

INTEGRATED ACCESSIBILITY STANDARDS POLICY

Effective Date: December 17, 2014

Review Date: December 17, 2016

1. PURPOSE

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), came into force on July 1, 2011. The regulation establishes standards to address barriers that people with disabilities face in the areas of information and communications, employment and transportation.

The purpose of this policy is to provide a framework where accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility and accommodation, as prescribed in legislation. The commitments contained within the policy are intended to ensure that accessibility remains a priority for OntarioMD and reflect the organization's support for the principles of dignity, independence, integration and equal opportunity for all people with disabilities.

2. SCOPE

This policy applies to all OntarioMD employees, volunteers, consultants and any other persons conducting business with people with disabilities on behalf of OntarioMD.

3. DEFINITIONS

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

Accommodation means the individualized arrangements made or assistance provided so that people with disabilities can participate in all aspects of society in the same way and in a similar manner as all other people without disabilities.

Barriers prevent a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy or practice.

Communication supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability, according to the *Ontario Human Rights Code*, and as referenced in the AODA, means:

- i. 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 coordination, 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;
- ii. a condition of mental impairment or a developmental disability;
- iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv. a mental disorder;
- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

4. POLICY SPECIFIC INFORMATION AND RESPONSIBILITIES

Organizational Commitment

OntarioMD strives at all times to respect the dignity and independence of all people with disabilities. We are committed to providing a barrier-free environment for our employees, visitors, stakeholders and all other members of the public who enter our premises, access our information, or use any of our services.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), the existing Customer Service Standards Regulation, and other standards governed by the IASR - Information and Communications, Employment, Transportation and eventually, the Built Environment. OntarioMD is committed to ensuring that new and existing OntarioMD policies and procedures will be developed, implemented and maintained, as required, to ensure we have achieved accessibility by meeting our obligations under the IASR and in meeting the needs of all people with disabilities, in a timely and effective manner.

Accessibility Plans and Policies

OntarioMD will maintain accessibility policies governing how the organization will meet its requirements under the AODA and will make its accessibility policies available to the public and in an accessible format, upon request.

OntarioMD will maintain a Multi-year Accessibility Plan, outlining the organization's commitment and strategy for improving opportunities for people with disabilities, while removing and preventing accessibility barriers and meeting Ontario's accessibility laws. The Plan will be posted on the OntarioMD website and will be made available in an accessible format, upon request. OntarioMD's multi-year accessibility plan will be reviewed and, if necessary, updated at least once every five (5) years.

Self-Service Kiosks

At this time, OntarioMD does not employ self-service kiosks. If, however, at any time, OntarioMD employs self-service kiosks, it will have regard to accessibility features when designing, purchasing and/or obtaining these kiosks.

Information and Communications

When providing information to, or communicating with, a person with a disability, OntarioMD will provide, upon request, the information and communication in an accessible format, and/or with communication supports. OntarioMD will take into account a person's disability when communicating or providing information to the person with a disability and will provide the information in a timely manner and at a cost that is no more than the regular cost charged to any other person (if applicable).

Accessible Website

OntarioMD will ensure that the OntarioMD internet, portal and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, such that *new* websites and any new web content conform with WCAG 2.0 Level A by January 1, 2014; *all* websites and web content must conform to WCAG Level AA by January 1, 2021 (other than live captions and audio descriptions).

Employment

OntarioMD employment policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment. OntarioMD will include notification of the availability of accommodation for job applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, OntarioMD will provide individualized workplace emergency response information to employees who have a disability. Performance management and career development processes will also take into account the accessibility needs of its employees with disabilities.

Return to Work and Individual Accommodation Plans

In developing accommodation plans, policies, practices and procedures, OntarioMD will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work are eliminated.

These plans will include:

- How we involve the employee in the development of the plan;
- How we consider the employee on an individual basis;
- How we proceed in getting a medical or other expert's opinion on the accommodation of the employee at our own expense;
- How other representatives or agents may be involved;
- How the employee's personal information will be protected;
- How often the plan will be reviewed and how the plan will be carried out;
- How the plan will be provided in a format that respects the individual's needs due to a disability.

Individual accommodation plans will be included as part of the process for any employee with a disability who has been absent due to their disability and requires accommodations to return to work.

Training

OntarioMD will provide training to all employees, volunteers, consultants and/or other people with a disability on behalf of the organization.

Training will be provided within one month of staff commencing their duties.

Training will include the following:

- Accessibility requirements under the *Integrated Accessibility Standards Regulation* and the existing *Accessible Customer Service Standard*;
- How the *Ontario Human Rights Code* pertains to persons with disabilities.

Staff will be trained on an ongoing basis when any changes are made to any accessibility policies, practices and procedures.

Feedback Process

OntarioMD will ensure that processes for receiving and responding to feedback are accessible to external people with disabilities and will notify the public about the availability of accessible formats and communication supports.

Feedback can be made by telephone, in writing, fax or in electronic format, including email, and can be directed to OntarioMD Customer Service (support@ontariomd.com).

Questions about this Policy

This policy serves to achieve accessibility for our employees, consultants, visitors, stakeholders and all other members of the public who enter our premises, access our information, or use any of our services. Questions or comments about the purpose of this policy should be directed to the Human Resources department.

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Paul Hutchison

CEO Approval

December 23, 2014

Approval Date