

## Accessibility Policy

### Gam Diagnostic Imaging

#### 1. Accessibility Policy Requirement

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires organizations to create written accessibility policies and make them publicly available. Accessibility policies outline the formal rules an organization puts in place to achieve its accessibility goals.

Gam Diagnostic Imaging complies with Section 3 of the Regulation and is committed to meeting its obligations under the AODA and Ontario's accessibility laws.

#### 2. General Disclaimer

This document is provided to outline Gam Diagnostic Imaging's commitment to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005. Gam Diagnostic Imaging is responsible for understanding and complying with its legal obligations and for developing policies, procedures, and materials appropriate to its operations.

#### 3. Statement of Organizational Commitment

Gam Diagnostic Imaging is committed to ensuring equal access and participation for people with disabilities. We are committed to treating individuals with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting accessibility needs in a timely manner by removing and preventing barriers and by meeting our requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Gam Diagnostic Imaging is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Gam Diagnostic Imaging understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or under any other law.

Gam Diagnostic Imaging is committed to excellence in serving and providing goods, services, or facilities to all patients and visitors, including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity.

#### Accessible Customer Service Standards

##### Training

Gam Diagnostic Imaging provides training to:

All employees and volunteers

Individuals involved in developing policies

All persons who provide goods, services, or facilities on behalf of the organization

Training includes:

The purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005

Ontario's Customer Service Standards

Our accessibility policies

How to interact and communicate with people with various types of disabilities

How to interact with individuals using assistive devices, service animals, or support persons

How to use on-site equipment or devices that assist with accessibility

What to do if a person with a disability is experiencing difficulty accessing services

Training is provided as soon as practicable after hiring and when changes to policies occur. Records of training are maintained.

#### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services.

If an assistive device presents a health or safety concern, Gam Diagnostic Imaging will provide alternative measures to ensure access to services.

Staff are trained on the use of available assistive devices within the clinic.

#### Communication

Gam Diagnostic Imaging communicates with individuals in ways that take their disability into account. Communication methods may include:

In-person communication

Telephone

Email

Written correspondence

Accessible electronic formats

We will work with the individual to determine the most appropriate communication method.

#### Service Animals

Gam Diagnostic Imaging welcomes individuals with disabilities and their service animals. Service animals are permitted in areas open to the public, unless otherwise prohibited by law.

If a service animal is not easily identifiable, staff may request documentation from a regulated health professional confirming the need for the service animal.

If service animals are prohibited by another law, we will:

Explain why the animal is excluded

Discuss alternative methods of providing services

#### Support Persons

A person with a disability who is accompanied by a support person may have that individual accompany them on our premises.

Gam Diagnostic Imaging does not charge a fee for support persons.

If a support person is required for health or safety reasons, we will:

Consult with the individual

Consider health and safety evidence

Determine if there is no other reasonable way to protect health and safety

#### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Gam Diagnostic Imaging will notify patients promptly.

Notices will include:

The reason for the disruption

Anticipated duration

Alternative services or facilities, if available

Notices will be posted at the clinic and/or on our website.

#### Feedback Process

Gam Diagnostic Imaging welcomes feedback on the accessibility of our services.

Feedback may be provided:

In person

By telephone

By email

In writing

All feedback, including complaints, will be directed to Clinic Management and addressed promptly. Patients can expect a response within a reasonable timeframe.

The feedback process is accessible, and accessible formats are available upon request.

#### Notice of Availability of Documents

Gam Diagnostic Imaging notifies the public that documents related to accessible customer service are available upon request.

Documents will be provided in accessible formats or with communication supports upon request, at no additional cost.

#### Integrated Accessibility Standards

##### Information and Communications

Gam Diagnostic Imaging provides information in accessible formats upon request and in a timely manner. We consult with individuals to determine suitable formats or communication supports.

If information cannot be converted, we will provide:

An explanation as to why

A summary of the unconvertible information

We notify the public of the availability of accessible formats through our website and on-site signage.

We will meet WCAG 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

#### Employment

##### Gam Diagnostic Imaging:

Notifies employees and job applicants that accommodations are available during recruitment and hiring

Consults with applicants and employees regarding accommodations

Provides suitable workplace accommodations

Develops individual accommodation plans

Provides individualized workplace emergency response information where required

Supports return-to-work processes

Considers accessibility needs in performance management, career development, and redeployment

#### Design of Public Spaces

Where applicable, Gam Diagnostic Imaging meets accessibility requirements when building or making major changes to public spaces and ensures procedures are in place to prevent service disruptions.

#### Changes to Existing Policies

Any policies that do not respect and promote dignity, independence, integration, and equal opportunity will be modified or removed.

#### Public Availability

This Accessibility Policy is publicly available. Accessible formats are available upon request.