**Royal College of
Dental Surgeons of Ontario**

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Royal College of Dental Surgeons of Ontario ("The College) Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan, December 2023

Background and References

The Accessibility for Ontarians with Disabilities Act ("AODA") contains accessibility standards in a variety of areas, including Customer Service, Information and Communications, Employment, Transportation, and Design of Public Spaces. As a non-profit organization with more than 50 employees, The College has obligations under the AODA that come into effect on a rolling basis. The AODA and its standards are not a replacement or substitution for the requirements of the *Human Rights Code* (Ontario).

About this Document

The College Multi-Year Accessibility Plan (the "Plan") is a road map for our path to increased accessibility as an organization. The goal of the Plan is to provide the action steps that bring life to the College's AODA Policy and Commitment Statement.

This document describes (1) how the College will meet accessibility requirements within the AODA' mandatory timelines, (2) how the College will address current accessibility barriers in our organization, and (3) how the College will identify and remove future barriers.

The document identifies the different standards applicable to the College and the dates on which compliance with each standard is required. The College is committed to reviewing the Plan at least once every three years. The College will prepare and file an annual status report on the progress of measures taken to implement the strategy outlined in our Plan and post the status report on our website. Status reports will be made available in an accessible format upon request.

General Requirements under the AODA

Detailed Standard	Implementation Date	Actions
Accessibility Policy	Last reviewed: December 2023 Previous review: June 4,2022	The College has adopted an Accessibility Policy, and a copy is available upon request. Additionally, upon request, the College will provide or arrange for accessible formats and communication supports for the Policy for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability. The College will consult with the person making the request for an accessible format or communication support for the Policy when determining the suitability and preferences of an accessible format or communication support. The policy will be reviewed as part of the annual status report.
Statement of Commitment	December 2023 & Ongoing	The College has adopted a Statement of Commitment as part of the Accessibility Policy, and a copy is available upon request. Additionally, upon request, the College will provide or arrange for accessible formats and communication supports for the Statement of Commitment for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability. The College will consult with the person making the request for an accessible format or communication support for the Statement of Commitment when determining the suitability of an accessible format or communication support. The statement of commitment will be reviewed as part of the annual status report.

Multi-year Accessibility Plan	By December 31, 2023 Training by Q3 2024	The College has developed a Multi-year Accessibility Plan. The Plan will be posted on the website in an accessible format. The Plan will be reviewed and updated at least once every <u>three years</u>. Additionally, upon request, the College will provide or arrange for accessible formats and communication supports for the Plan for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability. A learning e-module about the Multi-Year Accessibility Plan will be designed for staff and provided by Q3 2024. The multi-year accessibility plan will be reviewed as part of the annual status report.
Self-service kiosks	Currently N/A	The College will have regard to the accessibility needs for persons with disabilities should it design, procure, or acquire self-service kiosks by considering what accessibility features could be built into kiosks to best meet the needs of the public, visitors, and staff.
AODA Training	On-going	The College will provide initial orientation and refresher training to: 1. all of its staff, volunteers, inspectors and Council Members, 2. all persons who participate in developing College policies, and 3. all other persons who provide goods, services, or facilities on behalf of the College, such as employment agencies and third party contracted staff, on the requirements of the accessibility standards referred to in the AODA and continue to provide training on the Human Rights Code (Ontario), as it pertains to persons with disabilities. Records of the training provided will be maintained and will include: (i) the dates when training was provided and (ii) the number of individuals who participated.

Information and Communication Standards

Detailed Standard	Implementation Date	Actions
Accessible websites & web content.	June 2022	The College will ensure that web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. Since 2018, the RCDSO has used a program called Siteimprove to regularly scan our web content and supports ongoing accessibility quality checks.
Feedback and Feedback Form	Ongoing Feedback form by Q1 2024	The College will ensure that its processes for receiving and responding to feedback are accessible, upon request, to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability. The College will design a simple process for receiving Accessibility feedback via an online web form by Q1 2024.
Accessible formats and communication support	On-going	Upon request, the College will provide or arrange accessible formats and communication support for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability. Our information technology tools and solutions will be designed to support accessibility features where possible. Accommodations from a technological perspective will take into account the individualized needs of the user and reported barriers addressed.

Employment Standards

Detailed Standard	Implementation Date	Actions
Emergency Procedure, Plans or Public Safety Information	By December 31, 2023	The College has emergency response procedures, plans and public safety information that it makes available to the public. Upon request, the College provides or arranges accessible formats and communication support for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable). The College consults with the person making the request for an accessible format or communication support for the procedures, plans and public safety information when determining the suitability of an accessible format or communication support.
Individualized Workplace Response Information	On-going, upon declaration by Employee. Policy last reviewed October 2023	The College provides individualized workplace emergency response plans to employees with disabilities, where the disability is such that individualized information is necessary and the College is aware of the need for accommodation. If an employee who receives individualized workplace emergency response information requires assistance, the College will designate a person to help and, with the staff person's consent, the College provides the workplace emergency response information to the person. The College provides workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability. The College reviews individualized workplace emergency response information, at minimum, whenever: 1. the staff moves to a different role/position at the College,

		2. the staff person's overall accommodation needs or plans are reviewed, 3. the College reviews its general emergency response policies, or 4. annually
Recruitment	November 2023	In our recruitment processes, the College will advise our staff and the public about the availability of accommodation for applicants with disabilities. The College will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. If a selected job applicant requests accommodation, the College will consult with the individual and provide or arrange for the provision of suitable accommodation that considers the applicant's disability-related needs. When making offers of employment, the College will notify successful applicants of our policies for supporting accessibility.

Information for employees regarding supports	Ongoing	The College will notify staff of the College's policies (and any updates to those policies) for supporting persons with disabilities, including (at minimum) our policies regarding the provision of job accommodations that consider a staff person's accessibility needs due to disability. This information will be provided to new hires as soon as practical after they commence employment. If a staff member with a disability asks for information in an accessible format or to receive communication supports, the College will consult with the staff person to provide, or arrange for the provision of, accessible formats and communication supports for information that staff needs to perform their job, as well as information that is generally available to other staff. In determining the suitability of an accessible format or communication support, the College will consult with the staff person making the request.
Documented Individual Accommodation Plans	Q1 2024	The College will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities. The College will develop and document individual accommodation plans for employees with disabilities. Where requested, an employee's accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports. Individual accommodation plans will include individualized workplace emergency response information. All staff will be educated on an ongoing basis on how to work safely from home and how to treat emergencies appropriately based on their personal circumstances and individual plans.

Return to Work Process	Q4 2024	The College will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process will outline the steps that the College will take to facilitate return to work and will include documented individual accommodation plans in line with our Integrated Standard Policy. Training will be provided to staff responsible for administering this process in 2024.
Performance Management, Career Development and Advancement, and Redeployment	Q4 2024	The College will consider the individual accessibility needs and accommodation plans of employees with disabilities in its performance management process, when providing career development and advancement, or when redeploying employees. A framework for documenting an individual accommodation plan and mandatory training will be deployed to all people leaders on an ongoing basis in line with our Integrated Standard Policy.
Accessible Formats and Communication Supports for Staff	Ongoing	The College will provide staff with individualized information in an accessible format. We are commitment to being responsive to communications materials requests.

Design of Public Spaces

Detailed Standard	Implementation Date	Actions
Newly constructed workspaces	Ongoing	The College will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop public spaces, workspaces and facilities. In 2021, a code review and barrier-free assessment was completed. Motion-activated non-secure and secure doors were installed and a (2022) barrier-free washroom was completed.
Exterior Paths of Travel	Ongoing	The College will adhere to the general obligations and technical requirements of the AODA when we construct new or redevelop exterior paths of travel that we intend to maintain (including ramps, stairs, curb ramps, depressed curbs, pedestrian signals, and rest areas) that are intended to serve a functional purpose, subject to applicable exceptions and limitations as contemplated by the AODA.
Accessible Parking	Q4 2024	The College operations and facilities team will be reviewing accessibility related to parking at the College and will make recommendations regarding any improvements that are identified.
Obtaining Services	Ongoing	The College will adhere to the general obligations and technical requirements when we construct new or redevelop service counters, waiting areas, and common spaces. The College will support staff in understanding key accessibility considerations when booking off-site locations for events such as: conferences, Council meetings, and forums, to ensure selected locations can support accessibility.

Full Accessibility

Detailed Standard	Implementation Date	Actions
	January 1, 2025	This is the date by which the development, implementation, and enforcement of accessibility standards is contemplated by the AODA in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The College will ensure compliance with its obligations under the AODA and its regulations by this date. The College will ensure compliance with its obligations under the AODA and its regulations by this date.