



Muslim Association of Hamilton (MAH)

Accessibility Policy

1. Purpose

This policy establishes MAH's commitment to identifying, removing, and preventing barriers for persons with disabilities, and sets out how MAH meets its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (O. Reg. 191/11) (IASR), and the Ontario Human Rights Code. It consolidates the MAH's accessibility commitments across all five AODA standards.

2. Policy Statement

MAH is committed to providing an environment and community place that respects the dignity, independence, integration, and equal opportunity of persons with disabilities. Accessibility is an expression of MAH's Islamic ethos: every person, family member, employee, and visitor is entitled to be received with dignity and to participate fully in the life of MAH.

MAH will:

- Provide its goods, services, facilities, and educational programs in a manner that respects the dignity and independence of persons with disabilities;
- Ensure persons with disabilities have equal opportunity to access, use, and benefit from MAH's programs and services;
- Integrate accessibility into everyday operations, planning, and decision-making rather than treating it as an exception;
- Accommodate persons with disabilities to the point of undue hardship, consistent with the Ontario Human Rights Code;

3. Scope

This policy applies to MAH including activities, whether on-site, off-site, or online. It covers trustees, employees, volunteers, contractors and third parties acting on MAH's behalf, and visitors. It governs interactions with individual, employment practices, information and communications, MAH-sponsored transportation, and the built environment.

4. Legislative and Regulatory Framework

Instrument	Relevance to MAH
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	Framework statute requiring accessibility standards be met by all Ontario organizations; goal of an accessible Ontario by 2025 and ongoing compliance thereafter.
Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR)	Sets the five standards (Customer Service; Information and Communications; Employment; Transportation; Design of Public Spaces) and general requirements.
Ontario Human Rights Code	Imposes the duty to accommodate persons with disabilities to the point of undue hardship. The Code prevails where it provides greater protection than the AODA.
Occupational Health and Safety Act	Intersects with workplace emergency response information and safe accommodation of employees with disabilities.
Ontario Building Code / AODA Design of Public Spaces Standard	Governs accessibility of new construction and major renovations, including the planned capital works at MAH.

4.1 Definitions

- “Disability” has the meaning given in the Ontario Human Rights Code and includes physical, sensory, developmental, learning, and mental health disabilities, whether visible or non-visible, permanent, temporary, or episodic;
- “Barrier” means anything that prevents a person with a disability from fully participating — physical, architectural, informational, communicational, attitudinal, technological, or a policy or practice;
- “Assistive device” means a technical aid, communication device, or other instrument used to maintain or improve functional abilities;
- “Service animal” and “support person” have the meanings given in the IASR;
- “Accessible formats” and “communication supports” include, without limitation, large print, recorded audio, electronic formats, captioning, plain language, and reading aloud.

5. General Requirements

- Written policies. MAH maintains this policy in writing, posts them publicly on MAH website, and provides them in accessible formats on request;
- Training. MAH provides the needed training to all involved employees to ensure they understand and adhere to this policy and all other internal policies through sessions, e-mail blasts, postings and other means of communication.
- Compliance reporting. MAH files AODA accessibility compliance reports with the Ontario Government and retains proof of filing.

6. Accessible Customer Service

MAH provides its services — including admissions, front-office and reception functions, meetings, and community events — in accordance with appropriate Customer Service that ensures dignity for persons with disability and prevents barriers that could hinder their effective participation.

6.1 Assistive Devices

Persons with disabilities may use their own assistive devices when accessing MAH premises, programs, and services. Where a device cannot be used on-site (e.g., for health and safety reasons), MAH will work with the individual to identify an alternative means of access.

6.2 Service Animals

Persons with disabilities accompanied by a service animal are welcome in all areas of the premises open to the public or to families, except where excluded by law. Where a service animal is excluded by law, or where its presence must be reconciled with a competing accommodation need (e.g., severe allergy or a religious or health consideration of another person), MAH will engage both parties to find a solution that respects the dignity and access rights of each.

6.3 Support Persons

Persons with disabilities may be accompanied by a support person while on MAH premises. In limited circumstances, MAH may require a support person where necessary to protect the health or safety of the person with a disability or others, after consulting the individual and considering available alternatives.

6.4 Notice of Temporary Disruption

When facilities or services used by persons with disabilities (e.g., elevator, accessible washroom, accessible entrance) are temporarily unavailable, MAH will post notice at the affected location, at main entrances, and on MAH website, stating the reason, expected duration, and available alternatives.

6.5 Feedback

Feedback on the accessibility of MAH's services may be provided in person, by telephone, in writing, by email, or through the MAH website, and will be accepted in accessible formats. Feedback is acknowledged, documented, directed to the Administration personnel or designate, and responded to in a format that takes the person's disability into account. The feedback process is publicly posted.

7. Information and Communications

- Accessible formats and communication supports. On request, the MAH provides or arranges accessible formats and communication supports for its information, in a timely manner, at no additional cost, and in consultation with the person making the request;
- Website. The MAH website provides a mean to host and communicate the MAH accessibility Policy and obtain the needed feedback and requests.
- MAH communications. Newsletters, e-mail blasts, Website, and emergency communications are available in accessible formats on request.

- Emergency information. Emergency procedures, plans, and public safety information made available to the public are provided in an accessible format or with appropriate communication supports on request, as soon as practicable.

8. Employment

MAH provides accessible employment practices across the employee lifecycle.

- Recruitment. Job postings state that accommodations are available on request; applicants selected for interview or assessment are notified that accommodations are available, and accommodations are provided in consultation with the applicant;
- Offers and onboarding. Successful applicants are informed of MAH's accommodation policies at the time of offer, and all employees are informed of supports available to them and of any updates to accommodation policies;
- Individual accommodation plans. MAH maintains a written process for developing documented individual accommodation plans for employees with disabilities, including how the employee participates, how privacy is protected, and how plans are reviewed;
- Workplace emergency response information. Individualized workplace emergency response information is provided to employees whose disability requires it, and shared (with consent) with persons designated to assist, and reviewed when the employee's location, accommodation needs, or MAH's emergency plans change;
- Performance management, career development, and redeployment. Accessibility needs and individual accommodation plans are taken into account in performance management, professional growth, and any redeployment decisions.

9. Transportation

MAH does not operate a public transportation service; however, where MAH arranges transportation for field trips, athletics, or other activities — including through third-party providers — it will consider the accessibility needs of participants, staff, and volunteers in planning, communicate needs to providers in advance, and select accessible options where required.

10. Design of Public Spaces and the Built Environment

New construction and major renovations of public spaces will comply with the AODA Design of Public Spaces Standard and the accessibility provisions of the Ontario Building Code. Accessibility requirements — including accessible routes, entrances, washrooms, signage, and parking — are incorporated at the design stage of all capital projects. When an element of an accessible public space is out of service, the needed steps for temporary disruption will take effect through the established means of communication.

11. MAH Environment

In addition to the AODA standards, the MAH applies the Ontario Human Rights Code duty to accommodate individuals with disabilities in all aspects:

- Admissions. A disability is not, in itself, a basis for refusing admission; admissions decisions consider whether MAH can meet the applicant's needs with accommodation, short of undue hardship, and the process itself is accessible;
- Dignity and confidentiality. Information about a person's disability is collected, used, and shared only as needed to provide accommodation, consistent with the privacy policies.

13. Training

MAH provides training on the requirements of the IASR accessibility standards and on the Ontario Human Rights Code as it pertains to persons with disabilities, to:

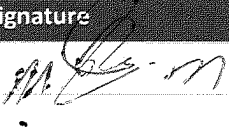
- All employees and volunteers;
- All persons who participate in developing policies;
- All other persons who provide goods, services, or facilities on behalf of MAH.

Training is appropriate to the duties of the person, is provided as soon as practicable after hiring or engagement and upon changes to accessibility policies, and includes accessible customer service (assistive devices, service animals, support persons, and interacting with persons with different types of disabilities).

17. Review

This policy is reviewed at least every three years, and earlier upon amendment to the AODA, the IASR, the Ontario Human Rights Code, or related Ministry direction. Amendments are presented to MAH Board for approval, and the posted version and handbook references are updated within thirty (30) days of approval.

Adoption

Approved by	Signature	Date
MAH, PRESIDENT		July 2 / 2026