

MCI Accessibility for Ontarians with Disabilities Policies, Procedures and Guidelines

1- Statement of Commitment

MCI Medical Clinics Inc. and all subdivisions of MCI in the Province of Ontario (hereinafter referred to as MCI) is committed to accessibility as expressed in the *Accessibility for Ontarians with Disabilities Act* (hereinafter referred to as the AODA), which places a legal obligation on organizations to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025

MCI is committed to creating and maintaining a barrier-free environment for all individuals providing equal rights and opportunities. It is understood that where this Policy refers to “barriers” it is referring to barriers such as a physical barrier, architectural barrier, information or communications barrier, or a policy or practice.

2 - Purpose and Scope

The purpose of this Policy is to develop, implement and enforce accessibility standards in order to achieve accessibility for persons with disabilities. It is also the purpose of this Policy to create an environment that provides the widest feasible scope of access to use or participate in MCI’s systems, facilities, goods and services.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

This policy applies to all MCI employees, physicians, service providers, contractors, sub-contractors visitors and volunteers

3 – Principles

MCI is committed to excellence in serving all customers including persons with disabilities and will carry out its functions and responsibilities to ensure that policies, practices and procedures are consistent with our principles.

In order to meet the needs of persons with disabilities, the principles of approach are:

- Dignity – service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- Independence – when a person is able to do things on their own without unnecessary help or interference from others.
- Integration – service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- Equal Opportunity – service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- Reasonable Efforts – taking approaches that meet the required needs of the individual. MCI encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.

4 – Accountability

All members of MCI are responsible for adhering to and following the commitments set out in the Policy.

MCI will monitor and evaluate accessibility initiatives and changes to legislation and/or regulations. Changes to policies and plans will be incorporated as required. MCI will also report on performance in relation to the progress and implementation of the accessibility plan in achieving specific goals and objectives.

5 – Guidelines

MCI provides guidelines on specific accessibility, in accordance with AODA. These guidelines will be reviewed and updated as required by AODA legislation.

5.1 – Communication

We will communicate with people with disabilities in a manner that takes into account his/her disability

5.2 – Use of Service Animals and Support Persons

Service animals and support persons required to assist a person with a disability will be present and welcome at all MCI locations except where excluded by law.

Service Animal - Such as, but not limited to Guide dogs, Hearing dogs, Seizure Response dogs and other certified service animals individually trained to provide assistance to a person with a disability. Service animals perform some of the functions and tasks that the person with a disability cannot perform for themselves.

MCI will not prohibit the use of a service animal by a person with a disability in any MCI location, open to the public, except where excluded by law, such as but not limited to a location that would be deemed as a health and safety risk (e.g. operating room).

If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

Support Person – Any person who provides assistance to a person with a disability for health or safety reasons.

You may consult with the person with the disability to understand their needs. Consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Any person with a disability who is accompanied by a support person will be allowed to enter any MCI area that is open to the public, with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on the MCI premises.

5.3 Administration

MCI is committed to providing information such as accessible invoices, for all private/uninsured services, to all of our patients and will make every effort to provide alternative formats of invoices in a timely manner upon request.

5.4 – Use of Assistive Devices

MCI is committed to enhancing the accessibility of our facilities, websites and telecommunications. As part of this commitment, MCI will ensure that persons with disabilities are permitted to use their own assistive devices to access goods and services of MCI, subject to reasonable limitations.

Personal assistive devices are often used by persons with disabilities to help them with daily living. They are usually devices that will be brought with them to an MCI facility and may consist of any auxiliary aids such as communication aids, cognition aids, personal mobility aids and/or medical aids.

In accordance with AODA, people may use their own personal assistive devices while accessing goods and services at MCI, subject to certain limitations.

Assistive devices may include but are not limited to:

- Manual/motorized wheelchairs, scooters, canes, crutches, walkers
- Hearing aids and personal TTYs
- Magnifiers
- Oxygen tanks
- Computer and adaptive technology

Upon request MCI will be prepared to assist, or arrange for assistance, while individuals are accessing MCI's goods or services, subject to reasonable limitations.

5.5 – Notice of Temporary Disruption in Services

MCI will provide notice to members of the public when there is a temporary disruption of services whether planned or unexpected.

Service disruptions include information related to facilities or services (e.g. elevators, ramps, accessible washrooms).

Disruptions to all services, such as during a power outage do not require this special notice.

For information relating closures due to inclement weather, please refer to the MCI web-site.

When service disruption is unavoidable MCI shall:

- Post a notice on the premises in the area where the service disruption is located
- Provide advance notice, where possible, to all occupants and/or affected individuals using email, website, phone and/or signage

Service disruption notices shall include the reason for the disruption, name of the service impacted, expected duration of the disruption, any alternate means of accessing the service, who to contact for assistance and any other relevant information for accessing services. In such cases, individuals affected by the disruption of services may be offered a means of accessing the service at an alternate location, as deemed appropriate.

6. Training

MCI will provide training to all members of our organization including employees, healthcare professionals, volunteers and other who deal with the public or third parties on our behalf, and all those who are involved in the development and approval of policies, practices and procedures related to the provision of our goods and services.

AODA patient service training will be provided as a condition of employment to all new staff and healthcare professionals and on an ongoing basis to ensure all staff stay current with any policy or procedural changes as it relates to the AODA service standard. Training is provided through the Clinic Manager, in conjunction with the Regional Manager and Human Resources.

Training will include:

- An overview of the Accessibility of Ontarians with Disabilities Act, and the requirements of the patient service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of service animal or a support person.
- How to use the assistive devices available on the premises that may assist with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing services at MCI in any area.

7 – Guideline for Providing Feedback & Complaints

In accordance with the Accessibility for Ontarians with Disabilities Act, MCI has created mechanisms for receiving and responding to feedback from all persons. This includes feedback from persons with disabilities and members of our organization about accessibility in relation to the way MCI provides its services to them. MCI will ensure that our feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

Where persons with disabilities have concerns or feedback regarding the services provided by MCI, they may bring such feedback forward to:

- The clinic manager
- MCI's Head Office (416) 440-4040
- MCI's feedback tab on our web-site (mcithedoctorsoffice.ca)
- In writing to: MCI Medical Clinics Inc., 1 Yorkdale Road, Suite 320, Toronto, Ontario, M6A 3A1

All feedback provided by an individual will be addressed in a timely manner. All responses will be provided to the originator in a format which meets their needs.

8 – Notice of Availability

MCI will notify the public that our policies are available on our web-site. This notice will be posted in each facility.

9. – Modifications to This or Other Policies

Any policy of MCI that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.