Islamic Relief Canada
Accessibility Plan
2026-2030

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Message from Islamic Relief Canada

At Islamic Relief Canada (IRC), our vision is a more compassionate and just world where no one is left behind. In Canada and internationally, we assist people to access basic services, including education, water and sanitation, as well as healthcare. We work to reduce the root causes of poverty and ensure that the world's most vulnerable people have access to both our programs and our advocacy.

With our Accessibility Policy, accessibility feedback process, and this Accessibility Plan, we continue to put policies, procedures, and plans in place to work towards creating a more inclusive world. This 2026-2030 Accessibility Plan serves as a roadmap for employees and volunteers to work towards becoming a more accessible and inclusive organization and community. We train our employees and volunteers to assist in identifying, removing, and preventing barriers for people with disabilities.

This Plan has been reviewed and approved by IRC's Human Resources team as well as IRC's senior leadership team. We commit to reviewing the Plan annually and to using it as a resource to help us both comply with Ontario's accessibility laws and to meet our own ongoing accessibility, diversity, and inclusion commitments and goals.



Tufail Hussain
Chief Executive Officer
Islamic Relief Canada

IRC Statement of Commitment to Accessibility

Islamic Relief Canada (IRC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all employees, volunteers, and visitors. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA).

Definitions

Within this document, the following terms are used with the following meanings. The definitions have been adapted from the *Accessibility for Ontarians with Disabilities Act*, 2005 and are consistent with a broader list of accessibility-related terms referenced in the IRC Accessibility Policy that can be accessed on the IRC Accessibility page.

"**barrier**" means:
Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, or a policy or practice.

"**disability**" means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997.

Purpose

This Accessibility Plan will:

- Review efforts at IRC to identify, remove, and prevent barriers to people with disabilities;
- Describe the process by which IRC will identify, remove, and prevent barriers to people with disabilities;
- Describe the measures that IRC will take in the coming years (from January 1, 2026 through December 31, 2030) to identify, remove and prevent barriers to people with disabilities; and
- Describe how IRC will make this accessibility plan available to the public.

AODA Compliance Achievements

IRC is committed to meeting all *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA) compliance requirements and deadlines of a large (50+ employees) non-profit organization. This includes filing AODA accessibility compliance reports by applicable AODA deadlines.

To review the *Accessibility for Ontarians with Disabilities Act*, 2005, go to Government of Ontario online laws at https://www.ontario.ca/laws/statute/05a11.

Category	AODA Requirement	Compliance Status as of July 2026
Employee Training	Provide accessible AODA and role-specific accessibility training, including training on both AODA training requirements and on IRC accessibility policies and procedures Maintain a written record of training provided	Compliant
Customer Service Feedback	Provide accessible options for people to provide feedback Provide and train staff on the IRC accessibility feedback process	Compliant
Emergency Information	Provide accessible emergency and public safety information Provide accessible emergency information to staff	Compliant
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals and update the plan a minimum of every five years Make the multi-year accessibility plan public	Compliant
Accessible Websites	Ensure public websites that IRC controls or manages meet or exceed WCAG 2.0 AA guidelines	Compliant, with regular reviews and availability of information in alternate formats, upon request
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	Compliant

Category	AODA Requirement	Compliance Status as of July 2026
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	Compliant
Public Information	Make public information accessible when requested	Compliant
Development of Public Spaces	Make new or redeveloped public spaces accessible	Compliant
Accessibility Reports	File accessibility status reports based on stated deadlines in the AODA	Compliant

Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, IRC has also consulted with an external organization to increase accessibility and inclusion.

IRC consulted with the external organization to:

- Review the AODA compliance status at IRC,
- Identify areas for improvement in removing and preventing accessibility barriers related to policies and procedures,
- Update IRC AODA and accessibility documentation, and
- Assist with developing and achieving future accessibility goals at IRC.

Measures to Identify, Remove, and Prevent Barriers

Islamic Relief Canada uses various measures to identify, remove, and prevent accessibility barriers.

Accessibility Feedback

To ensure that it meets or exceeds AODA compliance requirements, IRC is committed to responding to employee, volunteer, and community feedback in identifying priority areas to increase accessibility and inclusion. The process for providing feedback is communicated to the public on the IRC website and to IRC employees and volunteers during onboarding and refresher training.

Feedback regarding the way IRC provides access to services, goods, facilities, and employment opportunities to people with disabilities can be provided in several ways, including:

- Online at the IRC Accessibility page by submitting an Accessibility Feedback Form (with the option to submit feedback anonymously)

- In person or by mail:
  Islamic Relief Canada
  3501 Mainway
  Burlington, Ontario L7M 1A9
- By Phone:1-855-377-4673
- By Email: feedback@islamicreliefcanada.org

IRC reviews and follows up on all accessibility feedback, collaborating with individuals and appropriate departments to prioritize and recommend actions to the senior leadership team. Approved recommendations become goals for inclusion in departmental workplans and AODA accessibility plans.

Identifying, Removing and Preventing Barriers

The IRC senior leadership team have identified the following goals and actions to remove and prevent accessibility barriers at IRC over the coming years. IRC Action Owners listed in the tables below are responsible for ensuring that both AODA compliance requirements and IRC-identified accessibility goals and initiatives are carried out based on legislative and IRC-determined deadlines.

Policies, Procedures, and Plans

IRC is committed to reviewing its Accessibility Plan annually to help ensure that it continues to work towards greater accessibility and inclusion and to accomplish its accessibility goals as planned.

If other IRC policies or procedures are reviewed and identified as presenting barriers to accessibility and inclusion, these policies will be revised to remove these barriers.

Accessibility Goal	Action Owner	Target Completion Date
Review the multi-year accessibility plan and status of accessibility goals annually	Human Resources	Annually
Ensure that the current Statement of Commitment to Accessibility is shared with IRC employees and volunteers and is posted on the IRC website	Human Resources	July 2026
Ensure that IRC emergency and evacuation plans are reviewed, updated where necessary, and available in an accessible format (for members of the public as well as employees)	Health and Safety, Human Resources	July 2026
Add an annual review of emergency and evacuation plans of employees through the current Performance Appraisal process	Human Resources	December 2026

Accessibility Goal	Action Owner	Target Completion Date
Ensure that all current and new employees are aware of additional supports available during emergency and evacuation situations	Human Resources, Health and Safety	July 2026 (for current employees) Ongoing (for new employees)
Review and update IRC branding and style guidelines to ensure IRC information and marketing content incorporate accessibility requirements and guidelines	Marketing	March 2027
Develop an accessible event planning checklist; provide training to raise awareness of accessibility resources and requirements among IRC event planners	Fundraising	July 2026
File AODA compliance reports based on stated deadlines in the AODA	Human Resources	December 2026 (and as required by AODA)
Review purchasing or procurement policy content and supporting resources (for example, RFP templates, IRC third-party agreements, procurement checklists) to incorporate accessible and inclusive purchasing guidelines and requirements.	Finance	December 2027
Create and share an updated multi-year accessibility plan a minimum of every five years	Human Resources	December 2030

Training

IRC is committed to ensuring that its employees and volunteers (including board members) receive training on applicable accessibility and human rights laws (including the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities).

AODA and accessibility training will be provided on IRC accessibility policies and procedures during employee and volunteer onboarding. Refresher training is provided when changes are made to applicable accessibility legislation or to IRC accessibility policies and procedures.

IRC also ensures that those providing services on behalf of IRC confirm they have received accessibility training similar to IRC employees.

Accessibility Goal	Action Owner	Target Completion Date
Provide updated refresher training on emergency and safety procedures for employees	Health and Safety	Ongoing – training is provided to staff every year
Ensure resources are available to IRC content creators on how to create accessible information and communication	Marketing	December 2026
Train IRC managers in incorporating accommodation request and barrier review information in their day-to-day management, informal discussions with employees, and performance management tasks	Human Resources	July 2026
Review IRC staff roles and responsibilities to determine employees that could benefit from Mental Health First Aid Training; schedule and deliver training as needed	Health and Safety	October 2026

Customer Service

IRC is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. It is also committed to ensuring that it provides persons with disabilities with integrated and equitable access to its services and facilities, wherever possible.

Accessibility Goal	Action Owner	Target Completion Date
Review and update IRC accessibility feedback methods (policies and procedures for raising awareness of feedback methods among public and employees); ensure that clear processes are in place for welcoming and tracking feedback, including training for addressing and responding to feedback (short-term), and tracking and addressing identified barriers (long-term).	Human Resources	June 2026

Information and Communication

IRC is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. IRC is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that IRC content creators have access to resources on how to create information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents)	Marketing	December 2026
Ensure that IRC web content and social media that IRC manages or controls meets or exceeds WCAG 2.0 level AA guidelines (excluding live captioning and audio description)	Marketing, IT	October 2026

Employment

IRC is committed to providing fair and equitable employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans.

All processes involve consultation with the employee or potential employee, when requested. IRC is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that recruitment, job offer, and onboarding material includes clear information regarding welcoming and addressing accommodation requests, as well as relevant accessible employment information	Human Resources	March 2026
Ensure the IRC onboarding checklist and process includes a review of accessible employment and accommodation policies and procedures	Human Resources	June 2026

Accessibility Goal	Action Owner	Target Completion Date
Review and update the current accommodation request procedure to ensure a standardized operating procedure is in place	Human Resources	Ongoing with annual reviews
Ensure that employee accessibility and accommodation requests are addressed appropriately – upon request by employees, when scheduled for review, and during annual performance reviews	Human Resources	Ongoing, with annual reviews
Ensure that all current and new employees are aware of options and supports available to develop individual emergency and evacuation support plans upon request and where needed to support accommodations	Human Resources	July 2026
Ensure that accommodation request and emergency and evacuation support information is included in updated Emergency Preparedness and Response and Evacuation / File Drill Procedure documents and that staff training is provided on these policies and procedures	Health and Safety	Ongoing
Encourage employees to provide feedback of all types; ensure accessibility feedback and questions are addressed in a timely manner (while respecting anonymity, where requested)	Human Resources	Ongoing

Built Environment and Design of Public Spaces

IRC is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers.

Where required, external organizations, accessibility professionals, and individuals with lived experience will be consulted to assist with built environment and design of public spaces goals.

Upcoming IRC built environment goals to address identified barriers include the following items.

Accessibility Goal	Action Owner	Target Completion Date
Review accessibility of wayfinding and signage (re: format and content, visibility, plain language, etc.), particularly for emergency and accessibility information.	Human Resources	Ongoing
Ensure employees are trained on how to identify, remove, and prevent temporary physical barriers (e.g., accessible meeting setups, removing obstructions to pathways).	Human Resources	July 2026
Ensure that all newly built or substantially renovated washrooms meet current accessible design guidelines for wheelchair-accessible toilet, sink, and accessories.	Human Resources	December 2026

Communication of the Plan

The 2026-2030 Multi-year Accessibility Plan will be shared with IRC employees and volunteers and made available to the broader community. The Accessibility Plan will be available on the IRC Accessibility page in an accessible format. Printed copies and alternate formats will be provided upon request by IRC Communications.

Contact Us

If you have any questions or feedback, accommodation requests, or would like to request a copy of our accessibility policies in an alternate format, contact us:

Address:
Islamic Relief Canada
3501 Mainway, Burlington, ON L7M 1A9

Phone:
1-855-377-4673

Email:
feedback@islamicreliefcanada.org

Hours:
Regular Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Document Owner	Document Approved By	Approval Date	Effective Date	Review Period	Next Review Date
Human Resources	Senior Leadership Team	May 2026	June 2026	Annual	January 2027