Introduction

Southmedic is fully committed to meeting all compliance requirements under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") as introduced by the governing body. Southmedic strives to meet the needs of its employees, and customers with disabilities by removing/preventing barriers of accessibility in a manner that respects the dignity and independence of those with disabilities. This accessibility plan outlines the initiatives Southmedic has taken to meet the AODA requirements as well as the future steps to further create an accessible workplace for people with disabilities.

This plan will be reviewed once every 5 years or as necessary.

Definitions

Disability:

(a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness, or visual impediment, deafness, or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device,
(b) A condition of mental impairment or a developmental disability
(c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
(d) A mental disorder, or
(e) An injury or disability for which benefits were claimed or received under the insurance plan established under the "Workplace Safety and Insurance Act, 1997".

Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice

Employee: means an employee of Southmedic Inc in Ontario, whether engaged on a full-time, part-time, temporary, causal or reduced work arrangement.

Customer: means any member of the public or third party who wishes to access Southmedic Inc goods and services or information in regards to our goods and services.

Career Development and Advancement: including proving additional responsibilities within an employee's current position, and or movement of an employee from one job to another.

Redeployment: reassigning of employees to other departments or jobs within an organization

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Statement of Commitment

Southmedic is committed to providing an environment that is accessible and inclusive to all people. We believe that everyone should be treated with dignity and respect and should be provided with an equal opportunity. Southmedic strives to ensure all accessibility standards are adhered to and all people within Southmedic's community are aware of their rights and responsibilities to foster an accessible environment.

Southmedic is committed to continuous development and revision of our policies and procedures to reflect any legislative changes to the AODA to ensure compliance. Southmedic is committed to working toward an accessible workplace by removing/preventing any potential barriers.

Customer Service

Southmedic is committed to complying with the AODA Customer Service standards. We have done so by implementing the following steps within our organization:

- Developed a Customer Service policy and procedures that ensure AODA compliance.
- Southmedic has developed a procedure for providing notice to our customers regarding disruptions of goods and services.
    - Southmedic will continue to ensure to provide notice of service disruptions via Southmedic's website in a conspicuous area for customer awareness as soon as reasonably possible. The following information will be included in any notices regarding disruption of services/goods: brief disruption reason, its anticipated duration, and a description of alternative services, if available
- Southmedic has provided all of its employees training on the Accessibility for Ontarians with Disabilities Act. All outward facing employees who engage with the public have specifically completed the AODA Certificate Training program provided by the governing body (Free AODA Online Training). All of the training has been recorded and tracked as per the AODA requirements.
- Southmedic has updated the new employee onboarding process to require completion of the AODA Certificate Training program prior to an employee's start date.
- Developed a feedback program for customers, so people with disabilities can provide feedback on potential barriers, or request accommodation to meet their needs. Southmedic understands the diversity required for providing feedback and we have developed multiple avenues for our customers to provide such information. As such, customers may provide their feedback via the phone, or email to our customer service representatives or sales representatives. In addition, Southmedic has a feedback form on our website that is directed to our customer service team.
    - Upon reviewing the request, Southmedic will respond to the accommodation request within a timely manner to ensure that accommodation is reasonable met. If a complaint is received regarding an accessibility concern, Southmedic will take reasonable corrective action to address the concern in a timely manner.
- Southmedic has developed an accessibility page on our website which provides customers' notice of the availability of accessible formats and communication supports with respect to the feedback process and other accessible documents.

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Integrated Accessibility Standards

Southmedic is committed to complying with the Integrated Accessibility Standards under the AODA required by private organizations with 50 or more employees.

Emergency Response Plan (ERP)

- Southmedic has developed a procedure for providing employees with disabilities with individualized emergency response information if required as prescribed below:
    - Southmedic will consult with the employee to discuss an emergency response plan.
    - Southmedic will provide the information required under this section in a reasonable time, after Southmedic is aware of the need for an accommodation.
    - If an individualized workplace emergency response plan requires employee assistance, consent must be provided to Southmedic to assign a designated employee to provide assistance.
    - Individualized workplace emergency response information will be reviewed:
        - When an employee moves locations
        - When the accommodation needs or plan is reviewed
        - When the employer reviews the general emergency response policies

Implementation Date: December 2021

Training

- Southmedic will continue to provide training in the requirement of Ontario's Accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training will be provided in a manner that best suits the duties and needs of employees, volunteers, and contractors. Southmedic has taken the following steps to ensure employees were provided with the training needed as required under the Integrated Accessibility Standards:
    - Southmedic has developed a plan to ensure that all employees employed in Ontario are provided with AODA training upon being hired as a Southmedic employee.
    - Southmedic will provide the AODA training and other training materials in an accessible format upon request to ensure to meet the accessibility needs of people with disabilities.
    - As per AODA requirements, Southmedic will continue to maintain training records in our database that captures the training completion date, and the participant's name.

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Information and Communication

- Southmedic is committed to meeting the communication needs for individuals with disabilities. Southmedic will continue to ensure that information and communication are accessible to people with disabilities and provided in a format that meet their needs upon request. Southmedic has taken the following steps to ensure that these Integrated Accessibility Standards are upheld:
    - Southmedic will continue to consult with the person making the request in determining the suitability of an accessible format or communication support.
    - If certain information or communication is unconvertible, Southmedic will ensure to provide a summary of the unconvertible information or communication and the reason as to why the information or communication is unconvertible. As per the Integrated Accessibility

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Standards, information or communications are only considered unconvertible under the following conditions;

i. It is not technically feasible to convert the information or communication or
ii. The technology to convert the information or communication is not readily available.

- Southmedic wants to ensure that workplace is accessible and inclusive, so in the event of requesting feedback or feedback responses from our employees, Southmedic will ensure that feedback can be provided in multiple formats; in-person, phone, email, digital survey, etc. Employee/customer requests will be responded in a manner that takes into account their disability; to arrange future accessible formats and communicate supports to meet their needs.
- Southmedic has ensured that at all content on our website is in an accessible format and that all WCAG 2.0 level AA requirements have been met as per the Integrated Accessibility Standards. Southmedic's website was redeveloped in 2021 and has completed an accessibility audit. Southmedic will notify the public of the availability of accessible formats and communicate support with respect to the feedback process and other documents. Future website accessibility audits will be completed prior to the submission of any required compliance reports.

Implementation Date: December 2021

Employment

Recruitment

Southmedic is committed to ensuring that our recruitment and assessment processes are fair and accessible. All parties involved in hiring process are required to complete AODA training.
Southmedic will continue to take the following steps to ensure compliance with Integrated Accessibility Standards:

- Southmedic updated their recruitment program with an accommodation availability notice for all job postings.
  - Accommodations will be available upon request throughout the entire recruiting process regarding interviews or assessments.
- Upon offer of employment Southmedic will notify the successful candidate of availability of accommodations. The availability of a workplace accommodation is directly written in the offer letter.
- During the process, if accommodation is required Southmedic will meet the needs of the candidate with the disability to ensure they fully participate in the recruitment process. The applicant will be consulted to determine suitability of format or support of the accommodation.

Implementation Date: December 2021

Documented Individual Accommodation Plans

Southmedic is committed to providing individualized accommodation plans for employees with disabilities. Southmedic has taken the following actions to support this process:

- Southmedic has written accommodation plans for anyone who requires a workplace accommodation related to their disability.

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- Southmedic has actively fulfilled their "duty to inquire" when a person may have a disability impacting their ability to perform their full duties or ability to attend their regular scheduled shift.
- Southmedic has developed an AODA policy, as well as a medical leave of absence and workplace accommodation policies. These policies are available to employees to access. These policies include the following information:
    - How employees requesting accommodation can participate in the development of their accommodation plan.
    - Manner in which Southmedic can request an IME (independent medical exam)
    - Steps required to request participation of a workplace representative to support in developing the accommodation plan
    - The steps taken to ensure privacy of confidential information
    - The frequency and process in which the individualized accommodation plan will be reviewed and updated
    - The means to provide individual accommodation plans in accessible formats, as required due to disabilities and include any information regarding accessible formats and communication supports required
    - If an accommodation is denied, the reasons for such decisions will be provided to the employee
    - How an employee will be assessed on an individual basis.
    - Individualized workplace emergency response information if required.
    - Any other details regarding any other accommodation(s) that may be required.

Implementation Date: December 2021

Return to Work

Southmedic is committed to aiding employees with disabilities who require an accommodation related to return to work. Southmedic is committed to developing and maintaining individualized accommodation plans and return to work process/policies to assist employees who have been absent due to a disability or injury. Southmedic has supported this process by taking the following actions:

- Southmedic has developed a policy for both leave of absence as well as accommodation plans. This information is readily available to employees through our communication app. This information is also provided to an employee verbally and in writing during the medical leave of absence process as the employee is assigned a case manager to support their leave and their return-to-work.
- Southmedic treats return to work in a similar manner to any accommodation plan. As such, written individualized accommodations are developed based on the medical documentation provided as well as the criteria outlined in the previous section.

Implementation Date: December 2021

Performance Management, Career Development, and Redeployment

Southmedic will take into account the accessibility needs of any employee with a disability with regards to performance management, career development, and redeployment processes. If an employee with a disability requires any accommodation to participate in a career development/progression opportunity, Southmedic will ensure that they are accommodated. In regards to redeployment, Southmedic will ensure to follow all individualized accommodation plans for employees with disabilities to ensure that they are still able to fully participate in the workplace.

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