



AODA Multi-Year Accessibility Plan (2021 – 2026)

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005

Date: June 29, 2021
Version: 0.1

Document History

Revision Date	Version	Description	Requested by	Approved by

Table of Contents

1	Past achievements to remove and prevent barriers	5
2	Strategies and actions	10
3	For more information.....	11

Message from the Managing Director, Canada

Our mission is to empower all people everywhere to live their healthiest lives by transforming the healthcare experience.

Our core values include our passion for taking care of people and respect for each other. This is reflected in our commitment to give people with disabilities the opportunity to access our services in an equitable manner that respects their dignity and independence, and that provides the same high-quality experience.

We have embedded and will maintain policies on accessibility in our human resources department and throughout the delivery of our operations. We have implemented a multi-year accessibility plan outlining our strategies to consistently look to remove barriers to our services to people with disabilities as it pertains to all manners of our business including our technology, delivery of our communications or interactions with our employees, including customer service.

This means all people, regardless of any disability, experience the same excellent care. We welcome continuous improvement, and we will always work with employees and clients with a disability who ask for accessible formats for services, or who require further communication support to determine how to meet their needs in a timely manner.

Introduction and Statement of Commitment

Teladoc Health Canada Inc. ("Teladoc Health"), strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Teladoc Health is accordingly committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). We are committed to meeting the diverse needs of people with disabilities in a timely manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and will do so by striving to identify, prevent and remove barriers to accessibility wherever possible as well as by meeting the accessibility requirements under the AODA.

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. This plan is reviewed and updated at least once every 5 years.

We train every employee 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.

1 Past achievements to remove and prevent barriers

Teladoc Health has completed the following accessibility initiatives.

1.1 Customer Service

Teladoc Health has developed, implemented & maintains policies on providing services to persons with disabilities in ways that are consistent with the following principles:

- when providing services to a person with a disability, Teladoc Health shall do so with respect for the person's dignity & independence.
- when providing services to a person with a disability, Teladoc Health shall ensure equality regarding the person's ability to obtain, use & benefit from Teladoc Health's services.
- when communicating with a person with a disability, Teladoc Health shall do so in a manner that accommodates the person's disability.
- when providing a service to a person with a disability, Teladoc Health shall enhance the person's ability to obtain, use & benefit from Teladoc Health's services.

Teladoc Health's Accessibility Policy includes provisions for the use of assistive devices by people with disabilities and addresses access by support persons and service animals.

Actions Taken:

- Development of the Integrated Accessibility Services Policy
- Development of the Customer Service Accessibility Policy
- Development of this multi-year Accessibility Plan

1.2 Information and Communications

Teladoc Health is committed to providing alternate formats and communication supports for people with disabilities and is committed to providing these alternatives in a timely manner and at no extra cost.

Wherever Teladoc Health prepares emergency procedures, plans or public safety information and makes the information available to the public, we are committed to providing the information in an accessible format or with appropriate communication supports as soon as practicable upon request.

Teladoc Health aims to ensure that all websites and web content conform to World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0. Level AA.

Actions Taken:

- Teladoc Health has invested in implementing dedicated resources to ensuring that all websites and web content are WCAG 2.0 compliant Level AA.
- Development of an Accessible Feedback Process to receive and respond to feedback from people with a disability.

NOTE: The following accessibility requirements related to information and communications do not apply to products and product labels, “unconvertible” information or communications, and information that Teladoc Health does not control directly or indirectly through a contractual relationship.

Information and communications are considered “unconvertible” if it is not technically feasible to convert the information or communications, or the technology to do so is not readily available.

Wherever information and communications are determined to be “unconvertible”, Teladoc Health will ensure that the person with a disability who is requesting the information or communication is provided with: (i) an explanation as to why the information or communication is unconvertible; and (ii) a summary of the unconvertible information or communication.

1.3 Employment

NOTE: The following accessibility requirements apply only in respect of Teladoc employees in Ontario and do not apply in respect of volunteers or other non-paid individuals.

Teladoc Health is committed to supporting the recruitment and accommodation of employees with disabilities so that they are encouraged to excel without being hampered by barriers.

During the recruitment process, Teladoc Health notifies the public and job applicants about its commitment to accommodate people with disabilities and ensures that accommodation will be provided for any accessibility need that they may have. In any case where an applicant with a disability requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his or her disability.

Actions Taken:

- Development of the Human Resources AODA Policy

WORKPLACE EMERGENCY RESPONSE INFORMATION

Wherever Teladoc Health is aware of the need for individualized emergency response information due to an employee's disability, we are committed to accommodating the employee by preparing and providing him or her with individualized emergency response information that is suitable in the circumstances.

If the employee with a disability who receives the individualized workplace emergency response information requires assistance and provides his or her consent, Teladoc Health will provide the individualized workplace emergency response information to a person who is designated to assist the employee in case of an emergency.

INFORMING EMPLOYEES OF DISABILITY-RELATED SUPPORTS

Teladoc Health will notify our employees in Ontario of our existing policies in respect of employees with disabilities including, but not limited to, any policies regarding job accommodations that take into account an employee's accessibility needs due to disability. We will also provide updated information to our employees in Ontario with respect to any changes to our existing policies regarding employees with disabilities and job accommodations for disability-related needs.

All new employees in Ontario will be notified of our existing policies in respect of employees with disabilities and job accommodations for disability-related needs as soon as practicable after beginning their employment.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Upon request, Teladoc Health will consult with an Ontario-based employee with a disability in order to provide or arrange for the provision of reasonable accessible formats and communication supports for the employee with respect to all: (i) information that is needed by the employee in order to perform his or her job; and (ii) information that is generally available to employees in the workplace.

Teladoc Health will also consult with the employee requesting accessible formats or communication supports to determine the suitability of an accessible format or communication support.

INDIVIDUAL ACCOMMODATION PLANS

Teladoc Health will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that have come to Teladoc Health's attention, which will include the following elements:

- (i) the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- (ii) the means by which the employee is assessed on an individual basis;
- (iii) the manner in which Teladoc Health can request an evaluation by an outside medical or other expert, at Teladoc Health's expense, to assist Teladoc Health in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- (iv) the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;

- (v) the steps taken to protect the privacy of the employee's personal information;
- (vi) the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- (vii) if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee;
- (viii) the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability;
- (ix) if requested, any other information regarding accessible formats and communication supports that the employee requires with respect to information needed by the employee to perform his or her job and any other information that Teladoc Health generally makes available to employees in the workplace;
- (x) if required in the circumstances, the individualized workplace emergency response information for the employee; and
- (xi) any other accommodations that will be provided to the employee.

RETURN TO WORK PROCESS

Teladoc Health will develop and have in place a documented return to work process for employees in Ontario who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps that Teladoc Health will take to facilitate the return to work of employees who have been absent from work due to disability and will incorporate the use of individual accommodation plans as part of the process.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT, & REDEPLOYMENT

Wherever Teladoc Health uses "performance management" or "redeployment" in respect of our employees, or provides "career development and advancement" to our employees, we will take into account the accessibility needs of employees with disabilities as well as their individual accommodation plans.

"Performance management" means any activity related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

"Career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another within Teladoc Health that may be higher in pay, provide greater responsibility or be at a higher level in the organization, or any combination thereof, and is usually based on merit and/or seniority.

“Redeployment” means the reassignment of employees to other departments or jobs within Teladoc Health as an alternative to layoff, when a particular job or department has been eliminated.

1.4 Training

Teladoc Health understands that training provides employees with the tools and resources needed to serve people with disabilities effectively.

Teladoc Health provides training to all Canadian employees and volunteers specifically on the accessibility needs of persons with disabilities.

Teladoc Health maintains records of the dates training was provided to Canadian employees and volunteers.

Actions Taken:

- All employees complete a training session on the requirements of AODA in the areas of Customer Service, the Integrated Accessibility Standards (IAS) and the Ontario's *Human Rights Code*.
- All employees complete a yearly refresher on the requirements of AODA in the areas of Customer Service, the Integrated Accessibility Standards, and the Ontario's *Human Rights Code*.
- All new employees complete a training session on the requirements of AODA in the areas of Customer Service, the Integrated Accessibility Standards and the Ontario's *Human Rights Code* as part of their onboarding process.

2 Strategies and actions

Teladoc believes that our staff and customers are best placed to help us to identify, prevent and remove barriers to accessibility, thereby ensuring that the diverse needs of people with disabilities are met.

For various reasons, barriers to accessibility can often be difficult to identify. Our staff and customers, including those persons with disabilities, are often in the best position to recognize the existence of any accessibility barriers and their impact on people with disabilities, and to alert Teladoc so that we can take appropriate action to prevent or remove the barriers wherever reasonably possible.

Accordingly, Teladoc will take the following steps to facilitate the identification, prevention, and removal of accessibility barriers wherever it is reasonably possible to do so:

- To promote an understanding of and appreciation for the accessibility requirements under the IAS, as well as the importance of identifying, preventing and removing barriers to accessibility, Teladoc will ensure that all staff in Ontario are provided with a copy of this policy and are encouraged to review the policy and to raise any questions that they may have regarding the policy with Human Resources.
- Teladoc will encourage, welcome and appreciate all feedback from staff and customers regarding any barriers to accessibility and more generally on how we can best achieve our goal of striving towards a barrier-free accessible environment.
- Teladoc will take a proactive approach to accessibility by having regard to disability-related needs and accessibility issues in general in all aspects of our business and decision-making; and
- Teladoc will strive to work cooperatively and consult with any person with a disability who brings to our attention an issue or concern regarding accessibility, and we will take all reasonable steps in the circumstances to address the disability-related needs of the individual.

3 For more information

Our accessibility plan is publicly posted at www.teladoc.ca/accessibility

Standard and accessible formats of this document are available free of charge upon request from:

For more information on this accessibility plan, please contact:

Telephone Number:	Email Address:
1-877-419-2378	CANClientMemberSupport@teladochealth.com