



College of Traditional Chinese Medicine  
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle  
chinoise et des acupuncteurs de l'Ontario

## Accessibility Policy

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College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Revision **V1.1**

Modified Date: **22 November 2016**

## **Introduction**

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (“CTCMPAO”) supports the full inclusion of persons with disabilities pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

## **Definitions**

“Disability” means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Service animal” means an animal for a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to their disability or where the person provides a letter from a health care professional qualified under AODA confirming that they require the animal for reasons relating to the disability. Service animals include guide dogs.

“Guide dog” means a dog trained as a guide for a person who is blind or visually impaired.

“Support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

## **Guiding Principles and Accessible Functions**

CTCMPAO will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its goods and services to persons with disabilities are consistent with the following principles:

- Goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are able to benefit from the same goods and services in a similar way as others; and,
- Persons with disabilities have opportunities equal to others to obtain, use and benefit from CTCMPAO's goods and services.

In carrying out its functions, CTCMPAO will:

- Communicate with persons with disabilities in ways that take their disabilities into account. Upon request, CTCMPAO will be prepared to use alternative formats and communication methods;
- Serve persons with disabilities who use assistive devices;
- Ensure that persons with disabilities who are accompanied by their guide dogs or other service animals are permitted to enter the premises of CTCMPAO with the animal and to keep the animal with them; and,
- Ensure that persons with disabilities who are accompanied by a support person are permitted to enter CTCMPAO's premises with their support person and at no time will they be prevented from having access to their support person while on CTCMPAO premises. Where applicable, the consent of the person with the disability will be obtained prior to discussing any confidential information in the presence of the support person.

### **Notice of Temporary Disruptions**

CTCMPAO will provide the public with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available.

Any notices will be posted at all public entrances and service counters of CTCMPAO, or communicated by such method as is reasonable in the circumstances.

### **Employment**

CTCMPAO is committed to equality in the employment context with respect to disability. This commitment extends to its recruitment.

### **Feedback Process**

The ultimate goal of this policy is to serve persons with disabilities who interact with CTCMPAO. CTCMPAO welcomes and appreciates any feedback or questions regarding the methods it uses

to provide goods and services to persons with disabilities.

Feedback may be provided by:

- Electronic mail: [registrar@ctcmpao.on.ca](mailto:registrar@ctcmpao.on.ca)
- Facsimile transmission: (416) 214-0879
- Telephone: (416) 238-7359
- Mail: 705 – 55 Commerce Valley Drive West,  
Thornhill, Ontario L3T 7V9

If the above methods are not suitable, those interacting with CTCMPAO may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve the accessibility of CTCMPAO services.

### **Modification of Policy**

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered. Any CTCMPAO policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.