



## **Spectrum Health Care Multi-Year Accessibility Plan Introduction and Statement of Commitment**

Spectrum Health Care is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and all applicable requirements of the Integrated Accessibility Standards Regulation (IASR). Spectrum Health Care believes in integration and equal opportunity and is committed to meeting the accessibility needs of persons with disabilities and to treating all people in a way that allows them to maintain their dignity and independence.

This multi-year plan outlines Spectrum Health Care's strategy to prevent and remove barriers. It will be reviewed at least once every five years, or as required.

### **Overview of Multi-Year Accessibility Plan**

#### **Customer Service and Information Communication**

The Accessibility Standards for Customer Service were established to ensure that goods and services provided in Ontario are accessible to people with disabilities and that people with disabilities are treated independently, equally, with respect and with dignity.

Spectrum will ensure:

- All employees are trained to communicate and provide excellent customer service to all customers including people with disabilities
- Employees are trained on or about assistive devices made available by Spectrum and will welcome persons with disabilities to use their own assistive devices
- Persons accompanied by a support person, guide dog, other service animal are accommodated; employees will consult with the individual with a disability to understand his/her needs
- If there is a temporary disruption in those facilities used by persons with disabilities, Spectrum Health Care will give notice of the disruption to the public where possible and include the reason for the disruption, the anticipated duration and a description of alternate facilities or services if any are available
- Training will be provided to all employees about the purpose and requirement of the AODA, how to interact and communicate with persons with disabilities, how to use assistive devices available at Spectrum, how to interact with people who use assistive devices, and Spectrum health Care's policies, procedures and practices relating to the provision of goods and services to the public and other third parties
- Records of training will be kept including the date of training and number of employees trained
- Employees will encourage feedback from persons with disabilities through multiple communication methods
- Spectrum Health Care will provide a notice informing the public of the availability of the Customer Service Standards policies



## **Employment and Recruitment**

Spectrum Health Care will:

- Notify employees and the public that accommodation is available for applicant with disabilities on its website and job postings
- Inform applicants selected to participate in an assessment or selection process that accommodations are available for applicants with disabilities during the recruitment process, upon request, in relation to materials in processes to be used
- Upon request, consult with the applicant and arrange for suitable accommodation
- Notify the successful applicant, when making offers of employment, of its policies for accommodating employees with disabilities
- Inform employees and new hires, as soon as is practicable, of the company's policies to support employees with disabilities and keep employees updated on changes to these policies
- Upon request from an employee with a disability and in consultation with the employee, provide suitable accessible formats and communication supports for information needed by the employee to perform the job and information that is generally available to employees
- Review policies developed to facilitate an employee's return to work following absenteeism due to disability and include processes that the company will follow to accommodate an employee with an ongoing disability
- Develop a written process for the development of documented individual accommodation plans for employees with a disability if such plans are required
- Take into account the accessibility needs of employees with disabilities and their individual accommodation plans when utilizing Spectrum Health Care's performance management processes, considering career development and when redeploying employees with disabilities
- When the company becomes aware of the need to accommodate an employee's disability, if the disability is such that individualized emergency response information is required, Spectrum Health Care will provide that information to the employee as soon as practicable
- If an employee who receives individualized workplace emergency response information required assistance, with the employee's consent, the company will provide the workplace emergency response information to the person designated to assist the employee
- Spectrum health Care will review the individualized workplace emergency response information when the employee moves to a different location in the organization, the employee's overall accommodation needs or plans are reviewed or when the company reviews its general emergency response policies/plans

## **Training**

Spectrum Health Care will:

- Ensure that appropriate training on the requirements of the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, interns and persons participating in the development of and approval of the company's policies
- Ensure that the training to the above noted, is provided as soon as practicable
- Maintain a record of the training provided



- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis

### Transportation

Spectrum Health Care will:

- Ensure all clients of transportation services are informed of the accommodation devices or services available in an accessible format as requested
- Train providers of service on the safe use of any accessibility equipment provided by Spectrum
- Train providers of acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails
- Train providers on emergency preparedness and response procedures that provide for the safety of persons with disabilities
- Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities (and make these available in an accessible format as requested)

### Accessible Websites and Web Content

Spectrum Health Care will ensure we are compliant in all accessibility features and requirements on our website. We will achieve this by engaging in a third party external audit of our site to make sure we are reaching our accessibility requirements for our site.

Status: External audit conducted in 2023 that provided recommendations to implement findings for accessibility. Will be compliant with all recommendations by February 2024.

## Strategies and Actions

Item	Action	Timeline
Customer Service and Information Communication	All items from plan compliant	Compliant as of Dec 15, 2023 Ongoing compliance
Employment and Recruitment	All items from plan compliant	Compliant as of Dec 15, 2023 Ongoing compliance
Training	All items from plan compliant	Compliant as of Dec 15, 2023 Ongoing compliance
Transportation	Provide training at orientation on using modification devices such as walkers, canes for clients	Goal is to be compliant as of Dec 31, 2024
Accessible Websites and Web Content	Engage with external audit to provide extensive review and audit of current website. Identify action items from audit. 2024.	Audit complete in 2023. All items will be compliant by Feb 2024.