



Human Resources

Integrated Accessibility Standard – Accessibility for Ontarians with Disability (IASR-AODA) Policy

Title:	Integrated Accessibility Standard - Accessibility for Ontarians with Disability (IASR-AODA)
Policy #:	HR-POL-001 R2
Applies to:	All Employees and all other staff involved in providing goods, services, or facilities on behalf of the organization
Issue Date:	December 18, 2015
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Issued By:	Human Resources

1. Purpose

This policy outlines our organization’s commitment to preventing, identifying, and removing barriers for people with disabilities, in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Accessibility Standards Regulation (IASR)*.

2. Scope

This policy applies to all employees and all staff providing goods, services, or facilities on behalf of the organization.

3. Commitment Statement

Ornge is committed to the provision of services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity. Ornge will use reasonable efforts to comply with the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Integrated Accessibility Standards Regulation (IASR)* and, all other applicable legislation while considering the emergent nature of its business and its paramount commitment to patient and aviation safety.

4. General Requirements

4.1 Accessibility Policies

Ornge will develop, implement, and maintain policies in accordance with all applicable accessibility requirements. These policies will be publicly available on the Ornge website (www.ornge.ca) and upon request, can be made available in accessible formats.



4.2 Feedback

Ornge will accept feedback on accessibility in person, by phone, by email or through our website (www.ornge.ca) by accessing the *Feedback* tab.

4.3 Multi-Year Accessibility Plan

4.31 Ornge will develop, maintain, and post on our website, a *Multi-Year Accessibility Plan* outlining our strategy to prevent and remove barriers. The *Multi-Year Accessibility Plan* will be reviewed at least every 5 years and/or when changes are required.

4.32 Ornge will prepare progress reports and make them available on our website for public access in accordance with the *IASR*.

4.4 Training

Ornge will provide training to all employees and those individuals providing goods, services, or facilities on behalf of the organization. Training will include requirements of *AODA*, *IASR*, the *Human Rights Code* and any other relevant legislation or codes.

5. Information and Communication

5.1 Accessible Formats and Communication Support

5.11 Ornge will provide or arrange for accessible formats and communication support for people with disabilities upon request. Requests can be made through the Ornge website (www.ornge.ca) by accessing the *Feedback* tab and will be provided in a timely manner.

5.12 Ornge will consult with the person(s) making the request in determining the suitability of an accessible format or communication support.

5.2 Accessible Websites and Web Content

Ornge shall ensure that our website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

6. Employment Standard

6.1 Recruitment

6.11 Ornge will notify job applicants that accommodations are available during the entire recruitment process in relation to the materials or processes to be used including but not limited to initial screening, interviewing, assessment, and selection stage of the process.

6.1.2 Upon request, Ornge will consult with the applicant and arrange for the provision of a suitable accommodation in a manner that considers the applicants accessibility needs.

6.1.3 When making offers of employment, Ornge will notify the successful applicant of its policies for accommodating employees with disabilities.

6.2 Workplace Accommodations and Return to Work

6.2.1 Ornge will ensure an inclusive and non-discriminatory work environment for all employees with disabilities which prevent them from performing their regular work duties by accommodating employees with disabilities consistent with the *Human Rights Code* and our *Workplace Accommodation Policy (HR-POL-*



004 R2).

6.2.2 Ornge will have in place documented individual accommodation plans for employees with disabilities consistent with the requirements under *IASR* and our *Workplace Accommodation Policy (HR-POL-004 R2)*.

6.2.3 Ornge will develop return to work plans for employees who have been absent from work due to a disability consistent with *IASR* requirements and in accordance with our *Disability, Claims Reporting and Management Procedure (OHS-PROC-002 R1)*.

6.3 Workplace Emergency Response Information

Ornge will prepare and review personalized emergency information and special instructions to an employee to remain safe during an emergency at work so long as the employee identifies their needs for accommodation due to a disability.

7. Design of Public Spaces

Ornge will comply with *IASR*, *AODA*, *Building Code* and all other relevant standards for the design of public spaces when constructing or redeveloping applicable areas including:

- Outdoor ramps/ paths
- Parking lots and parking spaces
- Service/Reception counter
- Waiting/Reception area

8. Customer Service

8.1 Use of Service Animals and Support Persons

8.1.1 Ornge will ensure that any person(s) with a disability is permitted to enter our premises accompanied by a guide dog or other service animal and that the service animal will be allowed to be kept with the person(s) at all times.

8.1.2 Ornge will ensure that any person(s) with a disability is permitted to enter our premises accompanied by a support person, and that they will be permitted to have access to the support person at all times while on the premises.

9. Notice of Temporary Service Disruption

Ornge will give notice of disruption of a facility or service that may be used by a person(s) with disabilities immediately by email/bulletin sent out by the Facilities department. In addition to the email/bulletin, signage will be posted at the unserviceable facility or service for increased awareness.

The notice shall include a reason for disruption, the anticipated duration of the disruption and if available a description of alternative facilities or service.

10. Cross-References

Accessibility for Ontarians with Disabilities Act (AODA)

Integrated Accessibility Standard (IASR)

Ornge Workplace Accommodation Policy (HR-POL-004 R2)

Ornge Disability, Claims Reporting and Management Procedure (OHS-PROC-002 R1)