

Tribe Medical Accessibility Policy

(In compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation)

Effective Date: January 1, 2025

Approved By: Dylan Bailey, VP of Business Development

Last Reviewed: August 1, 2025

Purpose

Tribe Medical Group Inc. is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration, and equal opportunity. This policy outlines how we will identify, prevent, and remove barriers to accessibility in accordance with the **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**.

Scope

This policy applies to all employees, contractors, volunteers, and agents of Tribe Medical in Ontario. It covers the following IASR standards:

- **Customer Service**
 - **Information and Communications**
 - **Employment**
 - **Transportation** *(not applicable unless services are provided)*
 - **Design of Public Spaces** *(where applicable to our operations)*
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Policy Statements

Customer Service

- We will provide goods and services in a manner that respects the dignity and independence of persons with disabilities.
- We will accommodate assistive devices, service animals, and support persons.
- We will provide notice of temporary service disruptions.

Information and Communications

- We will provide information in accessible formats or with communication supports upon request, in a timely manner and at no additional cost.
- Our publicly available websites and web content will conform to **WCAG 2.0 Level AA** standards, except where not practicable.

Employment

- We will ensure accessibility is integrated into all stages of the employment cycle, including recruitment, onboarding, training, career development, performance management, and return-to-work processes.
- Individual accommodation plans will be developed in consultation with employees requesting them.

Design of Public Spaces

- When constructing or redeveloping public spaces under our control, we will meet the requirements for accessible design set out in the IASR.

Multi-Year Accessibility Plan

- Tribe Medical has developed and implemented a **Multi-Year Accessibility Plan** outlining our strategy to prevent and remove barriers.
- This plan is reviewed and updated at least once every five years.
- The plan is publicly available on our website and provided in accessible formats upon request.

Training

- All employees, volunteers, and others who provide goods, services, or facilities on our behalf will receive training on:
 - The requirements of the IASR
 - The Ontario Human Rights Code as it relates to persons with disabilities
 - Training records will be maintained.
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Availability of the Policy

- This policy is available to the public on our website.
- Upon request, the policy will be provided in an accessible format or with communication supports.

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