

COMMITMENT

The accessibility multi-year plan outlines the actions 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 policy

The CMA is committed to making sure people with disabilities have access to its resources and services in ways that respect their dignity and independence. Our [Accessibility for Persons with Disabilities policy](#) outlines how we do that, covering areas such as communication, training and more. Our values are consistent with the principles outlined in the AODA.

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:

Emergency information is provided in an accessible format upon request. We will also provide individualized emergency response information to our employees when requested.

Training:

We offer training to all staff on the Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

All staff received AODA training in 2014 (deadline to meet the requirement: January 1, 2015). All employees review the accessibility policy on an annual basis as part of the annual compliance training.

All new employees must review the accessibility policy as part of their onboarding.

Information and communication:

CMA offers products and services through four channels: voice, mail, face-to-face and electronic. When communicating with a person with a disability, we will offer to communicate by the method best suited to their needs.

The following measures ensure our **feedback** processes are in accessible format to people with disabilities (deadline to meet this requirement: January 1, 2015):

- Feedback regarding the way CMA provides goods and services to persons with disabilities and how issues and concerns are addressed is outlined in the [Accessibility for Persons with Disabilities policy](#).
- Information on how to give feedback is maintained on our internal and external websites.
- Employees are trained in the provision of services to persons with disabilities, which includes a feedback mechanism, on an annual basis.

The following measures ensure **all publicly available information is made accessible** upon request (deadline for this requirement: January 1, 2016):

- As outlined in the [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 ways to access our services to help ensure persons with disabilities do not have to make significantly more effort to access or obtain a service.
- When communicating with a person with disability, we will offer to communicate by the method best suited to their needs.

Our client facing websites and content conform to [WCAG 2.0](#), level AA in accordance with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) legislative requirements pertaining to Accessibility Standards (deadline for this requirement: January 1, 2021).

Employment:

The 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 for this requirement: January 1, 2016):

- Our job posting policy, recruitment practices, and internal and external websites include information where the CMA will reasonably accommodate people with disabilities during the recruitment, assessment and hiring processes.
- When requested, we will let job applicants know that recruitment, assessment and hiring processes will be reasonably modified to accommodate their disabilities.
- Our people leaders are trained on the accessibility requirements ensuring that they are practicing fair and accessible employment practices.

Individual accommodation plans and **return-to-work policies** are in place for employees that have been absent due to a disability (deadline for this requirement: January 1, 2016):

- The onboarding orientation program and the annual AODA compliancy review provide an opportunity for employees to identify any individual accommodation requirements. People and Culture will work with employees who identify special needs to ensure individual accommodation plans are established.
- We use a third-party vendor to adjudicate all disability management cases. A case manager is assigned to each case and works very closely with the People and Culture Business Partner, 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 the **performance management, career development and redeployment** processes (deadline for this requirement: January 1, 2016):

- Employee accommodation plans are reviewed prior to the quarterly performance and career development discussions and adjustments are made as required.

- Appropriate accommodations are implemented to support the improvement of employee performance, productivity, and overall success in their current role and in future roles.

The following steps outline how we prevent and remove other accessibility barriers identified:

- We will work directly with the individual to determine accessibility barriers and to identify the best solution to the barrier, as per the AODA.
- We will review feedback received from individuals to help prevent or remove other accessibility barriers.
- We will review our [Accessibility for Persons with Disabilities policy](#) and information on an annual basis.

Design of public spaces:

Accessibility standards for the design of public spaces when building or making major modifications to public spaces were met (deadline for this requirement: January 1, 2017). Public spaces at the CMA include:

- Indoor waiting areas
- Outdoor paths of travel (sidewalks and ramps)
- Accessible off-street parking

Our procedures that speak to the prevention of service disruptions to its accessible public spaces are outlined in the [Accessibility policy](#) under “[notice of temporary disruption](#)”. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

We 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:

People and Culture: peopleandculture@cma.ca

Phone: 1-800-663-7336

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