

## 1.0 Introduction

Canada Care Medical Inc. (CCM) provides medical supplies, medical equipment, assistive devices and related services to a diverse population in Ontario, and in particular to people with disabilities.

We are committed to the principles of independence, dignity, integration and equality of opportunity for people with disabilities, and have developed this multi-year accessibility plan to prevent and remove barriers and ensure compliance with legislation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Integrated Accessibility Standards (IASR), Ontario Regulation 191/11.

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## 2.0 Achievements

### 2.1 Canada Care Medical Head Office

- Redesigned our web site.
- Modified outdoor eating area by moving it closer to accessible paths of travel, and on a solid surface to facilitate wheelchair access.
- Modified customer service queueing area to provide more space for clients using assistive devices.
- Increased size and readability of signage.
- Added two reduced-height customer service desks to serve people with disabilities.
- Washroom facilities modified to provide sinks with lower countertops to facilitate people with disabilities in wheelchairs.
- Replaced a step leading up to a display area in our showroom with a ramp to facilitate access by persons using assistive devices.
- Reorganized aisles in our showroom to provide more room and easier access to individuals with disabilities or using assistive devices.
- Simplified our building evacuation plans diagrams, and posted them in a larger format.
- Moved shelves in our warehouse area create wider aisles and facilitate people with disabilities using assistive devices.
- Installed a lift chair in the service department waiting area for more independent customer chair transfers and to improve comfort for clients while their equipment is being serviced.

### 2.2 General Hospital Retail Store

- Repositioned the customer service desk to create more space for easier maneuvering for clients dependent on walkers and wheelchairs.

### 2.3 North York Retail Store

- Installed low customer service desks with ample space for people to approach using assistive devices, and to serve customers with disabilities from a similar height.

- Removed cement barrier in parking lot and added a paved ramp to permit direct path of travel to the front door.
- Installed an electric door opener to allow persons with disabilities to operate the door independently.
- Installed large lettered signage with accompanying pictograms to assist customers in identifying store sections and organization.
- Posted signage in parking area to reserve parking spaces for customers with disabilities.

#### **2.4 Brampton Warehouse**

- Added pictograms to customer packing slips to facilitate identification of services they received.
- Redesigned forms to use larger type for improved readability by staff and customers.
- Improved interior and exterior lighting levels to assist persons with vision issues.

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### **3.0 Accessibility Policies**

**3.1** Canada Care Medical will develop, implement and maintain policies how we will achieve accessibility through meeting the requirements of the regulation. (O. Reg. 191/11, s.3)

**3.2** Planned Action:

Canada Care Medical will develop policies for accessible customer service, accessible information and communications, accessible employment, accessible design of public spaces, and staff training. The policies will be made available on our web site in an accessible format.

**3.3** Implementation Deadline: 2014-01-01. Ongoing.

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### **4.0 Accessibility Plan**

**4.1** Canada Care Medical will establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to how we will achieve accessibility through meeting the requirements of the regulation. (O. Reg. 191/11, s.4)

**4.2** Planned Action:

Canada Care Medical develop a multi-year accessibility plan, post it on our web site, and review and update it at least every five years.

**4.3** Implementation Deadline: 2014-01-01. Ongoing.

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### **5.0 Self-Service Kiosks**

**5.1** Canada Care Medical will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. (O. Reg. 191/11, s.6)

**5.2** Planned Action:

- Canada Care Medical will consider and incorporate accessibility features when designing, procuring or acquiring self-service kiosk, except where it is not practicable to do so. Where

Canada Care Medical has decided that it is not practicable to incorporate accessibility criteria and features, the Company will provide an explanation upon request.

**5.3** Implementation Deadline: 2014-01-01. Ongoing.

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## **6.0 Training**

**6.1** Canada Care Medical will train:

- staff and volunteers;
- all persons who participate in developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization,

**6.2** on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities as well as any changes to the Company's accessibility policies. The training shall be appropriate to the duties of the staff, volunteers and other persons. (O. Reg. 191/11, s. 7)

**6.3** Planned Action:

- Canada Care Medical will provide training to staff on the Human Rights Code and accessibility and removing barriers for persons with disabilities. In order to ensure the Company is in full compliance with the Regulation, Canada Care Medical will provide additional training to staff, volunteers and other persons as required by the IASR and will keep a training record including training dates and the number of individuals training was provided to.

**6.4** Implementation Deadline: 2015-01-01. Ongoing.

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## **7.0 Feedback**

**7.1** Canada Care Medical will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. (O. Reg. 191/11, s.11)

**7.2** Planned Action:

- Canada Care Medical will ensure 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.
- When accessible formats and communication supports for persons with disabilities are requested, Canada Care Medical will:
  - Provide or arrange for the provision of such accessible formats and communication supports if practicable, or otherwise consider reasonable alternatives to achieve accessibility;
  - Consult with the person making the request to determine the suitability of the accessible format or communication support;

- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability;
- Notify the public about the availability of accessible formats and communication supports.
- Canada Care Medical will review its feedback process set out in its Accessibility Standards for Customer Service policy to ensure that it is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

**7.3** Implementation Deadline: 2015-01-01. Ongoing.

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## **8.0 Accessible Formats and Communication Supports**

**8.1** Upon request, Canada Care Medical will provide or arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Canada Care Medical will consult with the person making the request.

**8.2** Canada Care Medical will notify the public about the availability of accessible formats and communication supports. (O. Reg. 191/11, s.12)

**8.3** Planned Action:

- Canada Care Medical will develop a procedure relating to accessible formats and communications supports for persons with disabilities and notify the public about the availability of accessible formats and communication supports.
- In addition to the above, and in accordance to O.Reg.191/11, s.13, if Canada Care Medical prepares emergency procedures, plans or public safety information and makes the information available to the public, Canada Care Medical will provide this information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

**8.4** Implementation Deadline: 2016-01-01. Ongoing.  
Emergency procedures Deadline 2012-01-01. Ongoing.

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## **9.0 Accessible Websites and Web Content**

**9.1** Canada Care Medical's Internet websites, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where impracticable. (O.Reg. 191/11, s. 14)

**9.2** Planned Action:

- Canada Care Medical will ensure that its Internet websites are developed in accordance with the WCAG as required by the Regulation.

- Canada Care Medical will ensure all new material posted to its websites conforms to WCAG as required by the Regulation.

**9.3** Implementation Deadline: By 2014-01-01, new internet websites and web content on those sites will conform to WCAG 2.0 at level A unless this is impracticable.

By January 1, 2021, all public websites and web content will conform to WCAG 2.0 at level AA unless this is impracticable.

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## **10.0 Recruitment Process**

**10.1** Canada Care Medical will notify its staff and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. (O. Reg. 191/11, s.22)

**10.2** Canada Care Medical will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. (O.Reg.191/11, s. 23(1))

**10.3** Canada Care Medical will consult with applicants requesting accommodation, and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability. (O. Reg. 191/11, s. 23(2))

**10.4** When making offers of employment, Canada Care Medical shall notify the successful applicant about its policies for accommodating staff with disabilities. (O. Reg. 191/11, s.24)

**10.5** Planned Action:

- Notice about available accommodations will be set out in internal and external communications relating to recruitment.
- Canada Care Medical will continue to advise job applicants when they are selected to participate in an assessment or selection process, about the availability of accommodations.
- Applicants requesting accommodation will continue to be consulted about their needs and appropriate accommodation will be provided.
- All offers of employment shall include reference to Canada Care Medical's accommodation policies.

**10.6** Implementation Deadline: January 1, 2016. Ongoing.

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## **11.0 Informing Staff of Supports**

**11.1** Canada Care Medical will inform its staff of its policies, or changes to its policies, used to support its staff with disabilities, including job accommodation policies. (O. Reg. 191/11, s. 25(1))

**11.2** Canada Care Medical will provide this information to new staff as soon as practicable. (O. Reg. 191/11, s. 25(2))

**11.3** Canada Care Medical will provide updated information to its staff whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. (O. Reg. 191/11, s. 25(3))

**11.4** In consultation with an employee requesting accommodation, the Company will provide accommodation supports, including accessible formats and communication supports, needed for the employee to perform their job and that is generally available to staff in the workplace. (O. Reg. 191/11, s.26)

**11.5** Planned Action:

- Canada Care Medical will review its existing accommodation policies and make any necessary changes to ensure full compliance with the Regulation.
- Canada Care Medical will continue to inform staff of relevant policies and policy changes. Canada Care Medical will continue to respond to individual accommodation requests.

**11.6** Implementation Deadline: January 1, 2016. Ongoing.

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## **12.0 Workplace Emergency Response Information**

**12.1** If Canada Care Medical is aware that an employee needs accommodation with respect to workplace emergencies, individualized workplace emergency response information will be provided to the employee as soon as practicable. (O. Reg. 191/11, s. 27(1))

**12.2** If the employee requires assistance in an emergency, with the employee's consent Canada Care Medical will provide the workplace emergency response information to a person designated to provide assistance to the employee. (O. Reg. 191/11, s. 27(2))

**12.3** Individualized workplace emergency response information will be updated when the employee moves to a different location, and when overall accommodations needs or plans or general emergency response policies are reviewed. (O. Reg. 191/11, s. 27(3))

**12.4** Planned Action:

- Canada Care Medical will review its existing workplace emergency procedures and update them, if necessary, to ensure compliance with this Accessibility Plan and the Regulation.
- Canada Care Medical will advise staff to provide notice of any accommodation needs with respect to workplace emergencies.
- If appropriate and in consultation with staff needing accommodation, the Company will continue to prepare and provide staff with individualized workplace emergency response information.
- Canada Care Medical will continue to keep a confidential record of individualized workplace emergency response information requests and responses.
- Canada Care Medical will designate individuals to assist staff needing accommodation during workplace emergencies and, with the consent of the affected employee, may provide the individualized workplace emergency response information to the designated individual.

**12.5** Implementation Deadline: January 1, 2012. Ongoing.

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## **13.0 Individual Accommodation Plans**

**13.1** Canada Care Medical will establish a written process for the development of documented individual accommodation plans for staff with disabilities. (O.Reg191/11, s. 28(1))

**13.2** Planned Action:

- Canada Care Medical will establish an accommodation policy, which provides accommodation plans for staff with disabilities, to ensure full compliance with the IASR. The elements of the policy relating to individual accommodation plans shall include:
  - The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
  - The means by which the employee is assessed on an individual basis.
  - The manner in which Canada Care Medical can request an evaluation by an outside medical or other expert, to assist the Company in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
  - The steps taken to protect the privacy of the employee's personal information with respect to accommodation.
  - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
  - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
  - Individual accommodation plans will:
    - If requested, include relevant information regarding accessible formats and communications supports to be provided;
    - If required, include individualized workplace emergency response information; and
    - Identify any other accommodation that is to be provided.

**13.3** Implementation Deadline: January 1, 2016. Ongoing.

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## **14.0 Return to Work**

**14.1** Canada Care Medical will develop, implement and document a return to work process for its staff who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. (O. Reg. 191/11, s. 29(1))

**14.2** The Return to Work process will outline the steps the Company will take to facilitate the return to work, and will include documented individual accommodation plans as part of the process. (O. Reg. 191/11, s. 29(2))

**14.3** Planned Action:

- Canada Care Medical's return to work process for staff who have been absent from work due to disability and who required disability-related accommodations to return to work is currently set out in its Worker Reintegration Process.

- Canada Care Medical will review and amend its existing policy relating to staff with disabilities returning to work to ensure full compliance with this Accessibility Plan and the Regulation.

**14.4** Implementation Deadline: January 1, 2016. Ongoing.

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## **15.0 Performance Management, Career Development and Advancement, and Redeployment**

**15.1** Canada Care Medical will take into account the accessibility needs of staff with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to staff, or when engaging in employee redeployment. (O. Reg. 191/11, ss.30 to 32)

**15.2** Planned Action:

- Canada Care Medical will continue to ensure that managers are aware of their responsibility to take into account the accessibility needs of staff with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to staff, or when engaging in redeployment.

**15.3** Implementation Deadline: January 1, 2016. Ongoing.

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## **16.0 Design Of Public Spaces**

**16.1** Canada Care Medical will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces where applicable. Canada Care Medical shall follow the enhanced Ontario Building Code (O. Reg. 368/13) for new construction and major changes to existing features. (O. Reg. 413/12)

**16.2** Planned Action:

- Canada Care Medical will ensure that accessibility standards are incorporated when building new stores or making major modifications to public spaces.

**16.3** Implementation Deadline: 2017-01-01. Ongoing.  
Ontario Building Code is effective 2015-01-01.