Information and Communications Policy

At Switch Health, we are committed to providing a healthy, barrier-free, inclusive, and accessible environment for all employees, customers, and stakeholders. Our goal is to identify, remove, and prevent barriers for people with disabilities and ensure that our workplace as well as our programs and services are fully accessible, both in physical and virtual environments.

We are dedicated to promoting dignity, independence, integration, and equality of opportunity to people with disabilities as we work towards integrating accessibility standards to ensure a welcoming environment for everyone.

Intent

This policy applies to the provision of accessible employment services for persons with disabilities, in accordance with O. Reg. 191/11 *Integrated Accessibility Standards* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

All employment services provided by Switch Health will follow the principles of dignity, independence, integration, and equal opportunity.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk: An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Guidelines

General Requirements

The following general requirements apply to the five standards: information and communications, employment, transportation, design of public spaces, and customer service.

Establishment of Accessibility Policies and Plans

Switch Health has developed, implemented, and will continuously update employment accessibility policies and its Multi-year Accessibility Plan to comply with the Integrated Accessibility Standards Regulations with the following requirements:

Switch Health's Statement of Commitment and Multi-year Accessibility Plan outlining its strategy to identify, remove, and prevent barriers for people with disabilities and meet its requirements under the IASR is available on our website. Accessibility plans will be made available in an accessible format upon request.

Switch Health will review and update its Accessibility Plan once every five years and will establish, review, and update it in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of the steps taken to implement Switch Health's Accessibility Plan. This status report will be posted on our website and shared in an accessible format upon request.

Procuring or Acquiring Goods and Services, or Facilities

Switch Health will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities where achievable.

Training Requirements

Switch Health will provide training to all current and new employees on the IASR accessibility requirements and Ontario's *Human Rights Code* as they pertain to individuals with disabilities. This also applies to all volunteers, individuals who participate in developing Switch Health policies, and all other persons who provide goods, services, or facilities on Switch Health's behalf. Current and future Switch employees will be trained during orientation and within 30 days of hire on the policies and any subsequent updates made to the policy.

Records

Switch Health will maintain records of the training provided, including dates, names and numbers of employees who were trained.

Feedback Process

Switch Health will ensure that all feedback processes, both internal and external, are made accessible to customers, employees and other stakeholders upon request.

In accordance with the customer service standards, Switch Health will make known the availability of accessible feedback formats.

Accessible Formats and Communication Supports

Switch Health will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Switch Health will account for the person's accessibility needs when customizing individual requests in consultation with that individual to ensure that formats and support is suitable.

Switch Health will make the availability of accessible formats and communication supports publicly known.

Emergency Procedures, Plans or Public Safety Information

Switch Health will ensure that all publicly available safety and emergency information, such as evacuation procedures and floor plans, are provided in an accessible format and/or with appropriate communication supports upon request.

Accessible Websites and Web Content

Switch Health will ensure that our website and web content conform to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

Exceptions

The Information and Communications Standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

Should the information requested not be convertible to a suitable format, Switch Health will ensure that the individual who made the request is provided with an explanation as to why it cannot be converted and a summary of the information will be provided along with additional support if required.

Switch Health will classify information or communications as unconvertible where:

- It is not technically possible to convert information; or
- The technology required to make the conversion is not readily available.

Review

This policy will be reviewed regularly to ensure that it reflects Switch Health's current practices and legislative requirements.