



## **GAMMA-DYNACARE MEDICAL LABORATORIES - MULTI-YEAR ACCESSIBILITY PLAN**

### **STATEMENT OF COMMITMENT**

Gamma-Dynacare is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA), which includes accessibility standards in:

- **Customer Service**
- **Information and Communication**
- **Employment**
- **Transportation**
- **The Built Environment**

The accessibility standard for Customer Service was introduced in 2008, and Gamma-Dynacare has implemented the AODA Customer Service Standard requirements. The next four standards – Information and Communication, Employment, Transportation and the Built Environment have been combined into the Integrated Accessibility Standards Regulation (IASR), Regulation 191/11.

This multi-year plan outlines the actions that Gamma-Dynacare will put in place to improve opportunities for people with disabilities and to fulfilling our requirements with Regulation 191/11, Integrated Accessibility Standards (IASR), under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

### **Accessible Emergency Information**

Gamma-Dynacare is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information.

## **INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)**

### **Training:**

Gamma-Dynacare will provide training to all employees and any others designated by Gamma-Dynacare as appropriate, including paid and unpaid positions; managers, directors and senior leaders on the Integrated Accessibility Standard Regulation (IASR) that apply to Gamma-Dynacare and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members by January 1, 2015.

### **Information and Communications Standard:**

Upon request, Gamma-Dynacare will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Gamma-Dynacare will consult with the person making the request in determining the suitability of an accessible format or communication support. Gamma-Dynacare will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

Gamma-Dynacare will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2021, to the extent required.

### **Employment Standard:**

#### **Recruitment, Assessment or Selection Process**

Gamma-Dynacare will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Gamma-Dynacare will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Gamma-Dynacare will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. These processes will be in place by January 1, 2016.

## **Notice to Successful Applicants**

When making offers of employment, Gamma-Dynacare will notify the successful applicant of its policies for accommodating employees with disabilities. These processes will be in place by January 1, 2016.

## **Informing Employees of Support**

Gamma-Dynacare will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment. This process will be in place by January 1, 2016.

## **Accessible Formats and Communication Supports for Employees**

Gamma-Dynacare is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. Gamma-Dynacare will develop individual accommodation plans and return-to-work policies, outlining the steps we will take to help employees that have been absent due to a disability, and need some form of disability-related accommodation to return to work. We will take steps to ensure the accessibility needs of employees with disabilities are taken into account by January 1, 2016.

Upon the request of an employee with a disability, Gamma-Dynacare will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

## **Workplace Emergency Response Information**

Gamma-Dynacare will continue to provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Gamma-Dynacare is aware of the need for accommodation due to the employee's disability. Gamma-Dynacare will provide this information as soon as feasible after becoming aware of the need for accommodation.

Where the employee requires assistance, Gamma-Dynacare will, with the consent of the employee, provide the workplace emergency response information to the person designated by Gamma-Dynacare to provide assistance to the employee.

Gamma-Dynacare will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

Gamma-Dynacare will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided. This process will be in place by January 1, 2016.

### **Return to Work Process**

Gamma-Dynacare maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps Gamma-Dynacare will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the *Workplace Safety Insurance Act, 1997*).

### **Performance Management, Career Development and Advancement & Redeployment**

Gamma-Dynacare will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Transportation**

As Gamma-Dynacare does not provide transportation services, the Transportation Standard does not apply.

### **The Built Environment**

Gamma-Dynacare will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, including service-related elements like service counters, fixed queuing lines and waiting areas. Gamma-Dynacare will put the procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR.

## **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Director, Employee Relations & Recruitment  
Human Resources Department

For all general inquiries regarding the Accessibility for Ontarians with Disabilities Act please contact:

Legal Department  
Gamma-Dynacare Medical Laboratories  
115 Midair Court  
Brampton, ON L6T 5M3  
(905) 790-3000  
[www.gamma-dynacare.com](http://www.gamma-dynacare.com)

Accessible formats of this document are available upon request.