

This 2023-27 accessibility plan outlines the policies and actions that the McMichael Canadian Art Collection will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The McMichael Canadian Art Collection 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.

Accessible Emergency Information

The McMichael Canadian Art Collection will provide the customers and clients with publicly available emergency information in an accessible way upon request.

The McMichael provides employees with disabilities with individualized emergency response information, that is also in accordance with the Employment Standards (IASR s.27).

- Videos that are offered for public viewing will have subtitles or are formatted for those living with disabilities. If not readily available, the McMichael representative will contact or contract the production company to receive permission or request files of video with subtitles or transcripts.
- Assigned staff members from various departments will be responsible for sourcing video materials in accessible formats when relevant to departmental responsibilities.

- For self-serve audio tours made available, the McMichael representative will provide a written transcript.
- When procuring goods and services, the McMichael will incorporate accessibility criteria and features in their purchasing requirements and evaluation process when appropriate.

Internal departments involved: Education, Programs, Operations, Maintenance, IT, Gift Shop, Curatorial.

Information and communications

The McMichael Canadian Art Collection is committed to meeting the communication needs of people with disabilities.

The internal, cross-functional Inclusion, Diversity, Equity, Accessibility (IDEA) committee will consult with people with disabilities to determine their information and communication needs.

Website Content

The McMichael Canadian Art Collection ensures that all websites and content on those sites conform with WCAG 2.0, Level A, or more current standards.

It is stated on our website that:

- Information presented on the website is available in text format on request.
- Video transcripts are available in text format on request.

The anticipated upgrade to the website in 2024 will incorporate required accessibility features as well as the recommendations of the Better Your Business: Tourism Diversity Strategic Accessibility Plan.

Feedback process

The McMichael Canadian Art Collection takes the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- The website has an outline of Accessibility Standards for Customer Service. Included is a statement on how to give and receive feedback relating to servicing persons with disabilities.

Internal departments involved: Marketing /Promotions, Guiding & Admissions

Public information

The McMichael Canadian Art Collection has the following information that is accessible upon request:

- Accessible Style Guide has been developed and incorporated as part of the overall McMichael Style guide and shared with the Design firm.
- Site map of building and grounds with Accessible features will be designed when the anticipated capital renewal is complete in 2027.
- Exhibitions and Publications will follow font and colour guidelines as per accessible style guide.

Action required by: Marketing /Promotions, Guiding & Admissions, Curatorial.

Training

The McMichael Canadian Art Collection provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in written, audio and verbal means.

The McMichael Canadian Art Collection takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- Annually in June, as part of seasonal onboarding, new staff and volunteers receive a formal training session on AODA legislation and McMichael standards.
- Regular updates throughout the year are presented by Human Resources to staff, volunteers and Board members via email or meetings.
- Beginning in January 2024, Human Rights training, as it relates to AODA, and other AODA reminders will be provided annually to all staff at the start of the calendar years.

Employment

The McMichael Canadian Art Collection is committed to fair and accessible employment practices.

Recruitment

The McMichael Canadian Art Collection accommodates people with disabilities during the recruitment and assessment processes, and when hired.

- All job postings specify that recruitment and hiring processes accommodate individuals with disabilities.
- All interviews include the notice that upon hiring candidates are supported in the workplace for any disabilities.
- Any letters of employment specify in writing the particular workplace accommodations that were discussed.

Return to Work

The McMichael Canadian Art Collection follows 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.

- An employee returning to work after an absence due to a disability follows the same procedures as outlined in the McMichael Canadian Art Collection, Health and Safety manual, S.5. ii

Performance Management

The McMichael Canadian Art Collection takes the following steps to ensure the accessibility needs of employees with disabilities are taken into account during the annual performance management, career development and/or redeployment processes.

- Performance appraisal forms include a section asking what support is required for the individual with a disability, which will act as the annual individual accommodation plan for the employee.

Regular Review

The McMichael Canadian Art Collection will take the following steps to prevent and remove other accessibility barriers identified.

- The internal IDEA Committee meets quarterly to review current practices, compliance updates and any feedback forms, and develop ideas for internal training where real situations can be shared and discussed. The committee includes representatives from different stakeholders, including staff and volunteers
- The IDEA committee will consider incorporating the recommended evaluation measures in the Better Your Business: Tourism Diversity Strategic Plan developed for the McMichael by KLB Consulting in 2023.

For More Information

Accessible formats of this document are available upon request.

For more information on this accessibility plan, please contact Human Resources at:

Phone: (905) 893-1121 x2230

Email: hr@mcmichael.com