



MULTI-YEAR ACCESSIBILITY PLAN

2024-2028



1. POLICY STATEMENT

At Rx Connect Specialty Pharmacy. We strive to meet the needs of our employees and customers with disabilities and work hard to remove and prevent the barriers to accessibility.

Rx Connect Specialty Pharmacy is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. 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.

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

2. PURPOSE

This policy applies to all employees, volunteers and others who deal with the public or other third parties with Rx Connect Specialty Pharmacy.

3. PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

3.1 Customer Service

To ensure adherence to the Customer Service Standards, we have taken the following actions:

- Staff training
- Accessibility policy implementations
- Addressing customer feedback
- Identifying and addressing potential barriers

3.2 Information and communications

- Employee Training: All employees have received training on the Information and Communications Standards, emphasizing the importance of creating and delivering accessible content. This training is regularly updated to keep employees informed about best practices and evolving standards.
- Communication accessibility
- Feedback mechanisms – Users can report any accessibility issues they encounter.



3.2 Employment

- Accessibility training for employees
- Accessible recruitment and hiring
- Accommodation policies and procedures
- Performance review and Career Development
- Regular compliance audits

3.3 Training

- Accessibility training for all staff
- Customized training for different roles – Recognizing that different roles within the organization have unique responsibilities, we have tailored training to address the specific needs of various departments.
- Training resources and materials accessibility – Ensuring all training resources and materials are accessible to all employees.
- Feedback mechanisms for training – Feedback survey after 2 months of employment for every employee to allow employees to provide input on effectiveness and accessibility of training materials.
- Regular updates to training

4. STRATEGIES AND ACTIONS

Rx Connect Specialty Pharmacy is committed to providing accessibility to people with disabilities.

How we plan to initiate this is below:

Customer Service	2024	2025	2026	2027	2028
We will continue to conduct regular training programs for all staff members, both new hires and existing employees. This training covers disability awareness, customer service etiquette for individuals with disabilities, and the use of assistive technologies.		X	X	X	x
We will conduct an annual review of our accessibility policy to ensure it aligns with the latest standards and regulations. Any updates or changes will be communicated to all staff members.	X	X	X	X	X



	2024	2025	2026	2027	2028
Information and Communications					
All multimedia content, including videos and presentations, will be created with accessibility in mind. This includes adding closed captions to videos, providing transcripts, and ensuring compatibility with assistive technologies.	X	X	X	X	x
Employees and customers can provide feedback on accessibility of information or communications.	X	X	X	X	X
Employment	2024	2025	2026	2027	2028
We will continually assess and improve the accessibility of our job postings and application processes.	X	X	X	X	X
We will annually assess and enhance our performance review and career development process to ensure they are accessible to employees with disabilities		X	X	X	X
Training	2024	2025	2026	2027	2028
All employees will participate in an annual training focusing on fostering a disability-inclusive workplace.		X	X	X	X
Tailored training will be enhanced for different roles in the organization. Ensuring employees in various departments	X	X	X	X	X
We will conduct yearly reviews of training content to ensure it remains up to date with the latest accessibility standards, regulations, and best practices. Any necessary updates will be made promptly.		X	X	X	X



5. COMMUNICATION OF MULT-YEAR ACCESSIBILITY PLAN

This plan is the next step in establishing a framework and vision for an inclusive culture at Rx Connect Specialty Pharmacy, with disabilities in mind. Rx Connect will be transparent in its work and continued progress towards these goals by providing updates on its website. This plan will be posted on Rx Connect Specialty Pharmacy's website and copies will be made upon request.

6. CONTACT INFORMATION

Questions or concerns about Rx Connect Specialty Pharmacy's accessibility plans, policies and practices are always welcome. Should you require a copy of our documents in standard of accessible format, please contact:

By email:

Mukul Kulkarni: mkulkarni@rxconnect.ca

By telephone:

Telephone: (437) 995-2800 OR (855) 692-2738