

MAFCA AODA MULTI-YEAR ACCESSIBILITY PLAN: 2020-2023

Introduction to the Accessibility Plan

MedicAlert Foundation Canada is committed to be in full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the auspices of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that MedicAlert Foundation Canada has taken and will continue to take to maintain its accessibility compliance. It also illustrates the work underway to improve opportunities for people with disabilities in all areas of interaction with our organization. The current plan covers a four-year period (2020-2023).

Statement of Commitment via the Accessibility Plan

MedicAlert Foundation Canada is committed to treating all people in a way that allows them to maintain and exercise their individual dignity and independence. We believe deeply in the principles of inclusion, equality, and equal opportunity. As such, we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

MedicAlert Foundation Canada is committed to develop, apply, and maintain policies that govern how the organization achieves, or will achieve, the highest accessibility standards though meeting the AODA regulations. To facilitate this commitment, MedicAlert Foundation Canada has established, maintained, and documented a multi-year accessibility plan. The current accessibility plan is reviewed and updated at least once every three years to identify progress made in addressing accessibility barriers. The plan will be posted on the MedicAlert Foundation Canada website and our Intranet.

Standards of Accessibility under AODA

1. General Requirements

a. Accessible Emergency Information (2017)

MedicAlert Foundation Canada is committed to providing our customers and staff with publicly available emergency information, plans, or public safety information in an accessible manner upon request. This information will also be available to the public.

Particularly, MedicAlert Foundation Canada has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee, who receives individualized workplace emergency response information, requires assistance, then, with the employee's consent, the workplace emergency response information will be given to the designated assisting employee.

MedicAlert Foundation Canada has created a process for documenting issues of accessibility, recording, and providing accommodation for individualized accessible emergency response information. MedicAlert Foundation Canada will continue to review the individualized workplace emergency response plans when necessary (i.e. the location of the employee changes and/or there is a change in the disability status).

b. Accessibility policies and plans (2017 and updated 2020)

MedicAlert Foundation Canada has developed, implemented, and maintained a multi-year plan that outlines strategies and actions to identify, prevent, and remove barriers for people with disabilities.

The Accessibility Plan is incorporated into MedicAlert Foundation Canada's Accessibility Policies included in our Employee Policies Handbook. Our policy requires that the Employee Handbook and Code of Conduct must be read, reviewed, and signed by every employee upon hire, and an updated review and sign off conducted as needed.

Policy Review takes place within the organization on an annual basis by Leadership and the appropriate Board Committee (if applicable).

c. Training (2013 and updated 2021)

Accessibility and inclusion of people with disabilities is a core value for MedicAlert Foundation Canada. For that reason, we provide training to employees on

Accessibility Standards and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties and needs of employees. In addition, employees may require training on one or more of the standards - information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

MedicAlert Foundation Canada has taken the following steps to ensure employees are provided with the training needed to meet current Ontario accessibility standards and legislation:

- Provide educational or training resources in an accessible format that considers the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of completion.

2. Customer Service Standard (2013 and updated 2020)

MedicAlert Foundation Canada uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity, freedom of choice, accessibility needs, and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- MedicAlert Foundation Canada employees, when communicating with a person with a disability, will do so in a manner that considers and respects the person's disability.

The following measures have been implemented by MedicAlert Foundation Canada:

- MedicAlert’s Health and Safety Committee has the responsibility to present and/or revise as required practices and procedures.
- The Accessible Customer Service Policy will be published on our website.
- Notice will be provided on the website, over the phone, or in writing where applicable, and in accordance with the Business Continuity and Incident Response Plan when needed, when a service disruption incident occurs. This will be done as quickly as possible if the disruption is unexpected.
- Accessibility training mandated by the AODA is offered to all employees. Trainings address areas with regard to how to better interact with, and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between people. The course is based on the principles and practices we believe are necessary to guide our employees in supporting the MedicAlert Foundation. Completion of any mandatory AODA training of all employees is tracked and recorded.
- Comments relating to our programs and services about customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way MedicAlert Foundation Canada provides goods and services to people with disabilities. This feedback can be made verbally, by e-mail, by feedback card, in writing, or via any other accessible method chosen by a person with a disability. All feedback materials should be directed to:

MedicAlert® Foundation Canada
 Morneau Shepell Centre II
 895 Don Mills Road, Suite 600
 Toronto, ON M3C 1W3
 Medicalert.ca
 Email: accessibility@medicalert.ca
 Phone: 1-866-815-4267

- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to enter MedicAlert Foundation Canada’s premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to

their support person and/or service animal while on our premises.

- Report compliance on the Accessibility Compliance Reporting tool on the Ontario Government's website.

3. Information and Communications Standard (2012 and updated 2020)

MedicAlert Foundation Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We aim to achieve the most effective and efficient access to information for all users.

MedicAlert Foundation Canada has embarked on the following plans to ensure compliance with this standard:

- An accessible feedback process has been established, including alternate formats, such as telephone, mail, and other communication means. These processes have been communicated to the public and are available on our website.
- The Accessibility Standards online course that includes the Information and Communication Standard training module is provided to staff.
- In accordance with required accessibility standards, MedicAlert Foundation Canada has emergency & public safety information that it can make available in a format that makes it accessible on request and in a timely manner.
- Our website will be designed to be user friendly for people with a range of accessibility needs. People are encouraged to contact MedicAlert Foundation Canada via email or phone if they require additional information. MedicAlert Foundation Canada is working towards ensuring its website conforms to WCAG 2.0, Level AA (excluding live captioning and audio descriptions, should be complete in 2022). This is a significant monetary investment for the Charity we are managing the advancement with fiscal prudence.

MedicAlert Foundation Canada has taken the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Post a notice on the website and on the premises that information is available in a variety of accessible formats.
- Establish a plan/familiarize with sources and timeframes for formatting that is not feasible to do in-house, i.e. captioning, video-description, conversion to Braille or audio versions of a document, and any other requested formatting.

4. Employment Standard

MedicAlert Foundation Canada is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, MedicAlert Foundation Canada will accommodate people with disabilities throughout the recruitment and onboarding process.

a. Recruitment (2017)

MedicAlert Foundation Canada is committed to ensure that our recruitment and assessment processes are fair and accessible. All employees involved in staffing will be required to complete the Accessibility Standards online course that includes the Employment Standard module.

MedicAlert Foundation Canada has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities and send Employee Handbook with offer. It is noted in the offer that by signing the offer they acknowledge they have read and have accepted the policies within 30 days.
- Educate employees on policies and procedures supporting employees with disabilities. Provide this information to new employees within 30 days after hiring.
- Provide updated information on accommodation policies to employees when changes occur.
- Consult with any employee requesting accommodation to determine suitability of format or support services.

b. Documented Individual Accommodation Plans (2017)

MedicAlert Foundation Canada is committed to producing and providing a documented individual accommodation plan that includes the following:

- i. Participation of the employee requiring the individual accommodation plan.
- ii. Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- iii. High level of privacy.

- iv. Regular review and updates.
- v. Reason for denial, if applicable.
- vi. The means of providing the Individual Accommodation Plans in a format that takes into account the needs of the employee.
- vii. Include individualized workplace emergency response information upon request.

c. Return to Work (2018)

MedicAlert Foundation Canada is committed to developing and putting in place a process for individual accommodation plans and return-to-work plans for employees that have been absent due to a disability and require disability related accommodations in order to return to work.

The process includes steps MedicAlert Foundation Canada takes to facilitate the return-to-work process, and the steps the organization uses to implement the documented individual accommodation plan, if needed.

d. Performance Management, Career Development & Redeployment (2019)

MedicAlert Foundation Canada is committed to ensuring the accessibility needs of employees with disabilities are considered during the performance management, career development, and redeployment processes.

MedicAlert Foundation Canada has reviewed and updated the Human Resources policies and procedures, where applicable, to include relevant accessibility provisions.

5. Design of Public Spaces

MAFCA will meet the Accessibility Standards for the Design of Public Spaces when required.

In instances when MedicAlert Foundation Canada should build or make major modifications to public spaces, MAFCA will establish plans to meet the Accessibility Standards for the design of said public spaces.

MedicAlert Foundation Canada will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

6. Contact Details

For more information on this accessibility plan, please contact:

MedicAlert® Foundation Canada
Morneau Shepell Centre II
895 Don Mills Road, Suite 600
Toronto, ON M3C 1W3
www.medicalert.ca
Email: accessibility@medicalert.ca
Phone: 1- 866-815-4267

Standard and accessible formats of this document are available upon request.