

Purpose

This policy aims to establish the company policy, procedures, and guidelines in accordance with the requirements of *Accessibility for Ontarians with Disabilities Act, 2005*. It also aims to provide an inclusive and accessible workplace and facilities to C-Care Health Services' employees, clients, and stakeholders.

Statement of Commitment

C-Care Health Services is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created.

The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Scope

All employees, clients, and stakeholders of C-Care Health Services.

Definition

Accessibility is the availability and ease of use of information, services, facilities, and physical environments which give people with disabilities the equal opportunity to participate, engage, and utilize.

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

Accommodation is the company's efforts and measures to provide accessible information, services, facilities, and physical environment to people with disabilities either through general or individualized support and assistance.

Assistive devices are tools or equipment that people with disabilities use to help them perform tasks, overcome barriers, or increase their independence.

Disability is any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature, and can be evident or not in interaction with a barrier.

Support animals are animals that have been trained to accompany and provide assistance to people with disabilities.

Support persons are individuals who accompany people with disabilities to assist with disability-related needs. Support persons may be family members, friends, or acquired services.

Procedure

Physical Accessibility

We are committed to ensuring that our physical spaces are accessible to all individuals, including those with disabilities. We believe in creating an inclusive environment that respects the dignity and independence of everyone.

- Equal access to our facilities will be provided to accommodate people with disabilities.
- Physical spaces will meet or exceed the requirements set out in the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Office entrances, exits, and restrooms will be accessible to people with disabilities and ensure that appropriate fixtures and signages are available.
- Emergency evacuation procedures take into consideration the people with disabilities and their individual needs.

Customer Service Standards

We are committed to providing exceptional customer service to all individuals, including those with disabilities. We recognize the importance of accessibility and inclusivity in delivering a positive customer experience.

- C-Care Health Services will remain committed to providing equal treatment and opportunities to all clients and customers, regardless of their abilities and disabilities.
- C-Care Health Services will remain committed to respecting and recognizing the dignity and independence of individuals with disabilities, and their right to make their own decisions.
- Our customer service policy and practices will continue to promote inclusivity and accessibility, ensuring a positive customer experience.

Information and Communication Standards

We are committed to ensuring that information and communication are available and accessible to all individuals, including those with disabilities, creating a more inclusive environment.

- Different communication channels will be made available to accommodate people with disabilities and their preferred method of communication.
- Clear and plain language will be used in all internal and external communications to ensure that all information is accessible to all individuals, regardless of their level of familiarity with complex terminologies or language.
- Accessible formats for company information and communications will be provided to employees and clients in a timely manner upon their request.

Employment Standards

We are committed to fostering a workplace that promotes an inclusive and accessible environment where all employees, including those with disabilities are treated with dignity and respect.

- Accommodation will be provided to employees with disabilities in a manner that respects their dignity and independence. An accessible channel will be provided for employees to submit their accommodation requests.
- An equal opportunity statement will be included in all job advertisements for all vacancies across the organization to express our commitment to ensuring our commitment to creating an inclusive and diverse workforce.
- The recruitment and selection process will take into consideration the accessibility needs of people with disabilities. Accommodation and accessibility features will be provided in every step of the recruitment process to ensure that all individuals have the equal opportunity to participate.
- Performance management processes are flexible to overcome any barriers an employee might experience when going through the process while continuing to work on providing more accessible formats to meet individual needs.
- The return-to-work policy and procedures will be followed to support employees through their reintegration into the workplace.

Training

We are committed to fostering a work culture that promotes accessibility and inclusivity by providing the appropriate trainings that are compliant and provide the employees the necessary knowledge and skills on accessibility and accommodations.

- Training on accessibility and accommodation are continuously being provided to all current and new staff to deepen their understanding of accessibility and inclusion, and to increase the knowledge and confidence of employees in dealing with people with disabilities.



Policies and Procedures

Accessibility and Accommodation

- Trainings will be online with accessible formats to be provided upon the request of the employee.

Assistive Devices

We are committed to accommodating the use of assistive devices by people with disabilities to ensure that they have equal access to our goods, services, and facilities.

- C-Care Health Services' office is designed in way that is accessible to people with disabilities including and to accommodate assistive devices and mobility aids.
- Employees are to communicate to people with disabilities using assistive devices or mobility aids in a respectful and inclusive manner, following the individual's preferences for communication.
- People with disabilities needing support relating to their assistive devices will be assisted.

- No charges will be imposed on people with disabilities for any assistance or accommodation provided relating to their assistive devices and mobility aids.

Support Persons

We are committed to welcoming and accommodating support persons who accompany people with disabilities to ensure that they have equal access to our goods, services, and facilities.

- C-Care Health Services welcomes all support persons to access the company office to accompany the people with disabilities.
- Reasonable accommodations will be made should the support persons will require it to perform their essential job duties.
- No charges will be imposed on people with disabilities for the presence of their support persons.

Support Animals

We are committed to welcoming and accommodating support animals who accompany people with disabilities to ensure they have equal access to our goods, services, and facilities.

- C-Care Health Services welcomes all support animals to access the company office to accompany the people with disabilities.
- Reasonable accommodations will be made should the support animals will need it to perform their tasks.
- Documentation may be required from a regulated health professional if the service animal cannot be identified through visual indicators.



Policies and Procedures

Accessibility and Accommodation

- No charges will be imposed on people with disabilities for the presence of their support animals.

Notice of Temporary Disruptions

We are committed to managing and communicating temporary disruptions to our goods, services, and facilities and to accommodate people with disabilities who will be affected by such occurrences.

- C-Care Health Services will make reasonable efforts to provide a prompt and clear notification of the temporary disruption through accessible means of communication.
- People with disabilities who require an alternative means of communication relating to their disability to be notified of the temporary disruption will be accommodated.
- The notification will include the reason for the disruption, the anticipated duration, and alternative options available.
- The notification of temporary disruption will include a contact information for people with disabilities should they need additional assistance or accommodation relating to this occurrence.
- Notice of temporary disruptions are sent out through text messages and emails. Accessible formats will be provided upon request.

Continuous Improvement and Feedback Process

We are committed to extend beyond mere compliance with accessibility standards. We strive for continuous improvement to ensure that our facilities, services, and communication practices are welcoming and accessible to everyone.

- C-Care Health Services will continue to assess the effectiveness of this policy, and will regularly seek feedback from employees, clients, and relevant stakeholders to enhance accessibility.
- Accessible feedback mechanisms will be provided to people with disabilities. C-Care Health Services will foster an environment that encourages feedback and suggestions on improving accessibility initiatives.
- Feedback mechanisms are flexible to accommodate possible barriers. Feedback could be provided in-person or by email, and accessible formats will be provided upon request.

Information and Communications

Feedback Process

Our organization is dedicated to ensuring our feedback process is accessible to individuals with disabilities. We actively encourage and facilitate the submission of feedback in multiple ways to

accommodate various needs. Should you require accessible formats or communication supports to provide feedback, please let us know, and we will accommodate your request promptly.

Communication and Information Accessibility

We prioritize communicating with people with disabilities in ways that consider their individual disabilities. Upon request, we commit to providing information about our organization, its services, and any public safety information in formats that are accessible. This includes ensuring that:

Information is provided as quickly as possible, taking into consideration the specific accessibility needs related to the disability.

The cost for accessible formats or communication supports will not exceed the standard rate applied to others.

In determining the most suitable accessible format or communication support, we will consult directly with the requester to ensure their needs are met effectively.

In the Event of Unconvertible Information

Should we determine that certain information or communications cannot be converted into an accessible format, we will:

Provide a clear explanation to the requester about why the content cannot be converted.

Offer a summary of the information or communications that could not be made accessible.

Public Notification

We proactively inform the public about the availability of accessible formats and communication supports. This commitment is communicated through our website, social media, and other relevant channels to ensure widespread awareness.

Web Accessibility

We are committed to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as part of our commitment to ensure our website is accessible to everyone. This alignment with internationally recognized standards is a key component of our effort to meet and exceed Ontario's accessibility requirements.

Existing Policies

We are committed to modify any policies, procedures, and guidelines that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

Review and Updates

The policy will be reviewed annually and will be updated according to any changes in the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The updated version of the plan, as signed off by the General Manager, will be readily accessible to all concerned parties.

Education and Training

- Orientation (New Hire) Active Staff (every 2 years) Mandatory / Legislative

Compliance

- Yearly review Audit Accreditation

References

Accessibility Policy Sample. Central Forms Repository. Ontario.

<https://forms.mgcs.gov.on.ca/en/dataset/on00090>

Accessibility Training Requirements Checklist. Central Forms Repository. Ontario.

<https://forms.mgcs.gov.on.ca/en/dataset/on00092>

Accessibility for Ontarians with Disabilities Act, 2005. Ontario.

<https://www.ontario.ca/laws/statute/05a11>