

# Accessibility Compliance Report

## Organization information

Institut du Savoir Montfort (ISM) – Business or Non-profit

Sector that best describes the organization’s principal business activity - Educational services

## Accessibility compliance report questions

### General

**1. Does your organization have written accessibility policies and a statement of commitment?**

An accessibility policy has been in place since December 2017 and a statement of commitment is on our XHTML and CSS recommended norms by the WCAG 2.0 AA website at: <https://www.savoirmontfort.ca/institut/accessibilite-et-confidentialite/>

**2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization’s website?**

ISM is in the process of publishing a multi-year accessibility plan which will be posted on our organization's website in June of 2021 (available in French only). Our organization is currently respecting our affiliate Hôpital Montfort's multi-year plan.

**3. Does your organization provide appropriate training on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities?**

ISM has developed training “*Les exigences du règlement sur les normes d'accessibilité intégrées (RNAI)*” - a 12 minute on-line training session that is mandatory for all employees.

**4. Other than the requirements cited in the above questions, ISM is complying with all other applicable requirements in effect under the General section of the Integrated Accessibility Standards Regulation.**

### Customer Service

**5. ISM is complying with all applicable requirements under the Customer Service Standards.**

### Information and communications

**6. ISM ensures that its feedback processes are accessible to people with disabilities by providing or arranging for accessible formats or communication supports, upon request, and the public is notified of this accessible feedback policy.**

**7. ISM has a process to provide accessible formats and communication supports to people with disabilities in a timely manner and at no extra cost.**

- 8.** ISM makes its emergency procedures, plans or safety information available to the public.
  - a.** ISM provides its publicly available emergency procedures, plans or safety information in accessible formats to people with disabilities upon request.
- 9.** Other than the requirements cited in the above questions, ISM is complying with all other applicable requirements in effect under the Information and Communications Standards.

### Employment

- 10.** ISM prepares individualized workplace emergency response information for employees with disabilities.
- 11.** ISM develops and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.
- 12.** Other than the requirements cited in the above statements, ISM is complying with all other applicable requirements in effect under the Employment Standards Act.

### Design of Public Spaces

- 13.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new or redeveloped existing exterior paths of travel that it intends to maintain.
- 14.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new or redeveloped existing outdoor public use eating areas.
- 15.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new or redeveloped existing outdoor play spaces.
- 16.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new or redeveloped existing off-street parking.
- 17.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new service counters, (which includes replacing existing service counters).
- 18.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new fixed queuing guides.
- 19.** Since ISM has submitted its most recent accessibility compliance report, it has not constructed new or redeveloped existing waiting areas.
- 20.** Other than the requirements cited in the above statements, ISM is complying with all other applicable requirements in effect under the Design of Public Spaces Standards.