



## **AODA Multi-Year Accessibility Plan**

MCIS is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements and actions that MCIS has put in place to improve opportunities for people with disabilities. Our current plan is a continuant of our previous efforts, including our compliance goals and strategic plan for the coming years (2018-2023).

### **Statement of Commitment**

MCIS 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.

MCIS is committed to continue maintaining, developing and implementing policies governing how it achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, MCIS will establish, maintain and document a multi-year accessibility plan, which will be reviewed and updated on an annual basis to monitor progress made in removing barriers and it will be published on MCIS website.

### **I. Accessibility Standards for Customer Service**

The Accessibility Standards for Customer Services, the first standard under The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of addressing service in all manner of public and private business relationships. Implementation was required to be completed by 2012 and MCIS met this requirement.

MCIS uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services;
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.

MCIS is committed to providing accessible customer services in various forms including, but not limited to the examples below:

- Assistive devices;
- Service Animals;
- Support Persons;
- Notice of temporary disruption to accessible services;
- Accessible customer service trainings for employees, volunteers and language professionals;



- Accessible feedback process to customers;
- Efforts to communicate MCIS' policies and documents with the public.

MCIS has been in compliance with the Accessible Customer Service Regulation under the AODA and the following measures have been implemented:

- The Accessible Customer Service Policy was posted in MCIS premise. The Accessible Customer Service Policy Review will take place within the organization annually;
- Information and documents related to accessible customer services are available upon requested;
- Notice will be provided on the website, over the phone, or in writing when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected;
- Training on AODA Customer Service has been provided and will be given to every person who participates in developing the policy, practices and procedures and this includes every person who deals with the public on behalf of MCIS, i.e. employees, agents, volunteers, management, consultants or suppliers. New employees and volunteers must complete training within 5 business days after being hired;
- Completion of training of all employees is tracked and recorded;
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way MCIS provides services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing. All feedback will be directed to HR Department;
- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken;
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to ensure MCIS' premises with his or her support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.

## **II. Integrated Accessibility Standards Regulation (IASR)**

### **A. Accessible Emergency Information**

MCIS is committed to providing customers and clients with publicly available emergency information, plans or public safety information in an accessible way upon request to the individuals as well as to the public.

MCIS has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary. If an employee who receives individualized workplace emergency response information requires assistance, this information will be provided to the designated employee providing the assistance.

MCIS has created a process for documenting issues of accessibility and providing accommodation for individualized accessible emergency response information. MCIS will continue to review the individualized workplace emergency response plans when necessary.



## **B. Training**

MCIS will provide training to employees, volunteers and other staff members 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 and needs of employees, volunteers and other staff members and every person who deals with the public on behalf of MCIS, including third parties i.e. employees, volunteers, language professionals.

MCIS has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Developed a process that ensures the mandatory training is delivered on the requirements of the IASR and Ontario Human Rights Code for current and new employees;
- Provided educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability;
- Ensured new employees and volunteers all complete training within 5 business days of employment.
- Maintains a database of the training participant's names and dates of completion.

## **III. Information and Communication Standards**

MCIS 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 and we will work on achieving the most effective and efficient access to information for all users.

MCIS has undertaken the following plans to ensure compliance with this standard:

- Ensured that essential company information is accessible to persons with disabilities;
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website;
- Training on the AODA Information and Communication Standards has been provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization;
- We provide accessible formats and communication supports upon request;
- Emergency procedures, plans or public safety information available upon request.

In accordance with the IASR, MCIS plans to review and convert existing emergency & public safety information into a format that that will allow it to be made available in accessible formats on request and in a timely manner.

MCIS will take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content;
- Consult with persons requesting alternative formats;
- Ensure that internet websites and web content conforms to WCAG 2.0 Level AA by January 1, 2021;
- Establish a plan/familiarize staff with sources and time-frames for formatting that is not feasible to do in-house. I.e. captioning, video-description and conversion to Braille or audio and any other formatting.

## **IV. Employment Standards:**



MCIS is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, MCIS will accommodate people with disabilities throughout the recruitment and onboarding process.

#### **A. Recruitment**

MCIS is committed to ensuring that our recruitment and selection processes are fair and accessible. All supervisors and other employees involved in recruitment of any type are required to complete the AODA Employment standard training module available online.

MCIS has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments;
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities;
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable during onboarding;
- Provide updated information on accommodations policies to employees when changes occur;
- Consult with employee to determine suitability of format or support.

#### **B. Documented Individual Accommodation Plans**

MCIS is committed to producing and providing documented individual accommodations that include the following:

- Participation of the employee requiring the individual accommodation plan;
- Requesting outside medical evaluation to determine if accommodation can be achieved and how;
- Ensuring a high level of privacy;
- Providing annual review of employee accessibility requirements and Individual Accessibility plan;
- Reviewing accessibility plans when an employee moves to a different location or changes role;
- Providing reason for denial if applicable;
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee;
- If required, including individualized workplace emergency response information.

#### **C. Return to Work**

MCIS is committed to developing and implementing a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

MCIS has developed and maintained a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps MCIS takes to facilitate the return to work process & uses the documented individual accommodation plans.

#### **D. Performance Management, Career Development & Redeployment**

MCIS is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.



MCIS will review and update the Human Resources Policies and Procedures to include policies that support addressing the accessibility needs of employees with disabilities, as well as taking into consideration individual accommodation plans when,

- Using performance management processes;
- Providing career development and advancement opportunities;
- Redeploying employees with disabilities.

For further details on Individual Accommodation Plans, Recruitment, Performance Management, Career Development & Redeployment, as well as the Return to Work process, employees can contact HR Department.

### **Contact Details**

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available free upon request.