Crescent Oral Surgery Multi-Year Accessibility Plan

This accessibility plan outlines the policies and actions that Crescent Oral Surgery 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](#).

Statement of Commitment

Crescent Oral Surgery 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, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Accessibility Requirement	Deliverables Completed	Future Deliverables
Customer Service		
Policies, practices, procedures • Establish policies, practices and procedures on providing goods and services to persons with disabilities according to the provisions of the regulation. • Create document describing policies, procedures and practices; make available upon request in alternative format	• AODA Customer service standard policy – posted on company website • Wheelchairs available at all locations.	• Update policy and procedures as part of policy review process – every three years • Ensure ongoing compliance
Training • All employees and volunteers; • All other persons who provide goods, services or facilities on behalf of the organization; and • All persons who participate in developing the organization's policies. Training on: • Accessibility Standards for Customer Service, Ontario Regulation 429/07. • Provision of goods and services to persons with disabilities;	• Staff training for customer service standard • HR responsible for developing policies participated in training sessions	• Continue to train new staff using online training for AODA Customer service. • Ongoing - Train existing staff on any changes to customer service policy or procedures

• The use of assistive devices; • The use of guide dogs, service animals and service dogs; • The use of support persons; • Notice of service disruptions; • Customer feedback; • Training; • Notice of availability and format of documents.		
Feedback Process • Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request • Notification to the public about the availability of accessible formats and communication supports is required.	• Can provide feedback in person, by telephone or email, or in writing. • Feedback captured on tracking spreadsheet • Will post notifications about availability and / or patients will be contacted directly. • Notification on how to access accessibility information in patient waiting areas	

Accessible Formats and Communication Support
 	
• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:
    ○ In a timely manner that takes into account the person's accessibility needs;
    ○ At a cost that is no more than the regular cost charged to other persons.
 	
• The organization will consult with the person making the request to determine the suitability of an accessible format or communication support
	• Upon request will provide accessible formats and communication supports in a manner that takes into account their disability	

Accessibility Plans • Establish, implement, maintain and document a multi-year accessibility plan	• Multi-year accessibility plan • Multi-year accessibility plan in an accessible format available upon request • Posted on company website	• Report to the province every two years and review plan every five years. • Consult with persons with disabilities on the plan • Review and plan update in

		2017
Statement of Commitment	• Statement of organizational commitment part of the Integrated Standards policy and multi-year accessibility plan – posted on company website • Will be made available to the public, in an accessible format upon request.	
Information & Communication		
Establishment of accessibility policies • AODA Integrated Accessibility Standards Policy for Information and Communication Standard	• AODA Integrated Accessibility Standards Regulation policy including Information and Communication standard	• Ensure ongoing compliance
Training • Accessibility for Ontarians with Disabilities Act, 2005; • AODA - Integrated Accessibility Standards training • Human Rights training in support of AODA	• Staff training for AODA Integrated Accessibility Standard Regulation. • Staff training for Human Rights in support of AODA • HR responsible for developing policies participated in training sessions	• Continue to train new staff using online training for the Integrated Standard and Human Rights.

Accessible Formats and Communication Support for IASR
 	
• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:
    o In a timely manner that takes into account the person's accessibility needs;
    o At a cost that is no more that the regular cost charged to other persons.
• The organization will consult with the person making
	• Can provide feedback in person, by telephone or email, or in writing
	• Upon request will provide accessible formats and communication supports in a manner that takes into account their disability
	• Feedback form available at reception desk	

the request to determine the suitability of an accessible format or communication support		
Emergency Procedure, Plans or Public Safety Information • Provide emergency procedures, plans or public safety information that is publically available in an accessible format or with appropriate communication supports, upon request.	• Staff informed to let management know if they require any special accommodation should there be an emergency. • Provide public safety information to patients as required in an accessible format upon request.	• Ensure compliance as plans are updated / edited. • Documented emergency response policy - 2016
All websites and web content • Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; • Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.	• Web site refresh in 2015 is WCAG Level AA compliant • AODA policies and multiyear plan available on company website	• Ensure ongoing compliance
Employment Standards		
Establishment of accessibility policies • AODA Integrated Accessibility Standards Policy for Employment Standards	• AODA Integrated Accessibility Standards Regulation policy includes employment standards	• Ensure ongoing compliance
Recruitment: • Notification about available policies and accommodation for applicants with disabilities in the recruitment process • Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability	• Will notify applicants that accommodations are available upon request during recruitment process	• Ensure ongoing compliance
Informing employees of supports • Inform all employees of policies used to support employees with disabilities • Provide new employees the information • Provide updated information to employees whenever	• Workplace Accommodation policy. • Employee Accommodation planning template	• Inform employees of policies to support employees with disabilities – 2016 • Ensure ongoing compliance

there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability		
Accessible formats and communication supports for employees: • Information to perform their job • Information that is generally available to employees in the workplace	• Provide or arrange for accessible formats and communication supports for information needed to perform job duties upon request • Consult with employees with disabilities to determine which accessible formats or communication supports they require	• Ensure ongoing compliance
Workplace emergency response information • If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee • Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.	• Staff informed to let management know if they require any special accommodation should there be an emergency. • Employee emergency response forms to gather info to create individual emergency response plans for employees needing assistance	• Ensure ongoing compliance
Documented Individual Accommodation Plans • How an employee can participate in developing the plan; • How an employee is assessed on an individual basis; • How an employee can request an evaluation by a medical/other expert to determine if/how accommodation can be achieved; • Privacy protection of the employee's personal information • Frequency with which the individual accommodation	• Accommodation policy provides process information • Accommodation plan form to create individual plans	• Roll out process to staff - 2016 • Ensure ongoing compliance

plan will be reviewed and updated; • If a plan is denied, the manner in which the reasons for the denial will be provided to the employee; • Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability		
Return to Work Process • Develop and have in place a return to work process • Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work • Use documented individual accommodation plans	• Return to work policy / process	• Roll out to staff 2016 • Ensure ongoing compliance
Performance Management • Performance management process will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans • Performance management means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success	• Documented process to consider accessibility needs of employees with disabilities & individual accommodation plans for the performance management process part of Integrated policy	• Ensure ongoing compliance
Career Development and Advancement • Employers that provide career development and advancement shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans	• Documented process to consider accessibility needs of employees with disabilities & individual accommodation plans for career development and advancement part of Integrated policy	• Ensure ongoing compliance
Redeployment • Employers that use redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans • Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternate to layoff	• Documented process to consider accessibility needs of employees with disabilities & individual accommodation plans with regards to redeployment part of Integrated policy	• Ensure ongoing compliance

Design of Public Spaces		
Accessible Standards for the Built Environment • Outlines how Company will construct or redevelop spaces that are accessible to current and potential employees as well as the public	• All offices accessible	• Ensure any building plans in future take into account accessibility standards • Prepare an accessible built environment standard for any new locations • Implement accessible built environment standard for any new locations
Transportation		
• Not applicable to Company at this time		