# MSA Multi-year Accessibility Plan (AODA)

**Policy Group: Human Resources/People and Culture**

**Effective date: January 1, 2024**

**Last revision: New**

**Administrator Responsible: Senior Manager People and Culture**

**Approved by: Executive Director**

## PURPOSE

This accessibility plan outlines the strategy of Mohawk Students' Association 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. This policy is in addition to our Accessible Customer Service Policy.

This plan is in effect from Jan 1, 2024, to Jan 1, 2029. (5 years)

## POLICY STATEMENT / INTRODUCTION

Mohawk Students' Association 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 company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### Past Achievements to Remove and Prevent Barriers:

General Accessibility: Follow Mohawk College Plan

* Accessible lift mechanisms (e.g. elevators, wheelchair lifts).
* Braille utilized in elevators.
* Accessible washrooms.
* Power door openers to public entrances.
* Clear, wide and unobstructed walkways.
* Accessible parking spaces are provided by the college.
* Worked with College accessibility department on programs and offerings.
* Provided opportunities for direct and specific accommodation for staff/board and customers.

Customer Service:

* Provided accessible access to customer service
  + At the Student Service Desk:
    - Provided a display monitor for the customer to see at a lower level if needed.
  + Online Chat/Phone Call/Emails
    - Allow for an online chat for those visiting the website.
    - Allow for calls to the Service Desk.
    - Allow for emails to be sent to the Service Desk.
    - Utilized text to speech on website.
* Provided training for staff
  + Neurodiversity training.
  + Compliance training during onboarding.
    - Human rights/AODA training.
    - AODA customer service training.
    - Orientation presentation on accessibility.
* Promoted MSA (Mohawk Students Association) values of fostering belonging and being in this together to create an inclusive work culture.

Communications/Messaging:

* Added closed captions to videos on social media.
* Added text to descriptions on social media.
* Made text on website simple and easy to read.
* Provided AODA Accessibility policy on the MSA website.

Employment/Volunteer/Board Opportunities:

* Included on all job postings that accommodations are available upon request.
  + Provided a contact ([msapeopleandculture@mohawkcollege.ca](mailto:msapeopleandculture@mohawkcollege.ca)) for any accommodation/accessibility requests.
* Provided interview questions/process ahead of time for interviewing candidates.
* Provided opportunities for College CICE (Community Integration through Co-operative Education) Students to gain work experience.
* Provided/utilized software accessibility tools (e.g. built-in Windows/college accessibility applications).
* Provided and/or reimbursed staff/board for accessibility needs that were identified.
* Provided training to staff during onboarding, and throughout their employment.
* Maintained records and ensured mandatory compliance of completed training.
* Promoted MSA (Mohawk Students’ Association) values of fostering belonging and being in this together to create an inclusive work culture.

Present/Future Actions to Remove and Prevent Barriers:   
*With expected/anticipated completion dates*

* Maintain, review, and ensure compliance with AODA and future statutory requirements. (ongoing)
* Provide both AODA Accessibility policy and Multi-year Accessibility Plan on the MSA website, as well as make it available for staff to view. (2024)
* Upgrade office desks to allow for flexibility in height. (2024-2026)
* Provide new office chairs to allow for more flexibility in adjustment options. (2024-2026)
* Upgrade student service desks to provide further accessibility options. (2024-2027)
* Provide new training. (ongoing)
* Provide speakers and/or materials on AODA related matters (2024-2025)
* Provide refresher training courses annually for all staff/board. (annually, ongoing)
* Ensure that the design of public spaces is accessible to individuals with disabilities, in accordance with the AODA. (ongoing)
* The MSA will work with Mohawk College to ensure that all MSA operated spaces are accessible or accommodations are made. (ongoing)
* Continue providing opportunities for College CICE (Community Integration through Co-Operative Education) Students to gain work experience. (ongoing)
  + This program offers students with intellectual disabilities and other significant learning challenges the opportunity to pursue a postsecondary education, prepare for success in entry level work, build independence and self-advocacy skills for adult life.
  + Another similar program we support is Career Pathways
* Ensure our digital/physical spaces are compliant with the necessary accessibility requirements. (ongoing)
* Aim to provide necessary accommodations promptly, making the MSA a welcoming space where every student/staff, regardless of ability, feels a sense of belonging. (ongoing)