

Multi-Year Accessibility Plan for Closing the Gap Healthcare

Closing the Gap Healthcare (CTG) is committed to treating all people in a way that allows them to maintain their dignity and independence. CTG strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

CTG is committed to fulfilling our requirements under the **Accessibility for Ontarians with Disabilities Act, 2005**. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Area of Focus	Details	Current Status
Customer Service	Customer feedback can be submitted through multiple mechanisms including by email, telephone, written surveys and electronic surveys, and in-person at CTG locations.	In place
Communication and Information	The following documents are available to our clients, the public and team members on the CTG external website and our CTG intranet (for team members): <ul style="list-style-type: none"> • Policy Accessibility (Policy) • Our Commitment to Accessibility (Ref Doc) • Multi-Year Accessibility Plan 	In place
	The CTG Multi-year Accessibility Plan will be made available in accessible formats upon request.	In place
	The CTG public website conforms to the World Wide Web Consortium Web Content Accessibility Content Guidelines 2.0 Level AA (except, as permitted, for live captions and pre-recorded audio descriptions).	In place
Accessibility of Emergency Plans	CTG is committed to providing our customers and clients with available emergency information in an accessible way upon request.	In place
	Disruptions to accessibility supports e.g. elevators, ramps, automatic door openers, etc. are communicated through multiple mechanisms including posted notices, a recorded message on the applicable office phone line, and/or telephone calls to ambulatory clinic clients.	In place

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	<p>CTG provides team members with disabilities with individualized emergency response plans when necessary.</p> <ul style="list-style-type: none"> • For tenured workers, this information will be refreshed through the 2024 annual package process. • For new hires, this will be integrated into the new hire onboarding process. 	<p>Refresh to be completed by June 2024 In place by January 2024</p>
Training	<p>As part of the onboarding process for all new hires, CTG trains all new team members on Ontario’s accessibility laws and on the Human Right’s Code as it related to people with disabilities. Training is provided in a way that best suits the duties of the team member.</p>	<p>In place</p>
Employment	<p>CTG is committed to fair and accessible employment practices. The following steps are taken to notify the public and workers that, when requested, CTG will accommodate people with disabilities during the recruitment and assessment process and when people are hired.</p> <ul style="list-style-type: none"> • As part of the CTG recruitment practice all job applicants (internal and external) are notified that persons with disabilities will be accommodated upon request throughout the recruitment process. • Written notices are included on internal and external job postings/ advertisements, on internet/intranet, bulletin boards in the workplace, and job descriptions. • CTG notifies all candidates at the point of initial / first contact that CTG will accommodate persons with disabilities upon request during the recruitment process including the assessments and interviews. • Accommodation for an individual’s disabilities (temporary or permanent) are integrated into the Return to Work policy, when a Return to Work plan one is required. 	<p>In place</p>

Area of Focus	Details	Current Status
	<ul style="list-style-type: none"> • CTG takes into account the accessibility needs of workers with disabilities during performance management, career development and any redeployment processes. • Existing, applicable policies and supporting documents will be reviewed and refreshed on a biannual basis. 	Document reviews to be completed in 2024 and 2026.
Service Counters or Waiting Areas	CTG locations renovated or newly developed (since 2017) with client service counters or waiting areas have wheelchair accessible service counters, no fixed queue posts, or fixed seating.	In place