



ACCESSIBILITY PLAN AND POLICIES FOR MS SOCIETY OF CANADA MULTI-YEAR ACCESSIBILITY PLAN

Last updated: 2021

This multi-year accessibility plan outlines the policies and actions that the MS Society of Canada (MS Society) has and will put in place to improve opportunities for people with disabilities.

This accessibility plan will be reviewed on an annual basis.

Statement of Commitment

The MS Society is committed to accessibility and we give people of all abilities opportunities to participate fully in everyday life. We treat everyone with respect and dignity and use reasonable efforts to ensure that our policies and procedures are consistent with the Accessibility for Ontarians with Disabilities Act's core principles of independence, dignity, integration and equality of opportunity.

Accessibility Standards

The MS Society developed and updated our Accessibility Standards Policy in 2021 and posted it on our website as well as our Ontario Accessibility page. This policy will be reviewed at minimum every 5 years.

Accessible Emergency Information

The MS Society is committed to providing all stakeholders with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information upon request.

Training

The MS Society will continue to provide training to employees, volunteers and other applicable stakeholders as per the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training will be provided in a way that best suits these roles and in an accessible manner upon request. The MS Society will track training to ensure it is completed in a timely manner.

Kiosks

The MS Society does not currently utilize kiosks in its provision of programs and services. If kiosks are considered in future, we will ensure that they are developed in accordance with accessible Customer Service Standards.

Information and Communications

The MS Society is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The MS Society is taking the following steps to ensure all websites and content conform with WCAG 2.0, Level AA:

- Obtain and review WCAG 2.0 Level AA Standards
- In all phases of ongoing website development, ensure that WCAG 2.0 Level AA requirements are incorporated
- Whenever possible, pilot test features and enhancements and use feedback to inform continuous quality improvement
- Review compliance with WCAG 2.0 Level AA as phases are developed
- Monitor regular public feedback channels for input

Employment

The MS Society is committed to fair and accessible employment practices.

We have an existing policy direction “Accommodation for Employees with Disabilities” that will be reviewed at minimum every five years. The next review for this policy is scheduled for late 2021. The MS Society’s policy is posted on our website at: [Accommodation of disability policy \(mssociety.ca\)](https://www.mssociety.ca/accommodation-of-disability-policy)

The MS Society has and will continue to take the following steps to prevent and remove accessibility barriers identified:

- Maintain awareness of acceptable policy, practice and procedures
- Consult with persons with disabilities and other organizations on an ongoing basis
- Monitor regular public feedback channels for input

Design of Public Spaces

The MS Society does not currently design public spaces. If considered in the future, we will ensure that they are developed in accordance with accessible Customer Service Standards, including procedures to prevent disruption and notify the public in the event of disruption.

Accessibility Compliance Reports

The MS Society will continue to submit all accessibility compliance reports prior to or on the applicable deadlines. As well as keeping record of applicable reports.

For more information

For more information on this accessibility plan, or to receive this document in a free, accessible format, please contact a member of the Human Resources team at:

- Phone: 1800-268-7582
- Email: accessibilitystandards@mssociety.ca
- Letter Correspondence or in person: 250 Dundas Street West, Suite 500, Toronto Ontario M5T 2Z5