

RNAO's MULTI-YEAR ACCESSIBILITY PLAN

Introduction

The Registered Nurses' Association of Ontario (RNAO) is committed to serving all members with the respect and dignity they deserve. We believe in equal opportunity for all. This means all members will receive services with the same standards of excellence, regardless of any limitations or disabilities.

We are committed to remove and prevent barriers to ensure accessibility for all visitors, and staff members. RNAO is committed to meeting all the regulations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) relevant to our organization. All new hires are informed of the Accessibility for Ontarians with Disabilities Act (AODA) and provided with Ministry of Health-sanctioned health and safety training.

RNAO will continue to follow the AODA guidelines and provide accessibility relating to:

- customer service
- information and communications
- employment

We continuously work towards improving accessibility and investigating new initiatives. We have also developed several best practice guidelines used across health-care settings in Ontario and other provinces and countries, to support the health and wellbeing of people living with disabilities. Examples include: *Strategies to Support Self-management in Chronic Conditions, Assessment and Management of Pain and Person-and Family-Centred Care.*

Accessibility policies and plans

Establish and maintain a policy that governs how RNAO will meet the accessibility requirements in IASR and make it publicly available.	Ongoing. Our Information Management and Technology (IM&T) department has posted this policy on RNAO's website and will update it as needed.
Create a multi-year plan outlining RNAO's strategy to prevent and remove barriers and meet requirements under IASR and post plan on website. Update the plan at least every five years.	Ongoing. Our plan is outlined in this document. We will review and update the plan as needed.
Prepare an annual status report on the progress of measures taken to comply with IASR and post on website.	Ongoing. Our Information Management and Technology (IM&T) department has posted this policy on RNAO's website and will update it as needed.
Deliver training on AODA and the Ontario Human Rights Code to all employees as required.	Ongoing. First training was conducted in 2012, and training will continue as needed.
Maintain records of training, including dates and number of people trained.	Need to initiate training for new employees.

Customer service

RNAO is committed to providing accessible customer service. This means that we will provide services to everyone with the same high quality and timeliness.

Establish and maintain a policy governing the provision of services and facilities to persons with disabilities, including, for example, use of assistive devices, service animals and support	Completed/ongoing and posted on RNAO's website.
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persons and notices of temporary disruptions to services.	
Deliver training to all employees about the provision of services to persons with disabilities as required.	Ongoing. First training was conducted in 2012 and needs to be continued.
Maintain records of training, including dates and number of people trained.	Need to initiate training for new employees.
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.	RNAO need to develop feedback processes for customer services that are accessible to persons with disabilities.
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.	Ongoing. When requested, RNAO will accommodate requests.
Provide members with notice in the event of a planned or unexpected disruption in 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 services available (if any). Post on website.	Should there be a disruption of services, RNAO will post information about it on the rnao.ca website.

Information and communications

RNAO is committed to making our information and communications accessible to people of all abilities. RNAO will follow best practices when developing, implementing and maintaining information and communications strategies to make sure that our information and communications are available and accessible to people with disabilities.

Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports.	Ongoing. When requested, RNAO will accommodate requests.
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.	Ongoing. When requested, RNAO will accommodate requests.
Upon request, provide for emergency procedures, plans or public safety information in an accessible format and/or with communication support.	Ongoing. When requested, RNAO will accommodate requests.
All new websites and web content to conform with WCAG 2.0 Level A.	Ongoing. All websites and content will conform to WCAG 2.0 Level A.
All websites and web content to conform with WCAG 2.0 Level AA.	In progress.

Employment

RNAO is committed to fair and accessible employment practices that attract and retain talented employees of all abilities.

During the recruitment process, notify employees and the public that accommodations are available upon	Ongoing. Job postings include information about accessibility accommodations.
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request for applicants during the recruitment process.	
Inform employees about the RNAO's policies for supporting employees with disabilities.	Ongoing.
RNAO will provide individualized accommodation plans when necessary.	Ongoing.
RNAO usually works with health-care practitioners 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.	Ongoing.
RNAO will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans when measuring performance and career development.	Ongoing.

For more information, please [contact us](#).

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