



Accessibility Multi-Year Plan 2024-2029

Statement

EORLA is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

The AODA mandates that each organization prepare an accessibility plan that will lead to compliance with the following:

- Customer Service
- Information and Communication
- Employment
- Training
- Procurement
- Built Environment

This accessibility plan outlines the steps EORLA is taking to meet those requirements and to improve opportunities for people with disabilities. This plan will be reviewed and updated at least once every five (5) years. A copy of this plan is available upon request, including a copy in an alternative format.

Customer Service

EORLA is committed to ensuring that all employees, patients, and visitors, whatever their ability, work in an accommodating environment and receive accessible goods and services in a timely manner. Initiatives include:

- Review and update policies regularly to ensure high quality, accessible customer service;
- Embed accessibility requirements into employee training and orientation materials;
- Review customer feedback and taking appropriate action;
- Ensure Accessible Customer Service Training is provided to all employees by their site hospital.

Information and Communication

EORLA will follow best practices when developing, implementing and maintaining information and communications strategies and products. This includes website, intranet sites, print communication materials as well as face-to-face interactions. EORLA is committed to ensuring information and communications are available and accessible to people with disabilities. Initiatives include:



- Ensure that emergency information, procedures, plans and public safety information that is available to the public is available in alternate formats, when requested;
- 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 in order to determine suitable accessible formats or communication supports;
- Notify the public, and provide, upon request, accessible formats and communication supports for people with disabilities;
- Ensuring that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports;
- Ensure EORLA websites and web content conform with the World Wide Web Content Accessibility Guidelines (WCAG) Level 2.0 AA Compliance.

Employment

EORLA is committed to advancing accessibility, diversity and inclusion of employees with disabilities. EORLA will continue to do so by supporting the recruitment and accommodation of employees with disabilities. Initiatives include:

- Review on an ongoing basis, corporate policies, practices and procedures to identify, prevent and remove barriers to employment and development opportunities;
- Notify job applicants who have been invited to participate in recruitment, assessment or selection process that, where needed, accommodations for disabilities are available, on request,
- Notify successful applicants of the EORLA's policies for accommodating employees with disabilities when offering employment;
- Inform new and existing employees of EORLA's policies for supporting employees with disabilities, including providing employment related accommodations for disabilities;
- Consulting with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace;
- Consider employees' disabilities and accommodation needs in respect of performance management and career development;
- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities
- Continue the practice of preparing individualized accommodation and emergency response plans for EORLA employees with disabilities

Training



EORLA 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 EORLA policies or provide services or goods on behalf of EORLA. Initiatives include:

- Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible and in a variety of formats;
- Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.

Procurement

When procuring goods, services, self-service kiosks or facilities, EORLA shall incorporate accessibility criteria and features, unless it is not feasible (practicable). Initiatives include:

- Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities;
- Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered;
- Continue to work with vendors and community partners to meet or exceed accessibility requirements.

Built Environment & Design of Public Spaces

EORLA premises, including public spaces, are maintained by the applicable site hospital. When undertaking new construction or redevelopment of public spaces, within its control, EORLA shall ensure accessibility requirements are incorporated to meet accessibility requirements. Major modifications to the existing facilities must be approved in agreement with the applicable site hospital. In the event of differences between EORLA's accessibility policy and the site hospital(s) policy, the site hospital(s) policy shall be followed.

Feedback

EORLA welcomes feedback on how we provide accessible customer service. EORLA ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request. All feedback may be provided in writing, in person, by e-mail, or by telephone address to:

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