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Title:		**Accessible Information and Communications**	Page:	**1 of 4**
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1.0   PURPOSE

This policy is intended to comply with legislation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standards for Customer Service, Ontario Regulation 429/07, and Integrated Accessibility Standards (IASR), Ontario Regulation 191/11.

2.0   APPLICATION

This policy applies to all Canada Care Medical Inc. Ontario policy makers, as well as employees, volunteers, and contractors who interact with the public on behalf of Canada Care Medical.

3.0   POLICY

Canada Care Medical Inc. is committed to providing information and communications in a format which is accessible to all customers, including people with disabilities. Our accessible information and communication policy is guided by and founded upon the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

- We communicate with people with disabilities in ways that take into account their disability, and directly ask a person with a disability how we may communicate with them.
- We provide accessible formats and communications supports in a timely manner and at no additional cost to anyone who requests them.
- We welcome feedback and provide accessible formats and communications supports for people with disabilities to facilitate receiving and responding to feedback.
- We provide accessible format public safety and emergency information to anyone who requests them.
- We notify the public of the availability of accessible formats and communication support.
- We provide training on accessible information and communication to our policy makers, staff, volunteers, and contractors who interact with the public on behalf of Canada Care Medical.

4.0   PROCEDURE AND RESPONSIBILITIES

4.1   Responsibilities

- All staff are responsible for:
  - Completing accessible information and communication training.
  - Complying with Canada Care Medical's policy on accessible information and communication.

- In addition, managers are responsible for:
  - o Ensuring staff receive effective training.
  - o Overseeing staff compliance with our policy on accessible information and communication.
  - o Responding to customer feedback.
  - o Responding to requests for information in accessible formats or with communication support.
- Canada Care Medical is responsible for:
  - o Maintaining an up-to-date policy on accessible information and communication.
  - o Providing resources and support for staff to fulfill their obligations under the policy.

4.2 Accessible formats and communication support

- We will communicate with people with disabilities in ways that take into account their disability, and will work with the person to determine what method of communication works for them by asking them directly how we may best communicate with them.
- We will provide accessible formats and communication supports when requested. For example:
  - o Providing verbal information or product demonstrations in place of written info.
  - o Providing documents in a larger type size, high-contrast or simplified format.
  - o Providing documents in accessible structured electronic format for e-readers.
- In some cases we may not be able to make information accessible, if:
  - o It is not possible technically to convert a document to an accessible format (you must explain why and provide a short summary of it instead).
  - o The information comes from another organization.
  - o We don't control the information.
  - o The information is found on products or product labels.

4.3 Public safety and emergency information

- Canada Care Medical will provide accessible format public safety and emergency information to anyone who requests it. For example:
  - o Emergency evacuation plans.
  - o Notice of hazards at the facility.
  - o Safety usage instructions.
- Information may be provided by various means such as:
  - o By staff providing verbal instructions, demonstrations or handouts.
  - o Emailing information to the client in accessible structured document format.
  - o Directing the client to information posted in the accessibility section of www.canadacaremedical.com
  - o Signage posted in public areas and near safety hazards, with a preferred size of 8.5 x 11 inches featuring large black print, icons or pictograms on white background.

- o Signs shall be posted in such a way that they may be easily seen and read by persons with disabilities.

4.4 Notice of availability of accessible formats and communication support

- Canada Care Medical will notify the public of the availability of accessible formats and communication support by posting notices as follows:
  - o Printed notice near the main public entrance to each facility
  - o On the accessibility section of www.canadacaremedical.com

4.5 Training

- Canada Care Medical will provide accessible information and communication training to:
  - o All employees and volunteers.
  - o Anyone involved in developing our policies.
  - o Anyone who provides goods, services or facilities to customers on our behalf.
- Staff will be trained on accessible information and communication as part of their employment orientation, and records will be kept of training.
- Training will include:
  - o Accessible formats and communication supports.
  - o Feedback processes.
  - o Emergency procedures, plans, or public safety information.
  - o Accessible websites and web content.
- Staff will complete the online accessible information and communication training at: https://accessforward.ca/front/information/
  - o Staff shall complete the quiz, download the Certificate, and e-mail a copy to: accessibility@canadacaremedical.com to enable compliance reporting.
- Training resources, including accessible information and communication, are available to staff on the fileshare in the AODA Accessibility folder.

5.0 DEFINITIONS

5.1 **"Accessible formats"** sometimes called alternate formats, are ways of presenting printed, written, or visual material so that people who do not read print can access it.

5.2 **"Communication supports"** are ways for people who cannot access verbal or audio information to receive it visually, or ways for people who are non-verbal to communicate with people who speak. This may include assistive listening devices, captioning, text transcripts, communication boards, computer augmented communication, sign language, and speechreading.

5.3 **"Disabilities"** can include physical limitations and mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. They also can include epilepsy, substance addictions, environmental sensitivities, and workplace injuries.

6.0   REFERENCES AND ASSOCIATED DOCUMENTS AND FORMS

- G 2.17.ON Accessible Customer Service
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards (IASR), Ontario Regulation 191/11

7.0   REVISION HISTORY

2016-01-01   Initial release.

2017-08-11   Updated training links.

2019-10-28   Moved to new accessible structured electronic document format template.