



Brampton Multicultural Community Centre

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BMC MULTI-YEAR ACCESSIBILITY PLAN

INTENT

Brampton Multicultural Community Centre (BMC) Multi-Year Accessibility Plan outlines the policies and actions that BMC will put into place to improve opportunities for people with disabilities in accessing BMC programs and services, in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

The accessibility plan has been developed by BMC to outline its commitments for 2014 – 2020 to ensure that no new barriers are created and that, over time, existing ones are removed.

STATEMENT OF COMMITMENT

BMC believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 3	Establishment of Accessibility Policies	s. 3 (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	<p>HR completed and continuing on an as needed basis.</p> <p>Developed, implemented and maintain an accessibility policy.</p> <p>Made Accessibility Policy (AODA) available at:</p> <ol style="list-style-type: none"> 1. www.bmccentre.com 2. 303-197 County Court Blvd. Brampton, ON L6W4P6 3. By phone: 905-790-8482 4. In writing, to Human Resources Department 5. Electronically to: hr@bmccentre.org <p>Will provide it in an accessible format upon request.</p>	Jan 01, 2014
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 4	Accessibility Plans	<p>s. 4 (1) Large organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;</p>	<p>BMC established, implemented and documented a multiyear accessibility plan.</p> <p>Multiyear accessibility plan will be provided in alternative format upon request.</p>	<p>Jan 01, 2014</p> <p>Updated on June 2021</p>

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		<p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>		
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 5</p>	<p>Procuring or acquiring goods, services or facilities</p>	<p>s.5 (1) public sector organizations shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p> <p>s.5 (2) If a designated public sector organization determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.</p>	<p>Not applicable to BMC.</p> <p>Not applicable to BMC.</p>	
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 6</p>	<p>Self-service kiosks</p>	<p>s. 6 (1) Without limiting the generality of section 5, the designated public sector organizations shall incorporate accessibility</p>	<p>Not applicable to BMC.</p>	

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		<p>features when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (3) The designated public sector organizations shall meet the requirements of this section in accordance with the schedule set out in subsection 5 (3).</p> <p>s. 6 (4) Large organizations shall meet the requirements under subsection (2) as of January 1, 2014 and small organizations shall meet the requirements as of January 1, 2015.</p>	<p>Not Applicable to BMC</p> <p>Not applicable to BMC.</p>	<p>Jan 01, 2014</p>

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 7	Training	<p>s. 7 (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> (a) all employees, and volunteers; (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. 	<p>HR has implemented, AODA Customer Service Standards Training module for all employees and volunteers.</p> <p>HR has developed a tracking system to ensure compliance.</p>	Jan 01, 2015
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 11	<p>Information and Communication Standards</p> <p>Feedback</p>	s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or	BMC is committed to provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process and notice of the process will be readily	Jan 01, 2015

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		arranging for the provision of accessible formats and communications supports, upon request.	available to all customers. Feedback forms along with alternate methods of providing feedback are available at: www.bmccentre.com	
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 12	Accessible formats and communication supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible</p>	<p>The applicable department and service location will identify possible formats and support required when requested.</p> <p>Accessible Formats Request form available at: www.bmccentre.com</p>	Jan 01, 2016

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		<p>format or communication support.</p> <p>s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>		
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 13</p>	<p>Emergency procedure, plans or public safety information</p>	<p>s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>HR department will work to maintain emergency procedures, and will ensure that they are in an accessible format or with appropriate supports when requested.</p>	<p>Jan 01, 2012</p>
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 14</p>	<p>Accessible websites and web content</p>	<p>s. 14 (1) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and</p>	<p>By June 30, 2021 BMC websites and web content will conform with WCAG 2.0 Level A then and increasing to Level AA</p>	<p>June 30, 2021</p>

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		shall do so in accordance with the schedule set out in this section.		
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 22	Employment Standards Recruitment, General	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	BMC will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods.	Jan 01, 2016
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 23	Recruitment, assessment or selection process	s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. s. 23 (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account	BMC will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods.	Jan 01, 2016

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		the applicant’s accessibility needs due to disability.		
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 24	Notice to successful applicants	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	HR has updated the hiring package/offer letters and email correspondence to include information on BMC’s Employment Accommodation Procedure	Jan 01, 2016
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 25	Informing employees of supports	<p>s. 25 Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. s. 25(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take</p>	HR will include this information in the new hire orientation package and as part of the on boarding process.	Jan 01, 2016

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		into account an employee’s accessibility needs due to disability.		
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 26	Accessible formats and communication supports for employees	<p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace. <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	BMC is committed to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.	Jan 01, 2016
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 27	Workplace emergency response information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a	BMC is committed to providing members, employees and the public with a publicly available emergency information, plans or	Jan 01, 2014

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		<p>disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.</p> <p>s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p> <p>s. 27 (4) Every employer shall review the individualized workplace</p>	<p>public safety information in an accessible manner upon request.</p> <p>This information is posted on the BMC website.</p>	

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		emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee’s overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.		
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 28	Documented individual accommodation plans	s. 28 (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:	The HR Department developed Individual Accommodation Plan Process that include the following: 1. Requesting Accommodation 2. Assessing Individual Needs 3. Writing an Individual Accommodation plan 4. Monitoring and Updating the Plan	Jan 01, 2017

AODA Standard/Regulation Section References	Initiative/ Action	Description	BMC Completion Status	AODA Compliance Date
		<ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented 		

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		<p>by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee’s personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>s. 28 (3) Individual accommodation plans shall,</p>		

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		<p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 29</p>	<p>Return to work process</p>	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p>	<p>BMC is committed to supporting employees who have been absent from work due to a disability. BMC has a return to work process to help employees who require accommodation to return to work.</p>	<p>Jan 01, 2017</p>

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		<p>(b) shall document the process.</p> <p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>s. 29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>		
<p>Integrated Accessibility Standards Regulation O. Reg 191/11 s. 30</p>	<p>Performance management</p>	<p>s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation</p>	<p>BMC is committed to ensuring the accessibility needs of the employees with disability will be taken into consideration in the performance management process.</p>	<p>Jan 01, 2016</p>

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		plans, when using its performance management process in respect of employees with disabilities.		
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 31	Career development and advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	BMC is committed to ensuring the accessibility needs of the employees with disability will be taken into consideration in the career development and advancement process.	Jan 01, 2016
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 32	Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	BMC is committed to ensuring the accessibility needs of the employees with disability will be taken into consideration when redeploying employees with disabilities.	Jan 01, 2016
Integrated Accessibility Standards Regulation O. Reg 191/11 s. 33	Transportation Standard	Not applicable to BMC	Not applicable to BMC	

Compliance Reporting

BMC reporting compliance filed in 2012, 2014, 2017, and 2021

MONITORING: This accessibility plan will be reviewed and updated at least once every five (5) years. All feedback related to accessibility received throughout the year will be considered in the amendment of this plan and in the development of new steps toward meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

FOR MORE INFORMATION:

Please contact us at 905-790-8482 or visit our website at: www.bmccentre.com. Accessible formats of this document are available free upon request by contacting HR department at: hr@bmccentre.org, or from our website at www.bmccentre.com

The intent of this plan is to improve opportunities for people with disabilities in accessing BMC programs and services, in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*

Approved by the Board/Management on the _____.