



# Institute for Clinical Evaluative Sciences (ICES)

## Accessibility Policy

### 1. PURPOSE

The ICES Accessibility Policy is intended to raise public awareness of how ICES works to identify, remove, and prevent barriers to accessibility and create a more inclusive workplace. It is also intended to help ensure compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005.

This Accessibility Policy is intended to provide guidance to all **ICES Agents** regarding how to increase accessibility for persons with disabilities. The term agent refers to a person or organization who is legally authorized to act on behalf of ICES after entering into an ICES Agent and Confidentiality Agreement ("ICES Agent CA") and, if applicable, any other legal agreements pertaining to their ICES Agent status.

### 2. POLICY SCOPE

This *Accessibility Policy* applies to all **ICES Agents**.

For more information on the terms used in this and other ICES accessibility policies, standards, and procedures, review our [Glossary of Accessibility Terms](#).

### 3. POLICY STATEMENT

#### [Statement of Commitment to Accessibility]

The Institute for Clinical Evaluative Sciences ("**ICES**") is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration, equal opportunity, and access to participation for persons with disabilities. We are committed to meeting all reasonable accessibility needs and requests in a timely manner. We will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.



## 4. POLICY DETAIL [Responsibilities]

In alignment with the AODA, the Ontario Human Rights Code, and ICES' internal accessibility goals and values of inclusion, this section describes how ICES carries out our *Accessibility Policy* commitments and responsibilities.

### a. Communication

ICES is committed to providing accessible and inclusive communication and customer service. We are committed to providing goods and services to persons with disabilities while meeting our standards of quality, timeliness, and excellence.

We will communicate with persons with disabilities in ways that take into account their disability and their accessibility requests. We notify the public that information and communication are available in accessible and alternate formats, upon request. We will address accessible communication and format requests and provide the same or similar information (for example, a summary or description of requested information) at no additional cost.

To request ICES information or communications in an accessible format, contact us:

- By phone at 416-480-4055
- By email at [human.resources@ices.on.ca](mailto:human.resources@ices.on.ca)
- By mail at ICES, V Wing, V1-06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5

Training will be provided to ICES Agents on how to interact and communicate with persons with various types of disabilities, using clear and plain language and speaking clearly. Wherever possible, we will communicate with customers through their preferred method of communication, including by telephone, e-mail, message relay services, or in person.

### b. Emergency Procedures, Plans and Public Safety Information

ICES is committed to providing visitors with publicly available emergency information in an accessible way.

For any emergency procedures, plans or public safety information that we prepare and make available to the public, we commit to providing this content in an accessible format or with appropriate communication supports, upon request.

Training will also be provided to ICES Agents with disabilities with individualized emergency response information and, when requested, support during emergencies and evacuations.

### c. Assistive devices

ICES is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our ICES Agents are trained on how to interact with persons with disabilities who use an assistive device (e.g., wheelchair, hearing aids, oxygen tank).



It is the responsibility of the person with a disability and, if applicable, their support person to ensure that assistive devices are operated in a safe and controlled manner at all times.

#### **d. Service animals**

ICES is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will ensure that all ICES Agents are trained in how to interact with persons with disabilities who are accompanied by a service animal (e.g., guide dog, trained animal with certification to support a person with a disability).

If an animal accompanying a person cannot be identified easily as a service animal, we may ask the person to provide service animal certification (for example, documentation from a regulated health professional). Documentation from a regulated health professional needs to verify the need for a service animal and a description of the service animal for the person accompanied by the animal. Documentation is not required to describe the person's disability or the specific purpose of the animal.

It is the responsibility of the person with the disability to ensure their service animal is in their care and control at all times.

#### **e. Support persons**

ICES is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ICES' premises at V Wing, V1-06, 2075 Bayview Avenue, Toronto, with their support person.

If a person with a disability is accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

In situations where privacy and consent issues are applicable, a support person may be subject to the same confidentiality requirements as the person with a disability that they are assisting. For example, a support person might be required to sign documentation with respect to any privacy or confidentiality issues.

#### **f. Notice of temporary disruption of accessible services**

ICES will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.

This notice will include information required on the "ICES Notification of Disruption of Accessible Services" form, which ICES Agents are trained on how to use.

Information to be provided includes the service or facility disrupted, the reason for the disruption, the anticipated duration, a description of alternative facilities or services, if available, and contact information for any questions.



The notice will be placed at all public entrances and service counters on our premises. For planned or lengthy disruptions, notification may also be posted online and communicated to ICES Agents by Company email.

## **g. Accessible feedback**

ICES remains committed to meeting and exceeding all customer expectations, including those of persons with disabilities. Comments regarding how well customer expectations, accessibility needs, and accommodation requests are being met are welcome and appreciated.

Feedback regarding the way we provide goods and services to persons with disabilities can be provided through various methods, including an online accessibility feedback form that can be found on the ICES [Accessibility page](#) along with the Accessibility Feedback Procedure.

Feedback can also be provided by telephone, e-mail, message relay services, or in person. All feedback will be directed to Human Resources, who will provide an initial follow-up response within five (5) business days.

- By phone at 416-480-4055
- By email at [human.resources@ices.on.ca](mailto:human.resources@ices.on.ca)
- By mail at ICES, V Wing, V1-06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5

## **h. Procuring or Acquiring Goods, Services or Facilities**

ICES will ensure that accessibility criteria and features are incorporated when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. Where it is not practical or reasonable to incorporate accessibility criteria and features, we will provide an explanation upon request.

## **i. Accessible Websites and Web Content**

ICES will ensure that its public websites and web content that it owns, controls, or manages will meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. Where it is not practical or reasonable to incorporate accessibility criteria and features, we will provide an explanation and information in an alternate format, upon request.

## **j. Training**

ICES is committed to training all ICES Agents on Ontario's accessibility laws, including the AODA and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will ensure that training is provided on information and responsibilities as they relate to specific roles and duties of ICES Agents. We maintain a training record for all ICES Agents.

New ICES Agents will be trained within the first week of employment. All ICES Agents will be trained on the AODA and role-specific accessibility-related policies and procedures during onboarding; when changes are made to applicable ICES



accessibility policies, standards, or procedures; when changes are made to applicable legislation; and when changes are made to an Agent's role and accessibility-related responsibilities.

Training will include the following topics:

- The purpose and principles of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and disability-related sections of the Ontario Human Rights Code;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing ICES' goods and services; and
- ICES' Accessibility Policy and role-specific procedures relating to the AODA.

We will also ensure that the following individuals confirm they have received AODA training:

- All persons who participate in developing ICES' policies, standards, and procedures; and
- All persons who provide goods, services, or facilities on behalf of ICES.

## 5. RELATED DOCUMENTATION

The following administrative procedures and forms relate to this ICES Accessibility Policy:

- ICES AODA and related accessibility policies and procedures at [ICES | Accessibility](#)
- [Accessibility Plan, 2026-2030](#)
- [Glossary of Accessibility Terms](#)
- ICES Accessibility Feedback [form](#) and [procedure](#)

The following legislation relates to this ICES Accessibility Policy:

- *Accessibility for Ontarians with Disabilities Act* at <https://www.ontario.ca/laws/statute/05a11>
- *Ontario Human Rights Code* at <https://www.ontario.ca/laws/statute/90h19>
- *Workplace Safety Insurance Act* at <https://www.ontario.ca/laws/statute/97w16>



## 6. COMPLIANCE AND ENFORCEMENT

ICES is committed to ensuring its compliance with all AODA requirements applicable to ICES.

We will train ICES Agents on accessibility as it relates to their specific roles and ensure that **Third Party Service Providers** that ICES works with have confirmed that they are AODA compliant. This includes all persons who participate in developing ICES’ policies, standards, and procedures, and all persons who provide goods, services, or facilities on behalf of ICES.

We will modify or remove any existing ICES policies, standards, or procedures that do not respect and promote the dignity and independence of people with disabilities.

## 7. CONTACT INFORMATION

If you have any questions about accessibility at ICES, including accessibility feedback, requests for accommodation, or requests for information in an alternate format, contact the Human Resources Department:

- By phone at 416-480-4055
- By email at [human.resources@ices.on.ca](mailto:human.resources@ices.on.ca)
- By mail at ICES, V Wing, V1-06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5

## 8. POLICY TRACKING TABLES

Department	Reference Number	Organizational Scope	ICES Site	IPC Scope
HR	048-00-00	ICES Site-Specific	ICES Central	N/A
Original Date (YYYY-MM-DD)	Current Version (YYYY-MM-DD)	Review Frequency	Next Review (Month YYYY)	Supersedes (if applicable)
July 2024	2026-02-05	Triennial	February 2029	600HR-ER-004

Authority (Title)	Chief Executive Officer
Policy Owner (Title)	Director, Human Resources
Required Reviewers (Titles)	Sub-Executive Committee

Change Date (YYYY-MM-DD)	Change Notes
2026-02-05	Revised content, formatting, and plain language update
2020	AODA content review
2019	AODA content review