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5-Year Accessibility Plan

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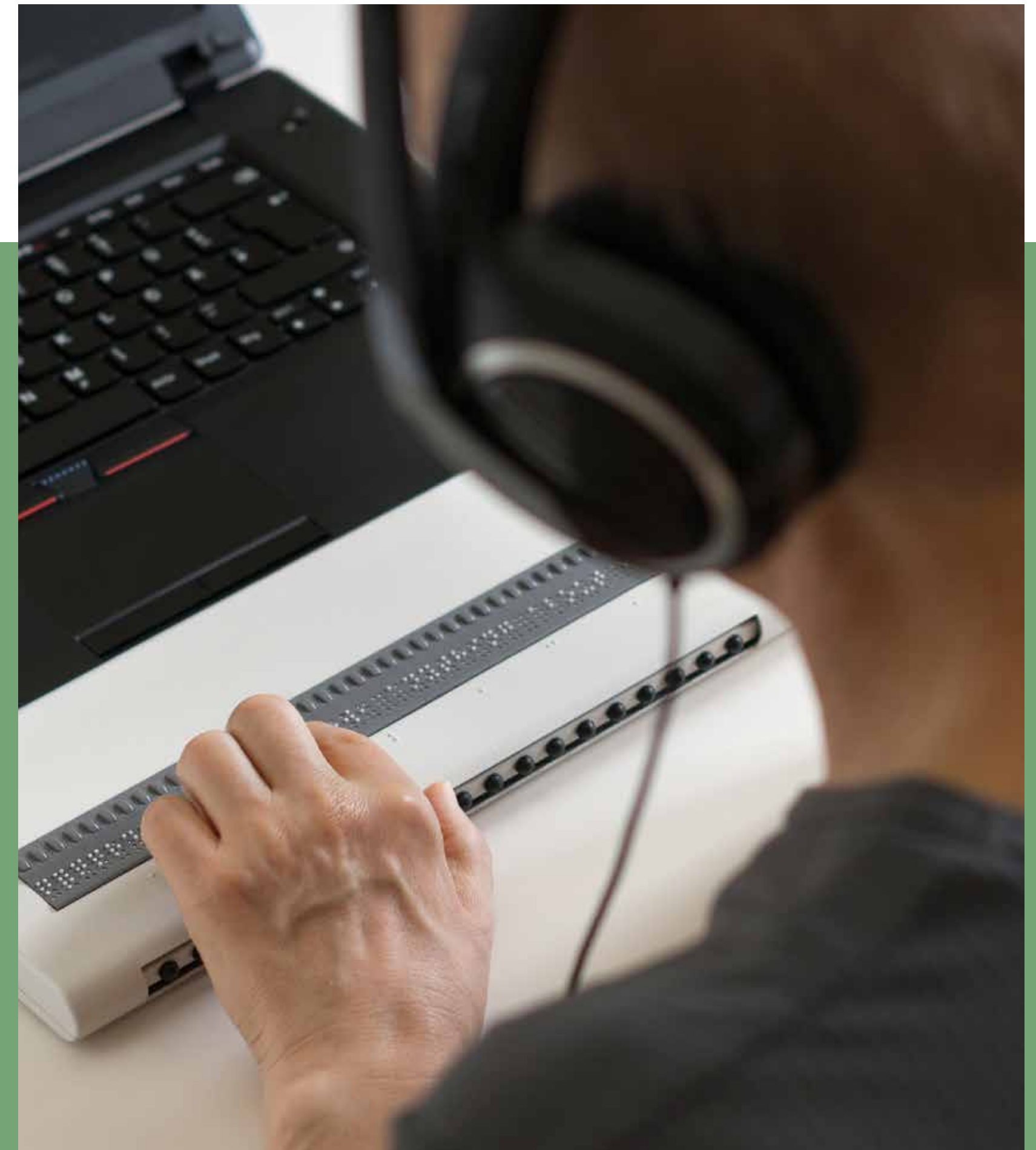


Introduction

Appletree Medical Group Inc. is committed to providing a barrier-free environment for our employees and patients with disabilities. We strive to remove and prevent any obstacles that may impede accessibility. Our goal is to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and create an inclusive environment for all Ontarians.

Accessibility is not just a legal obligation; it is a moral responsibility and a core value of our organization. We also acknowledge the significance of inclusivity and its beneficial impact on individuals, families, and society. We firmly believe everyone deserves equal access to our services and facilities, regardless of their abilities. We are committed to providing equal opportunities to all.

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About Our Plan

The following document outlines our 5-Year Accessibility Plan, which outlines our strategies for ensuring compliance with the Accessibility for Ontarians with Disabilities Act, 2005, and improving accessibility across all operations.

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Our plan outlines the concrete steps we will take to enhance accessibility and contribute to making Ontario an accessible province for everyone. We pledge to review and update this plan at least once every five years, ensuring its relevance and effectiveness in addressing evolving needs and standards.

As part of our commitment to accessibility, we provide comprehensive training to all employees. We ensure that each employee receives training soon after being hired, and that ongoing training is offered to remain compliant with accessibility policies. We keep detailed records of all training sessions, including the dates and participants, to monitor progress and identify areas for improvement.

By working together, we can create an inclusive environment where everyone feels valued, respected, and empowered to contribute their best. Let us champion accessibility as an integral part of our organizational culture and pave the way for a more inclusive future.

Section 1: Past Achievements to Remove and Prevent Barriers

This section outlines Appletree Medical Group Inc.'s initiatives to enhance accessibility and comply with the Accessibility for Ontarians with Disabilities Act (AODA). Our organization is committed to fostering an inclusive environment by addressing barriers and continuously improving accessibility for our patients, employees and visitors.

Patient Service

Patient service accessibility ensures equitable access to our services for individuals with disabilities. Appletree Medical Group Inc. has implemented the following initiatives to enhance patient service accessibility:

- Established accessibility training programs for staff to ensure they understand and comply with Patient Service Standards.
- Developed accessible formats of informational materials, including, a website.
- Implemented feedback mechanisms such as online forms and dedicated email addresses to solicit input from patients with disabilities.
- Regularly reviewed and addressed feedback from disabled patients to improve service delivery and address any identified barriers.
- Will conduct accessibility audits to identify and remove potential barriers in patient service environments.

Information and Communications

Accessible information and communications are vital for ensuring that individuals with disabilities can effectively receive and comprehend information. Appletree Medical Group Inc. has taken the following steps to improve accessibility in this domain:

- Ensured all digital communications, including emails and website content, were compatible with screen readers and other assistive technologies.
- Adopted accessible communication practices, such as providing alternative formats upon request and using plain language in written materials.

Section 1: Past Achievements to Remove and Prevent Barriers (Con't)

Training

Training initiatives are crucial in promoting awareness and understanding of accessibility requirements among staff members. Appletree Medical Group Inc. has implemented the following training initiatives:

- Conducted mandatory accessibility training sessions for all employees, including modules on AODA requirements, disability awareness, and accommodation procedures.
- Provided specialized training for patient-facing staff to enhance their ability to interact with patients with disabilities effectively.
- Integrated accessibility training into onboarding processes for new hires to ensure a consistent understanding of accessibility principles across the organization.

Through these initiatives, Appletree Medical Group Inc. remains committed to fostering an inclusive environment and upholding the accessibility principles outlined in the AODA. We recognize that our efforts are ongoing and are dedicated to continuously improving accessibility across all aspects of our organization.

Other

In addition to the areas above, Appletree Medical Group Inc. has implemented the following initiatives to address accessibility and remove barriers:

- Established an accessibility committee tasked with regularly reviewing policies, procedures, and facilities to identify and address accessibility concerns.
- Implemented a centralized accommodation process to promptly facilitate requests for accommodations from employees and patients with disabilities.

Section 2: Strategies and Actions

Patient Service

Appletree Medical Group Inc. is committed to providing accessible patient services to people with disabilities. This means we will deliver services, and facilities to them with the same high quality and timeliness as others.

Initiatives:

- Ongoing staff training on accessibility and patient service standards – *Annually*
- Review and update patient service policies and procedures to ensure compliance – *Every five years as the AODA Act mandates.*
- Accessibility feedback mechanism implementation and review - *Every five years as mandated by the AODA act.*

Information and Communications

Appletree Medical Group Inc. is committed to making our information and communications accessible to people with disabilities.

Initiatives:

- Website accessibility audit and updates - *Every five years as the AODA Act mandates.*
- Creation of accessible formats for documents and materials upon request - *Ongoing*
- Staff training on accessible communication practices - *Annually*

Section 2: Strategies and Actions (Cont'd)

Employment

Appletree Medical Group Inc., is committed to fair and accessible employment practices.

Initiatives:

- Accessibility training for hiring managers and HR staff - *Annually*
- Review and update employment policies to ensure inclusivity - *Annually*
- Providing reasonable accommodations for employees with disabilities - *Ongoing as needed*

Procurement

Appletree Medical Group Inc., is committed to fair and accessible procurement practices.

Initiatives:

- Incorporating accessibility criteria into procurement processes - *Ongoing*

Section 2: Strategies and Actions (Cont'd)

Self-Service Kiosks

Appletree Medical Group Inc., is committed to incorporating accessibility features and considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Initiatives:

- Accessibility assessment of current self-service kiosks - *Quarterly*
- Procurement of accessible self-service kiosks - *Annually*

Training

Appletree Medical Group Inc., is committed to providing training on the requirements of Ontario's Accessibility Laws and the Ontario Human Rights Code as they apply to people with disabilities.

Initiatives:

- Accessibility training for all staff - *Annually*
- Department-specific training on accessibility standards - *Annually*

Section 2: Strategies and Actions (Cont'd)

Design of Public Spaces

Appletree Medical Group Inc., will meet accessibility laws when building or making significant changes to public spaces.

Initiatives:

- Accessibility audit of public spaces - *Every five years as mandated by the AODA act.*
- Implementation of accessibility improvements in public spaces - *Ongoing*

Other

In addition, Appletree Medical Group Inc., has implemented the following initiatives to address accessibility and remove barriers:

- Implementation of emergency evacuation procedures for people with disabilities - *Year 1*
- Development of accessible emergency communication systems - *Year 2*

For More Information



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applemedicalgroup.com/accessibility/