COMMITMENT

This accessibility multi-year plan outlines the actions that the Canadian Medical Association (CMA) has implemented to support the inclusion of people with disabilities under the Accessibility for Ontarians with Disabilities Act (AODA) and regulations.

CUSTOMER SERVICE
Accessibility for Persons with Disabilities Policy

CMA has developed an Accessibility for Persons with Disabilities Policy to support increased access for individuals with disabilities. The CMA promotes an atmosphere of mutual trust and respect for the public, its members and employees. We believe it leads to a higher level of personal and corporate performance that ultimately delivers better outcomes for all. Our values are consistent with the principles outlined in the AODA to effectively provide services to people with disabilities. In keeping with our values, CMA aims at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities.

The Accessibility for Persons with Disabilities Policy is available to the public on our website in a downloadable format and is incorporated into our Business Continuity Planning (BCP).

Accessible Emergency Information:

The CMA is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

Training:

CMA has put into place training for all staff on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities.

All staff received AODA training in 2014 to meet the January 1, 2015 deadline. All employees are required to review the accessibility policy on an annual basis as part of our annual compliancy training and are required to electronically sign-off for tracking completion and recording purposes.

All new employees are required to review the accessibility policy as part of the onboarding orientation program, which takes place during the first few weeks on the job.

Information and Communications:

CMA is committed to meeting the communication needs of people with disabilities, as indicated in the communications section within our policy. We will consult with people with disabilities to determine their information and communication needs.

CMA has taken the necessary steps to ensure that our internal and external websites and content conform to WCAG 2.0, Level A (deadline was January 1, 2014). CMA is also in conformity with the W3C Accessibility Guidelines, Level AA. The sites include a consistent design and navigation, effective search as well as streamlined content. CMA will take the necessary steps to ensure all internal and external websites and content conform to WCAG 2.0, Level AA (deadline is January 1, 2021).

CMA has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request (deadline was January 1, 2015):

- A mechanism to provide Feedback is included within the Accessibility for Persons with Disabilities Policy.
- A Questions or Feedback section is posted on the website, alongside the Accessibility for Persons with Disabilities Policy.
• CMA includes Feedback mechanism information within the AODA training provided to all employees.

CMA took the following steps to make sure all publicly available information is made accessible upon request (deadline was January 1, 2016):

• As indicated in our Accessibility for Persons with Disabilities Policy, we make reasonable efforts to ensure persons with disabilities have the same chances, options, benefits and results as others. We offer a variety of means to access our services to help ensure persons with disabilities do not have to make significantly more effort to access or obtain a service.
• Upon request, CMA will work with the individual to determine alternative accessibility to information in a timely manner.

Employment:

CMA is committed to fair and accessible employment practices. When requested, we will reasonably accommodate people with disabilities during the recruitment, assessment and hiring processes (deadline was January 1, 2016):

• CMA updated their job posting policy, recruitment practices, and websites (internal and external sites) to include information that states that CMA will reasonably accommodate people with disabilities during recruitment and hiring processes.
• If requested, CMA will let job applicants know that recruitment and hiring processes will be reasonably modified to accommodate their disabilities
• CMA trains managers on the AODA employment regulations to ensure they are practicing fair and accessible employment practices.

CMA has a process in place for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability (deadline was January 1, 2016):

• CMA uses the on-boarding orientation program and the annual AODA notification to identify any individual accommodation needs. Human Resources will work with employees who identify special needs to ensure individual accommodation plans are established.
• CMA uses a third party vendor to adjudicate all disability management cases. A case manager is assigned to each case and works very closely with HR, the employee, and the manager on an appropriate return to work schedule. The process takes into consideration any restrictions/limitations the employee may have, and considers the best approach for an individual accommodation plan (i.e. a gradual return to work, ergonomic assessment, modified work station, flexible work arrangement, etc.).

Accessibility needs of employees with disabilities are taken into account within performance management, career development and redeployment processes (deadline was January 1, 2016):

• CMA will review employees’ accommodation plans prior to quarterly performance and career development discussions and make adjustments to our practices as required.
• CMA will make appropriate accommodations, where required, to support the improvement of employees’ performance, productivity and overall success in their current role and in future roles.

CMA will take the following steps to prevent and remove other accessibility barriers identified:

• CMA will work directly with the individual to determine accessibility barriers and to identify the best solution to the barrier, as per the AODA training guidelines.
• CMA will review feedback received from individuals to help prevent or remove other accessibility barriers.
• CMA will review their Accessibility for Persons with Disabilities Policy and information on a regular basis.

Design of Public Spaces:

CMA has met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces (deadline was January 1, 2017). Public spaces with the CMA include:
- Indoor waiting areas
- Outdoor paths of travel (sidewalks and ramps)
- Accessible off street parking

CMA has procedures in place to prevent service disruptions to its accessible parts of its public spaces, as outlined in the accessibility policy; notice of temporary disruption. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

CMA will ensure that preventative and emergency maintenance processes are in place, such as regular inspections of public spaces.

For more information:

For more information on this accessibility multi-year plan, please contact:

CMA Human Resources: CMAHumanResources@cma.ca
Phone: 613-731-8610 or 1-800-663-7336

Accessible formats of this document will be made available upon request.