



# NOSM UNIVERSITY

## Multi-Year Accessibility Plan 2025 - 2030

Accessibility for Ontarians with Disabilities Act (AODA)

# Northern Ontario School of Medicine (NOSM) University

## Accessibility Plan 2025-2030

### 1. Introduction

The Northern Ontario School of Medicine (NOSM), created in 2002, made history by becoming Canada’s first independent medical university—now known as [NOSM University](#)—on April 1, 2022.

In addition to offering a Committee on Accreditation of Canadian Medical Schools (CACMS) fully accredited [MD program](#), NOSM University offers a [Master of Medical Studies](#), [Northern Ontario Dietetic Internship Program](#) (NODIP), [Medical Physics Residency Education Program](#) (MPREP), [Physician Assistant](#) (PAs), and [Postgraduate Residency programs](#) accredited by both the Royal College of Physicians and Surgeons of Canada (RCPSC) and College of Family Physicians of Canada (CFPC).

NOSM University has a mandate to be socially accountable to the cultural diversity of the region it serves including Indigenous and Francophone peoples, remote communities, small rural towns, large rural communities, and urban centres. Evidence of this mandate can be found in the University’s curriculum, administrative structure, research program, student demographics, continuing education program, and more.

### 2. Commitment to Accessibility

NOSM University is committed to fostering an accessible and inclusive environment for all NOSM University Community members in alignment with the *Accessibility for Ontarians with Disabilities Act (AODA)*. NOSM University seeks to proactively identify, prevent, and remove barriers to accessibility, ensuring compliance and enhancing the quality of the academic and work environment.

In an effort to ensure an accessibility lens is applied to all policies, the University has designed a policy framework that includes six policy pillars to be considered in the policy development process across the institution. Accessibility is one such pillars included to ensure all NOSM University Community members consider AODA in policy development. In doing so, the aim is to

understand the impact of the design and implementation of policies affecting people with disabilities. This framework is currently in the midst of the approval process and will be implemented thereafter.

### 3. Multi-Year Accessibility Plan Objectives

Given NOSM University’s unique position of operating on campuses leased from Lakehead and Laurentian Universities as well as sharing facilities services, this plan outlines NOSM University’s objectives and specific strategies for collaborating with these institutions to meet shared accessibility goals. The following objectives reflect NOSM University’s commitment to compliance with AODA standards while promoting inclusivity and accessibility across digital, educational, and physical spaces.

### 4. Accessibility Standards and Strategic Goals

Standard	Objective	Strategy	Timeline
Customer Service	Deliver equitable and accessible services that respect the dignity and independence of all community members.	Partner with Lakehead and Laurentian to ensure accessibility at service points shared by NOSM University. <ul style="list-style-type: none"> <li>Implement accessibility feedback channels to continuously improve service quality.</li> <li>Ensure accessible communication supports are available for all NOSM University-led events and activities.</li> </ul>	Ongoing with annual reviews.
Information & Communication	Ensure all NOSM University communications, including digital content, meet or exceed accessibility standards.	Achieve WCAG 2.1 AA compliance across NOSM’s websites, learning platforms, and student portals. <ul style="list-style-type: none"> <li>Provide training on accessible communication for faculty and staff, with resources on plain language and alternative formats.</li> <li>Offer accessible document conversion services, such as braille, large print, and screen-reader-compatible materials upon request.</li> </ul>	Initial compliance audit by December 2025; semi-annual updates thereafter.

Employment Accessibility	Create a work environment that supports the needs of employees with disabilities, promoting equitable access to employment and career advancement.	Ensure all recruitment processes are accessible and inform applicants about accommodation options.	Begin training by June 2025, with ongoing training requirements.
Design of Public Spaces	Collaborate with host universities to ensure that leased spaces meet accessibility standards for physical environments.	Work with Lakehead and Laurentian facility management teams to conduct annual accessibility audits of NOSM-leased spaces, identifying and addressing barriers. <ul style="list-style-type: none"> <li>• Develop a joint improvement plan for spaces commonly used by NOSM University (e.g., lecture halls, student centers, parking areas).</li> <li>• Advocate for universal design principles in any future renovations or construction affecting NOSM University spaces.</li> </ul>	Initial assessment by July 2025, with annual follow-up assessments and improvement plans.
Accessible Library Resources	Ensure that library resources and services are accessible to students and staff with disabilities.	Library resources are available in accessible formats, including e-books and digital journals. <ul style="list-style-type: none"> <li>• Establish a protocol for sourcing or adapting learning materials for accessibility, ensuring timely access for students with accommodations.</li> <li>• Provide training for library staff on supporting users with accessibility needs.</li> </ul>	Begin staff training and resource review by September 2024; ongoing implementation.
Accessible Transportation	Ensure accessible transportation options are available for students and staff as needed.	Coordinate with Lakehead and Laurentian to provide accessible parking and services near NOSM facilities. <ul style="list-style-type: none"> <li>• Regularly review parking spaces and paths of travel for compliance with AODA standards.</li> <li>• Collaborate to enhance emergency and accessible transportation procedures for events and emergency evacuations.</li> </ul>	Initial review and adjustments by July 2025; periodic reassessment every two years.

## 5. NOSM University’s Accessibility Initiatives

Standard	Objective	Actions	Timeline
Digital Accessibility Enhancements	Make all NOSM University digital platforms accessible, ensuring a seamless user experience for individuals with disabilities.	<p>Conduct accessibility reviews of NOSM websites and portals, making adjustments to meet WCAG 2.1 AA standards.</p> <ul style="list-style-type: none"> <li>• Provide training to digital content creators on accessible web design and document creation.</li> <li>• Establish a feedback loop for digital accessibility issues, with responses within five business days.</li> </ul>	Complete initial review and training by December 2025, with updates as needed.
Procurement and Accessible Goods/Services	Ensure accessibility is integrated into procurement processes, including acquiring goods and services that meet accessibility needs.	<p>Include accessibility criteria in purchasing agreements.</p> <ul style="list-style-type: none"> <li>• Require accessibility compliance for vendors providing goods and services to NOSM University.</li> </ul>	Policy implementation by December 2025, with annual reviews.

## 6. Accountability and Reporting

**Annual Accessibility Report:** An annual accessibility report will be prepared and publicly posted on NOSM University’s website, detailing:

- Achievements and ongoing initiatives toward meeting AODA standards.
- Accessibility audit results for leased spaces and digital platforms.
- Improvements made in response to community feedback.

**Continuous Monitoring:**

The University Policy and Regulatory Compliance office, in collaboration with the host universities' accessibility offices, will oversee and evaluate the implementation of this plan. Regular meetings will ensure alignment and progress toward shared accessibility goals.

**Feedback Process:** NOSM University welcomes inquiries and feedback regarding accessibility and the University's efforts in meeting the *Accessibility for Ontarians with Disabilities Act (AODA)* standards. To continually improve accessibility, NOSM University will provide multiple feedback channels to allow for different forms of communication:

Online Feedback Form: Accessible through the NOSM University website.

**Email:** [accessibilityfeedback@nosm.ca](mailto:accessibilityfeedback@nosm.ca)

Phone and In-Person: Director, Policy & Regulatory Compliance 705 280-7023

Any complaints received will be handled in accordance with applicable policies and procedures.

## 7. Review and Updates

This Multi-Year Accessibility Plan will be reviewed and updated as necessary, with a full review every five years. Revisions will consider any changes in AODA regulations, updates from Lakehead or Laurentian facilities, and community feedback.

Next Full Review: 2030

Alternate formats of this document are available upon request.