



AODA- Integrated Accessibility Standards Regulation (“IASR”)

Multi-Year Accessibility Plan

Objective

The following information supports the 2021-2025 Accessibility Plan which outlines the Policies and actions that the Royal College of Physicians and Surgeons of Canada (“Royal College”) has and will put in place to improve the opportunities for persons with disabilities in accordance with the requirements outlined the [*Integrated Accessibility Standards, Ontario Regulation 191/11*](#). (“IASR”).

Statement of Commitment

The Royal College is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The Royal College believes in integration, equal opportunity, access and participation for people with disabilities and we are committed to meeting the needs of people with disabilities in a timely manner and aim to do so by preventing and removing barriers to accessibility while meeting the accessibility requirements set forth under *the Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

Under the AODA, the following Integrated Accessibility Standards set certain requirements that are applicable to the Royal College:

- PART I- General Standards;
- PART II- Information and Communications;
- PART III- Employment;
- PART IV- Design of public space; and
- PART V- Customer Service.

The Multi-Year Accessibility Plan will be monitored on an annual basis and status updates will be posted on the Royal College’s website. The Multi-Year Accessibility Plan will be updated in 2025.

INTEGRATED ACCESSIBILITY STANDARDS

PART ONE (I): GENERAL REQUIREMENTS

Accessibility Requirement	Description of Initiative	Strategies and Actions taken to Prevent and Remove Barriers	Timeline- Compliance Date
Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the Regulation.	<ul style="list-style-type: none"> • The Royal College has developed and implemented policies governing how it achieves accessibility and is committed to maintaining and reviewing such policies annually. • Notice of availability of Policy and Plan, including Statement of Commitment is in accessible formats and is posted on the Royal College’s website. Further requirements for accessible formats will be provided upon request. 	January 1, 2014- Completed
Establishment of Accessibility Plans	4.(1) Large organizations shall, establish, implement, maintain, and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and	<ul style="list-style-type: none"> • The Royal College has developed and implemented a Multi-Year Accessibility Plan to prevent and remove barriers to meet the requirements under legislation. 	January 1, 2014- Completed

	<p>meet its requirements under this Regulation.</p> <ul style="list-style-type: none"> • post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and • review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> • The Multi-Year Accessibility Plan is posted on our website and will be provided in accessible formats, upon request. • The Royal College commits to reviewing and updating our Multi-Year Accessibility Plan once (1) every five (5) years. 	<p>Multi-Year Accessibility Plan was last reviewed December 2021.</p>
<p>Training on AODA and the Human Rights Code</p>	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<ul style="list-style-type: none"> • The Royal College has established and maintained a process to ensure that training with respect to accessibility and the Human Rights Code, as it relates to persons with disabilities, is provided to all employees and volunteers. • Training is included in the Royal College onboarding process within fourteen (14) days of commencement of employment. • A record of those trained is kept and maintained. • Additional training shall be provided on any prescribed changes to legislation or policies. 	<p>January 1, 2015- Completed + Ongoing</p>

PART TWO (II): INFORMATION AND COMMUNICATION STANDARDS

Accessibility Requirement	Description of Initiative	Strategies and Actions taken to Prevent and Remove Barriers	Timeline- Compliance Date
<p>Feedback Process</p>	<p>11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are</p>	<ul style="list-style-type: none"> • The Royal College is committed to ensuring that our existing and future feedback processes for receiving and 	<p>January 1, 2015- Completed + Ongoing</p>

	<p>accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p>	<p>responding to feedback are made accessible to persons with disabilities.</p> <ul style="list-style-type: none"> • The Royal College ensures for the provision of accessible formats and communication supports, as requested, in a timely manner. • Information on how to provide feedback is included in the Royal College's AODA Policy and as part of Employee training materials. • The Royal College commits to reviewing our feedback processes (internally and externally) annually to ensure our processes reduce barriers where possible. 	
<p>Accessible Formats & Communication Supports</p>	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person 's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> • The Royal College ensures to provide information and communication supports accessible to persons with disabilities and will do so in a timely manner and at no additional cost and in direct consultation to the person making the request. • The Royal College will publicly notify the public about the availability of accessible formats and communication supports via our Policy, Website and Signage at our reception area. • All Royal College meetings/conference registration forms include a section to indicate the need to accommodate and for persons with disabilities to identify themselves. • Royal College staff and management will receive training to recognize the need to accommodate. 	<p>January 1, 2016- Completed</p>
<p>Emergency procedures, plans or public safety information</p>	<p>13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency</p>	<ul style="list-style-type: none"> • The Royal College is committed to providing and maintaining an office that is safe and all emergency response 	<p>January 1, 2012- Completed</p>

	procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	information and procedures that are made available to the public shall be provided in accessible formats or with appropriate supports, upon request within a reasonable and practicable time.	
Accessible Websites and Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<ul style="list-style-type: none"> The Royal College ensures that as of January 1, 2014, all new internet websites and web content on such sites conform with WCAG 2.0. Level A and effective January 21, 2021, all internet websites and web content shall conform with WCAG 2.0 Level AA, excluding any exceptions set out in the Regulation. Royal College commits to considering AODA compliance, when possible, when selecting technology vendors for any new website development initiatives. 	<p>January 1, 2014- Completed- (WCAG 2.0 Level A.)</p> <p>January 1, 2021- Completed (WCAG 2.0 Level AA)</p>

PART THREE (III): EMPLOYMENT STANDARDS

Accessibility Requirement	Description of Initiative	Strategies and Actions taken to Prevent and Remove Barriers	Timeline- Compliance Date
Recruitment-General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> The Royal College confirms that it notifies employees and external applicants of the availability of accommodation, if required, for any applicants with disabilities in the recruitment process. The Royal College will provide training to hiring managers on AODA employment regulations to ensure they are practicing fair and accessible employment practices. 	January 1, 2016- Completed

		<ul style="list-style-type: none"> We aim to work with all 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) 	
Recruitment, Assessment and the Selection Process	<p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> The Royal College undertakes to notify any 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, including providing a notice of accommodation in the scheduling of an interview and/or assessment script. When an applicant is selected and requests accommodation, the Royal College ensures that we will consult with the applicant and arrange for provision of suitable accommodation that considers the applicant's accessibility needs. 	January 1, 2016- Completed + Ongoing
Notice to successful Applicant	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> The Royal College will notify a successful applicant, when making offers of employment, of our policies for accommodating employees with disabilities when providing an offer of employment and will be included with our offers of employment. 	January 1, 2016- Completed + Ongoing
Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not	<ul style="list-style-type: none"> The Royal College will inform all its employees of its policies used to support those with disabilities including but not limited to, policies on the provision of job 	January 1, 2016- Completed + Ongoing

	<p>limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>accommodations which take into account a disabled employees accessibility needs.</p> <ul style="list-style-type: none"> • Accommodations will be made available to new employees during orientation and the on-boarding process. • Employees are informed of any updates or changes to related accommodation polices as soon as changes occur. 	
Accessible Formats & Communication Supports for Employees	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<ul style="list-style-type: none"> • Royal College employees with a disability will be consulted, upon request, to provide or arrange for the provision of suitable accessible formats and appropriate communication supports for information that is required to perform the employee's job, and information that is generally available to employees in the workplace. 	January 1, 2015- Completed + Ongoing
Workplace Emergency Response Information	<p>27.(1) Every employer shall provide individualized workplace emergency response information</p>	<ul style="list-style-type: none"> • The Royal College commits to providing individualized emergency response 	January 1, 2016- Completed + Ongoing

	<p>to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its</p>	<p>information, when notified, to its employees with disabilities.</p> <ul style="list-style-type: none"> • Information pertaining to individualized emergency response plans will be provided to the employee as soon as predictable after the Royal College is made aware of the employees' disability. • With consent, the Royal College will provide the disabled employee's workplace emergency response information to the person(s) designated to provide assistance. • The Royal College ensures that processes are in place to review an employees individualized workplace emergency response plan/information upon change to disability status, role, job location etc., to ensure accommodation requirements are being met accordingly. 	
--	--	--	--

	general emergency response policies.		
Documented Individual Accommodation Plans	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> • The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. • The means by which the employee is assessed on an individual basis. • The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. • The manner in which the employee can request the participation of a representative from their 	<ul style="list-style-type: none"> • The Royal College has established and developed a process for the implementation of documented individual accommodation plans for employees with disabilities and ensures that such processes include the requirements outlined in Section 28 (2) of the Regulation. 	January 1, 2016- Completed + Ongoing

	<p>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.</p> <ul style="list-style-type: none"> • The steps taken to protect the privacy of the employee's personal. • The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. • If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. • The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 		
Return to Work Process	29.(1) Every employer, other than an employer that is a small organization,	<ul style="list-style-type: none"> • The Royal College has developed and implemented a return-to-work policy for our employees who have been absent 	January 1, 2016- Completed + Ongoing

	<ul style="list-style-type: none"> • shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and • shall document the process. <p>29. (2) The return to work process shall,</p> <ul style="list-style-type: none"> • outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and • use individual documented accommodation plans, as described in section 28, as part of the process. <p>29. (3) The return-to-work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>from work due to a disability and require disability-related accommodations in order to return to work.</p> <ul style="list-style-type: none"> • The Return-to-work process will be documented as outlined in section 29 of the Regulation. 	
Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take	<ul style="list-style-type: none"> • The Royal College will consider the accessibility needs of employees with disabilities, including individualized 	January 1, 2016- Completed + Ongoing

	into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<p>accommodation plans, when implementing performance management.</p> <ul style="list-style-type: none"> The Royal College will undertake to ensure its accessibility standards are being met by reviewing and assessing and including accessibility criteria into any presentations, information sessions or orientation, when necessary. 	
Career Development	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none"> The Royal College will take into consideration the accessibility needs of its employees with disabilities and their individualized accommodation plans, if needed, when providing career development and advancement, including notification of the ability to provide accommodation on internal job postings. 	January 1, 2016- Completed + Ongoing
Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	<ul style="list-style-type: none"> The Royal College takes into account the accessibility needs of its employees with disabilities and their individual accommodation plans, as applicable, into account when redeploying any employees with disabilities. A review of our orientation checklist will be conducted to ensure the accessibility needs of an employee with disabilities are considered when an employee moves internally to a new role. 	January 1, 2016- Completed + Ongoing

PART FOUR (IV): DESIGN OF PUBLIC SPACES

Accessibility Requirement	Description of Initiative	Strategies and Actions taken to Prevent and Remove Barriers	Timeline-Compliance Date
Design of Public Spaces	32. The Accessibility Standard for the Design of Public Spaces requires all public sector organizations with at least one employee and all private and non-profit organizations with 50 or more employees to maintain the accessible parts of their public spaces.	<ul style="list-style-type: none"> The Royal College commits meeting and maintaining the Accessibility Standards for the Design of Public Spaces. The Royal College undertakes to ensure that any new or redeveloped reception or public waiting areas will be made accessible. 	January 1, 2017-Completed + Ongoing

PART FIVE (V): CUSTOMER SERVICE STANDARDS

Accessibility Requirement	Description of Initiative	Strategies and Actions taken to Prevent and Remove Barriers	Timeline-Compliance Date
Establishment of Policies	80.46 Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc.	<ul style="list-style-type: none"> The Royal College is 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 establish and maintain our policies which govern the provision of goods, services and facilities to persons with disabilities. 	January 1, 2017-Completed + Ongoing

		<ul style="list-style-type: none"> Royal College Customer Service Policy forms part of our AODA Policy which is available on our website and in accessible forms, upon request 	
Use of Service Animals or Support Persons	<p>80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p>	<ul style="list-style-type: none"> The Royal College welcomes all persons with a disability to enter the premises with their service animal and keep it with them unless the animal is otherwise excluded by law. We will ensure that individuals are comfortable bringing a service animal into our premises and that the animal's working role will be always respected. The Royal College also welcomes all support persons for those with disabilities, with valid health and safety reasons, to our premises and at no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while in our premises. 	January 1, 2012- Completed + Ongoing
Notice of Temporary Disruption	80.48 (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	<ul style="list-style-type: none"> The Royal College will provide notice of any temporary disruption in our facilities or services used by persons with disabilities and will be provided to the person directly, if feasible, and via our website. Any notice will include information about the reason of disruption, anticipated duration and a description of alternate facilities or services available. 	January 1, 2012- Completed + Ongoing

Training for Staff	<p>80.49 (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. 	<ul style="list-style-type: none"> • The Royal College is committed to ensuring that training requirements for accessible customer service standards is outlined in our AODA Policy and provided to all new hires and volunteers as part of our onboarding process and within fourteen (14) days of commencement of employment. • All records of such training shall be completed. • We will provide ongoing training whenever changes are made to relevant policies or procedures. 	January 1, 2012- Completed + Ongoing
Feedback Process	<p>80.50 (1) Every provider shall establish a process for receiving and responding to,</p> <ol style="list-style-type: none"> (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3) 	<ul style="list-style-type: none"> • The Royal College is committed to ensuring that all existing and future feedback processes with respect to customer service standards are made accessible to persons with disabilities. • Our feedback process is outlined in our Policies and on our website, including the accommodations available. 	January 1, 2012- Completed + Ongoing

Conclusion:

The Royal College is committed to the prevention, identification, and removal of accessibility barriers. We will work diligently to ensure we meet the targets for Ontario's goal of creating a barrier-free Ontario by 2025.

To assist in reaching our goals the Royal College will review of our policies and plans annually to ensure that we are continuing to meet our goals, commitments, and legislative requirements. Any feedback with respect to accessibility that we have received during the year will be evaluated. This information will allow us to continually improve our processes and shall be integrated into our policies and Multi-Year Plans. Should at any time, we become aware that change or amendment is required to our Multi-Year Plan, revisions will be made accordingly and be available on our website.

Contacts:

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