

Accessibility for People with Disabilities – Multi-Year Accessibility Plan

Statement of Commitment:

MCAN strives to provide its services in a manner that respects the dignity and independence of people with disabilities. MCAN is committed to complying with its legal obligations to give people with disabilities the same opportunity as others to access and benefit from its services. In compliance with our legal obligations, we will continue to identify and remove barriers in order to create accessible spaces and services that everyone can use.

Purpose:

In compliance with our obligations, the multi-year accessibility plan for MCAN outlines the policies and actions MCAN will look to implement to provide inclusive and accessible services to all its stakeholders.

The multi-year accessibility plan focuses on the steps MCAN will take to comply with the relevant accessibility laws. The related initiatives not only support compliance with the existing Accessibility Standard for Customer Services, but they will also help us enhance accessibility in other areas:

- Customer Service
- Information and Communication
- Employment Standards
- Training

Together these areas make up the Integrated Accessibility Standards Regulation (IASR) which establishes accessibility standards and introduces requirements for Information and Communications and Employment. This document, and the IASR, may be amended from time to time to be consistent, and in compliance, with applicable law, including accessibility laws.

IASR Requirements

Accessibility Standard	Date to be Implemented	Implementation Status
Training	<p>All training to be completed by January 1st, 2015</p> <p>All new employees will be trained on the IASR</p>	<p>All MCAN employees and contractors will receive training on accessibility standards as it relates to people with disabilities. Training will be available in an accessible format as requested and training records will be kept. Through ongoing education and awareness, MCAN will give staff the knowledge and skills they need to meet or exceed compliance requirements. This will include alternate formats, hosting accessible meetings and creating documents, processes and policies with accessibility in mind.</p>
Employment	<p>January 1st, 2016</p>	<p>In compliance with applicable law, MCAN will continue to develop and implement employment practices to encourage people with disabilities to participate fully in all aspects of the organization by:</p> <ul style="list-style-type: none"> • Notifying candidates about the availability of accommodations for applicants with disabilities by including a statement in all internal and external job postings; • Identifying and removing workplace barriers; • Inclusive employment practices for recruitment, retention and employee development; • Providing managers with accessibility training, tools and templates to support employee/workplace accommodations and address non-discrimination; • Notifying successful applicants of the Accessibility policies in place at MCAN. <p>Continuously reviewing standards and best practices related to accessible employment.</p>

Information & Communication	The Web Accessibility Strategy proposed for MCAN's public website will aim for WCAG 2.0 Level A by January 1 st , 2014 and Level AA by January 1st, 2021.	MCAN will continue to make its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. Our internet and intranet websites, technology solutions, communication materials, telephone communications and in-person interactions will be based on accessibility best practices. <i>Accessible Websites and Web Content.</i> By achieving compliance with WCAG 2.0, employees and customers will receive web information in accessible format. This will provide them with equal and appropriate access to the information they need.
Review	Next Review: January 2019	MCAN will review this Multi Year Accessibility Plan next in January 2019 and every 5 years thereafter.

Employee Accountabilities:

- Employees will be responsible for:
- Completing the required Accessibility for Ontarians with Disabilities Training relating to the Customer Service Standard and the Human Rights Code as it pertains to persons with disabilities.
 - Making every reasonable effort to remove barriers and provide services in accessible formats

Manager Responsibilities:

- Manager will be responsible for:
- Ensuring employees complete the required Accessibility training
 - Ensuring that the Integrated Accessibility Standards are implemented and followed

MCAN Accountabilities:

- MCAN will be responsible for:
- Communicating all Accessibility policies with employees and ensuring awareness of their accountabilities under applicable law, including the Accessibility for Ontarians with Disabilities Act
 - Reviewing the Multi Year Accessibility Plan at least once every 5 years to ensure that it meets all applicable legal requirements
 - Documenting progress in accessibility
 - Making all Integrated Accessibility Standards, and Customer Service Policies in relation thereto, available to employees and the public

Feedback:

MCAN welcomes feedback on the Multi-Year Accessibility Plan and currently has a formal feedback procedure in place and will ensure that this process will be available in an accessible format upon request. Feedback will be used to further improve MCAN Accessibility initiatives.

Appendix A:

**Actions Taken
to Date**

Customer Service Standard	Date Implemented	Implementation Status
Creation and implementation of the Accessibility for Customers with Disabilities (AODA) Policy	January 1 st , 2012	AODA policy is posted on internal and external websites.
Creation and implementation of the Emergency Response Plan for Employees with Disabilities	January 1 st , 2012	Individualized response plans created for employees with disabilities.
Implementation of a formal feedback process	January 1 st , 2012	Feedback forms are posted on MCAN's external and internal websites.
Implementation of a formal service disruption process	January 1 st , 2012	Notice of service disruption forms are made available to employees to post in the event of a service disruption.
Training of all employees on the Customer Service Standard	January 1 st , 2012	Training provided to all employees on AODA was provided in December 2012. New employees are required to complete training within 2 weeks of their hire date.
Procedures for providing accessible customer service for customers with disabilities requiring: <ul style="list-style-type: none">• A Support Person• A Support Animal• An Assistive Device	January 1 st , 2012	Procedures put in place to educate employees on handling situations with support persons, support animals and assistive devices.