



International Point of Care Inc.

IPOC 5-year Accessibility Plan December 2023 to December 2028

IPOC's Multi-Year Accessibility Plan is a requirement under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#). It is a five-year plan intended to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can be accommodated by IPOC's services, facilities, information and communication, and employment.

IPOC strives to be an organization which fosters a culture of equity and inclusion, that values and includes employees, customers, and visitors with disabilities. To that end the company is committed to the identification, removal, and prevention of accessibility barriers to provide an accessible environment in which employees, visitors and customers with disabilities can access the company's services and facilities, including buildings and information and communications, in a way that meets their individual needs.

The company is equally committed to supporting its employees through advice, policies, tools, resources, and governance structures that promote an inclusive workplace and support employees in delivering accessibility to its customers.

The Accessibility plan is designed to:

Develop, maintain, and monitor accessibility guidelines and tools to support implementation and AODA compliance assurance.

Promote accessibility awareness within the organization by ensuring employees have the support and tools needed to actively identify, prevent, and remove accessibility barriers.

Training

IPOC is required, under the AODA, to provide training on the requirements of the IASR and on the *Ontario Human Rights Code* to all employees, volunteers and persons who participate in developing policies or provide services or goods on behalf of the company.

Initiatives:

Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role.

Enhance leadership knowledge and skills to ensure compliance with company policies, Human Rights legislation, AODA and other related legislation.

Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements.

Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.

Outcomes:

Employees understand their responsibilities to provide accessible services and facilities that take the needs of employees, customers, and visitors with disabilities into consideration.

Employees with disabilities have equitable access to learning, development, and career growth opportunities.

Information and Communication

The Information and Communications Standard under the IASR requires the company to communicate and provide information in ways that are accessible to people with disabilities.

Initiatives:

Continue to notify the public about the availability of accessible formats and communication supports.

Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.

Continue to ensure that employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request to determine suitable accessible formats or communication supports.

Outcomes:

Employees have the tools and resources to develop and provide information in accessible formats.

Employees, customers, and visitors with disabilities will have equal access to information through communication supports and alternate formats.

Customer Service

IPOC is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, customers, and visitors with disabilities. The Accessible Customer Service Standard under the IASR requires the company to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Initiatives:

Continue to embed and strengthen the focus on accessibility within Customer Service.

Identify additional training opportunities.

Outcomes:

People with disabilities receive communications and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

Employees have access to tools, resources, policies, and procedures to support accessible customer service.

Employment

The Employment Standards under the IASR requires that the company support the recruitment and accommodation of employees with disabilities. IPOC is committed to advancing accessibility, diversity, and inclusion of employees with disabilities.

Initiatives:

Review policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation.

Continue the practice of preparing individualized accommodation and emergency response plans for employees with disabilities.

Foster a culture of employee engagement and inclusion.

Promote professional development opportunities for employees with disabilities.

Outcomes:

Equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities are able to participate fully as job applicants and employees of IPOC.

IPOC is committed to the prevention, identification, and removal of accessibility barriers. The Multi-Year Accessibility Plan will be monitored on a regular basis and will be updated in 2028 in consultation with employees and/or customers with disabilities.

For inquiries about this plan or to request an alternate format, please contact hr@ipocdx.com or 416-847-2777.