

Tribe Medical Multi-Year Accessibility Plan

(2025 – 2030)

Effective Date: January 1, 2025

Approved By: Dylan Bailey, VP of Business Development

Last Reviewed: August 1, 2025

Next Review: January 1, 2030

1. Purpose

This plan outlines Tribe Medical's strategy to prevent and remove barriers to accessibility and fulfill our requirements under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and the **Integrated Accessibility Standards Regulation (IASR)**.

2. Commitment Statement

Tribe Medical Group is committed to providing an inclusive and accessible environment for employees, clients, partners, and the public. We will identify, prevent, and remove barriers in a timely manner and will meet all applicable AODA requirements.

3. Review & Update

- This plan is reviewed and updated at least once every five years.
 - Progress on this plan will be documented annually and updates will be posted publicly.
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4. Accessibility Standards and Actions

A. Customer Service Standard

Goal: Deliver goods and services in a way that respects the dignity, independence, and equality of opportunity for persons with disabilities.

Actions:

- Maintain procedures for allowing service animals and support persons.
 - Continue training staff on accessible customer service.
 - Post notices of service disruptions in accessible formats.
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B. Information and Communications Standard

Goal: Ensure that information is accessible to persons with disabilities in formats that meet their needs.

Actions:

- Provide accessible formats and communication supports upon request.
 - Maintain compliance with **WCAG 2.0 Level AA** for our public website and digital content.
 - Review website accessibility annually and remediate barriers promptly.
 - Ensure emergency and public safety information is available in accessible formats.
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C. Employment Standard

Goal: Integrate accessibility into all aspects of the employment cycle.

Actions:

- Inform job applicants about the availability of accommodations in the recruitment process.
 - Provide accessible formats and supports during interviews, assessments, and onboarding.
 - Maintain processes for individual accommodation plans and return-to-work programs.
 - Include accessibility considerations in performance management, career development, and redeployment.
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D. Design of Public Spaces Standard (*if applicable*)

Goal: Ensure that newly constructed or redeveloped public spaces are accessible.

Actions:

- Meet accessibility requirements for parking lots, service counters, waiting areas, and outdoor paths of travel when they are built or redeveloped.
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E. Training

Goal: Ensure that all employees and relevant contractors understand accessibility requirements.

Actions:

- Continue providing AODA and Ontario Human Rights Code training to all new hires.
 - Refresh training materials annually to reflect legislative or operational changes.
 - Maintain records of training completion.
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5. Feedback Process

Feedback on accessibility can be provided in person, by phone, by email, or through our website. Alternate formats and communication supports will be provided on request.

Contact:

Chrissy Ta – HR Business Partner
Chrissy.ta@tribemedical.com
1-519-783-7301 ext. 254

6. Availability of Plan

This plan is posted on our website and will be provided in accessible formats upon request.

Approved by: Dylan Bailey

Date: January 1, 2025