

Multi-Year Accessibility Plan (AODA), 2020 – 2025

This 2020 to 2025 accessibility plan outlines the policies and actions that the Centre of Family Medicine Care Innovations (“CFFM CI”) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of Commitment

CFFM CI’s mission is to provide leadership and excellence in comprehensive patient-centred primary care through education, research, innovation, and care provision in a collaborate, sustainable, inter-professional environment.

CFFM CI is committed to providing a safe, healthy and supportive work environment by treating every employee, customer, job applicant, and other stakeholder with respect, fairness, and sensitivity. CFFM CI is committed to meeting the needs of all stakeholders with disabilities in a timely manner that respects the dignity and independence of persons with disabilities, and continuing to remove and prevent barriers to accessibility and by meeting accessibility requirements under Ontario’s accessibility laws.

Review and Update

This document must be reviewed and updated by December 31, 2025.

Policy Owner: Human Resources

Date Created: November 2020

Date Revised: November 2020

Review Cycle: 5 years

Approver: D. Walden

Integrated Accessibility Standards Regulation – Part 1 General Requirements			
Obligation	Actions(s) Taken	Compliance Date	Status
Create, review and update Customer Service Standards policy	Policy created by the Centre for Family Medicine and carried forward by CFFM CI when it became its own organization on April 2014. Human Resources conducts an annual review of the policy, and updates the policy as required.	January 1, 2014	Complete
Create, review, and update a multi-year accessibility plan	Plan created and posted on November 2020. Human Resources conducts a review of the plan every 5 years, or earlier as required.	January 1, 2014	Complete
Train all staff on Ontario's accessibility laws	Training conducted by the Centre for Family Medicine and carried forward for CFFM CI when it came its own organization on April 2014. Human Resources provides Customer Service Standards and AODA training to all new hires and compliance training with existing employees whenever the policy is updated. Training materials are also updated annually as required	January 1, 2015	Complete

Integrated Accessibility Standards Regulation – Part 2 Information and Communications

Obligation	Actions(s) Taken	Compliance Date	Status
Establish a feedback process	Established in Customer Service Standard policy, and also communicated on CFFM CI's accessibility page effective November 2020: https://ehealthce.ca/accessibility.htm	January 1, 2015	Complete
Provide accessible formats and communication supports for customers and employees	As requested to the extent practicable by Human Resources. Established in the Customer Service Standard policy, and also communicated on CFFM CI's accessibility page effective November 2020: https://ehealthce.ca/accessibility.htm	January 1, 2016	Upon Request
As requested, provide emergency procedures in an accessible format	As requested to the extent practicable by Human Resources. Established in the Customer Service Standard policy, and also communicated on CFFM CI's accessibility page effective November 2020: https://ehealthce.ca/accessibility.htm	January 1, 2012	Upon Request
Ensure Web Content Accessibility Guidelines (WCAG) are compliant to ensure that websites and web content are accessible	Level A completed. Level AA on schedule to be completed within compliance date by the Communications team.	(Level A) January 1, 2014	Complete
	Monitored by the Communications team on an ongoing basis to ensure compliance based on website updates.	(Level AA) January 1, 2021	In Progress

Integrated Accessibility Standards Regulation – Part 3 Employment Standards			
Obligation	Actions(s) Taken	Compliance Date	Status
Review recruitment practices with respect to hiring and interviewing, as per the requirements under the employment standards	Recruitment practices reviewed by Human Resources on an ongoing basis and documented in the HR Handbook.	January 2016	Completed
Notify candidates and employees about the availability of accommodation for applicants with disabilities in the recruitment process	Notification communicated in writing in job postings. Accommodation process for recruitment documented in the HR Handbook on June 2016 and reviewed by Human Resources.	January 2016	Completed
Inform all current and new employees of policies used to support employees with disabilities	Accommodation processes documented in the HR Handbook, which is distributed to all new employees and located in the company intranet.	January 2016	Completed
Provide or arrange accessible formats and communication supports for employees	Accessible formats and communication supports can be arranged by Human Resources upon request, and per the Customer Service Standard and HR Handbook.	January 2016	Upon request
Provide individualized workplace emergency response information to employees who have a disability	Provided as needed to employees who have a disability by Human Resources.	January 2016	Upon request

Integrated Accessibility Standards Regulation – Part 3 Employment Standards

Obligation	Actions(s) Taken	Compliance Date	Status
During the performance management process, CFFM CI will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Accessibility needs of employees with disabilities are considered during the performance management process, as per the HR Handbook.	January 2016	Completed
For career development and advancement, CFFM CI will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Accessibility needs of employees with disabilities are considered while discussing career development and advancement, as per the HR Handbook.	January 2016	Completed
At the time of redeployment, CFFM CI will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Accessibility needs of employees with disabilities are considered while redeployment, as per the HR Handbook.	January 2016	Completed