

OPERATIONS | Policy: Accessibility

Mennonite Church Eastern Canada is committed to ensuring equal access and participation for people with disabilities. In response to this commitment and to the [Accessibility for Ontarians with Disabilities Act](#) (AODA) this policy has been developed.

As an organization with [fewer than 20 employees](#) MCEC's responsibilities under the AODA include the following:

- Creating policy to achieve our accessibility goals
- Training for employees and volunteers on:
 - The Ontario Human Rights Code
 - Accessible customer service
- Providing accessible customer service to people with disabilities
- Providing accessible information to the public and to employees upon request
- Implementing accessible employment practices that accommodate employees with disabilities throughout their employment

On an annual basis, this policy will be reviewed and updated in July.

Procedure

1. Training

MCEC is committed to training all employees and volunteers in accessible customer service and the aspects of the Ontario Human Rights Code that relate to persons with disabilities.

- a) All employees shall complete the following training requirements within two weeks of their starting dates:
 - i. [Certificate Version | OHRC and the AODA](#)
 - ii. [Accessibility Standard for Customer Service](#)
 - iii. MCEC Accessibility Policy training (see **OPS-02.1**)
- b) All new Executive Council members, committee and commission members (volunteers) shall complete the following training requirements as part of their onboarding each spring:
 - i. [Certificate Version | OHRC and the AODA](#)
 - ii. [Accessibility Standard for Customer Service](#)

- iii. MCEC Accessibility Policy training (see **OPS-02.1**)
- c) All employees and Executive Council, committee and commission members (volunteers) will participate in an overview of the MCEC Accessibility Policy every three years.
- d) All training records will be maintained and stored as follows:
 - i. Employee accessibility training records will be stored on the Staff SharePoint site
 - ii. Employee accessibility training certificates will be stored in personnel files (currently FolksHR)
 - iii. Volunteer accessibility training certificates and records will be stored on the Governance SharePoint site

2. Customer Service Policy

MCEC is committed to excellence in serving and providing services to all persons including those with disabilities.

- a) **Communication:** We will communicate with people with disabilities in ways that consider their disabilities and needs so that they can better use our services.
- b) **Accessible Information:** We will let the public and our employees know that we will make written and other forms of communication accessible, upon request. We will work with each person to determine what best fits their needs.
- c) **Assistive Devices:** We will ensure that our staff is trained and familiar with various assistive devices that persons with disabilities may use to access our services.
- d) **Service Animals:** We welcome people with disabilities and a variety of service animals. Service animals are allowed on the parts of our premises that are open to the public. We are also committed to ensuring that all staff and third-party providers that require the use of support animals have full access to our facility, except where laws may prohibit animals.
- e) **Support Persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises to assist them with communication, mobility, personal care or any other medical need.
- f) **Service Disruptions:** In the event of a planned or unexpected disruption to service or facilities for customers with disabilities, MCEC will:
 - i. Notify which specific services have been impacted
 - ii. What reason has caused the disruption
 - iii. What period of time will the services be affected

- iv. How will we accommodate people with disabilities during the disruption
 - v. This notice will be clearly posted at our facilities and, where possible, added to our website
- g) **Training Commitment:** All MCEC staff and Executive Council members receive training under our Accessibility Policy. (see **OPS-02.1**)
- h) **Feedback Process:**
All persons who wish to provide feedback to MCEC about our customer service, can contact us directly:
- i. In person at 201 - 50 Kent Ave, Kitchener
 - ii. By telephone at 226-476-2500, toll free 1-855-476-2500
 - iii. By email, via the General Inquiries email address mcec@mcec.ca.

MCEC will provide a response within three business days.

3. Employment Practices

MCEC is committed to the principles of independence, dignity, integration and equality of opportunity for people with disability in all aspects of the employment cycle.

- a) **Recruitment Process:** MCEC will make accommodations for candidates during the recruitment and hiring process upon request and this is communicated on all job postings.
- b) **Individual Accommodation and Emergency Response Plans:** MCEC has a written process for developing individual accommodation plans as well as for individual emergency response planning. This is provided during the orientation of all new hires.
- c) **Considering the Needs for Employees with Disabilities:** MCEC is committed to continuing to develop processes that support employees with disabilities.

Policy: Accessibility

Policy Approval: Executive Minister

Policy Review & Revision: Executive Minister and Operations & Finance Director

Policy Administration: Operations & Finance Director

All MCEC Policies are filed on the MCEC Policies SharePoint site.