

Policy Name: Accessibility Policy

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| Policy Number | HR-01 |
| Effective Date | March 31, 2021 |
| Review Cycle | Annually |
| Last Reviewed/Updated | TBD |
| Department of Origin | Corporate Insights |
| Process & Procedures Document(s) | Accessibility Processes and Procedures <i>(Internal use only)</i> |
| Related Policies | Employee Handbook <i>(Internal use only)</i> Code of Conduct <i>(Internal use only)</i> |
| Approval Authority | AVP, Corporate Insights |

Purpose

This Policy aims to demonstrate MedicAlert Foundation Canada's (MAFCA) commitment to accessibility. It outlines how the organization will meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). The organization is committed to identifying, eliminating, and preventing accessibility barriers and increasing accessibility for persons with disabilities in the areas named in the AODA, including the areas of information, communications, and employment.

Applicability

This Policy applies to all employees, consultants, representatives, volunteers, any and all officers and Board members of MAFCA.

Definitions

Disability:

- a. Any degree or combination of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing loss, loss of speech or impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance device;
- b. A condition of mental impairment or a developmental disability;
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder;
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Accessible: To be capable of being entered or reached; approachable; easy to get at; capable of being influenced; obtainable; able to be understood or appreciated.

Accommodation: An adjustment made to enable a person with a disability to perform the essential duties or requirements of the position.

Assistive Device: A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Dignity: To respect and treat every person, including persons with a disability, as valued and as deserving of effective and full service as any other constituent.

Goods and Services: Goods and services provided by MAFCA to the public or other organizations in Ontario.

Independence: Freedom from control or influence of others, freedom to make your own choices.

Service Animals: Animals that are used by a person with a disability. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are Deaf/deaf, deafened, or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Support Person: An individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or with access to goods or services.

Policy Statement(s)

1. Commitment

1.1. MAFCA supports the principles of the AODA. We are committed to meeting the requirements of the AODA and the Integrated Accessibility Standards Regulation. We will work to prevent and remove barriers, and to provide fair and effective accommodation for persons with disabilities. Inclusiveness is one of our organizational values, and promotion of integration and equity is reflected in all our affairs and activities. Our commitment to accessibility extends beyond the four walls of our organization and into the community, manifested through partnering with organizations who also work to improve the lives of people with disabilities.

2. Standards

2.2. MAFCA is committed to meeting all requirements under AODA. This includes workplace emergency response plans, fair and accessible employment practices, provision of information, and customer service.

2.3. Our services will be provided in a manner that is founded on the principles of dignity, independence, integration, and equal opportunity for all constituents. The provision of goods and services to persons with disabilities will be integrated wherever possible.

Persons with disabilities will benefit from the same services, in the same place, and in a similar way as other constituents.

3. Principles

3.1. MAFCA is committed to excellence in serving all constituents, including persons with disabilities. We will carry out our functions and responsibilities to ensure that policies, practices, and procedures are consistent with the following principles:

- a. Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- b. The provision of goods and services to persons with disabilities is integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from MAFCA's goods or services.
- c. Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use, or benefit from goods and services.
- d. To ensure the best possible customer service, MAFCA encourages open two-way communication and expects persons with disabilities to communicate their potential or present needs for accommodation or/and assistance.

Procedures and Processes

To access the corresponding procedures and processes to complement this Policy, please visit HR-01, Accessibility Processes and Procedures. (*Internal use only*)

Getting Help

For assistance with this policy or its accompanying procedures, please contact:

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Morneau Shepell Centre II
895 Don Mills Road, Suite 600
Toronto, ON M3C 1W3
www.medicalert.ca
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