

TITLE	Accessibility for Persons with a Disability	POLICY #	HR POL 7.1.3
VERSION	3	ISSUE DATE	2022-11-21
DEPT	Human Resources	PAGE	Page 1 of 2
PREPARED BY	Quality Assurance Manager, Erin Talbot,	DATE	2022-11-16
REVIEWED BY	Human Resources Generalist, Savannah Lashbrook Regional Director, Vanessa Goldrick,	DATE	2022-11-21
APPROVED BY	Regional Director, Vanessa Goldrick	DATE	2022-11-21
PREVIOUS REVISIONS	August 2017	ORIGINAL ISSUE	Aug 2010

ACCESSIBILITY FOR PERSONS WITH A DISABILITY

POLICY INTENT

Access Healthcare Services Inc.'s (AHSI) is committed to remove and prevent barriers to our employees, volunteers, clients, students and contractors with disabilities and to meet the requirements under the Accessibility for Ontarians with Disabilities Act.

POLICY SCOPE

This policy applies to all employees, clients, contractors, volunteers, and students of Access Healthcare Services Inc.

POLICY GUIDELINES

AHSI strives to ensure whenever possible, that its premises and services are available and accessible to all people, while respecting individual needs, dignity, independence and equal opportunity. All AHSI employees receive mandatory Accessibility for Ontarians with Disabilities Act (AODA) training upon hire and annually thereafter to ensure awareness of accommodations that may be required for persons with a disability, whether an employee, client, student, volunteer, visitor or contractor of AHSI.

The AHSI Accessibility Plan is reviewed and updated every five years and will be posted on the Company's website.

Disability: the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

1. 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
2. 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;
3. a condition of mental impairment or a developmental disability;
4. a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
5. a mental disorder; or
6. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

AHSI encourages anyone who encounters a barrier, concern, issue, problem, malfunction or deficiency regarding accessibility and/or accommodations as it relates to the AODA to report it immediately to their Manager or Human Resources.

For the purpose of this policy the following applies to AHSI;

TITLE	Accessibility for Persons with a Disability	POLICY #	HR POL 7.1.3
VERSION	3	ISSUE DATE	2022-11-21
DEPT	Human Resources	PAGE	Page 2 of 2
PREPARED BY	Quality Assurance Manager, Erin Talbot,	DATE	2022-11-16
REVIEWED BY	Human Resources Generalist, Savannah Lashbrook Regional Director, Vanessa Goldrick,	DATE	2022-11-21
APPROVED BY	Regional Director, Vanessa Goldrick	DATE	2022-11-21
PREVIOUS REVISIONS	August 2017	ORIGINAL ISSUE	Aug 2010

1. AHSI permits the use of assistive devices, service animals and support persons by all person's requiring such accommodations while on the Company's premises for as long as these are required.
2. Access Healthcare Services Inc. ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.
3. Access Healthcare Services Inc. will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.
4. Upon request, Access Healthcare Services Inc. will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to disability. Access Healthcare Services Inc. will consult with the person making the request to determine the suitability of an accessible format or communication supports.
5. Access Healthcare Services Inc. will document individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications support provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided. An individualized workplace emergency response information will be provided to employees who have a disability. Where the employee requires assistance AHSI will, with consent from the employee, provide the workplace emergency response information to the person designated by AHSI to provide assistance to the employee.
6. A return-to-work plan will be developed for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work plan will outline the steps Access Healthcare Services Inc. will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return-to-work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).
7. Access Healthcare Inc. will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. AHSI identifies this in all job advertisement postings including the process to follow for a request of accommodation.