

Office of MPP Adil Shamji - Accessibility Plan

Introduction

The Office of MPP Adil Shamji is dedicated to creating a safe, inclusive, and accessible environment for all its constituents and employees. We strive to meet the needs of persons with disabilities in a compassionate and barrier-free manner.

Our office is committed to fulfilling our responsibilities under the [*Accessibility for Ontarians with Disabilities Act*](#). The following accessibility plan outlines the steps our office presently takes and will implement to ensure we meet our requirements and improve opportunities for persons with disabilities.

This plan is reviewed and updated at least once every 5 years. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Section 1. Past Achievements to Remove and Prevent Barriers

This section includes a summary of the accessibility initiatives our office has completed and continues to implement.

Customer Service & Training

- All staff must complete the Accessibility for Ontarians with Disabilities Act training administered by the Ontario Human Rights Commission. Our office is committed to understanding and implementing the teachings and requirements from the training received

Information & Communications

- Our office provides materials and services in various forms including digital, printed, audio, and other formats, when requested

Employment

- Our office reviews its accommodation policies and procedures and all employees annually;
- Recruitment postings include information about accessing accommodations for people with disabilities, upon request

Physical Space and Built Environment

- Our constituency office was selected using guidelines outlined by the [*Accessibility for Ontarians with Disabilities Act*](#). When selecting an office, the following considerations about physical space were made:

- Accessible parking and transit options available nearby
- Ability to enter the facility despite mobility challenges. Considerations included avoiding locations with high curbs, stairs, and uneven surfaces
- Accessible washrooms available on-site
- Office layout ensures clear walkways with no tripping hazards, no objects hanging from the ceilings, well-lit, and physical and furniture space is wheelchair accessible
- If our office cannot accommodate a constituent in our physical office space, alternative accommodations can be made

Section Two: Upcoming Strategies and Actions

The Office of MPP Adil Shamji is committed to the following practices; providing high quality, equitable, and accessible community services to its constituents, ensuring information and communications are accessible, fair employment practices, and creating accessible physical spaces.

Customer Service & Training

- Our office will continue to train new staff in serving constituents with disabilities and begin integrating supplemental trainings including those relating to unconscious bias to address concerns of attitudinal barriers when assisting constituents. Our staff are currently completing Mental Health First Aid training to better serve constituents, even if their disabilities are non-visible.
 - Timeline: ongoing
- Our office will work to improve our feedback process by publishing and updating our accessibility plan and increasing avenues for feedback to be received
 - Timeline: ongoing

Information & Communications

- Our office will work to ensure that the content shared through our website, printed media, and social media is compliant with Web Content Accessibility Guidelines (WCAG) standards
 - Timeline: ongoing
- Our office will expand formatting of communications to include different sensory formats
 - Timeline: ongoing
- Email signatures for digital correspondence will be updated to express our commitments to support people with a wide range of disabilities and to invite people to share any accommodations that are required

Employment

- Our office will continue to develop and revise accessibility policies and notify employees of changes to processes including
 - o General staff accommodation practices
 - o Individualized accommodation plans and processes
 - o Individualized employee emergency response plan
 - Timeline: April 2024

Physical Space and Built Environment

- Our office will continue to evaluate our physical office space to ensure accessibility and work with constituents to meet accommodations requests
- As a Member of the Ontario Legislative Assembly, MPP Shamji will continue to support any changes taken by the Legislative Assembly and the Speaker of the House to improve accessibility at Queen's Park

More information regarding the Legislative Assembly of Ontario's accessibility processes and plan can be found here: <https://www.ola.org/en/accessibility/2024-2027-plan>

Feedback process:

Our office welcomes feedback on how we can foster accessibility in our community. Constituent feedback is valuable and will help us improve the services and support we can offer. To provide feedback, please contact:

Office of MPP Adil Shamji

Phone: (416) 494 6856

Email: Ashamji.mpp.co@liberal.ola.org

