

	<h1>Operations</h1>	
<b>Policy Title:</b> Integrated Accessibility Standards Policy	<b>Policy #:</b> HR 450	
<b>Category:</b> Operations	<b>Committee Oversight:</b> Human Resources	
<b>Effective Date:</b> December 2017	<b>Reviewed:</b>	Annually
<b>Authorized:</b>	<b>Revised:</b>	
	<b>To be reviewed:</b>	December 2018

## PURPOSE

The Ontario College of Family Physicians (OCFP), is committed to identifying, eliminating, and preventing barriers and increasing accessibility for persons with disabilities in the areas of information, communications, and employment.

The OCFP is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005, in meeting the accessibility needs of persons with disabilities.

## POLICY

### Accessibility Plan

The OCFP will develop, document, and maintain an accessibility plan outlining the OCFP’s strategy to prevent and remove barriers from our workplace and to improve opportunities for persons with disabilities.

OCFP’s accessibility plan will be reviewed and updated at least once every 5 years and will be posted on OCFP’s external website. Upon request, OCFP will provide a copy of the accessibility plan in an accessible format.

### Training

The OCFP will ensure that training is provided to meet the requirements of the accessibility standards and the Ontario Human Rights Code, as it pertains to persons with disabilities, to all employees and individuals providing service on behalf of the OCFP.

Employees will be trained when changes are made to the accessibility policy, and new employees and individuals providing service of behalf of the OCFP will be trained as part of their orientation. A record of training completed will be kept on file.

### Information and Communications

The OCFP will ensure that processes for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

The OCFP will consult with the individual making the request in determining the suitability of an accessible format or communication support.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption of services or facilities for members or employees with disabilities, the OCFP will promptly provide notification.

## **Service Animals**

The OCFP welcomes individuals with disabilities and their service animals. Service animals are allowed in our offices and in areas that are open to the public.

## **Support Person(s)**

Individuals with a disability accompanied by a support person will be allowed to have that person accompany them to our office.

## **Recruitment Process**

The OCFP will advise job applicants that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the OCFP will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

## **Employment**

When making offers of employment, the OCFP will notify the successful applicant of our policies for accommodating employees with disabilities. The OCFP will inform employees of policy updates to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees shortly after commencing employment.

Upon the request of an employee with a disability, the OCFP will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform their job and any information that is generally available to other employees.

The OCFP will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the OCFP is made aware of the need for accommodation due to the employee's disability. The OCFP will provide this information after becoming aware of the need for accommodation.

Where the employee requires assistance, the OCFP will, with the consent of the employee, provide the workplace emergency response information to the person designated by the OCFP to aid the employee. The OCFP will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

The OCFP is committed to supporting employees who have been absent from work due to a disability and who require disability related accommodations to return to work. Managers and employees will work collaboratively to facilitate the return to work and will develop documented individual accommodation plans as part of the process.

The OCFP will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when reassigning employees.

## **APPLICATION**

Employees and individuals providing direct services to employees or members on behalf of the OCFP.

## **CROSS – REFERENCES**

Recruitment and Onboarding Policy  
Occupational Health and Safety Policy  
Integrated Accessibility Standards Plan

## **APPENDICES**

N/A