

Miles Nadal Jewish Community Centre  
MULTI-YEAR ACCESSIBILITY PLAN 2023 – 2027



### Introduction

The *Accessibility for Ontarians with Disabilities Act (AODA)* was passed by the Government of Ontario in 2005 to augment the *Ontarians with Disabilities Act (ODA)* that was adopted in 2001. The purpose of these Acts is to create dignity, independence, integration and equal opportunity for all individuals within Ontario, and to break down barriers for those with disabilities. The AODA outlines various ways for municipalities, businesses and organizations to achieve a barrier-free province. The *Integrated Accessibility Standards Regulation (IASR)* sets requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of members spaces.

The Multi-Year Accessibility Plan (‘Plan’) is a requirement under the AODA and the IASR. The Plan offers an organizational strategy to prevent and remove barriers and enact the requirements contained within the standards. It is also a requirement that the Plan be reviewed and updated at least once every five years.

### Definitions

**Accessibility:** Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. Ontario has laws to improve accessibility for people with disabilities, including the AODA, the Ontario Human Rights Code, and the Ontario Building Code.

**Barrier:** A barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation.

**Disability:** A disability is a physical or mental condition that limits a person's movements, senses, or activities. The AODA uses the same definition of disability as the Ontario Human Rights Code.

**IASR:** The AODA has five Standards which are included in the Integrated Accessibility Standards (IASR). These include the Customer Service Standard; Employment Standard; Information and Communication Standard; Design of Public Spaces Standard; the Transportation Standard; as well as some general requirements.

**Standard:** The Act operates by bringing accessibility standards into regulation. Accessibility standards are laws that individuals, governments, businesses, nonprofits, and public sector organizations must follow to become more accessible. The accessibility standards contain timelines for the implementation of required measures and help organizations identify, remove, and prevent barriers to improve accessibility for people with disabilities.

### **MNjcc's Commitment to Accessibility**

As a non-profit community centre and an employer, the MNjcc is committed to access and equity. This means treating people fairly and taking into account and accommodating different barriers and needs so that all groups and communities can have access to opportunities and resources.

We promote an inclusive, respectful and caring environment where community programs, services and facilities are available to everyone, including persons with disabilities. Our goal is to ensure accessibility for the community we serve and our MNjcc employees while meeting legislative requirements under the Accessibility for Ontarians with Disabilities Act, of 2005.

As a result, MNjcc is deeply committed to addressing and removing barriers for all Ontarians and will work towards accessibility, with a particular focus on the standards under the AODA and the Integrated Accessibility Standards Regulation (IASR). MNjcc will also address other standards that may be implemented. We also recognize that removing barriers and increasing support for Ontarians with disabilities is a much broader commitment than what is mandated by the AODA.

In addition to complying with all standards in effect under the AODA, MNjcc is actively removing barriers in its policies, programs, processes and services for employees with disabilities. Our accessibility advisor and staff feedback provide a broader perspective of accessibility needs, policies and services to be provided to persons with disabilities.

## Multi-Year Accessibility Plan Overview 2023-2027

Multi-Year Accessibility Plan for MNjcc is a living document that is designed to continually meet the requirements of the AODA and its standards regulation. This Plan was developed through extensive consultation with the Accessibility Advisory and members of the staff as the different experiences and backgrounds are valuable in creating a Plan that supports an inclusive community through growth and change.

A key aspect of this Plan will focus on monitoring and improving upon goals and strategies that are already in place and looking at how to provide better services to the community through new opportunities and members' feedback.

The Plan contains a section for each domain of the IASR. Each section of the Plan sets out a standard-specific goal and identifies strategies for achieving these goals. The implementation section of the Plan is slightly different than in previous plans as there is no 'year' deadline employed with the goal and strategies. The decision to remove deadlines was made to emphasize that the identified priorities are all important throughout the Plan and are intended to help promote continual improvement, while still acknowledging that compliance timelines of the IASR will be adhered to.

Opportunities to influence accessibility during the term of the Plan will be considered on an ongoing basis. The Plan will inform and work alongside other guiding documents and activities undertaken by the MNjcc and community partners. MNjcc will monitor and report on progress toward the Plan's action items annually and will conduct a review and update the plan accordingly. This Plan furthers the MNjcc's commitment to continue building a barrier-free community in which people of all abilities can enjoy the full extent of our centre.

### Accessibility Goals

MNjcc always strives to ensure that the organization's policies, practices, and procedures are consistent with the following accessibility goals:

- Ensure individuals with disabilities continue to have equitable access to information, employment, programs, and services at MNjcc in a manner that respects dignity and independence;
- Be responsive to feedback related to accessibility at MNjcc
- Foster practices and awareness of disability & inclusion in the sectors of wellness, education, recreation, and arts in Ontario, recognizing the diversity of identities within communities.

## MNjcc's Plan

The MNjcc's 2023-2027 Plan initiatives fall under the following broad categories:

- Supporting an Inclusive Workplace and Design of Space
- Employment Standards
- Information & Communications Practices
- Customer Service
- Connections to Community
- Beyond the AODA Goal

## Supporting an Inclusive Workplace and Design of Space

MNjcc will initiate the following to continue to foster an inclusive workplace:

- Annual training sessions for staff to increase awareness of issues related to ableism;
- Reminders to staff of the available accommodation process for employees, including how and when to request accommodations, and what to expect after submitting your request;
- Training for managers on engaging employees seeking accommodation with dignity and respect
- Understanding best practices for resource allocation and mapping out our review and goals to similar organizations in our respective sectors.
- Projected completion of the construction of an accessible ramp to enter the building.

## Employment Standards

MNjcc will initiate and continue to do the following to continue to support employment standards:

### Recruitment & Hiring

- On our MNjcc website and job postings, specify that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process and, upon request, about materials and processes to be used;
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of its policies for accommodating employees with disabilities.
- Inform employees and new hires (as soon as practicable) of MNjcc's policies to support employees with disabilities and keep employees up to date on changes to these policies.
- Upon request from an employee with a disability, and further consultation with the employee, provide suitable accessible formats and communication supports for

information needed by the employee to perform their job, and information that is generally available to employees.

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

- 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 MNjcc and the employee will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process.

### **Information & Communications Practices**

MNjcc will examine the following communications practices to ensure accessibility:

- Review the management of the MNjcc website, and processes to ensure uploaded content is AODA compliant;
- Provide clear and transparent instructions and information on available accommodation supports and services for individuals with disabilities.
- Clear and up-to-date information about facility disruptions that could affect accessibility, as well as projected timelines for facility accessibility upgrades.

### **Customer Service**

MNjcc will undergo the following initiatives to strengthen and build an inclusive experience for members and guests:

- Provide training on mental health to staff to build on their ability to provide an excellent customer service experience;
- Standardize the processes and create resources on how staff provide accommodations and support;
- Investigate processes to strengthen MNjcc's ability to provide information and final reports in non-written formats;
- Review job descriptions to ensure that staff have the necessary skills and competencies to provide an inclusive customer service experience.
- Provide training to ensure staff are knowledgeable about the Plan, and can direct customers for additional help and support, including where documents are posted.
- Review MNJCC processes for facilitating and coordinating events which engage the members to ensure that these events are accessible.

### **Connections to Community**

The MNjcc will review the following connections to the community:

- Explore partnerships with disability resources in the education, recreation, arts, health and wellness sectors to strengthen community capacity to combat ableism.

### Beyond the AODA Goal

The goal is to create an accessible and inclusive community that is responsive to the needs of and improves well-being and quality of life for persons with disabilities.

- Participate in opportunities to educate and raise awareness amongst the staff and members about accessibility and inclusion.
- Leverage grants, plans, programs, and services being implemented to maximize accessibility benefits.

### Conclusion

The MNjcc recognizes that accessibility is an iterative process that shifts and expands with ongoing participation and feedback from the members. As such, MNjcc welcomes people with disabilities to be part of the process as active participants over the next five years of this plan, and beyond.

MNjcc will communicate progress once a year to ensure that the members know how the organization has delivered on its commitments and any changes made to the plan. The plan and related annual updates will be available at the front desk. Our goal is to create and maintain an integrated plan built on feedback.

In supporting the broader community to become more inclusive and accessible, MNjcc will show leadership by messaging the importance of accessibility through communication avenues and by highlighting our commitment to accessibility through our actions and this plan.

### Contact Us

We welcome your feedback on MNjcc's accessibility plan, policies and customer service. To provide feedback, please submit your information via the Members Feedback Form or contact us directly.

For more information on this plan or to request an alternative format, please contact Human resources at [prachik@mnjcc.org](mailto:prachik@mnjcc.org).