

DESCRIPTION:

The purpose of this policy is to address the accessibility requirements of Customers and to ensure employees of Dynacare are knowledgeable, trained and committed to providing services in a way that respects the dignity and independence of persons with disabilities. As we support healthy lives with commitment and care, it is important that Dynacare provides facilities, information, services, and employment to people of all abilities that is fair and respectful. Becoming aware and removing barriers offer new opportunities for people across a full range of disabilities, including physical, vision, hearing, mental health, developmental, learning, and other disabilities.

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 Provincial requirements where they exist, such as the *Ontario Accessibility for Ontarians with Disabilities Act (AODA)* or the *Manitoba Accessibility for Manitobans Act (AMA)*.

DEFINITIONS:

For purposes of this policy these terms are defined as follows:

- **AODA:** Accessibility for Ontarians with Disabilities Act
- **AMA:** The Accessibility for Manitobans Act
- **Assistive Device:** An auxiliary aid such as technical aids, communication aids, cognition aids (reading, listening, talking aids), personal mobility aids and medical aids (i.e., canes, crutches, wheelchairs, hearing aids, etc.) that is used to increase, maintain, or improve the functional abilities of persons with disabilities to access and benefit from the goods and services offered by Dynacare.
- **Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure, or a practice.
- **Disability:** Includes a full range of disabilities, including physical, vision, hearing, mental health, developmental, learning, and other disabilities.

A more detailed definition includes any degree 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 impediment, deafness or hearing impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, and mental disorder.

- **Person with Disabilities:** shall mean those individuals that have a disability as defined under Provincial legislation.

- **Service Animals:** An animal that is a service animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- **Support Persons:** Any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods and services.

PROCEDURE:

A. GENERAL:

DynaCare is committed to our mission: Supporting healthy lives with commitment and care.

We are committed to providing quality health services and experiences to each member of the community we serve in a manner that respects dignity, independence, integration and equal opportunity. Through every interaction, DynaCare is committed to ensuring that persons with disabilities receive accessible goods and services with the same quality and timeliness as others.

We seek to recognize the needs of all our clients and remove the barriers faced by traditionally under-represented groups in order to facilitate their access to our services and provide equitable care. We respect and celebrate the diversity of people who use our services. This policy applies to all employees of DynaCare, students, or any other individuals who interact with the public or other third parties, who represent or act on behalf of DynaCare.

B. PRINCIPLES FOR PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES:

DynaCare is committed to excellence in serving our diverse user community including persons with disabilities and we will carry out our service goals of anticipating information and service needs related to our customers, clinicians and service providers in the following areas:

1. Communication

DynaCare will endeavor to communicate with persons with disabilities in a way that considers their disability. This means that staff will communicate in a manner that enables persons with disabilities to communicate effectively for the purposes of using, receiving, and requesting DynaCare goods and services.

We will train our staff on how to interact and communicate with our diverse user community and persons with various types of disabilities.

2. Assistive Devices

DynaCare is committed to serving persons with diverse disabilities who use assistive devices to obtain our services. The use of assistive devices by persons with disabilities to obtain, use or benefit from the DynaCare goods or services is recognized unless otherwise prohibited due to law, health and safety or privacy issues.

Clients will be permitted to bring and use assistive devices (i.e. wheelchair, cane, walker, oxygen tank, special communication devices, etc.) in Dyncare facilities. It is the responsibility of the person with a disability to ensure that his or her assistive device is always operated in a safe and controlled manner.

We will ensure that our employees are trained in the use of the various assistive devices provided by Dyncare for persons with disabilities and will inform clients of the assistive devices that are available.

3. Service Animals

Persons with a disability may enter any Dyncare facility accompanied by a service animal and keep the animal with them in all areas where the public has access, unless excluded by law. Dyncare will ensure that all staff is trained in how to interact with persons with disabilities who are accompanied by a service animal. While visiting Dyncare it is the responsibility of the person with a service animal to always control the animal.

If a service animal is otherwise prohibited by law from the premises, Dyncare shall ensure other measures are made available to enable the person with a disability to obtain, use or benefit from the Dyncare goods or services.

In the event a client or Dyncare staff member has an allergy to animals, Dyncare shall make reasonable efforts to meet the needs of all individuals.

4. Support Persons

Dyncare is committed to welcoming persons with disabilities who are accompanied by a support person in areas that are open to the public or other third parties. If a support person accompanies a visiting person with a disability, Dyncare shall ensure that the person with a disability is not prevented from always having access to that support person.

Dyncare may require a person with a disability to be accompanied by a support person while on Dyncare premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on Dyncare premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability in the presence of the support person.

5. Recruitment and Selection

Dyncare will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Dyncare will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of Dyncare policies and supports for accommodating people with disabilities.

C. NOTICE OF TEMPORARY DISRUPTION

DynaCare will make every reasonable effort to provide our customers with notice in the event of a planned or unexpected disruption in facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities where available. We may not be able to give adequate notice in case of an emergency temporary disruption, but information will be provided as soon as possible.

Where possible, the notice will be displayed in a conspicuous place at the entrance to each location. Depending upon the nature of the disruption, notice may also be provided on outgoing telephone messages, posted on the DynaCare website or by any other method as is reasonable under the circumstances.

Where possible, signs and printed notices will be clearly laid out, of sufficient size and easily readable.

D. TRAINING FOR STAFF

DynaCare is committed to establishing, implementing, and maintaining a program for training on how to provide customer service to persons with disabilities. DynaCare will provide training, to all persons whom this policy applies to as well as individuals charged with developing this policy and related practices and procedures. Records of the training completed will be maintained. New staff and staff who commence new duties that involve interaction with the public or other third parties receiving the DynaCare goods and services will receive training as part of their orientation program, if they have not already done so, and on an ongoing basis in accordance with changes to this policy and its related practices and procedures.

Training will include:

1. The importance of accessibility and applicable Provincial regulations.
2. The requirements of standards for Customer Service.
3. Information about DynaCare policies, procedures and guidelines pertaining to the provision of lab services to persons with disabilities.
4. How to interact and communicate with persons with various disabilities.
5. How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or assistance of a support person.
6. What to do if a person with a disability is having difficulty accessing a DynaCare goods or service.
7. How to use the equipment or devices available through DynaCare or on DynaCare premises that may help with the provision of goods or services to persons with disabilities.

E. FEEDBACK PROCESS

DynaCare wishes to meet and surpass client expectations while serving persons with disabilities. DynaCare welcomes and appreciates all feedback, including feedback on how well we are meeting the delivery of services to persons with disabilities.

Feedback can be made in person at any of our locations, calling Customer Care, or through email on our website, www.Dynacare.ca and clicking on “Accessibility” or “Contact Us” at the top right hand of the page.

Feedback by telephone or through email or mail should be directed to:

Dynacare Employee Experience Centre
EExperience@dynacare.ca
1.866.790.5123
115 Midair Court, Brampton, ON L6T 5M3

Dynacare Customer Accessibility
accessibility@dynacare.ca
1.866.790.5123
115 Midair Court, Brampton, ON L6T 5M3

Dynacare Customer Care: <https://www.Dynacare.ca/contact-us.aspx>

All feedback received will be used to identify areas that may require change and encourages continuous improvement in client service. In addition, should the client have chosen to supply their contact information, the author of the feedback will be provided a response in a timely fashion tailored in a format that takes the customer’s disability into account. All feedback will be resolved in a timely manner according to Company policy.

F. AVAILABILITY OF DOCUMENTS

Dynacare will post this policy on its website www.Dynacare.ca and will ensure that this policy and any other documents required by the Accessibility Standards for Customer Service will be made available to anyone upon request.

If Dynacare is required to provide a copy of a document to a person with a disability, consideration will be given to the person’s disability and reasonable attempts will be made to accommodate the individual. Dynacare and the person with a disability will agree on the format to be used.

G. QUESTIONS ABOUT THIS POLICY

This plan has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. Please direct questions about this plan to one of the following:

Dynacare Employee Experience Centre
EExperience@dynacare.ca
1.866.790.5123
115 Midair Court, Brampton, ON L6T 5M3

Dynacare Customer Accessibility
accessibility@dynacare.ca
1.866.790.5123
115 Midair Court, Brampton, ON L6T 5M3

RESPONSIBILITIES:

Director, Health, Safety, Wellness and Labour Relations: Ensures Dynacare implements and updates this policy and related procedures as appropriate. Responsible to ensure that feedback from the public regarding accessible customer service is addressed in accordance with the policy and related procedures.

Executive Management and Managers: Responsible to complete the Accessible Customer Service Training provided. Responsible to ensure employees, volunteers and any third parties who report to them or conduct business on their behalf are trained on accessible customer service following corporate standards. Responsible to ensure that procedures under this policy are communicated to staff and are carried out consistently. Responsible to ensure that feedback from the public regarding accessible customer service is addressed in accordance with the policy and related procedures.

Dynacare employees, students and others who interact or work with the public or third parties on behalf of Dynacare: Responsible to complete the Accessible Customer Service Training. Responsible to ensure that accessible customer service is provided to all clients in accordance with this policy and related practices and procedures. Responsible to ensure that feedback from the public regarding accessible customer service is addressed in accordance with the policy and related procedures.

REFERENCES/RELATED DOCUMENTS:

- EXP 303A: Multi Year Accessibility Plan for People with Disabilities - Dynacare