

**Monastery of Mount Carmel**  
**Intergraded Accessibility Standards Regulation (IASR)**  
**Multi-Year Accessibility Plan**

The following information supports the 2014-2021 accessibility plan which outlines the policies and actions that the Monastery of Mount Carmel will put in place to improve opportunities for people with disabilities.

## **The Monastery of Mount Carmel Multi-year Accessibility Plan**

### **Statement of Commitment**

The Monastery of Mount Carmel 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Under the AODA, the following accessibility standards set certain requirements that are applicable to the Monastery of Mount Carmel:

- Customer Service;
- Employment;
- Information and Communications; and
- Built Environment Standard (not yet released)

### **Accessibility Policies and Multi-Year Plan**

The Monastery of Mount Carmel is committed to developing accessibility policies and this multi-year accessibility plan that outlines what we will do to remove and prevent accessibility barriers in our organization.

An accessibility policy is an organizational rule or principle created with the purpose of improving accessibility for customers and employees. This policy will help people with disabilities understand what the organization is doing to provide more accessible service and what can be expected in terms of accessibility.

A multi-year plan is a road map that will illustrate how the Monastery of Mount Carmel plans to meet all requirements under the IASR and remove and prevent any additional barriers to accessibility in the organization. The plan considers the following:

- how people access our organization and how our services are provided;
- how we present information about the services we provide;
- how we hire, retain, advance and redeploy employees.

In accordance with the requirements set out in the IASR, the Monastery of Mount Carmel will:

- Develop, implement and maintain a policy and accessibility plan which outlines how the Monastery of Mount Carmel intends to comply with the accessibility requirements of the regulation that will be:
  - documented in writing;
  - made publicly available via the website;
  - offered in accessible formats on request.
- Report as required on its website on the progress of the implementation of this plan;
- Review and update the plan as needed and once every five year.

### **Customer Service**

The Monastery of Mount Carmel is committed to excellence in serving all customers, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

The Monastery of Mount Carmel is also dedicated to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. The Monastery of Mount Carmel will strive to ensure that its policies, practices and procedures are consistent with the core principles of dignity, independence, integration and equal opportunity as outlined in the AODA.

The Monastery of Mount Carmel has taken the following measures to meet the AODA Customer Service Standards requirements.

- ❖ Created and put in place an accessibility policy that:
  - Considers a person's disability when communicating with them
  - Allows assistive devices in our workplace, like wheelchairs and walkers in areas that are open to the public.
  - Allows service animals in areas that are open to the public.
  - Welcomes support persons with only meal costs, where applicable being charged to the support person.
  - Lets customers know when accessible services are not available.
  - In the event of a planned or unexpected disruption to service or facilities for customers with disabilities, the Monastery of Mount Carmel will notify customers promptly. A clearly posted

- notice will include information about the reason for disruption, its anticipated length of time and a description of alternative facilities or service, if available.
- Invites the public to provide feedback, those who wish to provide feedback on the way the Monastery of Mount Carmel provides goods and services to people with disabilities can contact the director or any available manager by calling the Monastery. In person: The Monastery of Mount Carmel, 7020 Stanley Ave, Niagara Falls, Ontario, L2G 7B7 Telephone: 905-356-4113; E-mail: [steve@carmelniagara.com](mailto:steve@carmelniagara.com)
  - **2015 Update** – The following recent renovations have made our facility more accessible to people with disabilities: new ramp on the building’s north side; physical Braille keypad entry at main entrance doors; upcoming office renovations for the Society of the Little Flower will result with a barrier-free working environment.

### **Training**

Provide policy and training to Managers, gift shop workers, reservations agents and other appropriate personnel. This training will be provided within the first month of being hired.

Training Includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Monastery of Mount Carmel’s accessible customer service plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the wheelchair ramps, elevator and accessible guest suites.
- What to do if a person with a disability is having difficulty in accessing the Monastery of Mount Carmel’s goods and services.

Staff will also be trained when changes are made to our accessible customer service plan. All training is tracked and recorded. Customer service plan has been posted on the website [www.carmelniagara.com](http://www.carmelniagara.com), which is accessible to the public in accessible formats.

### **Employment**

Making accessibility a regular part of finding, hiring and supporting employees with disabilities. The Monastery of Mount Carmel is committed to fair and accessible employment practices and processes that will attract and retain employees with disabilities through all the phases of employment cycle (including for example job postings, phone interviews, in person interviews, reference checks and offer letters as well as orientation).

The Monastery of Mount Carmel will take the necessary steps to prevent and remove other accessibility barriers identified around all employment practices, including recruitment, assessment and hiring processes by January 1, 2016.

## **Emergencies**

Helping employees with disabilities stay safe during an emergency. The Monastery of Mount Carmel is committed to providing its staff with emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information and/or plans when necessary. Information/plan will vary based on the nature of the employee's disability and their requirements. The Monastery of Mount Carmel will maintain copies of the plans and review annually.

## **Recruitment and Assessment**

The Monastery of Mount Carmel is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, the Monastery of Mount Carmel will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Both internal and external job postings will state that "The Monastery of Mount Carmel is committed to creating an inclusive and diverse work environment, including those with disabilities. If you require any accommodation in the hiring process, we will work with you to meet your needs".
- The recruitment policy will be reviewed and updated as necessary.

## **Individual Accommodation Plans and Workplace Reintegration**

The Monastery of Mount Carmel will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by January 1, 2016.

- Return-to-work, Disability Management and related forms will be updated to reflect requirements.
- Annual review of the process will be done and if changes are required the process will be updated and re-circulated to staff.

## **Performance Management, Career Development and Redeployment**

The Monastery of Mount Carmel will take into account the needs of employees with disabilities and individual accommodation plans when implementing and using performance management, career development and deployment processes.

The Monastery of Mount Carmel will take the following steps to ensure the accessibility needs of staff with disabilities are taken into account when the organization is:

- Using performance management process in respect of employees with disabilities;
- Providing career development and advancement to its employees with disabilities;
- Redeploying employees with disabilities.
- Review, assess and modify existing related policies, procedures and practise to ensure compliance with the IASR by Jan 2016.

## **Information and Communication**

The Monastery of Mount Carmel is committed to making information and communications accessible to persons with disabilities. The Monastery of Mount Carmel will ensure that its information and communications systems and platforms are accessible and are provided in formats that meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communications needs when applicable.

## **Accessible Website and Web Content**

The Monastery of Mount Carmel will take the following steps to make any new websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

- Any new websites or web content after January 1, 2014 will meet to the WWW Consortium WCAG 2.0, level A and all internet websites and web content must conform to WCAG 2.0 Level AA by January 1, 2021, in accordance with the schedule set out in the AODA Integrated Accessibility Standards Regulation.
- The Monastery of Mount Carmel will consider when possible AODA compliance when selecting technology vendors for new website development initiatives.

## **Accessibility Documents**

The Monastery of Mount Carmel will take the following steps to make all publicly available documents are offered in an accessible format upon request by January 1, 2016.

- Provide requested information and communication supports in an accessible format.
- Determine the suitability of the accessible format or communication support through consultation with the person making the request.
- Publicly notify availability of accessible formats and communication supports.

## **Feedback Process**

The Monastery of Mount Carmel will ensure its existing feedback processes are accessible to people with disabilities and meet the individual communication preferences when requested.

Customers and the public who wish to provide feedback on the way the Monastery of Mount Carmel provides goods and services to people with disabilities can contact the director or any available manager by calling or emailing the Centre. All feedback will be directed to the director of the Monastery. Customers can expect to hear back in 5 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Contact Information: The Monastery of Mount Carmel, 7020 Stanley Ave, Niagara Falls, ON, L2G 7B7

Telephone: 905-356-4113; E-mail: [steve@carmelniagara.com](mailto:steve@carmelniagara.com)

For more information on this multi-year accessibility plan or to receive this document in a different format, please contact:

Steve Bridges, Director

The Monastery of Mount Carmel, 7020 Stanley Ave, Niagara Falls, ON, L2G 7B7