



AHMADIYYA
MUSLIM JAMA'AT

Canada

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

*Muslims who believe in the Messiah, Mirza Ghulam Ahmad^{as}
and promote "Love for all, Hatred for none"*

Accessibility Plan

2023 - 2028

Effective December 1, 2023

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Issue and Approval Record

| Rev. | Date Issued | Issued by | Changes Made | Reviewed By | Approved |
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AODA Statement of Commitment

Ahmadiyya Muslim Jama'at Canada (AMJC) recognizes the importance of accessibility and acknowledges the requirement of the Accessibility for Ontarians with Disabilities (AODA).

AMJC recognizes that defining disability is a complex, evolving matter and the term "disability" covers a broad range and degree of conditions, visible or invisible.

For AMJC members and guests of the Jama'at who are disabled, this includes providing service in ways that:

- allows members and guests to maintain their independence and dignity;
- provides members and guests with disabilities with the same access to services as others.

In keeping with this commitment, AMJC will carry out the functions and responsibilities according to the AODA Customer Service Standard. On request, the policy will be available to anyone with reasonable notice, in an accessible format.

Communication

- We will communicate in ways that take accessibility into account.
- Our members will be trained on how to interact and communicate with people with various types of disabilities.
- The development of our website has been built based on AODA requirements.

Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from any of our services.

Use of Service Animals and Support Persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal
- members will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- At no time will a person with a disability who is accompanied by a support person be prevented from having access to that support person while visiting any of AMJC's affiliated locations.

Training for Staff

- All members will be provided training in accessible service.
- Member training will be upgraded when changes are made to policies, practices, and procedures.

AODA - Customer Service for Persons with Disabilities Policy

1. Preamble

Ahmadiyya Muslim Jama'at Canada (AMJC) is committed to ensuring that persons with disabilities have equal opportunity to benefit from programs and services offered at the agency. Programs and services will be delivered in a manner that supports the independence, dignity, and integration of persons with disabilities.

AMJC supports the full inclusion of persons with disabilities in all our programs and services as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility of Ontarians with Disabilities Act (AODA), 2005.

2. Policy

Programs and services will be conducted in a manner that respects the dignity and independence of persons with disabilities. Including visible disabilities, invisible disabilities and when the person self-identifies as having a disability, though it may not be obvious. The provision of services to persons with disabilities and others will be integrated unless an alternate measure is necessary, temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services.

When persons with disabilities are having difficulty accessing our programs, the individual should be asked if they require accommodation and what type of accommodation. The member is then required to provide an alternative method of service provision taking into account the required accommodation. If the member and visitor are unable to arrive at an acceptable accessible option, the issue should be immediately referred to a supervisor for problem solving support.

Whenever it is not possible to provide access to programs and services due to the physical limitations of the site, members will work with the visitor to identify alternative service delivery options that would allow the visitor to obtain the same opportunity.

3. Procedures

Communication

Members will communicate with visitors in a manner which takes into account her or his disability while respecting their privacy, dignity and independence. members will explore with the client how best to communicate effectively with them and what support the Jama'at can offer to assist the visitor in accessing our program and services. Members are expected to adopt the "How may I help you?" approach when offering services to people with disabilities. member are expected to adapt their communication to meet the specific needs of the guest and may include:

- Making the original communication more accessible (plain language, large print, providing telephone numbers so an individual can call to get information verbally)
- Changing the usual method of communication (providing written material verbally or verbal information in written format such as picture symbols; Text-to-Speech electronic options when requested)
- Using assistive devices (magnifying glass; automatic readers)

Assistive Devices

Guests will be permitted to use their personal assistive devices, if necessary, to access the programs and service of the organization. Assistive devices will not be touched without the permission of the user. Purchase of on-site assistive devices will be determined by the program based on cost effectiveness and availability of other options to accommodate visitor needs. Availability of any on-site assistive devices should be clearly communicated in program promotional material.

Service Animals

Persons with disabilities are permitted to bring their service animals onto any part of the premises that is open to the public, except where the animal is otherwise excluded by law or religious limitation. It is recognized that service animals are used for persons with a variety of disabilities; including those who are blind, hearing impaired or suffer from seizure disorders. When an animal is brought into our facilities, if it is not readily apparent, members will seek to clarify if the animal is a service animal before the guest is advised that pets are not permitted on the premises.

Support Persons

Persons with disabilities who use a support person are permitted to have their Support Person accompany them while accessing programs and services at AMJC. A Support Person is defined as someone either hired or chosen to help a person with a disability with communication, personal care or medical needs. A Support Person can be a paid professional or a volunteer, family member or friend. If the client identifies their companion as a Support Person, they will be acknowledged as such.

When providing services to a person with disability who uses a support person, members must speak directly to the person with a disability, and not the support person. Initial contact by a member must be made with the guest; additional secondary or back-up information may be sought from the Support Person with the guest's permission. Additionally, when confidential information is going to be discussed, members must confirm with the client that they are comfortable having this discussion in front of their support person. Program policies will determine if it is necessary to the guest sign a consent form permitting the discussion in the presence of the Support Person and if the Support Person would be required to sign a confidentiality agreement.

Where admission fees are charged for participation in a program or event, AMJC will provide notice in advance of what charge, if any, would be charged to the Support Person. If not stated, the Support Person will not be charged for their ticket. Each program is responsible for making this decision based on the details of the program and event.

Notices of Temporary Disruptions

When facilities or services that persons with disabilities rely on in order to access our programs and services are temporarily disrupted, a notice must immediately be posted both on site and on our public facing online forms advising of: the nature of the disruption, what measures are being undertaken to resolve the disruption and expected duration of the disruption. Examples of disruptions that might require notification include but not limited to on-site elevators being unavailable; ramps being inaccessible due to weather or construction; automatic door openers being under repair.

When feasible, members should contact affected guests and any other applicable persons in advance if they are aware that the circumstances have changed and might prevent the persons with disabilities ability to access the programs and services.

Each worksite is expected to conduct an accessibility audit to determine the degree of accessibility for clients and guests with a variety of disabilities. This audit will help identify key facilities or services which might impact the ability of clients who are attempting to access our services. The results of the audit will be made available publicly. This will also highlight the key facilities or services that are necessary to ensure accessibility illustrated with the universal disability symbols. Disruption in the availability of this facility or service would trigger a disruption notification.

Feedback Process

Receiving feedback on the manner in which program and services were delivered to persons with disability must be incorporated into all program and unit feedback forms. The feedback process should be available in a variety of formats to accommodate various disabilities. Visitors should be advised that they can submit feedback by sending an email to hr@ahmadiyya.ca, contacting HR by phone, or in person at the facility welcome desk. All feedback will be forwarded to the appropriate sections for follow-up action. When the guest has requested a response to their feedback, an initial response will be provided within 3 business days.

4. Training Plan

All AMJC. staff and volunteers must receive Customer Service and Accessibility Awareness training within three months of being hired by the organization. This will be managed and supervised by the section supervisor(s). Building Services will ensure that all contractors who will perform maintenance or repairs services and who interact with guests have received Customer Service and Accessibility Awareness training before they are permitted to perform work for the organization. The HR Section is responsible for ensuring that all other independent contractors who are involved in delivering programs and services have received this training.

The training program will include:

- A review of the purpose of the Act and the requirements of the Customer Service Standard as well as job specific disability related training.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or the assistance of the Support Person.
- What to do if a person with a disability is having difficulty accessing our program and services.

All sections in-charges are responsible for training section members on the use of any equipment or assistive devices available to support persons with a disability.

Training will be provided online through the material provided by the Ontario Human Right Commission and Access Forward.

5. Communication Process

Upon the introduction of this policy, Human Resources will communicate this policy to all supervisory members who will be responsible for communicating this policy to their employees and volunteers. Supervisors will be responsible for communicating this policy to

all new employees and volunteers upon hire and ensuring they have completed the training within their first three months of employment.

Multi Year Accessibility Plan

Compliance

AODA Standards: General Requirements

These Standards and general requirements apply to Private and Non-Profit Organizations with 50+ Workers. The AODA Standards are:

1. Customer Service
2. Information & Communications
3. Employment
4. Procurement
5. Training
6. Design of Public Places

This section highlights the specific projects, programs, achievements, and initiatives AMJC has implemented and continues to implement to improve accessibility for people with disabilities and fulfil the Accessibility for Ontarians with Disabilities Act requirements.

| AODA Standard | Status | Achievements |
|------------------------------|-----------|---|
| Customer Service | Compliant | <ul style="list-style-type: none"> ● Renovations/re-modelling of building floors to accommodate physical disabilities (i.e., widening of hallways, etc.). ● Communication (i.e., posters, member identification cards, etc.) follow font, imaging, and graphic AODA standards. ● All members are enrolled in mandatory AODA training. ● AODA – Customer Service for Persons with Disabilities Policy states accessible client feedback process, procedure to support service animals and person(s). |
| Information & Communications | Compliant | <ul style="list-style-type: none"> ● Communication (i.e., posters) are in follow font, imaging, and graphic AODA standards. ● Webpage follows WCAG 2.0 AA Guidelines, tested through external tools and in consultation with experts. ● AODA – Customer Service for Persons with Disabilities Policy outlines the process and procedure in obtaining and implementing individualized evacuation plans for employees |
| Employment Policies | Compliant | <ul style="list-style-type: none"> ● All role postings include AMJC’s AODA Commitment Statement. ● Recruitment strategies include accessibility support throughout the entire onboarding process (i.e., ALS translators, etc.). ● Mandatory for all members to read the Accessibility Policy and complete the AODA training upon onboarding. |

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| | | <ul style="list-style-type: none"> ● Individualized return-to-work and accommodation plans are developed in conjunction with HR, employee, and immediate supervisor. ● Individualized return-to-work and accommodation plans will be password protected within the organization’s information management system. |
| Procurement | Compliant | <ul style="list-style-type: none"> ● Procurement Checklist |
| Training | Compliant | <ul style="list-style-type: none"> ● All staff and volunteers will enroll in mandatory AODA training which covers appropriate communication and interaction with people of various disabilities, interaction with service dogs and persons, equipment and devices, and the Human Rights Code. ● AODA training is provided on an on-going basis in connection with changes to policies, procedures, and processes. |
| Design of Public Spaces | Compliant | <ul style="list-style-type: none"> ● All public spaces are compliant to the Ontario by-laws of accessibility. |

Initiatives

AODA Standards: General Requirements

These Standards and general requirements apply to Private and Non-Profit Organizations with 50+ Workers. The AODA Standards are:

1. Customer Service
2. Information & Communications
3. Employment
4. Procurement
5. Training
6. Design of Public Places

This section highlights the specific projects, programs, achievements, and initiatives AMJC plans to accomplish to exceed compliance against the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

| AODA Standard | Initiatives | Timeline |
|------------------------------|---|---|
| Customer Service | <ul style="list-style-type: none"> ● Explore and implement ways to provide feedback (i.e., feedback form) that supports various disabilities. | <ul style="list-style-type: none"> ● 2023 - 2028 |
| Information & Communications | <ul style="list-style-type: none"> ● Facilitate user testing sessions with persons with disabilities during substantive changes in programming, policies, and procedures. | <ul style="list-style-type: none"> ● Ongoing |
| | <ul style="list-style-type: none"> ● Explore how to increase the accessibility of public-facing documentation through various formats (i.e. text to speech software, braille, etc.). | <ul style="list-style-type: none"> ● 2023 - 2025 |
| | <ul style="list-style-type: none"> ● Consistent audit with external vendor to ensure WCAG 2.0 AA compliance. | <ul style="list-style-type: none"> ● 2023 - 2025 |
| Employment | <ul style="list-style-type: none"> ● Review and update policies and HR practices as needed. ● Create a live tracking document of employees and volunteers who have | <ul style="list-style-type: none"> ● Ongoing |

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| | <p>completed the AODA training and follow-up accordingly.</p> <ul style="list-style-type: none"> ● Create live documents of employees and volunteers who require individualized accommodation plans. ● Send an annual reminder to members to contact HR to coordinate individualized emergency evacuation plans listing: <ul style="list-style-type: none"> ○ Any limitations the worker now experiences. ○ All job functions involving those tasks. ○ Accommodations that would allow the worker to perform each function, such as: <ul style="list-style-type: none"> ▪ Modified schedule or location. ▪ Modified job requirements or tasks exchanged with colleagues. ▪ Any assistive device(s) the worker uses. ○ Any arrangements that will ensure the worker's safety. ○ Start and end dates if any of these arrangements are temporary. ● The individualized emergency evacuation plan will be developed in conjunction with HR and the requesting member within three months of the request or as soon as practically possible. ● The need for an individualized emergency plan can be requested by telephone, email or by form (accessible formats of this form can be made available if requested ex. text to speech, large text, online, etc.) <ul style="list-style-type: none"> ○ Requests can also be requested by the employee's immediate supervisor on their behalf. | |
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| Procurement | <ul style="list-style-type: none"> ● Continue to apply the Ontario Government – Accessibility Rules for Procurement. | <ul style="list-style-type: none"> ● Ongoing |
| Training | <ul style="list-style-type: none"> ● Develop process for tracking compliance of AODA Standards across all programs, services, and policies. ● Ensure campaigns and projects are reviewed and in compliance with AODA Standards and accessibility laws. | <ul style="list-style-type: none"> ● Ongoing |
| Design of Public Spaces | <ul style="list-style-type: none"> ● Consult AODA before implementing renovations and construction. | <ul style="list-style-type: none"> ● Ongoing |