



Northern Ontario
School of Medicine

École de médecine
du Nord de l'Ontario

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Accessibility Plan (2014-2021)

Progress Report 2019

A Vision – “Innovative Education and Research for a Healthier North”

This document is available in alternate formats, upon request. Please contact the Office of Learner Affairs and Equity Office at 705-662-7205 or by email at

learneraffairs@nosm.ca

NORTHERN ONTARIO SCHOOL OF MEDICINE

2019 Progress Report

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Northern Ontario School of Medicine

In 2019, the Northern Ontario School of Medicine (NOSM) continues to be the Faculty of Medicine for Lakehead University in Thunder Bay and Laurentian University in Sudbury and to be a non-profit corporation, with a Board of Directors. A significant change for NOSM occurred on July 1, 2019, when Dr. Sarita Verma became the Dean, President and CEO of NOSM, taking over the leadership of the school from the founding Dean, Dr. Roger Strasser.

As the new Dean, Dr. Verma identified several areas of renewal for the school. In fall 2019, Dr. Verma initiated a Task Force to work on a new Strategic Plan for NOSM. After reviewing the management structure of the school, a major priority for Dr. Verma was to recruit several key leadership positions. In November 2019, NOSM's decanal team welcomed:

- Dr. Rob Anderson, Associate Dean, Postgraduate Medical Education and Health Sciences Programs;
- Dr. David Marsh, Associate Dean, Research, Innovation, and International Relations;
- Dr. William McCready, Special Advisor and Senior Associate Dean; and
- Dr. Brian Ross, Associate Dean, Undergraduate Medical Education.

In addition, Dr. Verma identified the need for a new position entitled, Associate Dean, Equity and Inclusion. This position is now in the process of recruitment and selection. It is anticipated that the new Associate Dean will provide strong leadership for initiatives associated with accessibility.

Across the northern Ontario campus, NOSM learners gain relevant clinical experience under the guidance of health professionals in community hospitals, clinics, and family practices. The School has over 200 full-time staff and faculty and more than 1400 clinical, human, and medical sciences stipendiary faculty in more than 90 communities in northern Ontario. The diversity and remote nature of many of these communities creates significant challenges to accessibility for NOSM learners.

Currently, NOSM admits 64 students each year into the Undergraduate Medical Education (UME) program that results in at least 256 students in the four-year program. Twelve interns work and learn in the one-year Northern Dietetic Internship Program (NODIP). NOSM has more than 175 Postgraduate Medical Education (PGME) residents working and learning in eight Royal College specialties, Family Medicine and various Family Medicine PGY3 Enhanced Skills programs, including Emergency Medicine, Family Practice Anesthesia,

Maternity Care, Care of the Elderly, Remote First Nations, and Self-Directed enhanced skills. Two medical physics residents are in training annually at HSN and TBRHSC and Physicians Assistants and Rehabilitation Sciences learners are on clinical placements in partnership with NOSM from other schools such as University of Ottawa, University of Toronto, Queen's University, Western University and McMaster University.

NOSM's Mission and Values and Commitment to Accessibility

Our Mission and Values (2015-2020)

While a Strategic Planning Task Force is preparing a new plan for 2020 to 2025, NOSM's current Strategic Plan (2015-2020) outlines its commitment to the education of high-quality physicians and health professionals, and to international recognition as a leader in distributed, learning-centred, community-engaged education and research. NOSM's vision for 'Innovative Education and Research for a Healthier North' is supported by its core values.

Core Values

Innovation

The Northern Ontario School of Medicine (NOSM) encourages ingenuity, creativity, a culture of inquiry and discovery, and the importance of learning from others in every aspect of the School's education, research, social accountability, and corporate mandates. NOSM uses innovative approaches to ensure continuous improvement of our distributed model of education and research.

Social Accountability

NOSM adheres to the World Health Organization's (WHO) definition of the Social Accountability of Medical Schools as "the obligation to direct their education, research and service activities towards addressing the priority health concerns of the community, region and the nation that they have a mandate to serve. The priority health concerns are to be identified jointly by governments, health care organizations, health professionals and the public." As part of its social accountability mandate, NOSM has the responsibility to engage stakeholders at all levels of its broad community.

Collaboration

NOSM pursues education and research goals in close partnership with its host universities. Collaboration and partnership are also important to NOSM with its teaching hospitals, community physicians, health professional clinical teachers, health system stakeholders, and communities it serves. NOSM values the insights, contributions, and support of its many partners that work to improve the health of the people and communities of Northern Ontario. NOSM recognizes that collaboration is both a process and outcome that engages different perspectives to better understand complex problems and leads to the development of integrative solutions that could not be accomplished by any single person or organization.

Inclusiveness

NOSM fosters inclusiveness by supporting an environment which embraces differences in staff, faculty and learners and respectfully creates value from the differences of all members of the NOSM community, in order to leverage talent and foster both individual and organizational excellence.

Respect

NOSM's faculty, staff, and learners seek to learn and listen to one another respectfully and communicate openly. NOSM's staff, faculty, and learners treat others and their ideas in a manner that conveys respect as differences are discussed, fosters an open academic debate, and which respects academic freedom.

NOSM's Commitment to Accessibility

The Northern Ontario School of Medicine is committed to treating all people in a way that allows them to maintain their dignity and independence. The school is committed to inclusion and equal opportunity. NOSM is dedicated to meeting the needs of people with disabilities in a timely manner and will do so, by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA, 2005). NOSM's policies and procedures and the activities of several portfolios enable the school to ensure its commitment to accessibility, is put into practice.

Under the Integrated Accessibility Standards Regulation (IASR, O.Reg. 191/11), NOSM implemented an Accessibility Plan 2014-2021. The 2019 progress report outlines NOSM's advances in preventing and removing accessibility barriers and meeting its requirements under the IASR. The nature of the school and its distributed education delivery has led to significant challenges for NOSM because many of the distributed learning and research sites that have NOSM learners and faculty are operated by other organizations including private clinics, community hospitals and academic health science centres. The lack of jurisdiction sometimes created barrier to accessibility.

Accessibility Working Group (AWG)

NOSM's Accessibility Working Group (AWG) was established in 2011 under the leadership of Dr. Lisa Graves, Associate Dean, UME. Until 2018, the AWG included internal stakeholders from several portfolios who met on a regular basis. The Accessibility Working Group was responsible for:

- Developing, monitoring and reviewing NOSM's Accessibility Plan,
- Developing and implementing strategies for accessibility barrier identification and removal, and
- Assisting NOSM with meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

Recently, due to the changes of leadership in NOSM, and the current recruitment of the new Associate Dean, Equity and Inclusion, the AWG's Terms of Reference are under review. There is a need to ensure that individuals with disabilities and community organizations that serve groups and individuals with disabilities are integrated into the accessibility planning and program delivery for NOSM.

Customer Service

The Northern Ontario School of Medicine is committed to equity and accessibility and assuring compliance with the Accessibility Standards for Customer Service, O. Reg. 429/01 and the Accessibility for Ontarians Act, 2005 ("AODA, 2005"). The School provides goods and services in such a manner that respects the dignity and independence of persons with disabilities. Further, the School ensures that all persons with disabilities have equal opportunity to access the School's good and services. Consequently, the

School integrates the provision of goods and services to persons with disabilities into its practices and procedures, except when an alternative measure is required on either a permanent or temporary basis, to enable persons with disabilities to obtain and/or benefit from the provided goods and services.

Accessibility Plan (2014-2021)

The Integrated Accessibility Standard Regulation (O. Reg. 191/11) consists of six parts:

- I. General Requirements
- II. Information and Communications Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
- VI. Compliance

The NOSM's Accessibility Plan (2014-2021) was developed by the Accessibility Working Group and is posted on the public website. The report on the progress of measures taken to implement NOSM's strategy to prevent and remove barriers and meet its requirements under the IASR is posted on the NOSM website. Opportunities for consulting with people with disabilities in reviewing and updating the plan will be explored and aligned with NOSM's strategic goal of enhancing collaboration and communication with our community partners.

NOSM's Accessibility Plan – General Educational Institution Requirements

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
1. Establish accessibility policies and procedures outlining how NOSM will develop, implement and maintain legislation. (O. Reg. 191/11, s. 3)	Develop, implement and maintain policies related to how NOSM has and will continue to achieve accessibility. Provide document to public in an accessible format upon request.	1-Jan-15	Chief Operating Officer – for policies Portfolios & Units for policies and procedures	NOSM's accessibility policies are posted on website. https://www.nosm.ca/about/accessibility/	Completed
2. Provide a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. (O. Reg. 191/11, s. 3)	Develop a statement of commitment that will guide NOSM's mandate to meet the accessibility needs of persons with disabilities. Provide document to public in an accessible format upon request.	1-Jan-15	Chief Operating Officer		Completed
3. Develop a multi-year accessibility plan and annual status report. (O. Reg. 191/11, s. 4)	Establish, implement and maintain a multi-year accessibility plan that addresses strategies to remove and/or prevent barriers. Post multi-year plan on website. Review and update plan every five (5) years. Provide document in accessible format upon request.	1-Nov-14	Office of Equity and Quality & Office of Planning and Risk	2014-2021 Accessibility Plan is posted on NOSM's website, https://www.nosm.ca/wp-content/uploads/2018/06/2014-2021-NOSM-Multi-year-Accessibility-Plan-approved-in-principle-1.pdf 2019 Accessibility Progress Report for approval by MSG	Completed January 2020

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005

Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
4. Procure or acquire goods, services, facilities and Self- Service Kiosks to include accessibility criteria. (O. Reg. 191/11, ss. 5 and 6)	Incorporate accessibility requirements when acquiring or purchasing goods or services. RFPs to include language with respect to accessibility as required.	1-Jan-13	Purchasing and Risk and Facilities	NOSM updated its procurement templates	Completed
5. Provide training on the requirements of the Integrated Accessibility Standard and on the Human Rights Code as it pertains to persons with disabilities. (O. Reg. 191/11, s. 7)	Develop and provide training to all employees, volunteers, persons who participate in developing policy; all persons who provide goods, services or facilities on behalf of NOSM regarding the requirements of the accessibility standards as it relates to persons with disabilities. Records to be maintained on training provided.	1-Jan-14	Human Resources	All new NOSM employees are provided with accessibility training by HR as part of their onboarding. Review of accessibility training for all employees and stakeholders to be completed.	Completed 2020 to 2021

NOSM's Accessibility Plan - Information Communications

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
1. Implement a process for receiving and responding to feedback that is accessible to persons with disabilities or arrange for accessible formats and communications supports, upon request. (O. Reg. 191/11, s. 11)	NOSM established an accessible process for receiving and responding to feedback with persons with disabilities. Feedback process to be available on accessibility website.	1-Jan-14	Across the school – Office of Learner Affairs & Equity		Completed
2. Provide or arrange for accessible formats and communication supports for persons with disabilities, upon request. (O. Reg. 191/11, s. 12)	Implement procedures regarding provision of clear, accessible and timely information and communication to the public.	1-Jan-15	Across the school	NOSM can provide customer service standards required documents in alternate format upon request.	Completed
3. Provide emergency procedures, plans or public safety information that is made available to public in accessible formats or with communication supports, upon request. (O. Reg. 191/11, s. 13)	Update emergency procedures and ensure information is made available in accessible formats upon request.	1-Jan-14	Across the school working with Lakehead and Laurentian Universities	NOSM can plan to provide information in an accessible format or with other communication supports, upon request.	Completed
4. Develop and implement internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, (O. Reg. 191/11, s. 14)	NOSM moved to a new website in July 2017 with WCAG 2.0 Level AA standard.	1-July-18	Communication Unit and Information Technology	Primary focus on educating staff across the portfolios on website practices that keep webpages and sites AODA compliant.	Ongoing

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
5. Provide educational and training resources or materials in an accessible format for individual accessibility needs, upon request. Provide students records, program requirements and description in an accessible format, upon request. (O. Reg. 191/11, s. 15)	Arrange for the provision of comparable accessible formats through Health Sciences Library or Student Records Office	1-Jan-15	Health Sciences Library, Learner Affairs, Academic Programs	Arrangements can provide material in accessible formats or with communication supports, upon request.	Completed
6. Provide training to educators on accessibility awareness related to accessible program or course delivery and instruction. (O. Reg. 191/11, s. 16)	Training on accessible instruction must be provided to instructors. Records of the training are kept.	1-Jan-15	CEPD And Human Resources	Working with Lakehead and Laurentian Universities Centres for teaching and Accessibility Services.	This is one of the key areas for review in 2020 -2021.
7. Provide NOSM produced textbooks and print-based educational supplementary learning resources in accessible format, upon request. (O. Reg. 191/11, s. 17)	NOSM produces any supplementary course packages in accessible formats.	1-Jan-15	Accessibility Services of Lakehead and Laurentian Universities with Learner Affairs	Ensure that accessible or conversion ready versions of print-based educational or training supplementary learning resources are provided to the student upon request.	Ongoing
8. Develop library procedures to provide, procure or acquire print materials in accessible or conversion ready format, upon request. (O. Reg. 191/11, s. 18)	Implement Library procedures for the provision, procurement, or acquisition of print resources in an accessible format.	1-Jan-15	Health Sciences Library's Accessibility Plan	HSL provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.	Completed

NOSM's Accessibility Plan – Employment

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
1. Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. (O. Reg. 191/11, s. 22)	Hiring managers are aware of the requirements and HR notifies candidates that NOSM provides accommodation	1-Jan-17	Human Resources	can be accessed on the Human Resources Careers webpage A statement regarding accommodation is on all NOSM job postings.	Completed
2. Notify applicants during the recruitment process that accommodations are available upon request when individual is selected in the assessment process. Consult with the applicant and provide suitable accommodation for an applicant's accessibility needs due to disability. (O. Reg. 191/11, s. 23)	Candidates are notified by HR that NOSM provides accommodation during the interview / selection process. NOSM's HR provides accommodation to selected candidates for employment testing, upon request.	1-Jan-17	Human Resources & Faculty Affairs	Academic employees: Faculty Affairs or Division Heads contacts short-listed applicants for faculty and librarian appointments to inquire whether the applicants have accommodation needs and advise that accommodation is available, upon request. Non-academic employees: HR contacts short listed applicants to advise that accommodation is available, upon request.	Completed
3. Notify successful applicants of policies for accommodating employees with disabilities. (O. Reg. 191/11, s. 24)	Provide offer letter to employees informing them of NOSM's Policies and Procedures and link to the AODA webpage at: https://www.nosm.ca/about/accessibility	1-Jan-14	Human Resources and Faculty Affairs		Ongoing

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
4. Inform employees of policies used to support employees with disabilities. Provide the information required to new employees as soon as practicable after they begin and provide updated information when changes to policies occur. (O. Reg. 191/11, s. 25)	Orientation for all new employees regarding policies of employment equity and accommodation.	1-Jan-14	Human Resources and Faculty Affairs	Relevant policies are reviewed during orientation for all new employees. New Employment Equity Hiring Policy will require communication and training for all employees a	Completed To be completed in 2020
5. Provide or arrange for accessible formats and communication supports upon request for information required to perform job or for general information provided to employees, upon request. (O. Reg. 191/11, s. 26)	Ensure process to provide supports are in place.	1-Jan-14	NOSM	Educate managers and employees about these requirements over the next year.	Completed 2020-2021
6. Provide individualized workplace emergency response information to employees with known disability. Also, if required, emergency response information to person designated to help employee. NOSM needs assistance from Lakehead and Laurentian to review individualized workplace emergency response information. (O. Reg. 191/11, s. 27)	Implement emergency preparedness plans and programs. Request that employees identify their accessibility needs and if they require assistance/accommodations during an emergency. Include accommodations in the emergency preparedness program.	1-Jan-12	NOSM and Lakehead and Laurentian Universities	Employees with disabilities need opportunity to discuss any concerns with Campus Safety during an accommodation meeting. Any specific identified response measures will be included in the documented accommodation plan as required.	Ongoing

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005

Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
<p>7. Implement a process for documented individual accommodation plans for employees with disabilities. The process for the development of individual accommodation plans may include some or all of the following:</p> <ul style="list-style-type: none"> • the employee requesting accommodation will participate to develop the individual accommodation plan; • the employee will be assessed individually; • the employer can request an assessment by an independent medical or other expert; • the employee can request representation from their bargaining unit; • individual accommodation plans will be reviewed and updated; • if an accommodation plan is denied, the employee will receive reasons for the denial; and • the plan will be provided in a format that takes the employee's accessibility needs into account. <p>(O. Reg. 191/11, s. 28)</p>	<p>Ensure process of documented individual accommodation plans are integrated in the NOSM's Policies and Collective Agreements</p>	<p>1-Jan-14</p>	<p>Human Resources and Faculty Affairs</p>	<p>Disability support is in place to validate and document the accommodation process, roles and responsibilities for all stakeholders. The disability support promotes assessment of individual needs and a supportive framework for employees requesting accommodation. Third party service providers are in place to obtain expert external medical opinion as required. Safeguards are in place to protect the employee's personal information.</p> <p>Accommodation plans are implemented and take the employee's accessibility needs into consideration.</p>	<p>This is an area for further development in 2020</p>
<p>8. Develop a process for employees who are returning to work due to a disability and require disability related accommodations. Include outline of steps that that NOSM will facilitate return to work while taking individual accommodation plan into consideration. (O. Reg. 191/11, s. 29)</p>	<p>Create and maintain return to work process. Ensure existing return to work programs address steps required to address accommodation needs.</p>	<p>1-Jan-14</p>	<p>Human Resources</p>	<p>Human Resources assists managers in facilitating the return to work of employees in accordance with the disability supports.</p>	<p>This is an area for further development in 2020</p>

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005

Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
9. Accessibility needs of employees with disabilities and individual accommodation plans when using performance management process. (O. Reg. 191/11, s. 30)	NOSM considers employee's accessibility needs when providing performance management. Process to be documented and communicated to employees and management that deal with performance management activities.	1-Jan-14	Human Resources with Managers of Employees with disabilities	Managerial training regarding performance management instructs managers to consider individual accommodation plans. Continuously research best practices to comply with AODA requirements.	An area for review and development in 2020-2021
10. Consider accessibility needs as well as individual accommodation plans when assessing career development and advancement of employees with disabilities. (O. Reg. 191/11, s. 31)	Employee's accessibility needs are considered when providing career development. Processes to be documented and communicated to employees and management that deal with career development and development.	1-Jan-14	Human Resources with Managers of Employees with disabilities	Managerial training regarding career and advancement will instruct managers to consider individual accommodation plans.	An area for review and development in 2020-2021
11. Accessibility needs of employees with disabilities as well as individual accommodation plans when considering redeployment of employees. (O. Reg. 191/11, s. 32)	NOSM will consider employee accessibility needs when redeployed. Processes to be documented and communicated to employees and management that deal with redeployment.	1-Jan-14	Human Resources with Managers of Employees with disabilities	Managers are responsible for identifying any accommodations and/or AODA requirements for the work that needs to be completed by an employee who is be redeployed. This process is reviewed on a yearly basis.	An area for review and development in 2020-2021

NOSM’s Accessibility Plan – Transportation

INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
1. If providing contract transportation services, will arrange for accessible vehicles upon request. (O. Reg. 191/11, s. 76)	NOSM provides accessible transportation services upon request for employees and students.	1-Jan-11	Human Resources, Learner Affairs, PGME, NODIP	If NOSM is arranging transportation contracts, it will ensure that accessible vehicles or equivalent services are provided, upon request.	Completed

Accessibility Feedback

We welcome inquiries and feedback about accessibility and NOSM's efforts at meeting the *Accessibility for Ontarians with Disabilities Act (AODA)* Customer Service Standard and the Integrated Accessibility Standards Regulation.

- Feedback regarding the way the Northern Ontario School of Medicine provides programs, goods and services to people with disabilities takes into consideration the fact that individuals with disabilities may require access to different forms of communication depending upon their disability.
- This means that feedback can be given to the School verbally, by email, by telephone, in writing, or through a third party. All feedback will be directed to the Office of Equity and Quality.
- Any complaints received will be dealt with by informing the individual, as well as the Unit or Portfolio associated with the accessibility or customer service issue in the delivery of a program, good or service.
- Individuals may expect a response to the feedback within five business days.

Accessibility Feedback
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