



**PT Healthcare Solutions Corp.**  
**Multi-Year Accessibility Plan**

**Statement of Commitment:** pt Health is committed to treating all people 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.

**Our Commitments include:**

➤ **Accessible Emergency Information**

pt Health is committed to providing our patients, employees, contractors and volunteers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

➤ **Training**

pt Health will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

➤ **Information and communications**

pt Health 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 will take the necessary steps to make all new websites and content on those sites conform with WCAG 2.0, Level A. We have taken steps to make ensure existing feedback processes are accessible to people with disabilities upon request and will continue to integrate accessible feedback methods in our systems.

➤ **Making Public Spaces Accessible**

pt Health will maintain our public spaces in clinics to service the needs of all patients, employees, and other visitors to our clinic locations. In the case of preventative and emergency maintenance to accessible elements in our clinics, the on site Manager will report the incident through the feedback process. Both the on site Manager and Director of Quality Improvement and Communications will coordinate a solution to repair accessible elements as quickly as possible. Temporary disruptions will be accommodated by providing care in alternative forms as necessary.

<b>Objective</b>	<b>Action</b>	<b>Accountability</b>	<b>Status &amp; Result</b>	<b>Date Due</b>
Executive Level Support	Review Plan and enlist support	Mark Cho Vanessa Black		December 11, 2014
Leadership Support for the Multi Year Accessibility Plan	Review Plan and enlist support to implement across all clinics	All Director level and up		By January 31, 2015
Accessibility Training for All Employees in Ontario	Ensure training on the Integrated Accessibility Standard Regulation to all leaders and employees. Assigned training on the Training Centre platform: <ul style="list-style-type: none"> <li>• Customer Service Training for all Employees</li> <li>• General Requirements for all employees</li> <li>• Information &amp; Communication Standard training for all Employees</li> <li>• Employment Standard training for all Managers and Human Resources</li> <li>• Design of Public Spaces training for all Managers</li> </ul>	Rachel Friesen Vanessa Black	Completed for all employees in 2013.  Assigned October 15, 2014 to all employees. Completion by October 31, 2014.  Training assigned to new employees during onboarding.	November 31, 2014  Annual refreshed policy review starting January 2018.
Policy Review & Update	Review of Accessibility Policies	Rachel Friesen Vanessa Black	Updated Policies posted on internal websites.	December 31, 2014 Reviewed Annually
Communications	Ongoing communications: <ul style="list-style-type: none"> <li>• Communications to all staff with a progress update and notification</li> </ul>	Rachel Friesen Vanessa Black	Awareness and understanding of location of information and posting check/compliance in all clinics.	By December 31, 2014 Annual reminder to request posting in clinics.

	<p>of locations of applicable policies and plans.</p> <ul style="list-style-type: none"> <li>• Communications to Managers to outline requirements for posting in every clinic</li> </ul>			
Accessibility Compliance Report	Review requirements and complete Accessibility Compliance Report for 2014	Vanessa Black	Annual Reports filed.	By December 31, 2014
Website Review	<p>Ensure new internet websites and web content conforms to WCAG 2.0 Level A.</p> <p>Full compliance to W3C levels.</p> <p>Feedback survey includes alternative ways to provide feedback (email, phone, online, etc.)</p>	Alex Fricker	Full compliance on InnoCare website. Pt Health to be completed by 2021.	Updated December 2017
Identify Barriers	<p>Clinic/Office Review:</p> <ul style="list-style-type: none"> <li>• Awareness of requirement and development of a checklist for identifying barriers.</li> <li>• Assign checklist to representatives to ensure identification of barriers at each location.</li> <li>• Review barriers</li> </ul>	Health & Safety Committee	Identification and removal of all barriers.	By July 2015

	identified and ensure corrective action is taken or planned.			
Employment	<p>Recruitment, Assessment and Selection</p> <ul style="list-style-type: none"> <li>• Incorporate accommodation language into recruitment and selection documents</li> <li>• Update posting templates and applicant tracking system to include accessibility statement</li> </ul>	Vanessa Black	Accommodation provided upon per request.	By July 2015
Review and Monitor	<p>Update policies and procedures on an ongoing basis.</p> <p>Ensure ongoing compliance and respond to requests for accommodation for individual needs.</p>	Vanessa Black	Full compliance and ongoing monitoring to work towards goals as outlined.	Ongoing