

The Murray McKinnon Foundation Multi-Year Accessibility Plan
In compliance with Integrated Accessibility Standards Regulation AODA

Accessibility Requirement	Status/Comments	Compliance Date	Results
Customer Service Standard			
<p>Establishment of accessibility policies which includes:</p> <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities; • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; • Instructions on what to do if customer with a disability is having difficulty accessing your services; • Policies, procedures and practices surrounding the legislation. 	<p>Statement of Commitment and AODA policy approved by board and implemented December 2011</p> <p>Circulated to all staff and staff sign off completed by Dec. 31/11</p> <p>Policy Reviewed November 2013</p>	<p>January 2012</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>
<p>Training</p> <ul style="list-style-type: none"> • To be provided to all employees, volunteers & all others who, services or facilities on behalf of the organization; for persons who participate in developing the organization's policies. • Provide information to new employees. • Record of training maintained that includes dates of training completion for each employee. 	<p>Developed & Implement training strategy for all employees, volunteers and students</p> <p>All staff to be trained in Customer Service Standards regardless of position (AODA) also all staff to be trained in Understanding Human Rights training module</p> <p>Current training is available on line.</p> <p>Reviewed during orientation for new hires and volunteers. Record of completion tracked.</p>	<p>January 2012</p>	<p>Complete and ongoing</p> <p>Complete and ongoing for new hires</p>

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<p>Feedback Process</p> <ul style="list-style-type: none"> Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request Notification to the public about the availability of accessible formats and communication supports is required. 	<p>Customer Service Policy outlines Feedback process.</p> <p>Executive Director contact information updated December 2017</p>	January 2012	Complete and ongoing
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> In a timely manner that takes into account the person's accessibility needs; At a cost that is no more than the regular cost charged to other persons. The organization will consult with the person making the request to determine the suitability of an accessible format or communication support 	<p>Customer Service Policy outlines process to request</p> <p>Reviewed December 2015</p>	January 2012	Complete and ongoing as requested
<p>Accessibility Plan</p>	<p>The Murray McKinnon Foundation's Multi-year Accessibility Plan to be posted, monitored and regularly reviewed minimally every 5 years Reviewed and updated December 2015, 2017, 2020, 2023 (part of the Pandemic Policy)</p>	January 2014	Complete and ongoing
Information and Communication Standards			
<p>Training</p> <ul style="list-style-type: none"> Accessibility of Ontarians with Disabilities Act, 2005; Accessibility Standards for Customer Service, Ontario Regulation 429/07. Understanding Human Rights 	<p>Customer Service Policy identifies the training. Currently staff, volunteers and others including Board of Directors are trained using on-line format.</p> <p>Explore options to update training to include reference to on Human</p>	January 2012	Complete and ongoing

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	<p>Rights Code as it applies to disabilities and on the Integrated Accessibility Standards (effective 2016).</p> <p>HR Downloads training to be resourced. Human Rights training commenced July 2015; all staff and new hires trained</p> <p>Determine frequency of retraining on Accessibility Policies</p>	January 2016	Complete and ongoing
<i>Accessible Formats</i>	<p>Explore and have available alternative formats for documents, pamphlets, clinical and other forms that may be used in our work with clients & general public.</p> <p>Ensure that Administrative staff aware of the obligation to provide materials in alternative formats – determine frequency of need to retrain.</p> <p>Provisions made with current publication provider to provide alternate forms, brochures as requested</p> <p>Exit signs posted throughout all facilities as per Building Code.</p>	January 2016	Complete and ongoing
<i>Accessible Websites and web content</i>	Ensure any new significant content on the Murray McKinnon Foundation website complies with	November 2025	Widget added to make website accessible

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	the requirements; WCAG2.0 Level A		
All websites and web content	Work with web provider to ensure that all content on the Murray McKinnon Foundation website meets level A initially and increase to level AA of the WCAG2.0 Conduct assessment of current web functionality	March 2026	
Employment Standards			
Recruitment: <ul style="list-style-type: none"> Notification about available policies and accommodation for applicants with disabilities Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	Recruitment policy Nov. 3, 2105 revised to include notification of accommodations for applicants. Review and revision 2017 Incorporate a notice on job postings and on website that informs candidates that we are open to discuss individual accommodation needs for submission of an application or participation in an interview. Accommodations to be available through all aspects of the selection process as requested	January 2016	Complete and ongoing Complete and ongoing
Informing employees of supports <ul style="list-style-type: none"> Inform all employees of policies used to support employees with disabilities Provide new employees the information Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take 	Reasonable Accommodations Policy developed. Provisions made with current publication provider to provide alternate forms, brochures as requested	January 2016	Complete Ongoing as requested

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into account an employee's accessibility needs due to disability	Updated information presented at staff meetings in January 2016 Update Personnel Manual to include information and details on supports available.		
Accessible formats and communication supports for employees: <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace 	As required employees will be provided information in accessible formats. Process reviewed at Management Meetings and at Employee Relations Committee Policies, manuals, job descriptions to be provided by determining how the employee needs to receive the information	January 2016	Ongoing In Progress
Workplace emergency response information	Emergency Response Plan developed. Implemented. Emergency Response Plan replaced former Fire Evacuation Policy. The new policy/plan elaborated on requirements to develop individualized plans for employees with disabilities.	January 2012	Complete
Documented Individual Accommodation Plans	Processes for developing accommodation plans and includes: <ul style="list-style-type: none"> • Requirement to consult with employee • Developed based on individual needs • Process to consult outside expertise • Involvement of RTW committee as appropriate • Confidentiality • Undue hardship/ denial of requests 	January 2016	Complete

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	<ul style="list-style-type: none"> • To partner with agency Nurse Practitioner to establish functional abilities with employee and support in developing Accommodation Plan <p>Process reviewed at Management Meetings and at Employee Relations Committee</p>		Complete
<i>Return to Work Process</i>	Commitment & processes to support employees to return to work after being away as result of disability. "Return to Work" policy Policy updated; Form updated/revised 2017	January 2016	Complete
<i>Performance Management</i>	Consider the accessibility needs of employees with disabilities in performance management processes. Support supervisors to incorporate accessibility needs into performance management process.	January 2016	Ongoing
<i>Career Development and Advancement</i>	Employees will be provided with training & development opportunities that take into consideration their disability. Employees will be engaged to understand how best to provide the training & development opportunities	January 2016	Ongoing

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Redeployment	Murray McKinnon Foundation to review redeployment processes to ensure compliance with regulation requirements	January 2016	
Design of Public Spaces			
<ul style="list-style-type: none"> Make new or redeveloped public spaces accessible Maintain accessible elements of public spaces 	<p>Ensure that any new construction or redevelopment of the Murray McKinnon Foundation properties meets the accessibility requirements outlined in the Accessibility Standards for the Design of Public Spaces Where possible, incorporate requirements into maintenance contracts Provision of off street parking as required. Building Element: Service Counter/Reception Desk - 11 Ash Street, Oshawa only Waiting Area – don't have Fixed Queuing Guide – don't have Off-street Parking – 11 Ash Street, Oshawa only Trails/paths of travel – don't have Public outdoor eating areas – don't have Outdoor play spaces/playground – 11 Ash Street, Oshawa only (sports court)</p> <p>Murray McKinnon Foundation (MMF) will adhere to the following procedures for preventative and emergency maintenance of the</p>	<p>January 2017 Reception desk not updated since 2002 or earlier.</p> <p>Off Street Parking – lot hasn't been updated since before 2012. Only 6 spaces with no accessible spaces – not intended for public use.</p> <p>Outdoor play spaces – sport court renovated 2025 and is accessible but not open for public use</p>	Ongoing

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	<p>accessible elements (see list above) in its public spaces:</p> <ol style="list-style-type: none"> a. MMF staff will perform regular inspection, and monitoring of accessible elements of MMF public spaces; and b. MMF staff, upon identification of any issue impacting accessible elements in MMF's public spaces, will record any findings and report same to building maintenance as soon as reasonably possible for timely remediation and/or emergency maintenance, where necessary. <p>In addition, and as outlined in MMF's Service Disruption Policy, in the event of any temporary disruptions affecting the accessible elements in the MMF space, due to maintenance or otherwise, MMF will notify the public through the following procedure:</p> <p>1. Planned service disruption</p> <p>In the event of a planned service disruption, the following steps must be taken by the Maintenance Manager or Director/Manager/Supervisor in charge of the area:</p> <ul style="list-style-type: none"> • Inform the CEO of the situation • Notify MCCSS as per licensing agreement 		

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	<ul style="list-style-type: none"> • Arrange with the Webmaster (currently the E.A.) to post a notice on the website. • Post signage on-site at least two (2) days prior to the disruption. • Send an email or fax to all Agency locations affected. <p>2. Unplanned service disruption In the event of an unexpected temporary disruption in service, the following steps must be taken by the Maintenance Manager or Director/Manager/Supervisor in charge of the area:</p> <ul style="list-style-type: none"> • Inform the CEO of the situation • Notify MCCSS as per licensing agreement • Arrange with the Webmaster (currently the E.A.) to post a notice on the website. • Post signage on-site at least two (2) days prior to the disruption. • Send an email or fax to all Agency locations affected. 		
Accessibility Barriers identified by client, general public or employees			
	Murray McKinnon Foundation will review any barrier brought to our attention by an employee, client or member of the public and in consultation with the individual raising the concern will take steps to eliminate the barrier or reduce the impact it has on the individual.	Ongoing	Ongoing
			N/A

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<i>Transportation</i>	Not applicable to this agency		

For more information on this accessibility plan please contact Suzette Lewis, Chief Executive Officer (905) 723-4677,
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Accessible formats of this document are available upon request