



# Malvern Family Resource Centre

## Multi-Year Accessibility Plan

Pursuant to Integrated Accessibility Standards Regulation (IASR)

Subject	Year	Deliverables	Activities	Responsibility	Status		
					Completed	In Progress	Ongoing
Accessibility Policies Update	2013	Add to AODA policy that training will be provided to all those who participated in policy creation.	<ol style="list-style-type: none"> <li>Edit the original policy</li> <li>Approve edited policy and submit for Board approval.</li> <li>Approve proposed AODA policy</li> <li>Publish revised policy.</li> </ol>	<ol style="list-style-type: none"> <li>AODA Committee</li> <li>Executive Director</li> <li>Board of Directors</li> <li>AODA Committee</li> </ol>	X		
	2014	Multi year accessibility plan	<ul style="list-style-type: none"> <li>Prepare 5-year plan</li> <li>Proactively monitor law changes</li> </ul>	AODA Committee			X
Customer Service Standard	2012	All requirements under the Customer Service Standard	<ol style="list-style-type: none"> <li>Write AODA and Customer Service Standard policies.</li> <li>Staff input through general consultation. Approve edited policy and submit to Board.</li> <li>Approve proposed policies.</li> <li>Publish policies.</li> </ol>	<ol style="list-style-type: none"> <li>AODA Committee</li> <li>Executive Director</li> <li>Board of Directors</li> <li>AODA Committee</li> </ol>	X		
Employment Standard	2012	Workplace emergency response Information	<ol style="list-style-type: none"> <li>Notify employees about the availability of accommodations for disabilities in emergency.</li> <li>Document and update emergency procedures to accommodate special needs due to disabilities that are declared by employees.</li> <li>Incorporate communication of this process in hiring practices.</li> </ol>	<ol style="list-style-type: none"> <li>Executive Director</li> <li>AODA and Health &amp; Safety Committees</li> </ol>	X		
	2016	Information for employees	<ol style="list-style-type: none"> <li>Review current hiring standards against AODA requirements to identify gap(s).</li> <li>Revise hiring standards to bridge the gap(s).</li> <li>Approve the revised hiring standards and submit to Board.</li> <li>Implement new hiring standards.</li> </ol>	<ol style="list-style-type: none"> <li>AODA Committee</li> <li>Executive Director</li> <li>Board of Directors</li> <li>AODA Committee</li> </ol>	X		
		Processes to accommodate employees	<ol style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodations for job applicants who have disabilities.</li> <li>Document accommodations provided.</li> <li>Include statement of accommodation for people with disabilities in all Job postings.</li> </ol>	<ol style="list-style-type: none"> <li>Executive Director</li> <li>Hiring manager</li> <li>Hiring manager</li> </ol>			X

General Requirements	2015	Training	<ul style="list-style-type: none"> <li>• Develop e-tool module for training of volunteers, staff, board members etc.</li> <li>• Staff Development continued commitment to raising awareness of CSS training</li> <li>• Ensure training available to employees and volunteers in an accessible format.</li> </ul>	<ol style="list-style-type: none"> <li>1. AODA Committee</li> <li>2. Executive Director</li> <li>3. Board of Directors</li> </ol>	X		
Information and Communication Standard	2012	Emergency Information such as evacuation plan accessible to the public	<ul style="list-style-type: none"> <li>• Review current fire procedures and modify it to comply with procedures accommodating people with disabilities.</li> <li>• Each employee is required to complete an Emergency Evacuation Support form requesting assistance during an emergency evacuation.</li> <li>• Information is posted on TV screen.</li> </ul>	<ol style="list-style-type: none"> <li>1. Health &amp; Safety Committee</li> <li>2. Executive Director</li> <li>3. AODA Committee</li> </ol>	X		
	2014	Accessible websites and web content must conform with WCAG 2.0 s.14	<ul style="list-style-type: none"> <li>• Redesign web site to facilitate screen readers to browse our site.</li> <li>• Web site includes features assisting visually impaired readers.</li> </ul>	<ol style="list-style-type: none"> <li>1. IT Manager</li> <li>2. Executive Director</li> <li>3. Board of Directors</li> </ol>	X		
	2015	Accessible feedback processes (Section 11)	<ul style="list-style-type: none"> <li>• Developed a strategy to ensure this feedback process is aligned with obligation pursuant to IASR.</li> <li>• Create dedicated phone voice message and email address to collect feedback.</li> <li>• Document feedback response requirements.</li> </ul>	<ol style="list-style-type: none"> <li>1. AODA Committee</li> <li>2. All Managers</li> </ol>	X		
	2016	Accessible formats and communication supports (Section 12)	<ul style="list-style-type: none"> <li>• Include accessible formats and communication supports in AODA and Customer Service Standard policies</li> <li>• Train staff in implementation of the policies.</li> <li>• Monitor feedback</li> </ul>	<ol style="list-style-type: none"> <li>1. AODA Committee</li> <li>2. Executive Director</li> <li>3. Board of Directors</li> <li>4. All Staff</li> </ol>	X		
	2021	Accessible website and web content (Section 14)	<ul style="list-style-type: none"> <li>• Review web site against the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA s.14.</li> <li>• If modifications are required, commission a capable web designer to make the changes to meet with requirements.</li> </ul>	<ol style="list-style-type: none"> <li>1. IT Manager</li> <li>2. Executive Director</li> <li>3. Board of Directors</li> </ol>			X
Public Space accessible elements	2017	Accessible elements are in good working order.	<ul style="list-style-type: none"> <li>• Inspect accessible elements in public space daily.</li> <li>• Perform regular preventative and emergency maintenance.</li> <li>• Post signs in the immediate area.</li> </ul>	<ol style="list-style-type: none"> <li>1. Facilities Coordinator</li> <li>2. Executive Director</li> <li>3. Board of Directors</li> </ol>			X