

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

I. Intent

This 2021 to 2023 accessibility plan outlines the policies and actions that Fresenius Medical Care Canada has put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

II. Statement of Commitment

Fresenius Medical Care Canada believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

III. Establishment of Accessibility Policies

We have an ongoing commitment to review our accessibility policy to ensure it meets Ontario's accessibility laws and to remove and prevent barriers. The policy will be reviewed and updated at a minimum, once every five years, and whenever our organization's practices or procedures change.

IV. Training

A. IASR and Human Rights Code

We have an ongoing commitment to provide training on IASR and the Human Rights Code to our employees upon hire and whenever there has been a change in regulation. Training will be provided in an accessible format, based on individual needs.

B. Training Formats and Records

- We have an ongoing commitment to provide all employees and educators with educational and training resources or materials in accessible formats.
- We have an ongoing commitment to provide accessible customer service training to all employees, including training on policy changes. We will keep all training records on file.

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V. Information and Communications Standard

A. Accessible Websites and Web Content

We are committed to ensuring our website and any new content posted to the website conforms with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

B. Feedback, Accessible Formats and Communication Supports

- We have an ongoing commitment to provide communication and accept communication from employees and clients using various formats such as soft copy documents, emails, in-person, and video conferencing.
- Customers who wish to provide feedback on the way Fresenius Medical Care Canada provides goods and services to people with disabilities can do so via email, phone, or in-person. All feedback, including complaints, will be shared with appropriate personnel, and escalated as necessary.
- We have an ongoing commitment to continue to provide a website which has the capability to support screen reading.

VI. Employment Standards

A. Recruitment

We have an ongoing commitment to providing a barrier-free environment for all stakeholders including our job applicants, who may enter our premises, access our information, or use our services. We will provide the necessary accommodations upon request.

B. Informing Employees of Supports

- We have an ongoing commitment to provide training on our accessibility policies and provide individual accommodations as requested.
- We have an ongoing commitment to provide accessible formats and communication supports for employees as needed.

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C. Emergency Procedures, Plans and Public Safety Information

We have an ongoing commitment to share workplace emergency procedures in accessible formats including posting on our Joint Health and Safety board, on our internal shared drives, and occasional reminders via e-mail.

D. Documented Individual Accommodation Plans and Return to Work

We have an ongoing commitment to provide individual accommodation plans as required and, wherever possible, we will provide accommodations as it relates to return to work.

E. Performance Management, Career Development and Redeployment

- We have an ongoing commitment to provide performance management tools and reviews in an accessible manner as needed.
- Wherever possible, we will continue to provide accommodations as it relates to career development and redeployment.

VII. Design of Public Spaces

We have an ongoing commitment to ensure our public eating areas, exterior paths of travel, waiting areas, and public spaces are accessible including accessible parking spots.

VIII. Customer Service Standards

- Fresenius Medical Care Canada is committed to excellence in serving all customers including people with disabilities. We have an ongoing commitment to ensure our staff are trained and familiar with assistive devices so that they may communicate with clients in ways that take into account their disability.
- We welcome any individuals who are accompanied by either a service animal or a support person. Service animals are allowed on the parts of our premises that are open to the public.
- We have an ongoing commitment to review our policies to ensure we take into consideration the needs of persons with disabilities and provide these policies in accessible formats, including posting on our company website, to ensure they are available upon request.

IX. Review and Update

This document was created on June 24, 2021 and will be reviewed and updated by June 30, 2023.