



ACCESSIBILITY PLAN

This Accessibility Plan outlines the policies and actions to improve opportunities, and to prevent and remove barriers for people with disabilities.

Statement of Commitment

First Canadian Health (FCH) is committed to providing an accessible and inclusive environment for persons with disabilities to ensure dignity and independence. First Canadian Health believes in equal opportunity and integration and will ensure this by preventing and removing barriers to accessibility, and meeting accessibility needs in a timely manner. First Canadian Health affirms and is committed to meeting accessibility requirements under the [Accessibility for Ontarians with Disabilities Act, 2005](#).

Accessible Emergency Information

First Canadian Health is committed to providing customers and employees with publicly available emergency information in an accessible way upon request.

Training

All employees will be provided with training on the requirements of Accessibility Standards for Customer Service, as well as the other [Integrated Accessibility Standards](#) and on the [Ontario Human Rights Code](#).

Information and Communications

First Canadian Health is committed to meeting the communication needs of our clients, candidates, employees, job applicants, suppliers, visitors, and others who have disabilities. With consultation, First Canadian Health will communicate with persons with disabilities in a way that will take into account their disability.

↳ *Accessible Formats and Communication Supports*

When a request for an accessible format or for communication support is received, First Canadian Health will provide or make arrangements to provide material in a reasonable amount of time and will notify the public availability of formats.

↳ *Feedback Process*

First Canadian Health will ensure that a feedback process will be provided and will be accessible to people with disabilities to recommend and address compliance towards Accessibility Standards for Customer Service.

↳ *Accessible Website and Web Content*

First Canadian Health is committed to the Web Content Accessibility Guidelines (WCAG) and always working to improve accessibility on our website and will take any feedback to accommodate the needs of peoples with disabilities to the best of our ability.

Employment

First Canadian Health is committed to fostering an inclusive and accessible employment practices. A Human Resources representative will work with applicants and staff who request a reasonable accommodation during the application process and when people are hired. All information shared during the accommodation request process will be stored and used in a manner that is consistent with applicable laws and First Canadian Health policies. To request a reasonable accommodation in the application process, contact cbajona@fchealth.biz

Customer Service

First Canadian Health is committed to procuring and supporting clients with goods and services that ensure the highest standards in accessible customer service and will provide excellence in future goods and service endeavours with our own Customer Service Policy and Plan.

In collaboration with our clients, First Canadian Health is committed to providing goods and services that respect the dignity and independence of people with disabilities.

First Canadian Health will align with our clients to support the elimination of barriers that prevent people with disabilities from their delivery of accessing the goods and services of the Non-Insured Health Benefits (NIHB).

To view our Customer Service Policy with our clients for the Non-Insured Health Benefits (NIHB), click [here](#).

Design of Public Spaces

First Canadian Health will comply with the Design of Public Spaces standards when making major modifications to public spaces or any new construction undertaken after January 1, 2017 in accordance under Ontario Regulation 191/11.

Due to the nature of our business, public spaces will typically include service-only related elements like service counters and reception areas.

In the event of a service disruption, we will notify candidates and employees of the service disruption and alternatives available.

For more information

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First Canadian Health
Multi-Year Accessibility Plan
2020-2024

FIRST
Canadian Health
La santé canadienne en premier

Accessibility for Ontarians with Disabilities Act, 2005
Ontario Regulation 191/11 Integrated Accessibility Standards

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Introduction

The Multi-Year Accessibility Plan (MYAP) for 2020-2024 outlines First Canadian Health's commitment towards creating accessible workplaces and demonstrate by leading in equitable and inclusive practices and services.

First Canadian Health is committed to identifying, removing, and preventing barriers to accessibility for people with disabilities. This will allow an accessible environment for First Canadian Health clients, candidates, employees, job applicants, suppliers, visitors, and others who have disabilities and to have access to the goods and services to meet their individual needs.

Background

Under the [*Accessibility for Ontarians with Disabilities Act, 2005*](#), organizations are required to develop multi-year accessibility plans, which serve as a framework for identifying, removing, and preventing barriers for people with disabilities in these four (4) areas:

- Customer Service/Training
- Information and Communications
- Employment
- Design of Public Space

First Canadian Health is compliant with the [*Integrated Accessibility Standards Regulation \(IASR\)*](#), additionally First Canadian Health is

taking additional steps in focusing and maintaining accessibility in **procurement** of future products and services.

This Multi-Year Accessibility Plan (MYAP) will be reviewed and updated every five (5) years with industry consultation and advisory committee recommendation to maintain a equitable and inclusive environment.

General Requirements

Policies and Plans

Under the [Integrated Accessibility Standards Regulation \(IASR\)](#), developing accessibility policies are absolutely necessary to identify, remove and prevent barriers for people with disabilities.

Not only does First Canadian Health adhere to implementing and maintaining an Accessibility Policy, we also have additional policies and procedures for feedback and complaints regarding accessibility.

Emergency Information

First Canadian Health is committed to providing the public with available emergency information, plans, preventative and emergency maintenance of public spaces, and/or public safety information in an accessible way, if applicable and upon request.

Procurement

First Canadian Health strives to incorporate accessibility criteria that respect the dignity and independence of people with disabilities when procuring and acquiring goods and services, except where it is not practical to do so.

1. Customer Service/Training

A requirement for our employees who provide good and services on behalf of First Canadian Health is they must complete training on AODA and on the Ontario Human Rights Code.

In collaboration with our clients, we ensure that all employees are effectively trained on the AODA and on the Ontario Human Rights Code.

2. Information and Communications

Under the section of AODA, the Information and Communication Standard (IASR), First Canadian Health is required to communicate and provide information in ways that are accessible to people with disabilities whether they are employees, candidates, visitors or vendors. First Canadian Health is committed to providing communication supports, accessible or alternate formats, an accessible website and digital content for all published work upon request. First Canadian Health has a feedback process to ensure that future accommodation requests will be taken into consideration.

3. Employment

First Canadian Health is committed to providing applicants, candidates, and employees accommodation in every step of the recruiting process and during the employment relationship. First Canadian Health is also committed to advancing accessibility and diversity and inclusion of employees with disabilities.

Any information shared during a accommodation request process will be stored and used in a manner that is consistent with applicable laws and First Canadian Health policies. To request a reasonable accommodation in the application process, contact cbajona@fchealth.biz

4. Design of Public Spaces

First Canadian Health will comply with the Design of Public Spaces standards when making major modifications to public spaces or any new construction undertaken after January 1, 2017 in accordance under Ontario Regulation 191/11.

Due to the nature of our business, public spaces will typically include service-only related elements like reception areas.

In the event of a service disruption, we will notify candidates and employees of the service disruption and alternatives available.

Conclusion

First Canadian Health is committed to the prevention, identification and removal of accessibility barriers, The Multi-Year Accessibility Plan (MYAP) will be reviewed and monitored by our Accessibility Team. First Canadian Health will consult with people with disabilities, including our own Accessibility committee to ensure that all needs are met for people with disabilities,

