COLLEGE OF NURSES OF ONTARIO
ORDRE DES INFIRMIÈRES ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

Multi-Year Accessibility Plan

December 2014

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OUR MISSION: Regulating nursing in the public interest.

OUR VISION: Leading in regulatory excellence.

Multi-Year Accessibility Plan, Created November 2014
Revised December 2014

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OUR COMMITMENT

The College of Nurses of Ontario (CNO) is committed to treating all people in a way that allows them to maintain their dignity and independence. Building on CNO's **Providing Goods and Services to People with Disabilities** policy, we believe in integration and equal opportunity. We will continue to meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and by meeting our obligations under the Accessibility Standards for Customer Service and Integrated Accessibility Standards of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). This legislation is designed to enhance the participation of persons with disabilities in all aspects of life in Ontario through the identification, removal and prevention of barriers to access.

OUR PLAN

The College of Nurses of Ontario (CNO)'s multi-year accessibility plan outlines the steps CNO will take to provide inclusive and accessible services to our members, applicants, employees, and the general public.

CNO's plan addresses the identification and removal of barriers to accessibility in the following areas:

- Customer Service
- Information and Communications
- Employment

As part of our plan, we will engage in a proactive review of our policies to ensure that all barriers to accessibility are removed and additional features related to accessibility are incorporated into existing or new policies.

The plan will be formally reviewed every five years, but we will update the plan as needed to ensure ongoing compliance with accessibility laws. In addition, we will report our achievements in enhancing accessibility through updates on our website, www.cno.org.

EMPLOYMENT

As of January 1, 2012, CNO put in place a process to address the needs of employees with disabilities in the event of an emergency. Employees with disabilities are provided with individualized, accessible emergency response information when needed.

CNO is also committed to ensuring fair and accessible employment practices across all stages of the employment life cycle to allow employees to reach their full potential.

We will take the following steps by **January 1, 2016** to accommodate people with disabilities during the recruitment, assessment and hiring processes:

- Include reference to our accommodation policy in job postings and on CNO's website under the careers section
- Review our current recruitment policies and making changes as needed to enhance accessibility
- Remove barriers from job postings, including ensuring that they are in clear language
- Advise applicants about the availability of accommodations if needed during the recruitment process
- Consult with job applicants who request accommodations during the recruitment process in order to support them in relation to the materials or process used
- Notify successful candidates of our accommodation policies when offering employment

By **January 1, 2016**, we will also take the following steps to ensure the accessibility needs of employees with disabilities are taken into account:

- New employees will be provided with information regarding our policies for accommodation of employees with disabilities as part of the orientation plan
- Policies regarding the provision of accommodations for employees with disabilities will be posted on CNO's intranet and any changes to these policies will be communicated to employees when they occur
- Where requested, employees with disabilities will be provided with accessible formats and communication supports as needed in order to perform their job. We will consult with the employee to determine the most suitable supports

- CNO will develop a written process for the development of documented individual accommodation plans, which will include:
  - How an employee can participate in the development of the plan;
  - How the employee will be assessed on an individual basis;
  - The manner in which the employer may request an evaluation by outside medical or other experts to determine if and how accommodation can be achieved;
  - How the employee may obtain assistance from a representative from the workplace in the development of the plan;
  - The steps taken to protect the privacy of the employee's personal information;
  - The frequency with which the plan will be reviewed and updated and how it will be done;
  - The manner in which reasons for denial, if any, will be provided; and
  - How the plan will be provided to the employee in a way that takes into account the employees accessibility needs
- Individual accommodation plans will include, if requested, information regarding accessible formats and communication supports provided, individualized workplace emergency response information, and any other accommodation that is to be provided
- CNO will have in place a documented return to work process for its employees who have been absent from work due to a disability and are returning with disability-related accommodations
- Performance management and career development and advancement will take into account the needs of employees with disabilities
- Managers will be provided with guidance on:
  - Understanding and accommodating various types of disabilities and their impact on work performance
  - Understanding employer obligations to provide employment accommodation

FEEDBACK

CNO is committed to making accessibility throughout the organization a reality. Many of our initiatives are in full motion and more are on the way.

We would like to hear from you.

We welcome any comments and suggestions about the manner in which CNO provides its services, including whether our services were accessible.

This plan is available in accessible formats upon request. For an alternative format, please contact:

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Toll Free: 1 800 387-5526
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A proposed Accessibility Standard for the Built Environment is not yet law. It will establish requirements for identifying, removing and preventing barriers to accessibility in public spaces across Ontario.

When this standard is finalized, CNO will ensure that it complies with any applicable requirements.

Since 1985 when 101 Davenport Road was first constructed, CNO has been ahead of accessibility requirements and each renovation incorporates accessibility features when applicable.

GLOSSARY OF TERMS

(Where applicable, definitions are taken from the AODA)

AODA – *Accessibility for Ontarians with Disabilities Act, 2005*

accessible formats – formats that are an alternative to standard print and are accessible to people with disabilities.

assistive devices – is an umbrella term that includes assistive, adaptive, and rehabilitative devices for people with disabilities and also includes the process used in selecting, locating, and using them

barrier – 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, and information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice

communication supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications

disability – means:
(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 ("handicap").