy.</p> <p>Human resources will inform employees of accessibility procedures and availability of accommodations.</p>	<p>x</p>		<p>x</p> <p>x</p>



		The MFDA is committed to providing updates to employees regarding accommodation information when a change is made. This will be done in a timely matter.			X
Accessible Formats and Communication Supports	Human Resources	Upon request, MFDA provides or arranges for the provision of accessible formats and/or communication supports to employees with disabilities for information needed to perform the employee's job and information generally available to employees in MFDA's workplace. MFDA consults with the requesting employee to determine suitability of the format or support.	X		X
Workplace Emergency Response Information	Office Services	The MFDA has an Assisted Persons plan for use in emergencies that is communicated to all new hires in orientation and on a yearly basis. An email is sent to remind staff that if they need to be on this list they should contact Human Resources or Office Services in confidence.	X		X
		If an employee has a disability requiring individualized emergency response information and MFDA is aware of the need for accommodation, the appropriate accommodation during a Workplace Emergency will be individualized for the employee. The information will be provided to a designated person in the workplace, if the employee requires assistance in the case of an emergency, and if the	X		X



		employee consents. Individualized emergency response information will be reviewed if the employee moves locations, if the employee's accommodation needs or plan is reviewed, and when MFDA reviews its general emergency response policies and practices.			
Documented Individual Accommodation Plans	Human Resources	The MFDA will implement a documented Individual Accommodation Plan (IAP) for employees receiving accommodation for a disability. MFDA has developed a process for developing individual accommodation plans, in accordance with the requirements as outlined by the IASR.	X		X
Return To Work Process	Human Resources	Human resources has developed a documented return to work process for employees who are absent from work due to a disability and require accommodations to return, in accordance with the IASR.  The MFDA will continue to use and develop IAPs and other related documents to support the return to work process and ensure that both managers and employees alike have access to these as required.	X		X
Performance Management	Human Resources	The MFDA will review and assess current performance management policies and forms and make updates where required to ensure they take into account employee accessibility needs and IAPs; these will be accessible to all staff.	X		X



<p>Career Development and Advancement</p>		<p>The MFDA will review and assess current performance management practices and make updates or adjustments where required to ensure they take into account employee accessibility needs and IAPs. Training will be provided on an ongoing basis for managers and Human Resources staff to ensure that internal opportunities for promotion or advancement take into account the accessibility needs of employees with disabilities and IAPs.</p>	<p>x</p>		<p>x</p>
<p>Redeployment</p>		<p>The MFDA will review and assess current redeployment practices and make updates or adjustments where required to ensure they take into account employee accessibility needs and IAPs. MFDA will take into account the accessibility needs of employees with disabilities when redeploying employees on an ongoing basis.</p>	<p>x</p>		<p>x</p>





<b><u>Design of Public Spaces Standard</u></b>					
Application of the Design of Public Spaces Standard	Office Services	The MFDA is committed to following the standard if/when the MFDA partakes in construction after 2017, when the standard becomes a requirement.		x	
		Office Services will consult the design team employed to update the office space and with Human Resources to ensure compliance.		x	
<b><u>Filing Accessibility Reports</u></b>					
Filing Reports	Human Resources	The MFDA will file accessibility reports every three years, following the report that was due on December 31, 2014, as required under the IASR.	x		x