

Workplace Medical Corp. (WMC) Multi-Year Accessibility Plan Accessibility for Ontarians with Disabilities Act (AODA) Dated July 31, 2024

Introduction and statement of commitment (“AODA”)

WMC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

This Multi-Year Accessibility Plan outlines the policies and actions that WMC has put in place to improve opportunities for people with disabilities.

Accessibility plan for WMC

Accessibility standards for customer service

WMC is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

WMC is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

The following measures have been implemented by WMC:

- Ensuring all persons who, on behalf of WMC, deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities
- Ensuring employees are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing WMC’ goods or services
- Ensuring completion of accessibility training is tracked and recorded
- Ensuring customers and other third parties who are accompanied by service animals or support persons in areas of WMC open to the public are accommodated
- Providing customers with prompt notification of any disruption to our services or facilities. Notices are posted in accessible formats in public entrances where customers access WMC’ products and services with information regarding the reason for the disruption, its anticipated duration and a description of alternative facilities and services, if available.

Depending on the nature of the disruption, WMC also uses other accessible communication channels, such as messages on the appropriate corporate websites and recorded messages customers can listen to when they call WMC's customer service number

- Welcoming customer feedback to improve the accessibility of products and services through multiple communications channels
- Information has been added to WMC's websites to communicate its accessible customer service policies.

Emergency procedure, plans and public safety information

WMC is committed to providing its customers with publicly available emergency information in an accessible way upon request.

The following measures have been implemented by WMC:

- Emergency procedures, plans and public safety information that are prepared by WMC and made available to the public, are made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request
- An Accessible Format Request Form was developed and is available online on WMC's internal website, for completion by WMC employees upon receipt of a request from the public for documentation in an accessible format. In addition, an internal referral process is in place for fulfilling the accessible format request.

Workplace emergency response information

Where WMC is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

The following measures have been implemented by WMC:

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required
- Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities
- Where required, WMC provides assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees
- These individualized emergency plans have been communicated to the employees' respective managers and Safety personnel, on an 'as needed' basis

- On an ongoing and regular basis, and as per the applicable terms of the IASRs, WMC reviews and assesses general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

Training

WMC will provide training to employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

WMC has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Incorporated the training into the employee orientation process for new employees and taken steps to ensure that the training is provided to existing employees as soon as practicable
- Kept and maintained a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided
- Ensured that training is provided, on an ongoing basis, as it relates to any policies that have been revised pursuant to AODA.

Information and communication standards

WMC is committed to meeting the communication needs of people with disabilities. WMC has and will continue to incorporate new accessibility requirements under the information and communication standards to ensure that its information and communication systems are accessible and are provided in accessible formats that meet the needs of people with disabilities.

1. Feedback, accessible formats and communication supports

Customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

WMC has taken the following steps:

- Ensured existing feedback processes are accessible to people with disabilities, upon request; and,
- Ensured all publicly available information is made accessible, upon request,
- Ensured that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner

2. Accessible websites and web content

WMC has taken the following steps to make all its internet websites and all content posted on those conform with WCAG 2.0, Level AA, other than exclusions as set out in the IASR, as of December 31, 2024:

- provide or arrange for accessible formats and communication supports for persons with disabilities, upon request and where practicable and in a timely manner that accounts for the persons' disability at no additional cost to the person;
- consult with the person making the request to determine the appropriate accessible format or communication support; and
- ensure through our public website that accessible formats and communication supports are available.

Employment

WMC is committed to fair and accessible employment practices across all stages of the employment cycle.

The following measures have been implemented by WMC:

- On learning of an employee's needs, WMC works with the employee to create an individualized response plan. With consent, we share this information with those responsible for helping in emergencies. We review individualized emergency response plans whenever the employee moves to a different location, overall accommodation needs or plans are reviewed and we review our general emergency response policies.
- In recruiting new employees, WMC notifies potential applicants that we accommodate applicants with disabilities. On request, we will provide accommodation appropriate to the applicants' accessibility needs.
- When making offers of employment, WMC notifies the successful applicant of its policies for accommodating employees with disabilities.
- WMC has developed and implemented a return-to-work process for employees that have been absent due to a disability and need accommodations to return to work. The process outlines the steps we will take to facilitate the employee's return to work.
- When undertaking any performance management, career development and redeployment processes, WMC will ensure that the accessibility needs of its employees with disabilities are taken into account. This will include a review of any individual accommodation plans that are in place for individual employees.
- Where any employee, client or other person identifies any accessibility barriers, WMC will take steps to remove the barriers identified. WMC will also undertake periodic audits to determine whether other accessibility barriers may be present, and will take steps to remove any barriers identified through the audit process.

Public spaces

WMC will meet the Accessibility Standards for the Design of Public Spaces when building or making modifications to public spaces by:

1. Preventative maintenance: WMC has a repair and replacement plan in place, including funds set aside, for all its premises
2. Emergency repairs: WMC has funds set aside for emergency repairs. If an emergency repair cannot be addressed immediately, front line staff will prioritize the issue and accommodate the individual as soon as possible within the premises or common area
3. Temporary disruptions: WMC has an interdisciplinary team of people that can be contacted by customers and employees should there be a temporary disruption, with the ability and resources to solve the problem as soon as possible.

Contact Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact WMC by any of the following methods:

Mail: 130 Wilson Street, Hamilton, Ontario, Canada, L8R 1E2

Telephone: 800-263-9340

Email: info@workplacemedical.com