

Integrated Accessibility Standards Policy

Purpose

This policy outlines Teladoc Health Canada's commitment to meeting the requirements of the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11 ("IASR") under the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005 ("AODA") and supporting compliance with applicable accessibility and human rights legislation. This policy is publicly available and will be provided in accessible formats upon request.

Scope

This policy applies to all Teladoc Health Canada Personnel, and to all activities, services, programs, employment practices, communications, and accessibility initiatives governed by the AODA and IASR.

Responsibilities

The following table outlines the responsibilities applicable in this procedure.

Role	Responsibility(s)
Personnel	<ul style="list-style-type: none"> Comply with this policy and related accessibility requirements Provide customer service in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities Promptly identify and report accessibility barriers, concerns or customer feedback Participate in required accessibility training Support accessibility and accommodation efforts, as required
Managers and Supervisors	<ul style="list-style-type: none"> Promote compliance with this policy within their teams Ensure Personnel complete required accessibility training Support the resolution of accessibility barriers and customer service issues
Human Resources	<ul style="list-style-type: none"> Maintain and administer this policy Provide guidance regarding accessibility requirements and accommodation practices Support accessibility training initiatives and employee communications, as appropriate
Customer Service/ Client Support Teams	<ul style="list-style-type: none"> Apply accessible customer service practices in customer interactions Receive, document, and escalate accessibility-related feedback and concerns as appropriate Support the resolution of accessibility barriers affecting customers
Operations	<ul style="list-style-type: none"> Support the accessibility of facilities, service delivery channels and customer-facing technologies

Role	Responsibility(s)
	<ul style="list-style-type: none"> Coordinate communications regarding temporary disruptions to facilities or services used by people with disabilities Identify and address operational accessibility barriers where reasonably practicable
Legal/Compliance	<ul style="list-style-type: none"> Monitor legislative and regulatory accessibility requirements Provide guidance on compliance obligations and policy updates Support accessibility-related audits, reporting, and investigations Coordinate mandatory accessibility training as part of onboarding and annual compliance training, and maintain training records
Leadership	<ul style="list-style-type: none"> Foster a culture of accessibility and inclusion Support compliance with applicable accessibility and human rights legislation Ensure appropriate resources are available to support accessibility initiatives and continuous improvement

Related documentation and references

The following is a list of related policies and documentation that pertain to this policy.

Document	Description
Teladoc Health Canada Accessible Customer Service Standards Policy	This policy outlines the requirements and practices for providing accessible customer service to people with disabilities in accordance with AODA.
Teladoc Health Canada Multi-Year Accessibility Plan	This document outlines the actions Teladoc Health Canada is taking to identify, remove and prevent barriers to accessibility, meet applicable accessibility requirements, and improve opportunities for people with disabilities. It is reviewed annually and updated at least once every five (5) years.

Terminologies

The following is a list of terms (and acronyms) with their definition.

Term	Definition
Accessibility Barrier	Anything that prevents a person with a disability from fully participating in society because of their disability, including physical, architectural, technological, information or communication, attitudinal or policy barriers.
AODA	<i>Accessibility for Ontarians with Disabilities Act, 2005</i> , S.O. 2005, c. 11
Customer	Includes any patient, member, or other member of the public or third party
IASR	<i>Integrated Accessibility Standards Regulation</i> , O. Reg. 191/11
Personnel	Includes regular full-time and part-time employees, temporary employees, interns, independent contractors, consultants and volunteers.
Plan	Teladoc Health Canada's Multi-Year Accessibility Plan

Policy

Teladoc Health Canada is committed to identifying, removing and preventing barriers to accessibility and supporting the full and equitable participation of people with disabilities across Canada. We will provide accessible services, information, communications and employment opportunities in a manner that respects dignity, independence, integration and equal opportunity, and will meet the requirements of AODA and support compliance with applicable human rights and accessibility legislation. Where applicable legislation establishes accessibility requirements that exceed the requirements described in this policy, Teladoc Health Canada will comply with the higher standard.

1. General Requirements

a. Accessibility Plans and Policies

Teladoc Health Canada has developed a Multi-Year Accessibility Plan. The Plan is published on our website and available in accessible formats upon request. The Plan will be reviewed annually and updated at least once every five (5) years.

b. General Training Requirements

All Personnel are required to undergo training on the requirements of AODA including anyone providing services on behalf of Teladoc Health Canada. Training will be appropriate to the duties of the individual. Records of training will be maintained.

c. Accessibility in Procurement

When procuring goods, services, or facilities, Teladoc Health Canada shall incorporate accessibility criteria and features, unless it is not practicable to do so.

2. Information and Communication Standards

Teladoc Health Canada will provide accessible formats and communication supports upon request, in a timely manner, at no additional cost, and in consultation with the individual, and will notify the public of their availability. These requirements do not apply to products, product labels, unconvertible information, or information not controlled by Teladoc Health Canada; where information is unconvertible, Teladoc Health Canada will explain why and provide a summary. Emergency and public safety information will be provided in accessible formats or with communication supports as soon as practicable upon request. Teladoc Health Canada will also ensure that its public websites and web content comply with WCAG 2.0 Level AA requirements, except where not practicable, in accordance with IASR requirements.

3. Employment

Teladoc Health Canada will support employees with disabilities throughout the employment lifecycle by:

- Providing individualized workplace emergency response information where needed

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- and, with consent, sharing it with designated assistants;
- Informing applicants that accommodations are available during recruitment and providing suitable accommodations upon request;
 - Advising successful candidates of accessibility policies;
 - Keeping employees informed of accessibility policies and updates as soon as practicable;
 - Providing accessible formats and communication supports for job-related and workplace information upon request, in consultation with the employee;
 - Maintaining a written process for the development and documentation of individual accommodation plans for employees with disabilities;
 - Maintaining a documented return-to-work process for employees absent due to disability and requiring disability-related accommodations;
 - Considering accessibility needs and individual accommodation plans in performance management processes;
 - Considering accessibility needs and individual accommodation plans when providing career development and advancement opportunities; and
 - Considering accessibility needs and individual accommodation plans during redeployment processes, where applicable.

4. Feedback Process

Accessibility feedback may be submitted through the process described in the Accessible Customer Service Standards Policy.

Review and Compliance

The policy will be reviewed on an annual basis by the SLT.