



NATIONAL INHERITED BLEEDING DISORDER GENOTYPING LABORATORY

Accessibility Plan 2023-2026

Orla Rawley, PhD
Mackenzie Bowman, PhD

INTRODUCTION

The National Inherited Bleeding Disorder Genotyping Laboratory (NIBDGL) Accessibility Plan has been developed in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). This plan outlines our commitment to creating and maintaining an accessible and inclusive environment for persons with disabilities. By identifying barriers and implementing proactive measures, we aim to ensure equal access to our services, facilities, and employment opportunities.

POLICY STATEMENT

The NIBDGL is committed to providing accessible customer service, communication, employment, and facilities to all individuals, including those with disabilities. We strive to meet the requirements of the AODA and its accessibility standards, promoting dignity, independence, integration, and equal opportunity for everyone.

ACCESSIBILITY PLAN

1. Accessibility Compliance:

- The NIBDGL will continue to review and update our policies, procedures, and practices to ensure compliance with the AODA and its accessibility standards.

2. Identification and Removal of Barriers:

- The NIBDGL will conduct an accessibility audit to identify and address physical, communication, technological, and attitudinal barriers that may hinder access for persons with disabilities.
- Identified barriers will be documented and an action plan will be developed to remove or mitigate these barriers within a reasonable timeframe.
- The NIBDGL will prioritize the removal of barriers that impede access to essential services, facilities, and employment opportunities.

3. Accessible Customer Service:

- The NIBDGL will provide training to all employees on providing Accessible Customer Service. Records of this training will be maintained.
- The NIBDGL will ensure that feedback processes are in place to receive and respond to accessibility-related inquiries, comments, and concerns.

4. Communication and Information Accessibility:

- The NIBDGL will strive to make our communication channels and information accessible to individuals with disabilities by providing alternative formats and communication supports upon request.
- Our website and digital content will undergo Web-Accessibility Compliance Auditing, a service provided by the Queen's University Accessibility Hub in partnership with Queen's University Information Technology Services (ITS) to ensure compatibility with assistive technologies.

5. Accessible Employment Practices

- The NIBDGL will promote accessible employment practices by implementing measures to accommodate employees with disabilities and provide them with equal opportunities for career development and advancement.
- Reasonable accommodations will be offered during the recruitment, assessment, and selection processes to enable the participation of applicants with disabilities.
- The availability of accommodations and the process for requesting them shall be communicated to candidates. Providing reasonable accommodations to employees with disabilities to ensure they can perform the essential duties of their roles.

6. Training and Education:

- The NIBDGL will provide ongoing accessibility training to employees to increase awareness and understanding of disabilities, accessibility standards, and inclusive practices.
- In addition to Accessible Customer Service training, NIBDGL employees will also undergo Access Forward and Human Rights 101 training in accordance with AODA. Training records will be maintained.

7. Continuous Improvement:

- We will assess the effectiveness of our accessibility initiatives, policies, and practices to identify areas for improvement.
- Feedback from individuals with disabilities, employees, and other stakeholders will be actively sought and incorporated into the ongoing enhancement of our accessibility programs.

IMPLEMENTATION TIMELINE AND REPORTING

The NIBDGL 3-year Accessibility Plan will commence in September 2023 and will be formally reviewed annually as part of the NIBDGL Quality Management Review. Progress towards meeting the outlined goals and objectives will be documented.

This document has been approved by:

A handwritten signature in black ink, appearing to read "David Linnard". The signature is written in a cursive style with a period at the end.

Laboratory Director

18th September 2023

Date

By implementing this accessibility plan, we demonstrate our commitment to accessibility, inclusivity, and the rights of individuals with disabilities.

RESOURCES

Accessibility for Ontarians with Disabilities Act (<https://aoda.ca/the-act/>)

Accessible Customer Service (<https://www.queensu.ca/equity/public/acs/>)

Access Forward (<https://www.queensu.ca/hreo/education/accessforward>)

Human Rights 101 (<https://www.queensu.ca/hreo/education/human-rights-101>)

Equity, Diversity, Inclusion, Indigeneity and Accessibility (<https://healthsci.queensu.ca/academics/edi>)