



## Accessibility Plan for Lifemark Health Ontario

This accessibility plan outlines the policies and actions that Lifemark Health will put in place to improve opportunities for people with disabilities, and incorporates Lifemark Health's previously implemented Multi-Year Accessibility Plan.

### **Statement of Commitment**

Lifemark Health is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner. To this end, we commit to prevent, identify and remove barriers for people with disabilities and to deliver our services in a way that respects every person's independence and dignity and encourages integration and equal opportunity.

### **Customer Service Plan**

Lifemark Health seeks to provide an environment where everyone has access to our services. To ensure this, we shall meet or exceed the requirements of the Accessibility for Ontarians with Disabilities Act (Ontario) (the AODA) as follows:

### **Policy**

A multi-year accessibility plan is available upon request. Lifemark Health reviews the policy regularly to meet the new requirements of the Integrated Accessibility Standards Regulations under the AODA.

Lifemark Health continually identifies and removes barriers to access for people with disabilities. To date we do the following to achieve this goal:

- Permit personal assistive devices such as wheelchairs, walkers and portable oxygen tanks and the use of service animals and support persons. While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times. Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

- We will communicate with persons with disabilities in ways that take into account their disability.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to our services or facilities for clients with disabilities, Lifemark Health will take reasonable steps to advise clients with disabilities whom the disruption might affect. In particular, we identify the disruption's cause and duration and give information on alternative services.

### **Training for Staff**

Lifemark Health will provide training to all personnel in Ontario on key principles and strategies for ensuring respectful and effective communication with persons with disabilities. Training will include:

- an overview of the AODA and the requirements of the customer service standard;
- how to use equipment or various assistive devices that may be used by clients with disabilities while accessing our services;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;
- what to do if a person with a disability is having difficulty in accessing Lifemark Health's services.

### **Feedback**

Lifemark Health welcomes feedback on how we provide our services to people with disabilities. Clients or others who wish to provide feedback on the way Lifemark Health Group provides services to persons with disabilities can provide their feedback directly to the personnel from whom they received services. Alternatively, we provide a mechanism for feedback through Accessibility Surveys, on the Lifemark Health website or by any of the following methods:

Lifemark Health – Head Office

20 Eglinton Avenue West, Suite 600

Toronto, ON

M4R 1K8

Attention: Accessibility Coordinator

416.485-1344

855-485-1344 toll free

416.481-4241 fax

<mailto:accessibility@lifemark.ca>

All feedback will be directed to Lifemark Health's Accessibility Coordinator. In the ordinary course, we will make every effort to respond to the feedback quickly and effectively. Any complaints about services provided to persons with disabilities will be addressed according to Lifemark Health's regular complaints management procedures.

Availability of Customer Services Documents

Lifemark makes our accessibility policy and all related documents available on request.

## **Accessibility Policies and Plan under the Integrated Accessibility Standards**

### **Accessible Emergency Information**

Lifemark Health is committed to providing clients with publicly available emergency information in an accessible way upon request. We provide employees with disabilities with individualized emergency response information when necessary based on their known accommodation needs.

### **Training**

In addition to the training we provide to our employees under the *Accessibility Standards for Customer Service*, (Ontario Regulation 429/0) Lifemark Health will provide training to our employees, volunteers and other staff members on the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the actual duties of our employees, volunteer and other staff members by January 1, 2015.

### **Information and Communications**

Lifemark Health is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

### **Accessible websites and content**

Lifemark Health will take the following steps to make all its internet websites and all content posted on those sites since January 1, 2012 conform with WCAG 2.0, Level AA, other than

exclusions as set out in the IASR, by January 1, 2021. We will audit all websites and content for Level AA compliance and we will implement the necessary changes to bring the websites and web content into conformance with all applicable Level AA standards.

Lifemark Health will:

- 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**

Lifemark Health is an equal opportunity employer and is committed to fair and accessible employment practices. Accommodations are available on request for people with disabilities during the recruitment, application and assessment processes and when people are hired or apply for an internal transfer.

On learning of an employee's needs, Lifemark Health works with the employee to create an individualized emergency 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, Lifemark Health notifies potential applicants that we accommodate applicants with disabilities. On request, we will provide accommodation appropriate to the applicants' accessibility needs.

Lifemark Health 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, Lifemark Health 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, Lifemark Health will take steps to remove the barriers identified. Lifemark Health 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.

### **Design of Public Spaces**

Lifemark Health will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Lifemark Health will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, Lifemark Health will periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, Lifemark Health will take steps to correct the deficiency within a reasonable time frame.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For more information**

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

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