

ONTARIO COLLEGE OF PHARMACISTS (“THE COLLEGE”)

AODA MULTI-YEAR ACCESSIBILITY PLAN

Introduction

In fulfilling our mission, OCP strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to complying with both the Ontario Human Rights Code and the AODA. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as all members of the public.

Our Commitment

OCP is committed to providing an accessible environment in which all individuals have equal access to OCP’s services and programs in a manner that respects the dignity and independence of persons with disabilities.

OCP endeavours to carry out this commitment by supporting the goals of the AODA and establishing policies, practices and procedures which are consistent with the accessibility standards set out by the AODA, including accessible customer service, information and communication, employment and the built environment. OCP is dedicated to reducing and eliminating barriers in its environment that might interfere with an individual’s ability to make full use of services provided by OCP.

Background

OCP has obligations under the Accessibility for Ontarians with Disabilities Act (AODA), as a non-profit organization with more than 50 employees, that come into effect on a rolling basis.

The Multi-Year Accessibility Plan outlines OCP’s commitment for meeting accessibility requirements, address accessibility barriers and how we will identify and remove future barriers.

ESTABLISHMENT OF, AND ACCESS TO, ACCESSIBILITY POLICIES AND PLAN (GENERAL REQUIREMENTS UNDER THE AODA)

The College has:

1. Developed, implemented and maintaining corporate policies:
 - Accessibility Policy: Customer Service
 - Integrated Accessibility Standards Policy
2. Established, implemented and maintaining, this Multi-Year Accessibility Plan which outlines OCPs strategy to prevent and remove barriers and meet the requirements under the AODA and its Regulation. The Plan will be reviewed and updated at least every three (3) years.
3. The College has adopted a statement of commitment as part of the Accessibility Policy, to meet the accessibility needs of persons with disabilities in a timely manner. It is posted on the website.
4. **Training:** The College provides initial and refresher training on the requirements of the IASR and on Ontario Human Rights Code as it pertains to persons of disabilities, appropriate to their duties to:
 - all persons who are an employee of, or a volunteer with, the organization;
 - all persons who participate in developing the organization's policies; and
 - all other persons who provide goods, services or facilities on behalf of the organization.

Training records are maintained and include the dates of when training was completed and the names of the individuals who completed the training.

INFORMATION AND COMMUNICATION STANDARDS

1. Accessibility Websites and Web Content

The College has made OCPs internet websites and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, except where this is impracticable.

2. Feedback and Feedback Forum

The College will ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of, accessible formats and communication supports, upon request, as outlined in the Information and Communication Policy.

3. Accessible Formats and Communications Standards

The College, upon request, will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. The College will consult with the person making the request in determining the suitability of an accessible format or communication support, and will also notify the public about the availability of accessible formats and communication supports.

EMPLOYMENT STANDARDS

1. Recruitment

We will notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.

2. Recruitment, Assessment or Selection Process

We 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 applicant requests an accommodation, we will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.

3. Notice to Successful Applicants

When making offers of employment, we will notify the successful applicant of its policies for accommodating employees with disabilities.

4. Informing Employees of Supports

We will continue to inform our employees of policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account employees accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

5. Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, we will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, we will consult with the employee making the request.

6. Workplace Emergency Response Information

We will provide individualized workplace emergency response information, as it relates to OCP head office location, to employees who have a disability, if the disability is such that the individualized information is necessary, and if we are aware of the need for accommodation due to the employee's disability. We will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to the person(s) designated by OCP to provide assistance to the employee.

We will review the individualized workplace emergency response information when the employee moves to a different location at OCP head office or when the employee's overall accommodations needs or plans are reviewed.

7. Documented Individual Accommodation Plans

We will maintain written internal procedures for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided to the employee.

8. Return to Work Process

We will maintain a documented return to work process for 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 outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

9. Performance Management, Career Development and Advancement & Redeployment

We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career and advancement opportunities to employees, or when redeploying employees.

DESIGN OF USE AND PUBLIC SPACES

1. Built Environment

We are committed to incorporating barrier free design principles when building or making major modifications to public spaces including those spaces specified in the Regulation.

2. Newly Constructed workspaces

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.

3. Exterior Paths of Travel

The College will comply with the general obligations and technical requirements of the AODA when constructing new or redeveloping exterior paths of travel that it intends to maintain. This includes, but is not limited to, ramps, stairs, curb ramps, depressed curbs, pedestrian signals, and rest areas that serve a functional purpose. Compliance will be subject to any applicable exceptions and limitations outlined in the AODA.

4. Accessible Parking

The College currently provides a barrier-free parking space. The College will comply with the general obligations and requirements of the AODA when constructing new or redeveloping off-street parking facilities, subject to any applicable exceptions and limitations as outlined in the AODA.

5. Obtaining Services

The College will comply to the general obligations and technical requirements when constructing new or redeveloping service counters, waiting areas, and common spaces.

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