

Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Georgian Radiology to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Georgian Radiology Consultants (GRC) is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from July 1, 2023 to July 1, 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Brian Schmidt (Director of Operations and Finance) by phone at (705) 722-8036 x 224 or email bschmidt@georgianradiology.com

Completed Initiatives

Georgian Radiology has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General and Customer Service Standards

- Follow established policies, practices, and procedures on providing services to people with disabilities as outlined in our Policy and Procedural Guidelines.
- Make reasonable efforts to ensure that policies, practices, and procedures are consistent with the principles of independence, dignity, integration, and equality of opportunity.
- Allow people to use their own assistive devices to access our services.
- Allow people to bring their service animals onto parts of the premises open to the public, unless it is unsafe to do so or excluded by law.
- Allow people with disabilities to be accompanied by their support persons while accessing services.

- Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted. Notice will be posted on building access doors and clinic entrances for temporary disruptions. If access to a service is to be unavailable for more than four business days a notice will be posted on GRC's Instagram account. Circumstances for the disruption of services may include equipment failure, equipment maintenance, or staff shortages. Alternate locations for service will be included on the posted notices.

Information and Communication Standards

- GRC will ask if, and how, we can be of assistance before providing service. We provide a safe environment and always maintain strict patient confidentiality. We will communicate in a manner that considers any disabilities.
- GRC will provide information in an accessible format. We will ensure that policies, practices, and procedures for providing accessible customer service to all people with disabilities are available in writing upon request.
- GRC will use established process for receiving and responding to feedback about the way GRC provides services to people with disabilities. If a complaint is received the following actions will be taken: the manager or area supervisor will receive the complaint and address it, with the patient in two business days. The staff members or clinic involved will be instructed verbally or in writing. Changes to improve our policy may be made to integrate the solution. Patients and caregivers can access our feedback tool at georgianradiology.com.
- Patients and caregivers may provide feedback in person, by telephone, in writing, by email, or by another method.

Employment Standards

- During the recruitment and hiring process of employees, GRC will make accommodations available for those who require assistance. All suitable candidate applications will be addressed as soon as it is feasible for our Human Resource team lead.
- If an existing employee sustains a disability while employed at GRC, every effort will be made to assist employee with re-establishing their employment in a modified way that takes their disability into account.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Accessible changerooms and washrooms are available for access at all locations
- All locations have accessible building and clinic door entrances with functioning automatic door openers

New and Ongoing Initiatives

Georgian Radiology plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Training of all new employees. Mandatory training must be completed within two weeks following the commencement of employment (ongoing).
- All current employees are required to complete mandatory refresher training on an annual basis. This training is monitored, and records are maintained by our Human Resource team lead (ongoing).

Information and Communication Standards

- Recognition that an assistive device is a tool that enables a person with a disability to do everyday tasks and activities and as such will be accepted at our clinics (ongoing).
- Continue to provide patients and their caregivers with information in an alternate format upon request (ongoing).

Employment Standards

- All future job advertisements will be updated to include our accessibility statement (target completion: September 2023)

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- All new builds or renovations will be completed to comply with accessibility standards (ongoing)