

INTEGRATED ACCESSIBILITY STANDARDS POLICY

9.1 Background

NexJ Health Inc. ("NexJ") strives for full inclusion of all customers, vendors and candidates by providing customer service and access in a way that respects the dignity and independence of persons with disabilities.

NexJ is committed to giving persons with disabilities the same opportunity to access its business and services in a similar way as persons without disabilities.

This policy has been prepared to meet the requirements of the Customer Service Standards of the Accessibilities for Ontarians with Disabilities Act (AODA).

9.2 General

This policy applies to the delivery of service and interactions with the public by NexJ, including in-person, by telephone, electronically, by mail, visually, verbally or by written means.

This policy is available in alternative formats upon request.

9.3 Accessibility Plan

NexJ will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, NexJ will provide a copy of the Accessibility Plan in an accessible format.

9.4 Training Employees

NexJ will provide accessibility training to all employees dealing with customers or members of the public to create awareness and ensure compliance with the AODA legislation and standards.

Employees requiring training include those who, during the course of their employment

- ▶ develop employment policies and practices
- ▶ interact with customers
- ▶ interact with vendors or third-parties
- ▶ interact with the general public, and /or
- ▶ interview candidates during recruitment activities

All new employees will complete AODA training within 45 days of their date of hire.

Training will also be provided periodically in connection with changes to the policy, its related practices and procedures, and / or substantial updates to the training material. The training will be appropriate to the duties of the employees, volunteers and other persons. NexJ will keep a record of the training it provides.

9.5 Information and Communications Standards

9.5.1 Feedback

NexJ will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

9.5.2 Accessible Formats and Communication Supports

Upon request, NexJ will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. NexJ will consult with the person making the request in determining the suitability of an accessible format or communication support. NexJ will also notify the public about the availability of accessible formats and communication supports.

9.5.3 Accessible Websites and Web Content

NexJ will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

9.6 Employment Standards

9.6.1 Recruitment

NexJ will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

9.6.2 Recruitment, Assessment or Selection Process

NexJ will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, NexJ will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

9.6.3 Notice to Successful Applicants

When making offers of employment, NexJ will notify the successful applicant of its policies for accommodating employees with disabilities.

9.6.4 Informing Employees of Supports

NexJ will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

9.7 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, NexJ will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, NexJ will consult with the employee making the request.

9.8 Workplace Emergency Response Information

NexJ will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if NexJ is aware of the need for accommodation due to the employee's disability. NexJ will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, NexJ will, with the consent of the employee, provide the workplace emergency response information to the person designated by NexJ to provide assistance to the employee. NexJ will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

9.9 Documented Individual Accommodation Plans

NexJ will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

9.10 Return to Work Process

NexJ maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps NexJ will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the Workplace Safety Insurance Act, 1997).

9.11 Performance Management, Career Development and Advancement & Redeployment

NexJ will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

9.12 Assistive Devices

Persons with disabilities may obtain, use, or benefit from services by utilizing their own assistive devices. If a person with a disability is hindered or prevented from accessing services using their assistive device, NexJ will consult with the person and accommodate them by providing an alternative, wherever possible.

An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of persons with disabilities.

9.13 Use of Service Animals & Support Persons

Persons with disabilities may be accompanied by their service animal, unless the animal is excluded by another law. If such a case arises, NexJ will make reasonable efforts to ensure service is accessible in another manner. NexJ will ensure that all employees who deal with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal. Persons with disabilities may be accompanied by a support person to help with communication, mobility, personal care or medical needs, into NexJ's premises.

9.14 Notice of Temporary Service Disruptions

NexJ will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

9.15 Customer / Public Feedback Process

- ▶ Feedback and comments on experience interacting with NexJ employees are welcome. This helps ensure we are continuously improving the quality of our service.
- ▶ Feedback may be provided by a person with disabilities via phone, NexJ's website, e-mail or fax.
- ▶ Feedback will be used to improve customer service where applicable.

9.16 Availability of Documents

This policy, and other documents deemed necessary to the delivery of services, will be made available in alternative formats upon request.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, please contact Human Resources at 416-222-5611.