

# Accessibility for Ontarians with Disabilities Act (AODA) MSF Canada Multi-year Plan (2024-2026)

## Introduction

MSF Canada Toronto (MSF Canada) is committed to treating all people in ways that enable them to maintain their dignity and independence. We believe in integration and equal opportunity, resolving to meet the needs of people living with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting the requirements of the Accessibility for Ontarians with Disabilities Act 2005.

Our previous multi-year plans, spanning the years from 2017 to 2023, documented our progress in step with provincial AODA accessibility implementation requirements and timelines.

### *Past accessibility achievements include:*

- Mandatory AODA training for employees, volunteers, and Board members (ongoing)
- Implementation of Accessibility and Accommodation policies (updates ongoing)
- Accessible (WAG 2.0 Level AAA) website
- Public Accessibility information page on our website for MSF Canada job applicants, donors, and the public
- Dedicated email address for requesting communications in accessible formats
- Availability of accessible formats and communication supports
- Accessible office premises, including accessible washroom facilities
- Adjustable workstations for all employees
- Individualized emergency plans for employees with disabilities
- Increased font size for MSF Canada 'Dispatches' publication
- Accessibility requirements for digital communications included in MSF Canada brand guidelines
- Closed captioning and transcription features for MSF Canada webinars
- Prioritization of accessible spaces for public events and engagements (ongoing)
- Inclusive recruitment and selection process (accessible applicant page, virtual interviews with live chat/transcription capabilities, accommodation of individual needs)
- Ongoing employee education (Respect in the Workplace training, Mental Health First Aid training, Anti-Oppression and Meaningful inclusion e-module, Deep-diversity training)

Our commitment to providing an accessible workplace and helping to make Ontario accessible for all Ontarians is ongoing. Through this multi-year plan, we will build on our past accessibility milestones as we continue to meet AODA accessibility requirements and actively seek to exceed them.

*Following are MSF Canada's planned activities in the prescribed areas over the next three years.*

## Customer Service

We will continue our efforts to improve the experience of persons living with disabilities who engage with MSF Canada, and to provide our goods and services in a manner that respects dignity, independence, integration, and equal opportunity for all.

***Actions moving forward:***

- Increase awareness and learning among MSF Canada employees regarding the Integrated Accessibility Standards Regulations through staff information and learning sessions
- Review and improve our external feedback process including formal complaint policy and procedure
- Review, update and republish our Accessibility policy

**Information and Communications**

MSF Canada remains committed to meeting the information and communication needs of people living with disabilities. We will continue to adopt best practices and to consult with persons living with disabilities in order to improve the accessibility of our information and communication channels whenever possible.

***Actions moving forward:***

- Apply 'design for accessibility' approach to digital communications delivery
- Add accessibility features on digital platforms (audio + video)
- Add accessibility features on social media (image descriptors)
- Increase font size on email templates for mobile phone users

**Employment**

MSF Canada is committed to diversity and inclusion, and a fully accessible workplace for all. Our accessibility and accommodation policies are highlighted during employee recruitment and onboarding, and throughout the employee life cycle, to ensure that prospective and current employees are aware of their right to equal opportunity and accommodation. Our policies are reviewed periodically and updated to ensure that they continue to meet our employees' needs.

***Actions moving forward:***

- Add AODA information page to MSF Canada intranet
- Include recurring statement about Accessibility and Accommodation policies in quarterly Health and Safety newsletter
- Increase outreach to recruitment sources serving people with barriers to employment
- Review and update return to work process for employees on sick leave due to physical or mental disability

**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.

***Actions moving forward:***

- Install automatic door in reception area
- Provide office 'low sensory zone' (low light, noise reduction, etc.) for employees with environmental sensitivity

**Other**

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

***Actions moving forward:***

- Enhance ongoing accessibility response through tracking of AODA based requests, complaints, actions taken, outcomes, and compliance with stated objective
- Additional employee training to build cultural awareness around disabilities

***Contact Information***

For more information about accessibility at MSF Canada or to request communication in an accessible format, please contact the MSF Canada ***HR Advisor – Responsible Behaviour*** by phone: 416-964-0619 or by email: [susan.marseilles@toronto.msf.org](mailto:susan.marseilles@toronto.msf.org).

We value your opinion and invite you to share it with us via this form. Your feedback will help us to improve our accessibility for all who interact with MSF Canada.