

Multi-Year Accessibility Plan^(OP-23)

INTRODUCTION

eyeDOCS strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps eyeDOCS is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how eyeDOCS will play its role in making Ontario an accessible province for all those living here.

SECTION ONE: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives eyeDOCS has completed.

Customer Service

eyeDOCS makes reasonable efforts to meet the requirement of the Customer Service Standard under the Accessibility for Ontarians with Disabilities Act.

- We instituted an Accessibility Policy and an Accessibility Plan
- We provided training to all staff and included accessibility training to our staff on boarding process
- Reviewed physical barriers to service in all our clinics and either eliminated the barriers or trained the team to mitigate any barriers to service
- We sourced services for people with disabilities that prevent communication
- We posted our accessibility plan in the clinics and online, including a feedback process via email, phone, mail and in person. While this process yielded no feedback, we surveyed our patients as they left the clinics to help us improve our accessibility.

Employment

- We instituted an Accessible Workplace Policy.
- Barriers to employment or continued employment, or ways to facilitate accessibility are discussed with the team members who request it, on a case-by-case basis, and reasonable requests are approved. In the past few years, accommodations were implemented for four team members.

SECTION TWO: Strategies and Actions Planner for 2019-2021

Customer Service

eyeDOCS is committed to providing accessible customer service to people with disabilities. This means we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Each year, our policies and training will be examined in comparison to industry and government standards and updated as needed.

Information and Communications

eyeDOCS is committed to making our information and communications accessible to people with disabilities.

We will communicate with people with disabilities in ways that take their disability into account. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by 2021, with a refresh of our external facing website.

Employment

eyeDOCS is committed to fair and accessible employment practices.

We will continue to notify employees, potential hires and the public that accommodations can be made during recruitment and hiring through our website and our job postings. We will notify staff that supports are available for those with disabilities.

We will put in place a process to develop individual accommodation plans for employees when an employee indicates it is needed. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Training

eyeDOCS is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The training is provided as part of the on boarding process with new employees.

We will train our employees and volunteers on accessibility as it relates to their specific roles. This training will be ongoing and will be updated as an employee's tasks change or as the training requirements change.

Design of Public Spaces

eyeDOCS will meet accessibility laws when building or making major changes to public spaces.

eyeDOCS will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Other

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities. All policies and procedures will continue to be re-evaluated on a yearly basis.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact Mark George at:

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Our website and social media addresses:

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