

## Cleveland Clinic Canada Multi-Year Accessibility Plan

### A Message from Michael Kessel, CEO

Thank you for trusting us with your care. It's our goal to provide you with the best possible experience while we care for your health and well-being, which includes equitable services that are inclusive and barrier-free.

Cleveland Clinic Canada is proud to comply with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and the Integrated Accessibility Standards Regulation. We are committed to providing a positive experience that's as accessible as possible for all our patients, caregivers, clients, and visitors. This commitment aligns with our core values and compliance with applicable laws.

Should you require it, our highly trained caregivers will provide support throughout your experience with us, please contact our Patient Experience team at [patientexperiencecanada@ccf.org](mailto:patientexperiencecanada@ccf.org).

### Introduction

Cleveland Clinic Canada (CCC) is committed to providing an inclusive and accessible environment for all patients, customers, caregivers, visitors, and members of our community. Guided by our core values of quality and safety, we are dedicated to upholding the highest standards of care and ensuring accessibility is integrated into all facets of our organization.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), our Multi-Year Accessibility Plan outlines the steps we will take to identify, remove, and prevent barriers to accessibility. This plan reflects our commitment to creating a space where every individual, regardless of ability, can access and benefit from the services and care we provide. We believe that true inclusivity enhances the quality of life and care for everyone, and pledge to continuously improve our accessibility measures to meet the evolving needs of our community.

Our commitment to accessibility is unwavering. By implementing this plan, we strive to foster a healthcare environment where everyone feels welcome, respected, and valued.

### Section 1. Past Achievements to Remove and Prevent Barriers

Over the years, CCC has made significant strides in identifying, removing, and preventing barriers to accessibility within our organization. These achievements reflect our commitment to creating an inclusive environment where everyone—

patients, caregivers, and visitors — can fully access and benefit from our care and services. With our dedication to accessibility standards, we have implemented various initiatives to eliminate obstacles and enhance the experiences of all individuals, ensuring that our spaces, services, and interactions are welcoming and barrier-free.

### **Customer Service**

CCC is committed to ensuring that our patients and customers receive accessible services. We will provide all information to patients and customers in a way that is accessible to them. We will work with each patient and customer individually to ensure they are accommodated to the best of our ability. In addition, all staff receive customer service training on best practices for interacting and communicating with customers who use assistive devices, service animals, or support persons. We are accepting of any and all feedback about how we can create a more accessible environment for those we serve.

### **Information & Communications**

CCC's website adheres to WCAG 2.0 guidelines. We are happy to provide information to our caregivers, patients, and customers in an accessible format upon request.

### **Employment**

CCC is happy to provide accommodations for all candidates during any part of the recruitment process. For any internal caregivers employed by the organization, CCC is happy to develop individual accommodation plans. We are committed to working with our caregivers to provide a barrier-free workplace to the best of our ability.

### **Training**

In addition to AODA Customer Service Standards Training, CCC provides training and information to all caregivers on AODA, the Integrated Accessibility Standards Regulation (IASR), and the Human Rights Code as it pertains to persons with disabilities. All training is provided to caregivers as part of the onboarding process.

### **Design of Public Spaces**

CCC is happy to comply with all requirements for the design of public spaces including accessible service counters and waiting areas.

## **Section 2. Strategies and Actions**

Looking ahead, CCC remains steadfast in its commitment to advancing accessibility and inclusion for all. Our future strategies and actions will build upon past successes while exploring innovative ways to further eliminate barriers and enhance accessibility throughout our organization. Guided by the principles of AODA and our organizational values, we will continue to implement proactive measures, invest in accessible technologies, and foster a culture of inclusion. Our approach ensures that every person who engages with our services—whether as a patient, customer, caregiver, or visitor—feels respected, valued, and empowered.

CCC is committed to reviewing our multi-year accessibility plan every five years.

**Customer Service**

CCC will continue to ensure we are following up on any feedback received regarding accessibility and are committed to making applicable changes.

**Information & Communications**

CCC is working toward ensuring our website meets WCAG 2.0 AA guidelines. We will be compliant with the WCAG 2.2 guidelines by the end of 2024. CCC will continue to respond to any requests for information in accessible formats.

**Employment**

CCC will continue to adhere to all policies and procedures to ensure accommodations are provided during recruitment and employment.

**Training**

CCC commits to reviewing all AODA and ISRA training annually to ensure it follows best practices. We will continue to include this training during the onboarding process.

**Design of Public Spaces**

CCC will continue to ensure that all areas of our business meet AODA standards. During any and all renovations, CCC will ensure that the proper research is completed to create an accessible space.

**For more information on our accessibility plan please contact:**

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