

Multi-Year Accessibility Plan  
Accessibility Plan and Policies for Mennonite Central Committee Ontario

This accessibility plan outlines the policies and actions that will put in place to improve opportunities for people with disabilities. Updated January, 2021

**Statement of Commitment**

Mennonite Central Committee Ontario 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.

**Accessible Emergency Information**

Mennonite Central Committee Ontario 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.

**Training**

Mennonite Central Committee Ontario continues to provide training to employees 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 employees, volunteers and other staff members.

Mennonite Central Committee Ontario will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Human Rights and AODA online training for every new staff
- Regular refresher training of Customer Service Standards
- Parallel training for all volunteers as part of their onboarding

**Kiosks**

Mennonite Central Committee Ontario will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

Since we currently do not have a self-serve kiosk, we will make our Associate Executive Director and Director of Social Enterprise aware of this requirement so that should we invest in a self-serve kiosk, we will be AODA compliant.

## **Information and communications**

Mennonite Central Committee Ontario 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.

### **Action Taken**

Customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.

As a general principle where accessible formats and communication supports for persons with disabilities are requested:

- Provide or arrange for the provision of such accessible formats and communication supports.
- Consult with the person making the request to determine the suitability of the accessible format or communication support.
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons.
- Notify the public about the availability of accessible formats and communication supports

Mennonite Central Committee Ontario will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2022.

- Share requirements with website personnel in MCC Canada and work with them to ensure compliance.
- Outline roles and responsibilities in web content and development policies regarding content compliance for new intranet sites.
- Foster collaboration between internal departments to ensure communications and other public documents and media are readily available in alternate accessible formats.
- Conduct accessibility reviews of all web sites prior to launch.
- Expand corporate awareness of requirements for compliance with Information and Communication Standards of AODA.

## **Employment**

Mennonite Central Committee Ontario is committed to fair and accessible employment practices.

### **Action Taken:**

From the language in our job descriptions (internal and external) through each step of the hiring process, we ensure notification notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Include this statement in our job ads
- Include this statement in follow up emails with applicants as hiring process progresses.

*Mennonite Central Committee Ontario will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.*

- We will create a return to work policy and procedure to ensure any employee who is returning to work has a plan that accommodates their needs. We will have this policy in place by April 1, 2015.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes.

- We will include this commitment and tools to accommodate accessibility needs in our supervisor's manual and follow up with training.

Mennonite Central Committee Ontario will take the following steps to prevent and remove other accessibility barriers identified.

- AODA refresher training for thrift
- Compliance and barrier audit for thrift shops

### **Design of Public Spaces**

Mennonite Central Committee Ontario 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 will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information**

For more information on this accessibility plan, please contact Kim Knight, Human Resources Manager at:

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Accessible formats of this document are available free upon request from: Kim Knight