



Multi-year Accessibility Plan (AODA) – Ontario

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1. Introduction

Barbra Schlifer Commemorative Clinic (BSCC) envisions a world where women and gender diverse people live free from violence and discrimination. We offer trauma-informed legal services and representation, counselling and multilingual interpretation, and drive system transformation to support women and gender diverse people who have experienced violence.

Rooted in the foundations of intersectionality, innovation, and a client-centred approach, we foster the skills and resilience of the people we serve and amplify their voices to create individual and collective change.

We value:

- Anti-Oppression, Anti-Racism and Feminism
- Empathy
- Self-Awareness
- Partnerships and Networks
- Autonomy and Self-Determination

The BSCC 2023-2026 Strategic Plan incorporates the following Strategic Priorities:

1. Service Impact – Inspiring Trust with Community
2. Transformational Change – Across Gender Justice, Rights and Equity
3. Organizational Strength – Responsive Leadership, Wellbeing and Sustainability

2. Statement of Commitment

BSCC is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The organization ensures that persons with disabilities are provided with equal opportunities. We believe in integration and equal opportunity, and we are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

3. General Requirements

i. Accessibility Policy and Procedures

BSCC has developed, implemented and maintains Accessibility Policies and Procedures including Accessibility Policy and Customer Service Standards. Other Clinic policies and procedures relevant to AODA requirements include:

- Anti-Discrimination Policy
- Accessibility Policy
- Hiring Policy and Procedure
- Workplace Accommodation Procedure
- Emergency Preparedness Procedures

ii. Multi-Year Accessibility Plan

BSCC has developed this Multi-Year Accessibility Plan that is posted on our website. BSCC has completed a variety of initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*.

This Plan outlines the strategy of Barbra Schlifer Commemorative Clinic (BSCC) to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It is reviewed in alignment with our 3-year Strategic Plan which is in effect for 2023-2026

If you have any questions or concerns about this Plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact our offices at the contact information at the bottom of this document.

4. Information and Communication Standards

BSCC is committed to meeting the communication needs of people with disabilities. As required, we will consult with people with disabilities /disability groups /resources /organizations to determine information and communication needs.

- BSCC is committed to taking the necessary steps to ensure all new websites and content on these sites conforms to WCAG 2.1 and 2.2
- The BSCC Accessibility Policy and Customer Service Standards are available on the organization's website through the following link: [Accessibility](#)
- The BSCC website has an Accessibility Menu and has made information on its website accessible in various formats and in 13 languages
- An Accessibility Compliance Report (ACR) is filed online annually. The current year ACR is posted on our website through the following link: [Accessibility](#)
- BSCC is committed to providing clients and customers with publicly available emergency information in an accessible way upon request.
- BSCC will provide employees and volunteers with disabilities with individualized emergency response information when necessary, prepared in collaboration with the individual concerned.

5. Training and Customer Service Standards

BSCC is committed to providing mandatory training at all levels of the organization (Board, staff and volunteers) on the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its requirements, the *Integrated Accessibility Standards Regulations (IASR)* and the *Ontario Human Rights Code* as it relates to people with disabilities.

- All current employees, Board Members and volunteers have completed the integrated AODA and IASR (parts 1 & 2) training via <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>. Certificates of Completion that include name and date of training are kept on file.
- All new employees, Board Members and volunteers are requested to complete the online training and provide the Certification of Completion within one month of starting their role.
- Any existing employees or Board Members are required to retrain when there is a substantial change in their role.

6. Employment Standards

BSCC is committed to fair, inclusive and accessible employment practices that attract and retain qualified employees with disabilities. By eliminating barriers across the employment life cycle, we ensure a workplace that is diverse and accessible.

- All job postings include the following statement:

Barbra Schlifer Commemorative Clinic is an equal opportunity employer that welcomes candidates from equity-seeking groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process, and we will work with you to address your needs.
- Job applicants selected for an interview are informed at the appointment stage that accommodation is available upon request, and this is asked again at the beginning of the interview.
- The BSCC Policy & Procedures Manual that is provided to all employees contains the following sections that each have a policy statement and procedures outlined:
 - Anti-Discrimination Policy
 - Accessibility Policy
 - Hiring
 - Workplace Accommodation Procedures
- BSCC has a return-to-work process for employees who have been absent from work due to a disability. It includes a process for determining and integrating disability-related accommodations that facilitate a successful return to work.

7. Measuring Results and Seeking Feedback

- BSCC is committed to achieving meaningful results and will review progress in alignment with our 3-year strategic planning process
- BSCC welcomes feedback on how we provide accessible customer service that will help us identify barriers and respond to concerns.
- Feedback may be provided in the following ways:
 - Feedback form available online via our website: [Client Feedback Form](#)
 - Verbally by appointment requested via contact below

8. More information

For more information on this Accessibility Plan:

Contact: Executive Director
Tel: 416-323-9149
Email: executive.office@schliferclinic.com