



Teladoc Health Canada Multi-Year Accessibility Plan (2026 - 2031)

June 18, 2026

Pursuant to the *Integrated Accessibility Standards Regulation*, O. Reg. 191/11
& the *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005

Message from Leadership

Our mission is to empower all people everywhere to live their healthiest lives by transforming the healthcare experience.

Our core values include our passion for taking care of people and respect for each other. This is reflected in our commitment to give people with disabilities the opportunity to access our services in an equitable manner that respects their dignity and independence, and that provides them with a high-quality experience.

We have embedded and will maintain policies on accessibility in our human resources department and throughout the delivery of our operations. We have implemented a Multi-Year Accessibility Plan (2026-2031) outlining our strategies to consistently look to remove barriers to our services for people with disabilities as it pertains to all aspects of our business including our technology, our delivery of communications, and interactions with our personnel, including customer service.

This means all people, regardless of any disability, experience the same excellent care. We welcome continuous improvement, and we will always work with persons with disabilities to support requests for accessible formats or who require further communication support to determine how to meet their needs effectively.

Joby McKenzie
General Manager, North American Health Systems

Introduction and Statement of Commitment

Teladoc Health is committed to identifying, removing and preventing barriers to accessibility and supporting the full and equitable participation of people with disabilities. We will meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and support compliance with applicable accessibility and human rights legislation.

Past achievements to remove and prevent barriers

Teladoc Health has completed the following accessibility initiatives:

1. Accessible Customer Service Standards

Actions Taken:

- Developed the Accessible Customer Service Standards Policy;
- Developed the Integrated Accessibility Standards Policy; and
- Developed the Multi-Year Accessibility Plan (2026-2031).

2. Information and Communications Standards

Actions Taken:

- Maintained compliance with applicable IASR website accessibility requirements, including WCAG 2.0 Level AA standards.
- Developed an Accessible Feedback Process, as detailed in the Accessible Customer Service Standards Policy, to receive and respond to feedback from people with disabilities.

3. Employment Standards

Actions Taken:

- Developed processes for hiring, retention and career development that are accessible.
- Developed documented workplace emergency response information, individual accommodation plans and return-to-work plans.

4. Training

Actions Taken:

- All personnel complete training on accessibility, including the requirements of AODA, IASR, and applicable accessibility and human rights legislation:
 - At onboarding; and
 - On an annual basis as part of their mandatory compliance training.

Timeline

Year	Action	Responsibility
2026	<ul style="list-style-type: none"> Review and update annual compliance training on accessibility, Accessible Customer Service Standards Policy and Integrated Accessibility Policy, along with any associated procedures Draft, approve and publish new Multi-Year Accessibility Plan File compliance report 	Legal/Compliance & Human Resources
2027 - 2031	<ul style="list-style-type: none"> Annual review of Accessible Customer Service Standards Policy and Integrated Accessibility Policy, along with any associated procedures Ensure organization-wide completion of annual compliance training on accessibility, with annual review of training modules Fix identified barriers Enhance accommodation processes Continue monitoring and improving the accessibility of customer-facing technologies and digital services Review accessibility feedback and identify opportunities for continuous improvement 	Legal/Compliance & Human Resources
2031-	<ul style="list-style-type: none"> Prepare and publish next Multi-Year Accessibility Plan (2031-2036) File compliance report (if applicable) 	Legal/Compliance & Human Resources

For more information

Our Multi-Year Accessibility Plan is posted on the Teladoc Health Canada website at: www.teladochealth.ca.

Standard and accessible formats are available free of charge upon request. For more information on this accessibility plan, please contact:

Attention: Legal Department

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