



Annual Accessibility Plan 2012 - 13

*This publication is available on the CFPC website
and in alternative formats upon request
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Introduction

The College of Family Physicians Canada (CFPC) is committed to improving access to our facilities and services for employees, stakeholders, volunteers and visitors.

Guided by our values of respect and collaboration, and the principles of the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Regulation, we continue to work towards eliminating barriers to our care and services.

CFPC is committed to the preparation of annual accessibility plans that address physical, informational, communicational, attitudinal, technological and policy barriers.

The AODA (June 2005) Customer Service Regulation requires organizations to implement specific policies, procedures and plans. These will contribute to making public sector organization facilities fully accessible by 2025. Documents related to the Customer Service Regulation are available upon request.

This plan will:

- Comply with the mandatory customer service standard addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).
- Summarize the actions taken to remove and prevent barriers in the 2012/2013 Accessibility Plan;
- Set out the actions planned to remove and prevent barriers from January 2013 to December 2013; and
- Describe how the plan will be communicated internally and to the public.

The time period for this plan is from January to December 2013 in alignment with CFPC’s fiscal year.

About the Ontarians with Disabilities Act Plan

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, section 15 of the ODA mandates that each hospital prepare an annual accessibility plan.

The Accessibility for Ontarians with Disability Act (AODA) received Royal Assent in June 2005, with the result that the AODA is now in force as a binding law of the province of Ontario. The Ministry Directorate responsible for the AODA has been moved from the Ministry of Citizenship to the Ministry of Community and Social services.

Effective July 27, 2007, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act (2005) were received. These standards direct public sector organizations to develop a variety of tools and services to ensure citizens with disabilities engage in full participation in activities within the province of Ontario.

These standards were implemented in January 1, 2010.

Background

Both the Ontarians with Disabilities Act (2001) and the Accessibility of Ontarians with Disabilities Act (2005) are aimed at creating a barrier free Ontario by 2025. Annual plans are a means to continue to build on past progress and accomplishments under the ODA (2001), and begin to lay the foundation for the development of accessibility standards under the AODA (2005).

The purpose of the more expansive AODA legislation is to develop, implement and enforce standards of accessibility for all Ontarians. The standards under this Act include the areas of:

- Customer Service (i.e. services to the public; could include business practices and employee training)
- Built Environment (i.e. access to, from and within buildings; could include counter heights, aisle/door widths, parking, signs, safety features such as flashing alarms)
- Employment (i.e. hiring and retention of employees)
- Communications and information (i.e. materials and tools such as publications, software applications and web sites)

About the Ontarians with Disabilities Act Plan (continued)

The ODA adopts the broad definition for disability that is set out in the *Ontario Human Rights Code*. "Disability" is:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

A Guide to Annual Accessibility Planning, under the Ontarians with Disabilities Act, 2001. Retrieved from [this link](#).

Barriers

What is a barrier? A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Barrier Identification Methodology

Our senior leadership and managers were requested to provide feedback regarding the identification of barriers and strategies to address them. This included input from Property Management, Engineering, Public Relations, Information Technology, Human Resources and other service functions. Feedback was also reviewed from visitors and stakeholders through the Human Resources Department of CFPC.

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Description of The College of Family Physicians Canada (CFPC)

Representing more than 26,700 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools. Additional information about CFPC is available at <http://www.cfpc.ca/AboutUs/>

CFPC has completed an accessibility plan annually for FY 2012 and FY2013. This report is also available on the CFPC website at www.cfpc.ca

Aim of the Accessibility Plan

This plan will:

- Summarize the actions taken to remove and prevent barriers in the 2012/13 Accessibility Plan;
- Outline the methodology used to identify barriers;
- Set out the actions planned to remove and prevent barriers from January to December 2012 and January to December 2013.
- Describe how the plan will be communicated internally and to the public.

Planning Cycle

According to the Act, *each year every scheduled organization shall prepare an accessibility plan*. The current plan will cover the period from January 2013 to December 2013.

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Application

This Policy applies to all CFPC Employees and Associates, regardless of position or classification. (“Employees and Associates”).

Assistive Devices

Assistive devices that may be used by individuals with disabilities will be offered on CFPC’s premises that are open to the public and where employees are permitted. CFPC will take steps to offer information and guidance that may be required for Employees, Associates and Vendors to familiarize themselves with such assistive devices.

Assistive Devices

CFPC will make arrangement for assistive devices to be used by individuals with disabilities on the premises that are open to the public and on premises used by employees of the organization. CFPC will take steps to ensure that Employees, Partners and Vendors are familiar with such assistive devices.

Service Animals

CFPC will make relevant arrangements to facilitate use of Service animals, as described in the Accessibility of Ontarians with Disabilities Act (2005), such as guide dogs or other animals that serve individuals with disabilities. These individuals and their service animals will be permitted to keep the service animal with him or her on the parts of CFPC’s premises that are open to the public and where employees are permitted.

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Support Persons

CFPC will allow support persons who help individuals with disabilities to accompany them onto those parts of CFPC's premises that are open to the public and where employees are permitted. In addition, CFPC will offer appropriate information, assistance and guidance to both the support persons and individuals with disabilities. Such support persons may be volunteers, family members, friends or other such individuals who provide support to the disabled individual.

Communication of the plan

Each year, CFPC publishes the Accessibility Plan on its Internet website and in hard copy form. The publication of the plan is communicated by the following means:

1. An E-cast to staff members
2. Notice in the staff newsletter
3. Posting on the CFPC website under the *Accessibility* section
4. A link in an *Accessibility* brochure, which is distributed to new staff members and will be available to Employees and Associates

Employees and Associates of CFPC will communicate with individuals with disabilities in a manner that takes into account their disabilities and will consider how the individual's disability affects the way that he or she expresses, receives or processes communications and, where possible, they will ask the individual directly how to communicate with them.

A copy of the plan is available on the CFPC website www.cfpc.ca and from the Human Resources Department. On request, the plan is available on computer disk, in large print, or in Braille. For additional information, please contact: Human Resources at 905-629-0900 ext. 350.

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Temporary Unavailability of Access to Goods or Services for Individuals with Disabilities

CFPC will provide advance notice of the disruption at the entrance to its premises at a reasonable time, in the event that a facility or service offered by CFPC to individuals with disabilities is expected to become temporarily unavailable. This notice will be provided before and during the disruption. In addition, a notice will be provided as soon as an unexpected disruption becomes known to CFPC.

The notice will provide a description, an explanation for the reason and the anticipated length of the disruption. It will also, if relevant, provide information about a location of an alternative facility or service that is accessible to individuals with disabilities.

Opportunities and Barriers to be addressed in FY 2013

Barriers can be categorized according to seven barriers: physical, architectural, informational, communication, attitudinal, technological, and policy/practice. These categories are used in the work plan. The Accessibility Working Group developed the following list of criteria to aid in prioritization of the barriers to be addressed in the 2012/13 plan:

- Will the program be moving within the next year? If so, the barrier will not be addressed unless it creates a safety risk and then temporary measures will be considered. In the meantime, Facilities Planning will be made aware of the accessibility issue so that it may be considered in the new space.
- Does the barrier have an impact on one specific population or does it have an impact on the broader patient population?
- Are the cost and the scope of the barrier within the scope of the Working Group?
- Does the project address access issues for those people with disabilities as defined in the AODA?

In addition to the steps captured in the plan, other steps will be addressed as they are identified throughout the year. Visitors can alert the Working Group to barriers via email, mail, telephone or in person. Staff members can communicate barriers to any one of the Working Group members.