

# Accessibility for Ontarians with Disabilities Act (AODA)

## MSF Canada Multi-year plan (2021 – 2023)

Last version: March 2021

### Introduction

MSF Canada Toronto (MSF Canada) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and resolve to meeting the needs of people living with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The summary below shows past achievements as well as future ambitions regarding how MSF Doctors Without Borders Canada has contributed and will continue to contribute to making Ontario accessible to all Ontarians. MSF Canada's commitment to providing an accessible workplace is ongoing and we further commit to reviewing this Multi-year plan on a yearly basis as a part of our Annual Planning Process.

### Customer Service

MSF Canada in Toronto (MSF Canada) is committed to providing persons with disabilities equal opportunities and standards of goods and services in accordance with the Accessibility for Ontarians with Disabilities Act 2005. These goods and services are provided in a manner that respects dignity, independence, integration, and equal opportunity.

#### Past Achievements:

- Implemented online, trackable AODA training for all new and current employees, volunteers, and MSF Canada Board Members
- Created a Policy that reflects the values of MSF Canada with regard to servicing Ontarians with Disabilities
- Reception Area is Wheelchair Accessible and Accessible Washroom was included in the design of the new building
- Accommodation of service animals in our office space
- Invited feedback from individuals through the msf.ca website and Accessibility Page (<https://www.doctorswithoutborders.ca/node/3964>)

#### Actions Moving Forward:

- Train 100% of all staff/volunteers/Board members within 3 months of start date
- Include Accessibility in Equity, Diversity and Inclusion vision and roadmap, Strategic Plans and Annual Plans
- Increase awareness among employees regarding the IASR (Integrated Accessibility Standards Regulations) through ad-hoc and ongoing Lunch and Learns
- Create external complaints policy and procedure about our activities, programs, services, staff, or volunteers

## **Information and Communications**

MSF Canada is committed to meeting the communication needs of people living with disabilities. As required, information and communication materials are provided in accessible formats and/or with appropriate communication supports. We remain committed to consulting with persons living with disabilities to determine and meet their information and communication needs.

### Past Achievements:

- Website upgraded mid-2017 to WAG 2.0 Level AA to provide alternative formats and communication supports to job applicants and MSF employees
- Include accessibility page on the msf.ca website, which includes the accessibility statement, provides contact information, this plan, and a feedback form
- Offer additional information resources for the public regarding AODA and community services to support individuals with accessibility barriers
- Make accessible formats and communication supports available upon request
- Emergency Procedure + Plan is updated and in place, with periodic reminders for individuals with needs to submit request for individualized emergency plan

### Actions Moving Forward:

- Increase frequency of periodic reminders to employees for individualized emergency plan requests; to be included in onboarding email and reminded to all-staff yearly.
- Enhance/expand the feedback process by posting the external complaints policy and procedure about our activities, programs, services, staff, or volunteers on our website
- Emergency Procedure + Plan is updated and in place, including individual emergency plans for remote employees, with annual reminders for individuals with needs to submit request for individualized emergency plan.
- Conduct manual testing of our website using different assistive technologies to help optimize accessibility for all users.
- Creation of dedicated AODA page in SharePoint for sharing information (how/where to find accessible formats, accommodation process, etc.)

## **Employment**

MSF Canada's recruitment practices support our commitment to preventing and removing barriers for persons with disabilities. All applicants are invited to communicate their needs and accommodation is provided as appropriate, to ensure equal opportunity for all. Accommodation plans are created and implemented based on individual needs.

### Past Achievements:

- HR Policy Manual includes an Accommodation based on Disability Policy aimed at respecting individuals with disabilities. This policy provides employees information they need to address their accommodation requests – whether based on employment, physical environment, or information and communication. (example: Ergonomic Assessments and subsequent modifications to workstation.)
- Updated the Accessibility and Accommodation process to create user-friendly tools to help employees navigate the accommodation and return to work process
- Accommodation Process includes Return to Work plan to ensure that individual needs continue to be addressed, including engaging external consultant to support the return-to-work process for employees who have been on sick leave due to a physical or mental disability
- Adapted the HR Officer job in order to dedicate resources to managing individualized accommodation plans, and provisioned a new budget line for accommodation requests

- Availability of accommodation/accessibility process highlighted in job postings, during the recruitment process, in our onboarding processes and beyond. This includes accessibility statement on MSF Canada job board with contact information for the HR Officer, adaptation of employee onboarding to include accommodation process, lunch and learns about the accommodation process for current staff.
- Ongoing investments made to create awareness and educate employees about disabilities in the workplace. Examples of ongoing initiatives: Mental Health Week (hosted in May by our Psychosocial Care Unit), Respect in the workplace training, Anti-Oppression and Meaningful Inclusion e-module, deep-diversity training.

### Actions Moving Forward:

Diversity and Inclusion is highlighted as a priority for MSF Canada; with the support of EDI Strategic Advisor and EDI committee, policies, practices concerning recruitment, advancement and retention being reviewed with the intention to make MSF Canada an inclusive workplace and taking into account barriers experienced by persons living with disabilities.

- Talent and Performance Management will eliminate barriers to success and consider individual needs for success.
- Include a recurring statement about Accommodation Policy and AODA to include in the Monthly newsletter.
- Research outreach/job boards that serve people with barriers to employment
- All related employee trainings (AODA, EDI, Respect in the Workplace, etc.) across the organization to be tracked. 'Respect in the Workplace' training to be required annually, Mental Health First Aid training for all employees, Mental Health training for managers.
- Enhanced onboarding process with expanded focus on EDI, Accessibility, etc. (Welcome Days)

### **Physical Environment and Procurement**

MSF Canada's commitment to accessibility includes the physical environment in our offices. Accessibility needs are considered when configuring office space, designing individual workstations and procuring new equipment and systems.

### Past Achievements:

- Upgraded standard office stations to adjustable desks and chairs for all employees
- Accessible washroom facilities added to Toronto office space in 2017, to confirm the same for Montreal
- Wellness room in place for employees who need to rest during the workday
- New communication software to enable full AODA compliance

### Actions Moving Forward:

- Consider AODA requirements in future procurement of Office equipment and IT systems and configuration of office space and individual workstations.

### **Other**

MSF Canada will ensure that it continues to meet or exceed Accessibility standards through careful tracking of related organizational activities.

### Actions Moving Forward:

- Create and maintain an internal tracking sheet, demonstrating accommodations requested, actions taken, outcomes and compliance with stated objectives. Use for reporting purposes toward the MT + Board HR Committee, on a yearly basis, and to enhance ongoing accessibility initiatives.

## ***Contact Information***

For more information about accessibility at MSF Canada or to request communication in an accessible format, please contact the MSF Canada Human Resources Officer.

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