

ACCESSIBILITY PLAN

Effective June 1, 2023

GENERAL

This Accessibility Plan (“Accessibility Plan”) outlines Ornge Global Air’s (“OGA”) strategy for preventing and removing barriers to address the current requirements of the *Accessible Canada Act* and the *Accessible Canada Regulations, 2021-240*.

OGA welcomes feedback on our Accessibility Plan from the public, employees, and our stakeholders. We encourage anyone wishing to provide feedback on the Accessibility Plan, or anyone requesting a copy of the Plan in an accessible format contact: **Director, Occupational Health and Safety**:

By electronic mail: info@ornge.ca

By phone: 647-428-2014

By mail: Ornge Global Air
Attn: Director, Occupational Health and Safety
5310 Explorer Drive
Mississauga, ON
L4W 5H8

Your feedback is valuable to us as it helps us break down accessibility barriers and build on our existing commitments to accessibility and inclusion. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Privacy Statement

Ornge and our aviation division, Ornge Global Air Inc., welcome feedback on our Accessibility Plan. We will consider all feedback provided when updating and improving our plan. Anonymous feedback can be provided by: telephoning us and not leaving your name or return phone number, or by mailing us a letter without a return address, or my email and indicating you would like to remain anonymous. If, however, you choose and consent to provide your personal information along with your feedback, we will use your personal information to respond to you. The personal information collected through this accessibility feedback process is collected pursuant to the Accessible Canada Act. We will use, disclose, and safeguard the personal information we collect as permitted and required by law. If you have any questions about the privacy of personal information, please contact 647-428-2016 or privacy@ornge.ca or Attn: Information & Privacy Office, 5310 Explorer Drive, Mississauga, Ontario, L4W5H8.

Executive Summary

In 2021, the Federal Government of Canada introduced the *Accessible Canada Act* the “ACA” or the “Act”), and it’s Regulations. The Act is available at the Government of [Canada’s Justice Laws website](#).

The goal of the Act is to make Canada accessible to all persons with disabilities through the development, implementation, and enforcement of accessibility standards. The ACA applies to OGA, we are committed to contributing to a barrier-free Canada for everyone by continuing to build on our existing accessibility framework in a way that will support employees and the public that we serve.

The Accessible Canada Regulations require organizations to develop an accessibility plan that includes targets and timelines to meet the multiple requirements under the regulations, in addition to outlining a consultation and feedback process, all of which are outlined in this Accessibility Plan. To address the gaps in providing a barrier-free environment, it is important to recognize the needs of persons with disabilities. It is for this reason, this Accessibility Plan has been developed in consultation with all organization's employees, including those who identify as having a disability via the use of employee surveying tools. Throughout the life of the Accessibility Plan, our next phase is to consult with our external stakeholders and partners. Consultations with our external stakeholders and partners will begin in 2024 as part of our ongoing obligation to update this plan and update on our progress.

As a result of those consultations, a summary of initial opportunities includes:

- Providing up-to-date training to existing staff on accessibility and accommodations in the workplace.
- Expanding the range of options for accommodation for job applicants.
- Improving our existing IT systems to leverage key accessibility features in our Learning Management System and various IT systems.

Accessibility Statement

OGA is committed to providing a barrier-free environment and to meeting the accessibility needs of persons with disabilities promptly. As an organization, we recognize our responsibility to ensure a safe, dignified, and welcoming environment for everyone, including our patients, service providers, job applicants, employees, suppliers, and visitors who enter our offices, use our services, or access our information.

OGA is committed to ensuring its compliance by incorporating accessibility legislation into our training programs, requirements, policies, procedures, and best practices. We value the diversity and human rights of all Canadians, and we strive to make proactive steps to ensure principles of inclusion, and equity are met and upheld.

This Plan adheres to the objectives outlined in the *Accessible Canada Act* and its associated regulations and standards, as applicable to OGA. Furthermore, this Plan will guide our organization in meeting our accessibility commitments in strengthening the culture of accessibility within the organization.

EMPLOYMENT

Commitment

OGA is committed to fair and accessible employment practices. OGA employs approximately 232 staff members. While many of our employees work full-time at various base locations across the Province of Ontario, we have adopted a hybrid work model, which allows some staff the

opportunity to work from either home or their designated based location. The goals outlined below will help us improve accessibility for our current and future employees. OGA remains committed to consulting with people with disabilities to determine their employment-related accessibility needs.

1. Recruitment

Planned Action

By June 1, 2023, OGA will take the following steps to notify the public and staff that, when requested, OGA will accommodate people with disabilities during the recruitment and assessment process, and once individuals are hired:

- Review and modify, as necessary, existing recruitment policies, procedures, and processes;
- On its website and on job postings, specify that accommodation is available for applicants with disabilities;
- Notify job applicants, when individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process;
- If an applicant requests accommodation, consult with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's individual accessibility needs;
- Provide all candidates with various options for the assessment/selection process across a number of different online or in-person platforms;
- Include information about accommodation policies in offers of employment; and
- Provide newly hired employees with copies of accessibility and accommodation policies as soon as practicable after they begin their employment.

Roles and Responsibilities

Talent Acquisition is responsible for:

- Reviewing and modifying, as necessary, existing recruitment policies, procedures, and processes;
- Ensuring that job postings clearly state that OGA is committed to meeting the accessibility needs of all individuals in accordance with the applicable legislations and that accommodation is available upon request for applicants with disabilities;
- Notifying applicants, when selected to participate in an assessment or selection process, that accommodations are available upon request;
- Consulting with applicants and arranging for suitable accommodation; and
- Ensuring that offers of employment enclose OGA's accommodation policies.

Managers are responsible for:

- Providing newly hired employees with copies of accommodation policies as soon as practicable after they begin their employment.

Tracking Intended Outcomes

OGA will periodically review, at least once per year, all job postings from the previous year.

2. HR Staff Training

Planned Action

By June 1, 2023, OGA will take the following steps to ensure that all HR staff are provided with up-to-date training in the core areas of accessibility law, accommodation for persons with disability, and cultural sensitivity.

Roles and Responsibilities

HR Management Team is responsible for:

Ensuring all members of the HR department have the required knowledge, training and understanding to provide accommodations to applicants.

Tracking Intended Outcomes

OGA will periodically review and ensure that staff are provided with sensitivity and accessibility training as required.

THE BUILT ENVIRONMENT

Commitment

OGA has multiple worksites across various base locations within the Province of Ontario; this includes our headquarters located in Mississauga, Ontario. Our base locations and headquarters are not readily open to the public. Where the public, visitors or service persons attend our base locations, they are restricted to the extent to which they can access our premises. As a result, to the extent that the ACA defines the use of public spaces, that will be out of scope for the purpose of this Accessibility Plan as OGA's base location or headquarters are not accessible to the public.

To the extent that we provide workspaces and an accessible work environment for all of our employees, OGA will consult with people with disabilities when building or making major modifications to our base locations and headquarters. In the event of a service disruption, OGA will notify the public of the service disruption and the alternatives available.

INFORMATION AND COMMUNICATION TECHNOLOGIES (“ICT”)

Commitment

OGA and Ornge share the same public-facing website (Ornge.ca) to communicate relevant information to external parties and stakeholders. Similarly, OGA and Ornge also share an online

intranet platform, Compass, which allows staff to access internal information and corporate communications.

OGA is committed to making our information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs to ensure accessible content on our website and learning management systems.

1. Accessible Website and Web Content

Planned Action

OGA will ensure that its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (“WCAG”) at Level AA.

Ornge has procured a vendor to perform an accessibility audit of its two primary digital communication channels – the public-facing Ornge.ca website and the internal website known as Compass – in order to assess compliance with WCAG 2.1 AA accessibility standards and guidelines. The audit will evaluate the websites based on the Web Content Accessibility Guidelines (WCAG) four principles of accessibility: perceivable, operable, understandable and robust.

Roles and Responsibilities

Corporate Communications is responsible for:

- Procuring the vendor to perform an accessibility audit on each of the primary websites indicated above.
- Ensuring the OGA website and web content conform to the WCAG at Level AA.
- Ensuring awareness of the requirements for compliance with the *Accessible Canada Act*.

Tracking Intended Outcomes

The results of this audit will be evaluated in order to identify issues that require remediation in order to comply with WCAG 2.1 AA accessibility standards and guidelines.

COMMUNICATION, OTHER THAN ICT

Commitment

OGA is committed to making our information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

1. Feedback

Planned Action

By June 1, 2023, OGA will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public of these accessible formats via its website. Individuals will have the option of providing feedback in person, via e-mail, by phone, or by mail. Feedback can also be provided anonymously by mail or email.

OGA will publish details about the feedback process on the Ornge.ca webpage.

Roles and Responsibilities

Corporate Communications is responsible for:

- Establishing the feedback process; and
- Publishing information about the feedback process on the Ornge.ca website.

Occupational Health and Safety Director is responsible for:

- Receiving and responding to feedback; and
- Ensuring information about the feedback process is available in an accessible format, upon request.

Tracking Intended Outcomes

OGA will consult with people with disabilities in establishing the feedback process and will conduct a period review of the feedback process to ensure it meets the needs of persons with disabilities.

Providing Feedback Anonymously

If you are providing feedback via the phone or in writing, to ensure anonymity, do not state your name or any personal identifying information.

If you wish to provide feedback via e-mail, state that you would like your feedback to remain anonymous.

If you send your feedback in writing via physical mail, please do not include your return address on the envelope. If you would like; however, to receive an acknowledgment with a response to your feedback, but will like to remain anonymous, please let us know within your feedback letter that you would like to remain anonymous but would like a response at the address you indicate in your letter. We will not identify you to anyone other than the Director, Occupational Health and Safety.

Note that all feedback will be anonymized when we report publicly on the feedback received.

Acknowledgment of Feedback

If you provide feedback via e-mail, we will acknowledge receipt of your email within five business days.

For feedback submitted using a form other than email, we will acknowledge receipt and reply using the same means of communication used to provide the feedback.

Our acknowledgement will include the following:

- Confirmation that we have received your feedback;
- The service standard used when replying to your feedback; and
- And any next steps we plan to take to resolve complex issues indicated in your feedback.

What we will do with the Feedback received

All feedback received will be acknowledged. All comments received through the feedback process and action taken by OGA to address the feedback received will be outlined in our annual progress reports on accessibility.

2. Development of Web-based Feedback From

Planned Action

OGA makes a commitment to continuously provide accessible means for the public, stakeholders, patients and its employees to provide feedback. OGA will procure a vendor to develop an online web-based feedback form to provide additional means for receiving feedback.

Roles and Responsibilities

Corporate Communications is responsible for:

- Procuring a vendor to develop the web-base feedback form to be integrated into the ornge.ca website.

Tracking Intended Outcomes

Corporate Communications will work with Human Resources to ensure the web-based feedback form is developed in a timely manner and made available within the first year of the Accessibility Plan.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Commitment

During the initial consultation process in the development of this Accessibility Plan, OGA staff did not identify any barriers related to this standard. OGA is committed to the accessible procurement of goods, services, and facilities. Through ongoing consultation and feedback processes outlined in this Accessibility Plan, we remain committed to updating our Accessibility Plan should we receive feedback related to this standard in the future.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Commitment

During the initial consultation process in the development of this Accessibility Plan, OGA staff did not identify any barriers related to this standard. OGA is committed to the accessibility in the design and delivery of its programs and services. Through ongoing consultation and feedback processes outlined in this Accessibility Plan, we remain committed to updating our Accessibility Plan should we receive feedback related to this standard in the future.

TRANSPORTATION

OGA does not coordinate a transportation system as defined under the *Accessible Canada Act* and the *Accessible Canada Regulations, 2021-240*. The transportation system is outside of the scope of this plan.

CONSULTATIONS

To align with OGA's commitment to making our workplace environment accessible to all, we have developed this Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback and input from our team members by issuing a companywide survey and engaging with internal working groups to develop an action plan for each of the commitments identified within the overall Accessibility Plan.

We will continue to survey our employees, including those with disabilities, and the internal working groups who have been integral to the development of this plan.

It is our goal in the future to solicit feedback by interviewing, having 1 on 1 conversation, and surveying OGA's external stakeholders and Ornge patients to measure the progress of this plan and to ensure make the changes sought out in this plan or to identify new areas we seek to remedy.

GLOSSARY

Barrier:

The *Accessible Canada Act* defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability:

The *Accessible Canada Act* defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person's full and equal participation in society.”