



# Maple Ridge Community Management's Multi-Year Accessibility Plan

## **Statement of Commitment**

MRCM is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the related Integrated Accessibility Standards Regulations (IASR). MRCM is committed to treating all people in a way that allows them to maintain their dignity and independence. MRCM is committed to meeting the accessibility needs of persons with disabilities in a timely manner.

MRCM's Multi-Year Accessibility Plan will be reviewed and updated by MRCM at least once every five (5) years, and as required.

### **1. Establishment of Accessibility Policies**

MRCM will by January 1, 2014:

- a) Develop, implement and maintain a corporate policy governing how the organization will provide accessibility through customer Service.
- b) Train employees on providing accessible customer service.
- c) Make the corporate policy and the Multi-Year Accessibility Plan available to the public on MRCM's Website

### **2. Training**

MRCM will by January 1, 2015:

- a) Provide training on the requirements of the IASR to policy makers and on disability-related obligations under Ontario Human Rights legislation, to the following individuals: employees, volunteers, of MRCM. Training will also be provided to all people who are involved in the development of MRCM's policies; and
- b) Maintain records of the dates when training is completed and the individuals who completed the training.

## ***Information and Communications Standards***

### **1. Accessible Websites and Web Content**

MRCM will by January 1, 2014:

- a) Make MRCM's new internet websites and new content on such websites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

MRCM will by January 1, 2021:

- a) Make MRCM's internet websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

## **2. Feedback, Accessible Formats and Communication Supports**

MRCM will by January 1, 2015:

- a) Put a statement on its website about the availability of accessible formats and communication supports and, upon request, provide or arrange for the provision of accessible formats in a timely manner; and
- b) Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

### ***Employment Standards***

#### **1. Recruitment**

MRCM will by January 1, 2016:

- On its website and on MRCM job postings, state that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in an assessment or selection process that accommodations are available upon request during the recruitment process with respect to materials and processes during the recruitment cycle;
- If requested, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, that MRCM has policies for accommodating employees with disabilities.

#### **B. Informing Employees of Supports**

MRCM will by January 1, 2016:

- Inform employees and new hires of MRCM's policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and in consultation with the employee provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees.

### **C. Documented Individual Accommodation Plans / Return to Work Process**

MRCM will by January 1, 2016:

- Develop a written process for the development of individual accommodation plans; and
- Develop and document a return to work process for employees who have been absent due to a disability; the process shall outline the steps MRCM will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process.

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

MRCM will by January 1, 2016:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing MRCM's performance management procedures and processes, considering career development and advancement opportunities and redeployment of its employees with disabilities.