



Accessibility for Ontarians with Disabilities - Multi- Year Accessibility Plan

Introduction CVOS Oral Surgery (CVOS) is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); Accessibility for Manitobans Act; the Nova Scotia Accessibility Act, and any expected upcoming legislations, such as the British Columbia Accessibility Act and Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that CVOS and its subsidiaries have taken and the work underway to improve opportunities for people with disabilities.

Statement of Commitment

CVOS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

CVOS is committed to develop, implement and maintain policies that govern how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, CVOS has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the CVOS website and Staff Intranet.



1. General Requirements

Accessibility Policies and Plans

Requirement	Status
1. Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)	Policy Complete/Reviewed Annually. The policy is available on CVOS website and internal network available to the employees.
2. Create a multi-year plan outlining organization's strategy to prevent and remove barriers and meet requirements under IASR and post plan on website. Update the plan at least every 5 years. (S.4 IASR)	Plan developed/Reviewed at least once every 5 years. Plan is available on CVOS website and internal network. Continues to be updated as needed.
3. Prepare an annual status report on the progress of measures taken to comply with IASR and post on website. (S.4 IASR)	Annual status reports are completed. Ensure reports are made available by posting to CVOS website and internal network.

Accessibility Training

1. Deliver training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services or facilities on behalf of the organization as required. (S. 7 IASR)	Complete/Ongoing. Training for all staff completed. New employees complete training within 30 days of hire.
2. Maintain records of training, including dates and number of people trained. (S.7 IASR)	Records are kept of employee names and training completion dates in employee HR files.

Procurement

<p>1. Incorporate accessibility design, criteria and features when procuring goods, services or facilities, except where it is impracticable. (S. 5 IASR)</p>	<p>Ongoing. Accessibility criteria and design are and will continue to be taken into consideration when procuring goods, services or facilities.</p>
---	--

Information and Communication Standards

Feedback

<p>1. Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports. Notify the public about feedback processes and accessibility. (S.11 IASR)</p>	<p>Complete/Ongoing. CVOS has feedback processes accessible to persons with disabilities. Details are posted on website. Details also available in office upon request. Ensure all new staff are aware of process and points of contact.</p>
---	--

Accessible Formats and Communication Supports

<p>1. Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 12 IASR)</p>	<p>Complete/Ongoing. CVOS accommodates requests for accessible formats and communication supports and notifies the public of this on its website. Ensure all staff are aware of supports available and where to find.</p>
<p>2. Upon request, provide for emergency procedures, plans or public safety information in an accessible format and/or with communication support. (S. 13 IASR)</p>	<p>Complete/Ongoing. Emergency procedures and maps are posted in office. Ensure Fire Wardens are aware of and trained to</p>

	provide or procure accessible formats and or additional form of supports.
--	---

Accessible Website and Web Content

1. All new websites and web content conform with WCAG 2.0 Level A. (S. 14 IASR)	Ongoing. To ensure all website updates and content conform to WCAG standards.
2. All websites and web content conform with WCAG 2.0 Level AA. (S. 14 IASR)	Ongoing. To ensure all website updates and content conform to WCAG standards.

Employment Standards

Recruitment

1. Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. (S. 22 and 23 IASR)	Complete/Ongoing. information about accessibility accommodations is included in job postings and all efforts made to meet needs of individuals.
2. All successful applicants are notified about the organization’s policies for accommodating employees with disabilities. (s.24 IASR)	Complete/Ongoing. Offer letters and new hire orientation includes information about accommodation and accessibility policies.

Informing Employees of Supports

1. Inform employees about the organization’s policies for supporting employees with disabilities. (s.25 IASR)	All employees are informed of CVOS’ policies in regards to supporting employees with disabilities and who
---	---

	may require supports as part of Onboarding process. Also available for reference on internal network.
2. All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations. (s.25 IASR)	Complete/Ongoing. Employees are informed when policies are updated.

Accessible Formats and Communication Supports

1. Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. (s.26 IASR)	Complete/Ongoing. Accommodation is provided as required with input from the individual to ensure needs are being met.
---	---

Workplace Emergency Response Information

1. Provide individualized workplace emergency response information to staff with disabilities where necessary. (s.27 IASR)	Complete/Ongoing. Individual emergency plans for employees with disabilities are discussed and provided and include individual emergency response requirements. Part of Onboarding process and related H&S Training.
--	--

Individual Accommodation Plans

1. Process to develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed. (s.28 IASR)	Complete/Ongoing. Process exists to develop, document and provide individual accommodation plans for employees, where required. Part of Onboarding process and related H&S Training.
--	--

Return to Work

<p>1. Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (s.29 IASR)</p>	<p>Complete/Ongoing. Process exists to accommodate return to work for employees with disabilities. Modified duties and work plans are available.</p>
---	--

Performance Management and Career Development

<p>1. Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities. (s.30 IASR)</p>	<p>Complete/Ongoing. Performance management process considers needs of employees with disabilities. Accommodations made to ensure needs are met.</p>
<p>2. Consider the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. (s.31 IASR)</p>	<p>Complete/Ongoing. Career development and advancement process considers needs of employees with disabilities. Requests for accommodation or supports are addressed and implemented as required.</p>

Design of Public Spaces

<p>1. Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces. (S.80.41 and S. 80.43 IASR)</p>	<p>Complete/Ongoing. Any change to physical space takes in to consideration accessibility and individuals requiring accommodation. Including reception desks with space for wheelchairs/seating.</p>
---	--

CUSTOMER SERVICE

<p>1. Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc. (Sections 80.46-80.48 IASR)</p>	<p>Complete/Ongoing. Customer service policy complete and posted on website and on internal server. Policy reviewed as part of Onboarding process also available for reference on internal network.</p>
<p>2. Deliver training about the provision of goods, services or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services or facilities on behalf of the organization as required. (S. 80.49 IASR)</p>	<p>Complete/Ongoing. Training was provided to all employees and within 30 days of hire for all new employees through e-Workplace Training.</p>
<p>3. Maintain records of training, including dates and number of people trained. (S.80.49 IASR)</p>	<p>Complete/Ongoing. Records are kept of employees trained and dates of completion.</p>
<p>4. Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address complaints. Notify the public about the feedback process. (s.80.50 IASR)</p>	<p>Complete/Ongoing. Process developed for receiving and responding to feedback regarding customer service. Process is made accessible to individuals with disabilities.</p>
<p>5. Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 80.51 IASR)</p>	<p>Complete/Ongoing. Requests for accessible formats and communication supports are met in a timely manner and at no extra cost. Individual is consulted to ensure needs are met.</p>



	Details are available on website.
6. Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). Post notice in conspicuous place or on website. (IASR s.80.48)	COMPLETE/ONGOING Any disruptions to services are communicated to public using various methods. Details include reason, length of disruption, alternative services, etc.
7. Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. (IASR s.80.44)	COMPLETE/ONGOING Any maintenance procedures are posted using various methods and include expected duration and alternatives to service.

For More Information

For more information on this accessibility plan, please contact:

Human Resources Manager
 CVOS Oral Surgery
 3600 Dundas St. East, Suite 200
 Burlington, Ontario L7M 4B8

Phone: 905-407-4736
 Fax: 905-336-3557
 Email: hr@cvomfs.com