ROYAL COLLEGE
OF PHYSICIANS AND SURGEONS OF CANADA

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DES MÉDECINS ET CHIRURGIENS DU CANADA

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Royal College of Physicians and Surgeons of Canada

Integrated Accessibility Standards Regulation (IASR) Multi-Year Accessibility Plan

The following information supports the 2014-2021 accessibility plan which outlines the policies and actions that the Royal College of Physicians and Surgeons of Canada (Royal College) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Royal College is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Since 2012, the Royal College has been in compliance with the Accessible Customer Service Regulation under the AODA, and will continue to comply with that regulation.

Under the AODA, the following accessibility standards set certain requirements that are applicable to the Royal College:

- **Customer Service**;
- **Information and Communications**;
- **Employment**; and
- **Design of public space**

Accessibility policies and multi-year plan:

The Royal College is committed to developing accessibility policies and this multi-year accessibility plan that outlines what we will do to remove and prevent accessibility barriers in our organization.

An accessibility policy is an organizational rule or principle created with the purpose of improving accessibility for customers and employees. This policy will help people with disabilities understand what the organization is doing to provide more accessible service and what can be expected from employers in terms of accessibility. The policy will include a statement of commitment that demonstrates that the organization will provide an appropriate level of accessibility in a timely manner.

A multi-year plan is a road map that will illustrate how the Royal College plans to meet all requirements under the IASR and remove and prevent any additional barriers to accessibility in the organization. The plan considers the following:

o how people access our organization and how our services are provided;
o how we present information about the services we provide;
o how we hire, retain, advance and redeploy employees.

In accordance with the requirements set out in the IASR, the Royal College will,
by January 1, 2014:

- Develop, implement and maintain a policy and accessibility plan which outlines how the Royal College intends to comply with the accessibility requirements of the regulation that will be:
  - documented in writing;
  - made publicly available via the Royal College website;
  - offered in accessible formats on request.
- Report as required on its website on the progress of the implementation of this plan;
- Review and update the plan as needed and once every five year.

Required legislative compliance date: January 1, 2014 (part of General Requirements)

Customer Service:
Providing accessible customer service to people with disabilities

The Royal College is committed to excellence in serving all customers, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

The Royal College is also dedicated to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. The Royal College will strive to ensure that its policies, practices and procedures are consistent with the core principles of dignity, independence, integration and equal opportunity as outlined in the AODA.

The Royal College has taken the following measures to meet the AODA Customer Service Standards requirements.

- Created and put in place an accessibility policy that:
  - Considers a person's disability when communicating with them
  - Allows assistive devices in our workplace, like wheelchairs and walkers
  - Allows service animals
  - Welcomes support persons and lets customers know when accessible services are not available
    - In the event of a planned or unexpected disruption to service or facilities for customers with disabilities, the Royal College will notify customers promptly. A clearly posted notice will include information about the reason for disruption, its anticipated length of time and a description of alternative facilities or service, if available.
  - Invites customers to provide feedback
    - Customers who wish to provide feedback on the way the Royal College provides good and services to people with disabilities can contact People Services and Organizational Development (PSOD) office via:
    -

> **Mail/in person**:
> Royal College of Physicians and Surgeons of Canada
> 774 Echo Drive, Ottawa, ON K1S 5N8
>
> **Telephone:** 613-730-8177; **toll free** 1-800-668-3740
> **Fax:** 613-730-8830
> **E-mail:** feedback@royalcollege.ca

- Provide policy and training to every person who deals with customers, members of the public or other third parties in Ontario on behalf of the Royal College, including every person who participates in developing the Royal College's policies, practices and procedures governing the provision of goods and services to its customers, members of the public or other third parties.
  - AODA customer service standard training handout and policy are provided at the time of orientation as part of the enrollment package.
  - All staff in all positions are provided with training and policy.
- Provide copy of policy and training to new hires.
- Track and record, within PSOD office, completion of accessibility training and sign off.
- Posted its policy on the Royal College website www.royalcollege.ca, which is accessible to the public in accessible formats.
- Completed online accessibility compliance report to ensure Royal College met all AODA requirements on December 20, 2012.

Individualized Emergency Response Information:
Employment: Helping employees with disabilities stay safe

The Royal College is committed to providing its employees with emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

When the Royal College is aware that an employee has a disability and that there is a need for accommodation, an individualized workplace emergency response plan will be provided to the employee as soon as practicable. Information/plan will vary based on the nature of the employee's disability and their requirements.

As of January 1, 2014, the Royal College:
- Developed procedures for an individualized workplace emergency response plan;
- created a standard form for workplace emergency response for employees who have disclosed a disability and who require accommodation;
- will review emergency information and determine who needs help/assistance annually.
- will prepare individualized emergency plans for employees with a disability as required.
- will prepare assistance plans and provide assistance to employees who have shared information about their disability and requirements in case of an emergency evacuation or disaster in the workplace.
- will communicate individualized emergency plans to the fire warden personnel and, when applicable, to the employees' respective manager;
- will inform all new and current employees that it is their responsibility to share any requirements for an individualized emergency response plan.
- will maintain a record of employees who require an individualized emergency response plan.
- will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed on an ongoing basis.

AODA - IASR Training:
General requirements: Train employees on Ontario's IASR accessibility laws and on the Human Rights Code as it relates to people with disabilities

The Royal College is committed to providing training to employees, volunteers and other staff member on Ontario's IASR accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided as soon as practicable and in a way that best suits the duties of employees, volunteers and other staff members.

- Provide training regarding the AODA - IASR requirements and on the Ontario Human Rights Code on a yearly basis.
- Ensure all new and current employees, volunteers and other staff that provide goods or services on behalf of the Royal College read, understood and signed off on the training for tracking purposes.
- Provide AODA – IASR training to all new hires as part of the orientation practices
- ensure that training is provided to persons referenced above by January 1, 2015 and as soon as practicable after they join the organization;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Required legislative compliance: January 1, 2015

Information and Communication:
Making information accessible for people with disabilities

The Royal College is committed to making organization information and communications accessible to persons with disabilities. The Royal College will ensure that its information and communications systems and platforms are accessible and are provided in formats that meet the needs of persons with disabilities. We will consult with people with disabilities to determine their information and communications needs when applicable.

a. Accessible website and web content

The Royal College will take the following steps to make any new websites and content on those sites conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014.

- Any new websites or web content after January 1, 2014 will meet to the WWW Consortium WCAG 2.0, level A and all internet websites and web content must conform with WCAG 2.0 Level AA by January 1, 2021, in accordance with the schedule set out in the AODA Integrated Accessibility Standards Regulation.
- Royal College will consider when possible AODA compliance when selecting technology vendors for new website development initiatives.

- Consider AODA compliance when planning corporate wide projects and considering technology aspects;
- Use AODA standards when developing new intranet applications in 2014;
- Update System Development Life Cycle (SDLC) documents and processes to outline roles and responsibilities regarding content compliance for new web content;
- eSolutions and Communications office to collaborate and provide guidelines to all staff to ensure public documents and media are readily available in alternate accessible formats;
- Expand corporate awareness by developing and communicating a best-practices guide and other tools for employees to reference web requirements and Information and Communication Standards of AODA;

Required Legislative Compliance:
- January 1, 2014 – WCAG 2.0 Level A – new websites and web content
- January 1, 2021 – WCG 2.0 Level AA – all websites and web content, except for exclusions set out in the IASR

b. Feedback process

The Royal College will ensure its existing feedback processes are accessible to people with disabilities upon request.

- Information on how to provide feedback will be included in the AODA policy and employee training materials.
- Existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner (e.g. questionnaires);
- Assess current formats and reduce barriers where possible;
- Review all feedback processes across the Royal College (internally and externally) to make sure all processes are assessed.
- Determine what accessible formats and communication supports we will provide upon request.
- Ensure staff are aware of the need to accommodate upon request through training.
- Requests to be directed to Communications

Required legislative compliance: Feedback, January 1, 2015

As per the AODA policy, feedback regarding the way the Royal College provides goods and services to persons with disabilities can be made in person, by email, letter or telephone. All feedback will be directed to:

Mail/in person:
Royal College of Physicians and Surgeons of Canada
774 Echo Drive, Ottawa, ON K1S 5N8

Telephone: 613-730-8177; **toll free** 1-800-668-3740
Fax: 613-730-8830
E-mail: feedback@royalcollege.ca

c. Accessible Formats & Communication Supports

The Royal College will take the following steps to make all publicly available information is made accessible upon request by January 1, 2016.

Planned Actions:
- By January 1, 2016, where accessible formats and communication supports for persons with disabilities are requested:
  o Provide requested information and communication supports in an accessible format;
  o Determine the suitability of the accessible format or communication support through consultation with the person making the request;
  o Provide information in a timely manner that takes into account the person's accessibility needs, and at a cost no more than the regular cost charged to other persons;
  o Publicly notify availability of accessible formats and communication supports.
- Post a sign at reception area notifying the public about the availability of accessible formats and communication supports. This information will also be indicated on our website via our policy.
- For all Royal College meetings/Conferences, our registration form will include a section for persons with disabilities to identify themselves.
- Upon request, determine alternative accessibility requirements by working with the individual(s).
- Ensure staff and management are aware of the need to accommodate upon request through training
- Determine what accessible formats and communication supports we will provide to persons with disabilities upon request.
- Develop procedures for situations where a suitable agreement cannot be made.

Required Legislative Compliance: Alternate formats and communication supports January 1, 2016

Employment

Making accessibility a regular part of finding, hiring and supporting employees with disabilities.

The Royal College is committed to fair and accessible employment practices and processes that will attract and retain employees with disabilities through all the phases of employment cycle (including for example job postings, phone interviews, in person interviews, reference checks and offer letters as well as orientation).

The Royal College will take the necessary steps to prevent and remove other accessibility barriers identified around all employment practices, including recruitment, assessment and hiring processes by January 1, 2016.

a. Recruitment, assessment and hiring processes:

We will take the following steps to notify the public and staff that, when requested, that the Royal College will accommodate people with disabilities during the **recruitment and assessment processes** and when people are hired by **January 1, 2016**.

The Royal College will review and modify its hiring policies, recruitment procedures, job postings and any applicable websites, as necessary, to notify employees and the public on how the Royal College will accommodate persons with disabilities during the recruitment and hiring processes.

- Provide training to hiring managers on AODA employment regulations to ensure they are practicing fair and accessible employment practices.
- work with vendors to ensure external Web pages are compliant with the Information and Communication Standards under the IASR's requirements (e.g. Job ad postings on external vendor websites)
- Notify job applicants, when they are selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process.
- Include notice of accommodation in the scheduling interview and/or assessment script;
- consult and arrange suitable accommodations for a selected applicant requesting an accommodation due to disability.
- Notify a successful applicant, when making offers of employment, of the Royal College's policies for accommodating employees with disabilities. Including within the offer of employment letters.

Required legislative compliance: January 1, 2016

b. Developing individual accommodation plans & return-to-work policies

The Royal College will take the following steps to develop and put in place a process for developing individual **accommodation plans** and **return-to-work** policies for employees that have been absent due to a disability by **January 1, 2016**.

Accessibility will be considered when creating its Return-to-work policy and procedures in 2014 via the Health and Safety consultant Crystal Brown.
- Develop and have in place a return to work policy and process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work;
- Annually, email all staff requesting they inform Corporate Services of whether they require an individualized emergency response plan;
- Outline steps we will take to facilitate a return to work accommodation;
- Track and document return to work accommodations;
- Reference documented individual accommodation plans;
- Accommodate through our ergonomic accommodations and alternate work arrangements program (as well as other benefits provided through Great-West Life)
- Ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR, shall include the manner in which:
  - o the employee requesting accommodation participates in the development of the plan;
  - o the employee is assessed on an individual basis;
  - o the Royal College may request an evaluation by a physician, at the Royal College's expense, to assist in determining if and how to achieve accommodation;
  - o the employee's personal information is kept private and confidential;
  - o the accommodation plan format takes into account the employee's accessibility needs;

Required Legislative compliance: January 1, 2016

c. **Performance management, career development and redeployment**

The Royal College will take into account the needs of employees with disabilities and individual accommodation plans when implementing and using performance management, career development and deployment processes.

The Royal College will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when the Royal College is:

- Using performance management process in respect of employees with disabilities;
- Providing career development and advancement to its employees with disabilities;
- Redeploying employees with disabilities.

Planned Action:

With respect to performance management, career development and redeployment, the Royal College will:
- review, assess and modify existing related policies, procedures and practices to ensure compliance with the IASR, when necessary;
- employees' accommodation plans prior to performance reviews and career development discussions and make adjustments to our practices as required.
- make accommodations, where required, to support employees' performance and productivity in their current and any future roles.
- take into account the accessibility needs of employees with disabilities and, as applicable, individualized accommodation plans;
- Review, assess and include accessibility criteria into any presentations, information sessions or orientation, when necessary;
- take into consideration the accessibility needs of employees with disabilities, including notification of the ability to provide accommodations on internal job postings;
- review the orientation checklist to ensure the accessibility needs of an employee with disabilities are considered when an employee moves internally to a new role.

Required legislative compliance: January 1, 2016

For more information:

For more information on this multi-year accessibility plan or to receive this document in a different format, please contact the Royal College at:

Mail/in person:
Royal College of Physicians and Surgeons of Canada
774 Echo Drive, Ottawa, ON K1S 5N8

Telephone: 613-730-8177; **toll free** 1-800-668-3740
Fax: 613-730-8830
E-mail: feedback@royalcollege.ca