



**SWITCH
HEALTH**

Switch Health's Multi-Year Accessibility Plan

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.

This Multi-year Accessibility Plan is publicly available on our website at www.switchhealth.ca (Accessibility). This Plan will be made available in an accessible format upon request by contacting us via e-mail at accessibility@switchhealth.ca or at 1 (647) 977-1030.

Accessible Customer Service Standard

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires Switch Health to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement. Switch Health is committed to doing so and has created a *Customer Service Policy* that is also available on our website.

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 also are committed to ensuring that people with disabilities receive quality goods and services in a timely manner. Our efforts are supported by effective policies, procedures, tools and resources that promote accessibility in delivering customer service.

Switch Health provides ongoing mandatory customer service and human rights training to all our new and current employees through an onboarding process as well as job specific training. The customer service training will be reviewed every two years, unless updated training is required to address regulatory changes.

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Switch Health. In the event of any unplanned events or temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, all reasonable efforts will be made to provide advance notice and to help accommodate the person with disabilities. If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods and/or services that are disrupted or unavailable;
- Reason for the disruption;

- Anticipated duration; and
- A description of alternative services or options.

Information and Communications

Switch Health is committed to making information and communication accessible to people with disabilities. The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires Switch Health to communicate and provide information in ways that are accessible to people with disabilities.

We will provide accessible formats for information and communication in a timely manner along with supports for people with disabilities to provide feedback in an accessible manner, based on their unique needs. We can do so via email at accessibility@switchhealth.ca, mail, telephone, and in person, where available. Details on how to contact us is available on our website in the Contact Us section.

Switch Health will regularly review compliance standards and regulations and strive to continuously improve accessibility standards in information and communications as we grow as an organization and industry best practices evolve over time.

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.

In 2021, Switch Health will conduct an internal assessment with respect to our accessible solutions capabilities and review our websites and web content. Going forward, we will source and implement ongoing testing of our Application User Interfaces and web content to ensure accessibility.

Switch Health is committed to ensuring that our digital services are designed with accessibility best practices in mind, and strive for all users to have barrier-free and equal access to information and functionality.

Employment

Switch Health developed *IASR Employment Policy* which provides details about our commitment and strategy to remove barriers to accessibility in employment and to encourage the inclusion of persons with disabilities at Switch Health. The *IASR Employment Policy* is reviewed on an ongoing basis.

Switch Health is committed to providing equal opportunity to people with disabilities in our recruitment process. We will continue to notify job applicants with disabilities that accommodation will be made available upon request during our recruitment, assessment and selection process. In consultation with the applicants, we will provide reasonable accommodation upon request.

Switch Health will ensure to provide accommodations to employees with disabilities, based on their unique needs and throughout the employment relationship.

Training and Development

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. All employees will be trained on any updates made to the policy.

Switch Health currently provides training to all employees and other persons regarding customer service, human rights, anti-discrimination and anti-harassment. The training provided is mandatory and is required to be completed within 30 days of joining the company. The training is reviewed annually, and employees are retrained as required.

Accessibility in Public Spaces

Switch Health will comply with the Ontario Building Code's requirements for accessibility in all related environments.

Conclusion

Switch Health will continue to identify, prevent and remove accessibility barriers. We will review our policies and plans every five years and will endeavour to implement best practices in accessibility over time as we grow as an organization.

For general inquires or to request an alternative format of this plan, please contact us at accessibility@switchhealth.ca.