



AODA – Multi-Year Accessibility Plan

Compliance requirement for the Integrated Accessibility Standards Regulation (IASR)

December 2019

Contents

Executive Summary	3
Multi-Year Accessibility Plan Intent	3
Statement of Commitment	3
Accessibility Plan	3
Training	3
Kiosks	3
Employment Standard	4
Customer Service Standard	4
Information and Communications Standard	5
Design of Public Spaces	5
Review and Update	6
Contact Information	6
Appendix A – Multi-Year Accessibility Plan	7

Executive Summary

Multi-Year Accessibility Plan Intent

The following plan outlines the actions the Canadian College of Naturopathic Medicine 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 \(AODA\)](#).

Statement of Commitment

CCNM believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, CCNM respects and upholds the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations, and strives to meet the needs of individuals with disabilities in a timely and effective manner.

Accessibility Plan

CCNM has developed a Multi-Year Plan that describes how, over time, the organization intends to become a more accessible organization and sets forth the principles of how CCNM provides service to and otherwise interacts with people with disabilities. The Plan will be posted on the company website, reviewed and updated periodically by the Accessibility Council, at a minimum once every five years, and will be provided in an accessible format upon request.

Training

CCNM will continue to provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

CCNM will ensure employees are provided with the training needed, as soon as practicable, to meet Ontario's accessibility law.

New employees will be trained as part of the Human Resources Orientation process.

This includes training in:

- AODA IASR - Communications
- AODA - Customer Service
- AODA - Human Rights

Kiosks

CCNM will ensure the needs of people with disabilities are considered when designing, procuring, or acquiring self-service kiosks.

Employment Standard

Recruitment, Assessment, and Selection Processes

Canadian College of Naturopathic Medicine is committed to fair and accessible employment practices, and will take steps to notify applicants and employees that accommodations are available upon request, to people with disabilities during the recruitment, assessment, and selection process, and for the duration of employment with CCNM.

Informing Employees of Supports

CCNM will develop and implement a communication process outlining the support systems available for employees that require individual accommodation plans.

Accessible Formats and Communication Supports for Employees

CCNM will develop and provide accessible formats and communication supports for employees who request accommodation in a timely manner.

Documented Individual Accommodation Plans: Performance Management Process, Career Development and Advancement, and Redeployment

As of January 1, 2016 the College has instituted procedures to ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development, and redeployment processes.

Upon request, employees with disabilities will have an individual accommodation plan developed by Human Resources in consultation with the employee. The plan will include consideration for performance management, career development, and redeployment processes.

Return to Work Process

CCNM will develop and implement individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Workplace Emergency Response Information

CCNM is committed to providing employees, students, and visitors with publicly available emergency information in an accessible way upon request. CCNM will also provide employees and students with disabilities with individualized emergency response information when necessary.

Customer Service Standard

Policy and Procedures

Canadian College of Naturopathic Medicine will develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities.

CCNM will prepare one or more documents describing the accessible customer service policies, provide these policies on request in a timely manner, and notify that the documents are available on request.

Service Animals

CCNM will ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises, i.e. in the food preparation area of the building.

CCNM will ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from its goods, services, or facilities if the person's service animal is excluded from the premises.

Support Persons

CCNM will ensure that a person with a disability and their support person 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.

CCNM will require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability.

Notice of Temporary Disruption

CCNM will provide notice of any temporary disruption to services that may affect persons with disabilities and prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request.

Customer Service Training

CCNM will provide accessible customer service training to all staff and provide training on changes to policies to staff on an ongoing basis and keep records of training.

CCNM will prepare a document on the training policy, provide a copy of the document on request, and notify that the document is available on request.

Feedback Process

CCNM will establish a feedback process for providing goods, services, or facilities to persons with disabilities.

CCNM will prepare a document on the feedback process, provide a copy of the document on request, and notify that the document is available on request.

Accessible Formats

Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support.

Information and Communications Standard

Canadian College of Naturopathic Medicine is committed to meeting the communication needs of people with disabilities. CCNM will, upon request, consult with people with disabilities to determine their information and communication needs.

Accessible Format and Communication - Feedback

CCNM will, upon request, ensure publicly available information is made available in accessible formats for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to a disability. CCNM will consult with the person making the request in determining the suitability of an accessible format or communication support.

Accessible Website and Web Content

CCNM will take the necessary steps to make any new websites and web content on those sites, that we directly or indirectly control through a contractual relationship, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A, until January 1, 2021 and then Level AA thereafter.

Design of Public Spaces

Canadian College of Naturopathic Medicine will meet the accessibility standards for the Design of Public Spaces when building or making major modifications to public space in Ontario by January 1, 2020. CCNM will put procedures in place to prevent disruptions to its accessible parts of its public spaces.

In the event of disruption to the accessible parts of public space, CCNM will notify the public of the service disruption and alternatives available.

Public Spaces include:

- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, and rest areas;
- Accessible off-street parking; and
- Service-related elements such as service counters, fixed queuing lines, and waiting areas.

Review and Update

This document was reviewed December 2019 for the January 1, 2020 compliance report. This document will be reviewed again in 2024 for the 2025 compliance report.

Contact Information

Canadian College of Naturopathic Medicine
Jessica Diamond, CHRL
Human Resources Generalist
Email: jdiamond@ccnm.edu
Telephone: 416-498-1255- ext. 212

Appendix A – Multi-Year Accessibility Plan

Employment Standard	
Accessibility Requirement:	Recruitment, assessment, and selection processes
Status:	Completed
Accessibility Requirement:	Informing employees of supports
Status:	Completed
Accessibility Requirement:	Accessible formats and communication supports for employees
Status:	Completed
Accessibility Requirement:	Workplace emergency response information
Status:	Completed
Accessibility Requirement:	Documented individual accommodation plans
Status:	Completed
Accessibility Requirement:	Return to work process
Status:	Completed
Accessibility Requirement:	Performance management process
Status:	Ongoing
Accessibility Requirement:	Career development and advancement
Status:	Ongoing
Accessibility Requirement:	Redeployment
Status:	Ongoing

Customer Service Standards	
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities
Status:	Completed
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request
Status:	Completed
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises
Status:	Completed

Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Canadian College of Naturopathic Medicine's goods, services, or facilities if the person's service animal is excluded from the premises
Status:	N/A
Accessibility Requirement:	Ensure that a person with a disability and their support person 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
Status:	Completed
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability
Status:	N/A
Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person
Status:	N/A
Accessibility Requirement:	Waive the admission charge when a support person is required to accompany a person with a disability
Status:	N/A
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities
Status:	Completed
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request
Status:	Completed
Accessibility Requirement:	Provide accessible customer service training to all staff
Status:	Completed
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training
Status:	Completed
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request
Status:	Ongoing
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities
Status:	Completed
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request
Status:	Completed
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support
Status:	Completed

Information and Communications Standard	
Accessibility Requirement:	Feedback Process
Status:	Completed
Accessibility Requirement:	Accessible formats and communication supports
Status:	Completed
Accessibility Requirement:	Emergency procedures, plans or public safety information
Status:	Completed
Accessibility Requirement:	Accessible websites and web content
Status:	Ongoing
Accessibility Requirement:	Educational and training resources or materials
Status:	Ongoing
Accessibility Requirement:	Training to educators
Status:	Ongoing

Design of Public Spaces (Accessibility Standards for the Built Environment)	
Accessibility Requirement:	Make recreation trails and beach access routes accessible
Status:	N/A
Accessibility Requirement:	Make outdoor public eating areas accessible
Status:	Completed
Accessibility Requirement:	Make outdoor play spaces accessible
Status:	N/A
Accessibility Requirement:	Make exterior paths of travel accessible
Status:	Completed
Accessibility Requirement:	Make parking accessible (off-street and on-street) *On-street parking does not apply to private and not-for profit organizations*
Status:	Ongoing
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible
Status:	Completed
Accessibility Requirement:	Maintain the accessible parts of your public spaces
Status:	Completed