

## Appendix 1 – Multi-Year Accessibility Plan and Policy

### S.R.T. MedStaff Accessibility Policy and Plan

#### Summary/ Purpose

We are committed to meeting the requirements of the Accessibility for Ontarians Act, 2005 (AODA) with the goal of an accessible Ontario by 2025. As part of our commitment, we have developed a policy and an annual accessibility plan in accordance with the AODA. It identifies barriers to access and assigns responsibility and timelines for removing these barriers. It applies to all people with disabilities (staff and patients/ families) and is founded in our organization's values of respect, honesty, trust, integrity, teamwork, and diversity.

#### **Policy Statement**

We provide goods and services in a way that maximizes the potential of all people through participation and equal opportunity.

#### **Our Patients**

S.R.T. MedStaff is committed to giving our patients with disabilities the same opportunity to access our services as those without disabilities. We provide the necessary and reasonable accommodation to prevent and minimize barriers to patients with disabilities so they can access, communicate, and receive our services to same extent as those without disabilities.

#### **Our Staff**

S.R.T. MedStaff is committed to giving our staff with disabilities the same opportunities as those without disability when providing service. We provide the necessary realistic and reasonable accommodation to prevent and minimize barriers. We provide staff with necessary and reasonable accommodation to prevent and minimize barriers and ensure they participate in our recruiting, hiring, and orientation processes as all our new hires do.

#### **Training**

Training is provided to all employees who deal with the public and those involved in customer service policies and procedures. This includes the AODA and the Ontario Human Rights Code, how to communicate with people with different types of disability, how to interact and support those with assistive devices, service animals or support people, and what to do if someone is having difficulty accessing services.

#### **Communication**

When communicating with a person with a disability, we do so in a way that takes into account their disability and offers reasonable and practical alternatives to support them. Personalized approaches are used to determine the best options to provide information and services in a timely and inclusive manner. Documents required by the Customer Service Standard are available upon request.

#### **Feedback**

We accept and respond to feedback/complaints from staff and the public regarding our services by telephone, in person, or electronically.

#### **Assistive Devices**

We support the use of assistive devices for staff and patients while on our public premises and during care.

**Service Animals**

S.R.T. MedStaff supports those with service animals to our public premises.

**Support Persons**

We welcome people with disabilities who are accompanied by support persons to our public premises.

**S.R.T. MedStaff Multi-Year Accessibility Plan**

**Accessibility Policy**

ACTION	COMPLIANCE DATE	STATUS
Develop, implement, and review Accessibility Policy	January 1 <sup>st</sup> , 2012	Completed and Ongoing
Publish Policy and provide in accessible format upon request		Completed and Ongoing

**Multi-Year Accessibility Plan**

ACTION	COMPLIANCE DATE	STATUS
Develop, implement, and review accessibility plan that maximizes equal opportunity	January 1 <sup>st</sup> , 2014	Completed and ongoing
Make plan available to public and provide accessible format upon request	January 1 <sup>st</sup> , 2015	Completed and Ongoing
Provide training to employees on the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code	January 1 <sup>st</sup> , 2015	Completed and Ongoing
Update Plan every 5 years	Nov 20, 2021	Completed. Next Review deadline Nov 20, 2026

**Communication Standards**

ACTION	COMPLIANCE DATE	STATUS
Ensure required processes for receiving and responding to feedback are accessible	January 1 <sup>st</sup> , 2015	Completed and Ongoing
Upon request, where practicable, provide accessible formats and communication supports for persons with disabilities		Completed and Ongoing
Work with persons with disabilities making request to determine suitability of accessible format or communication		Completed and Ongoing
Training on AODA Customer Service has been provided and will be given to every employee who works with the public and/or participates in the development of policies and procedures		Completed and Ongoing

Publish statement on website regarding accessible communication formats for persons with disabilities	January 1 <sup>st</sup> , 2012	Completed and ongoing
Emergency procedures, plans, or public safety information that is publicly available shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable		Completed and ongoing
Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).	January 1 <sup>st</sup> , 2014 Level A	Completed and ongoing
	2021 Level AA	Completed and ongoing

<b>Customer Service Standards</b>		
Accessibility Policy Established and available to staff and public.	January 1 <sup>st</sup> , 2012	Completed and ongoing
Training provided to staff, accessibility policy developers, others providing services on behalf of organization		
Training includes: purpose of AODA and of Customer Service Standards, interacting and communicate persons with disability, interacting with persons who use an assistive device, guide dog, service animal or support persons, how to use equipment or devices that may assist with service provision to persons with disabilities, process for persons with disabilities to provide feedback, how to respond to concerns of patients/ families/ visitors and resolve concerns related to accessibility in a timely manner		

<b>Employment Standards</b>		
<b>Staff Recruitment &amp; Development</b>		
<b>ACTION</b>	<b>COMPLIANCE DATE</b>	<b>STATUS</b>
Review and update existing recruitment, policies, procedures and processes to ensure our recruitment, onboarding, and development processes are fair and accessible	January 1 <sup>st</sup> 2016	Completed and ongoing

Inform candidates that accommodation is available for those with disabilities in recruitment material, and with regards to interviews and assessments		Completed and ongoing
Take the accessibility needs of employees with disabilities into account as part of performance management processes, when assessing performance, providing career development and advancement opportunities, and considering redeployment		Completed and ongoing
Ensure the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development, and redeployment processes		Completed and ongoing
<b>Staff Support</b>		
<b>ACTION</b>	<b>COMPLIANCE DATE</b>	<b>STATUS</b>
Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities	January 1 <sup>st</sup> , 2016	Completed and ongoing
Keep employees up-to-date on changes to policies/procedures relating to accommodation		Completed and ongoing
When requested by an employee with disability, provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job		Completed and ongoing
<b>Emergency/Accommodation Plans</b>		
<b>ACTION</b>	<b>COMPLIANCE DATE</b>	<b>STATUS</b>
Individualized workplace emergency response information procedures have been developed for employees with disabilities	January 1 <sup>st</sup> , 2016	Completed and ongoing
Develop and maintain return to work plans for employees with disabilities who have been absent from work due to a disability and require disability related accommodations in order to return to work		Completed and ongoing
Review and update existing policies and practices to ensure compliance with IASR		Ongoing
<b>Public Space Standards</b>		

ACTION	COMPLIANCE DATE	STATUS
Where practicable, S.R.T. MedStaff will establish plans to meet the Accessibility Standards for the design of public spaces when applicable in the building or modifying public spaces under S.R.T. MedStaff's control	January 1 <sup>st</sup> , 2017	Completed and ongoing
S.R.T. MedStaff will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of service disruption, we will notify the public of the service disruptions and alternatives available		Completed and ongoing
Identify preventative and emergency maintenance procedures and procedures for handling disruptions		Completed and ongoing
<i>Last Updated and Posted Nov 2021</i>		