



Our Commitment to Accessibility for All

Closing the Gap Healthcare (CTG) is committed to providing a barrier-free environment for our clients, workers, students, job applicants, suppliers, visitors, and all others who enter our premises and / or access our information or services. As an organization, we respect and uphold the requirements set out in the Accessibility for Ontarians with Disabilities Act (AODA 2005), its Accessibility Standard Regulation for Information and Communications, Customer Service, Employment, and Transportation.

Millions of Canadians live with a disability and as the population grows older this number will also increase. CTG has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. CTG has an important responsibility for providing a safe, respectful, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation through the implementation of policies and procedures, training our workforce, and employing best practices in customer service.

Closing the Gap Healthcare

- Complies with federal and provincial legislation with respect to human rights and accessibility for disabled persons: Canadian Human Rights Act, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Nova Scotia Human Rights Act.
- Maintains accessible employment practices related to recruitment, assessment, and selection of staff.
- Provides individualized workplace emergency response information to employees with disabilities, where required. This information is provided as soon as the organization becomes aware of the need for accommodation and is reviewed regularly. With the employee's consent, this information may be shared with a designated person to assist in an emergency;
- Maintains high quality customer service standards.
- Provides accessible communication supports and information formats to effectively communicate with people with various forms of disabilities.
- Maintains a website and web content that meets best practice standards for accessibility.
- Welcomes disabled persons with assistive devices, service animals and / or support persons.
- Provides notice of service disruptions (temporary or long-term) that impact accessibility of CTG information or services.
- Develops and updates policies and procedures to stay current with accessibility legislation.
- Welcomes feedback from clients, workers, and other stakeholders about accessibility issues and uses this information to continuously improve its materials and facilities.

For more detailed information on our accessibility policy, plans, and training programs, to provide feedback, please contact the Human Resources Department at hrctg@closingthegap.ca or www.closingthegap.ca.