

## **Miles Nadal Jewish Community Centre Accessibility Policies and Plan, 2014-2019**

This 2014-2019 accessibility plan outlines the policies and actions that the Miles Nadal Jewish Community Centre will put in place to improve access for people with disabilities and to identify, prevent and remove barriers.

### **Accessibility Statement of Commitment**

Diversity and social inclusion are at the heart of what we do at the Miles Nadal JCC. We regard the diversity of our community as a source of strength and richness.

We are committed to identifying, preventing and removing barriers – in our facilities, programs and services – as we work towards becoming a barrier-free JCC.

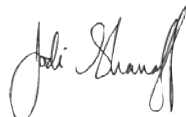
We will ensure that diverse individuals and communities share in program development, have opportunity to give feedback, are involved in decision making processes and have fair access to information and services.

We are committed to providing an accessible employment environment.

We are committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA), and aim to ensure that dignity, integration and equality of opportunity are embedded in all aspects of JCC culture.



Ellen T. Cole  
Executive Director



Jodi Shanoff  
President

### **Accessible Emergency Contact Information**

The Miles Nadal JCC is committed to providing customers and guests with publicly available emergency information in an accessible format upon request. We also provide employees with disabilities with individualized emergency response information and plans when necessary.



## Training

The Miles Nadal JCC will provide specific training to employees, volunteers, and board members on Ontario's AODA and accessibility laws, any changes in practices with respect to accessibility, and on the Ontario Human Rights Code as it relates to people with disabilities.

The Miles Nadal JCC has taken and will continue to take the following steps to ensure employees, volunteers, and board members are provided with the training needed and in a way that best suits their duties to meet Ontario's accessible laws by January 1, 2015 which includes but is not limited to:

- Continue to provide AODA Customer Service Training for new employees and annual refresher training for all employees or when there are changes in procedure or legislation.
- Provide training on the Ontario Human Rights Code for new employees and annual refresher training for all employees or when there are changes in procedure or legislation.
- Provide general training on the IASR and specific IASR training related to job duties for all employees and annual refresher training for all employees or when there are changes in procedure or legislation.
- Maintain records of training that has been completed.
- The MNjcc will ensure that contractors we employ provide their employees with training on Ontario's AODA, IASR and the Human Rights Code.
- The MNjcc will include AODA and IASR policy information in the Staff Manual.
- Awareness sessions will be organized to train senior staff and supervisors to educate increase awareness about interacting with people with disabilities.

## Customer Service and Service Disruptions

We have developed the following Customer Service Policy:

[See Appendix A](#)

## Information and Communications

The MNjcc 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.

We have developed the following Information and Communications:

[See Appendix B](#)

## Employment

The MNjcc is committed to fair and accessible employment practices.

We have developed the following Employment Policy:

[See Appendix C](#)

## Built Environment and the Design of Public Spaces

The MNjcc will meet the Accessibility Standards when building or making major modifications to public spaces (Outdoor play spaces, like playgrounds; Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps; Service related elements like service counters, fixed queuing lines and waiting areas).

The MNjcc will engage in a facilities accessibility audit to identify needs and gaps and will create protocols for incorporating accessibility considerations into design of new spaces and renovations. We will improve accessibility to our washrooms and pool, and will improve access and egress in collaboration with WheelTrans.

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## IASR GENERAL REQUIREMENTS

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	Create policies and procedures for each standard	January 1, 2014	The Miles Nadal JCC has reviewed and assessed our accessibility policies and has developed Customer Service (including Service Disruptions and Feedback Mechanisms); Emergency Response; Employment; Information and Communications; and Built Environment policies which outline the Miles Nadal JCC commitment to working towards being compliant with the IASR standards and improved accessibility and accommodation as outlined in the AODA. The Miles Nadal JCC has developed a Statement of Commitment to Accessibility, endorsed by the Board of Directors. The Miles Nadal JCC will continue to assess current accessibility policies and identify regulatory gaps, and update policies on an ongoing basis.	Complete
	Create Multi-Year Accessibility Plans	January 1, 2014	The Miles Nadal JCC has developed a multi-year plan to identify, remove, and prevent barriers to accessibility. This plan details strategy in meeting AODA and IASR requirements. This plan will be posted on the Miles Nadal JCC Website, and will be available in alternate formats on request.	Complete
	Consider accessibility features when designing, procuring or acquiring kiosks	January 1, 2014	The Miles Nadal JCC has no plans at this time to design, procure or acquire self service kiosks. If self service kiosks are ever considered, a policy will be developed to consider accessibility features when designing, procuring or acquiring kiosks in keeping with the IASR requirements.	Does not apply at this time



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AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility	January 1, 2015	<p>The Miles Nadal JCC will provide specific training to employees, volunteers, and Board Members on Ontario's AODA and accessibility laws, any changes in practices with respect to accessibility, and on the Ontario Human Rights Code as it relates to people with disabilities.</p> <p>The Miles Nadal JCC has taken and will continue to take the following steps to ensure employees, volunteers, and board members are provided with the training needed and in a way that best suits their duties to meet Ontario's accessible laws by January 1, 2015 which includes but is not limited to:</p> <p>Continue to provide AODA Customer Service Training for new employees and annual refresher training for all employees or when there are changes in procedure or legislation</p> <p>Provide training on the Ontario Human Rights Code for new employees and annual refresher training for all employees or when there are changes in procedure or legislation</p> <p>Provide general training on the IASR and specific IASR training related to job duties for all employees and annual refresher training for all employees or when there are changes in procedure or legislation</p> <p>Maintain records of training that has been completed</p> <p>The Miles Nadal JCC will ensure that contractors we employ provide their employees with training on Ontario's AODA, IASR and the Human Rights Code.</p> <p>The Miles Nadal JCC will include AODA and IASR policy information in the employee handbook</p> <p>Awareness sessions will be organized to train senior staff and supervisors to educate and increase awareness about interacting with people with disabilities.</p>	Complete and ongoing
	Complete government accessibility report	December 31, 2014	The Miles Nadal JCC will complete the government accessibility report.	December 18, 2014



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AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	Update Multi-Year Accessibility Plan	January 1, 2019	The Miles Nadal JCC will review and update the Multi-Year Accessibility plan with input from the community advisory group on accessibility and inclusion; the staff accessibility and inclusion committee; the staff AODA Employment Working Group; the staff AODA Information and Technology Working Group; and the staff AODA Built Environment and Procurement Working Group. The plan will be updated in accordance with new legislative requirements, and new policies and procedures.	Ongoing
	Complete government accessibility report	December 31, 2017	The Miles Nadal JCC will complete the government accessibility report.	December 31, 2017



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## INFORMATION & COMMUNICATIONS

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	When asked, make your emergency and public safety information accessible to the public	January 1, 2012	The Miles Nadal JCC is committed to providing customers and guests with publicly available emergency information in an accessible format upon request.	Complete and ongoing
	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	January 1, 2014	The Miles Nadal JCC has engaged in a website audit process. We will engage with web stakeholders throughout the organization to ensure all new websites built after January 1, 2014, and content on any new sites conforms with WCAG 2.0 Level A. Staff engaged in developing websites and content will be trained on the requirements.	Complete and ongoing
	Make your feedback processes, like surveys or comment cards, accessible when asked	January 1, 2015	<p>The Miles Nadal JCC will continue to accept feedback through a variety of mediums including email, written letters, phone, and in person.</p> <p>The Miles Nadal JCC will:</p> <p>Continue to review and update procedures to reflect the variety of ways Miles Nadal JCC is able to accept feedback Provide customers with information in a format that takes their accessibility needs into consideration on request.</p>	Complete and ongoing
	Make information about your organization's goods, services and facilities accessible upon request	January 1, 2016	The Miles Nadal JCC will develop a process for responding to requests for alternative formats and supports. The Miles Nadal JCC will endeavor to use a structured electronic format to allow for easier conversion to alternative formats in all documents. The AODA Information and Technology Working Group will audit Miles Nadal JCC materials and determine a master list of resources and communications that will need to be reformatted for accessibility, and will develop standard barrier-free templates.	By January 1, 2016

	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	January 1, 2021	The Miles Nadal JCC has engaged in a website audit process. We will engage with web stakeholders throughout the organization to ensure all new websites and content conforms with WCAG 2.0 Level AA. Staff engaged in developing websites and content will be trained on the requirements. All videos developed by Miles Nadal JCC will include captioning.	By January 1, 2021
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# Accessibility Plan for the Miles Nadal Jewish Community Centre, 2014-2019

## EMPLOYMENT

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	January 1, 2012	The Miles Nadal JCC has reviewed the emergency response process and developed a process to work with employees to determine which employees need help. The Miles Nadal JCC has prepared and provided information to these employees (in an accessible format if required). The Miles Nadal JCC process involves regular follow up to take into account changing needs in individualized emergency response information and plans when necessary.	Complete and ongoing
	Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	January 1, 2016	As per the Miles Nadal JCC Accessible Employment Policy all job postings will notify applicants that if requested they will be provided with reasonable and appropriate accommodation during the recruitment process.	By January 1, 2016
	Notify new hires and staff of policies for accommodating employees with disabilities	January 1, 2016	All offer letters will be updated with a statement about the Miles Nadal JCC's commitment to accommodating individuals with disabilities. All staff will be made aware of the Miles Nadal JCC Accessible Employment Policy. All new employees are will be required to read and sign the Miles Nadal Accessibility and IASR policies on their first day and during their mid year performance review. All new staff will receive information about accessibility during their orientation process. This information with also be included in the Employee Handbook. All Supervisors will receive IASR Employment Standard training.	By January 1, 2016



Have in place a written process to develop individual accommodation plans for employees with a disability	January 1, 2016	The AODA Employment Working Group will review existing employee accommodation procedures and develop a written process for individual accommodation plans for employees with a disability. Accommodating planning will be embedded as part of all employee onboarding processes. The Working Group will develop a communication plan for revised and new policies and procedures.	By January 1, 2016
Have a written return to work process in place for employees who have been absent due to a disability	January 1, 2016	The AODA Employment Working Group will develop an Accommodation and Return to Work Policy which outlines the requirements and develop resource material and training for supervisors.	By January 1, 2016
If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	January 1, 2016	The AODA Employment Working Group will research best practices for accessible and inclusive career development, performance management, and redeployment programs for employees with disabilities. The AODA Employment Working Group will develop standards and guidelines on barrier free performance management based on best practices.	By January 1, 2016



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## DESIGN OF PUBLIC SPACES

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	Make new or redeveloped spaces accessible	January 1, 2017	The AODA Built Environment and Procurement Working Group will engage in a facilities accessibility audit to identify needs and gaps and will create protocols for incorporating accessibility considerations into the design of new spaces and renovations.	By January 1, 2017
	Maintain accessible elements of public spaces	January 1, 2017	We will improve accessibility to our washrooms and pool, and will improve access and egress in collaboration with WheelTrans.	By January 1, 2017

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## ACCESSIBILITY STRATEGY

AODA Standard	IASR requirement	Due Date	Steps to take	Completion Status
	Establish Staff Committee on Accessibility and Inclusion			Complete
	Establish Community Advisory Committee on Accessibility and Inclusion			Ongoing
	Convene Working Groups on Employment, Information & Communications, Built Environment and Procurement, Customer Service			Ongoing

## Appendix B: Information and Communications Policy

[Click here for the Information and Communications Policy](#)

The MNjcc will take the following steps to make all new Websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014 and by January 1, 2021, all internet websites conform with WCAG 2.0 Level AA:

The MNjcc will develop a web strategy to strengthen accessibility and use of our websites by people with disabilities. All standards will be met. As of January 1, 2014, any new website and new web content will conform with WCAG 2.0 Level A. By January 2021, all MNjcc internet and intranet sites will conform with WCAG 2.0 Level AA. Additionally, the MNjcc is committed to advancing a web strategy to build accessibility into our existing sites and content materials, wherever practicable.

The MNjcc will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request:

Continue to accept feedback through a variety of mediums including email, written letters, phone, and in person.

Continue to review and update procedures to reflect the variety of ways the MNjcc is able to accept feedback.

Provide customers with information in a format that takes their accessibility needs into consideration.

Develop a process for responding to requests for alternative formats and supports.

The MNjcc will endeavor to use a structured electronic format to allow for easier conversion to alternative formats in all documents. Videos developed by the MNjcc will include captioning.