

MULTI-YEAR ACCESSIBILITY PLAN

The College of Family Physicians of Canada (CFPC) is committed to meeting the accessibility needs of people with disabilities in a timely manner. In order to meet this goal, and to comply with the requirements under Ontario Regulation 191/11 of the *Accessibility for Ontarians with Disabilities Act, 2005*, the CFPC has developed the following multi-year accessibility plan. This plan will be reviewed at least once every five years. Ontario’s goal is to be fully accessible by 2025.

Due January 1, 2012

Legislative Requirement	Required Action	Implementation Status
<i>Information and Communication Standard</i>		
Public Safety Information	Any emergency procedures, plans or public safety information that is made available to the public must be provided in an accessible format upon request.	Currently the CFPC does not prepare emergency procedures, plans, or public safety information that are available to the public. If the CFPC prepares public emergency information at a future date, we will ensure that it is provided to a person with a disability in an accessible format upon request.
<i>Employment Standard</i>		
Individualized Workplace Emergency Response Information	<p>Individualized workplace emergency response information must be prepared for employees with disabilities where (a) the disability is such that the individualized information is necessary and, (b) the CFPC is aware of the need for accommodation due to the employee’s disability.</p> <p>An individualized emergency response plan must be developed as soon as practicable once the CFPC is aware of the need.</p> <p>If assistance will be required, the CFPC must first ask the employee for consent and then should select a person designated to provide assistance.</p> <p>An employee’s individualized emergency response plan must be reviewed:</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location; (b) when the employee’s overall accommodations needs or plans are reviewed; and (c) when our general emergency response policies are reviewed. 	The CFPC has an approved Individual Workplace Emergency Response procedure in place for employees.

Due January 1, 2014

Legislative Requirement	Required Action	Implementation Status
General Requirement		
Development of Accessibility Policies and Statement of Organizational Commitment	<p>Create written policies pertaining to meeting the requirements under the Integrated Accessibility Standard. The policies must include a statement of organizational commitment.</p> <p>Make the policies available to the public and in an accessible format upon request.</p>	The CFPC has approved policies and procedures in place which are communicated to staff and posted on our website, including the process to request accessible formats.
Development of a Multi-Year Accessibility Plan	<p>Create a multi-year accessibility plan that must be reviewed at least once every five years.</p> <p>Post the plan on the CFPC's website and make it available in an accessible format upon request.</p>	The CFPC has developed a Multi-Year Accessibility Plan which is posted as required by the AODA.
Self-Serve Kiosks	Have regard for accessibility features when designing, procuring or acquiring self-serve kiosks.	Currently the CFPC does not have self-serve kiosks. However, if the CFPC decides to design, procure, or acquire self-serve kiosks at a future date, we will have regard to accessibility for people with disabilities.
Information and Communication Standard		
Web Accessibility	All <u>new</u> internet websites and corresponding content must comply with the WCAG 2.0 Level A.	The Communications Department is actively reviewing the details pertaining to the website accessibility requirements and developing a plan for compliance to the WCAG 2.0 Level A during the 2017/2018 fiscal year in the development of our new website.

Due January 1, 2015

Legislative Requirement	Required Action	Implementation Status
General Requirement		
Training	Training of all employees, and individuals involved in the development of policies and any third parties providing goods or services on the CFPC's behalf.	All employees at the CFPC are required to complete AODA training.

Information and Communication Standard		
Feedback	Ensure that the CFPC's feedback process is accessible to people with disabilities by providing accessible formats and communication supports upon request.	CFPC will accommodate requests to provide feedback in alternate accessible formats and communication supports when requested. Such requests are made to Human Resources via the HR general email inbox.

Due January 1, 2016

Legislative Requirement	Required Action	Implementation Status
Information and Communication Standard		
Accessible formats and communication supports	Provide accessible formats and communication supports to people with disabilities when requested at no additional cost.	CFPC will provide accessible formats and communication supports to people with disabilities at no additional cost. Accommodation requests are made to Human Resources via the HR general email inbox.
Employment Standard		
Recruitment – General	The CFPC will notify current employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.	Availability for accommodation for applicants is communicated at all stages of the recruitment process.
Recruitment – selection process	Job applicants that are individually chosen to participate in the selection process will be notified that accommodations are available. If an accommodation is requested, we will consult with the applicant when determining a suitable accommodation.	Availability for accommodation for applicants is communicated at all stages of the recruitment process.
Recruitment – notice to successful applicants	The CFPC will notify successful job applicants about our policies related to the accommodation of employees with disabilities.	Availability for accommodation for applicants is communicated at all stages of the recruitment process.
Informing employees of supports	Employees of the CFPC must be informed of policies used to support employees with disabilities, including policies related to job accommodation for employees with disabilities. This information must be provided as soon as practicable to new employees. When changes are made to current policies related to job accommodation, updated information must be provided to employees.	All CFPC policies and procedures associated with AODA and accommodation are shared with new employees during their orientation. Any changes to such policies or procedures are communicated to all staff via email, staff newsletter, posted on SharePoint and/or Department meetings.

<p>Accessible formats and communication supports for employees</p>	<p>The CFPC must provide accessible formats and communication supports to an employee with a disability for (a) information that is needed in order to perform the employee’s job and (b) information that is generally available to employees in the workplace.</p> <p>The CFPC must consult with the employee when determining the suitable format or communication support.</p>	<p>CFPC will accommodate employee requests for accessible formats and communication supports when requested.</p>
<p>Individualized Accommodation Plan</p>	<p>The CFPC must prepare a written procedure for the development of individualized accommodation plans for employees with disabilities.</p> <p>The procedure must include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee’s personal information. 	<p>The CFPC has an Individual Accommodation Policy and associated Plan template in place.</p>

	<p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>In addition, the individualized accommodation plan should include: information regarding accessible formats and communication supports (if requested), the employee’s individualized emergency response information (if any), and information regarding any other accommodation that is to be provided.</p>	
Return to Work Process	<p>The CFPC must have in place a written return to work process for employees absent due to disability who require disability related accommodation for returning to work.</p> <p>The process must (i) outline the steps the CFPC will take to facilitate the return to work, and (ii) incorporate individualized accommodation plans.</p>	The CFPC has a Return to Work policy in place.
Performance Management	The CFPC must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place during performance management.	Human Resources has updated performance review documents to include a statement that associates with CFPC’s commitment to taking into account employee accessibility needs during the performance management process.
Career Development	The CFPC must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place when considering career development opportunities.	As outlined in CFPC’s Integrated Accessibility Standard Statement of Commitment and Policy, the CFPC commits to taking account employee accessibility needs when considering career development opportunities.

Redeployment	The CFPC must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place during the redeployment process.	As outlined in CFPC’s Integrated Accessibility Standard Statement of Commitment and Policy, the CFPC commits to taking account employee accessibility needs during the redeployment process.
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Due January 1, 2017

Legislative Requirement	Required Action	Implementation Status
<i>Design of Public Spaces Standard</i>		
Recreational Trails and Beach Access Routes	Newly constructed and redeveloped recreational trails and beach access routes must comply with the accessibility requirements in the Design of Public Spaces Standard.	Does not apply to CFPC.
Outdoor Public Use Eating Areas and Outdoor Play Spaces	Newly constructed and redeveloped outdoor public eating areas and outdoor play spaces must comply with the accessibility requirements in the Design of Public Spaces Standard.	Does not apply to CFPC.
Exterior Paths of Travel	Newly constructed and redeveloped exterior paths of travel must comply with the accessibility requirements in the Design of Public Spaces Standard, except where the Building Code applies. “Exterior paths of travel” includes outdoor sidewalks or walkways designed and constructed for pedestrian travel that are intended to serve a functional, not recreational, purpose. But this does not include paths of travel regulated under the Ontario Regulation 350/06 (Building Code) made pursuant to the <i>Building Code Act, 1992</i> .	Does not apply to CFPC.
Accessible Parking	Newly constructed and redeveloped off-street parking spaces must comply with the accessibility requirements in the Design of Public Spaces Standard.	Does not apply to CFPC.
Service counters, fixed queuing guides and waiting areas	Newly constructed and redeveloped service counters, fixed queuing guides and waiting areas must comply with the accessibility requirements in the Design of Public Spaces Standard.	Does not apply to CFPC.

Maintenance	When the CFPC undergoes new construction or a substantial development that requires accessible design as provided under the Design of Public Spaces Standard, procedures must be put in place (i) for preventative and emergency maintenance of the accessible elements, and (ii) for dealing with temporary disruptions when accessible elements required under the Design of Public Spaces Standard are not in working order.	CFPC will work with the appropriate contractors, landlords, etc. to ensure proper protocols and communications are in place to protect staff and enable accessibility for employees and our guests.
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Due January 1, 2021

Legislative Requirement	Required Action	Implementation Status
<i>Information and Communication Standard</i>		
Web Accessibility	All internet websites and web content must conform with WCAG 2.0 Level AA, other than (a) success criteria 1.2.4 Captions (Live), and (b) success criteria 1.2.5 Audio Descriptions (Pre-recorded).	The Communications Department is actively reviewing the details pertaining to the website accessibility requirements and will be including the steps necessary for compliance to the WCAG 2.0 Level AA by January 1, 2021.