

StarFish Medical –Multi-Year (2024 – 2029) Accessibility Plan

This multiyear accessibility plan outlines our company's ongoing commitment to accessibility, beginning in 2024 and continuing through 2029. While our efforts toward AODA compliance began in 2024, this plan sets out a clear path for achieving and maintaining accessibility in the coming years.

This Multi-Year Accessibility Plan outlines our strategy to identify, remove, and prevent barriers to accessibility, ensuring compliance with the AODA. The plan will be reviewed and updated at least once every five years.

StarFish Medical –Multi-Year (2024 - 2029) Accessibility Plan for AODA Act				
AODA Compliance Requirements		Timeline	Status	Responsibility
General Requirements				
Accessibility Policy	Develop, implement, and maintain accessibility policy and post it on the website.	Proposed Completion by Nov 29th 2024	Completed	P&C + CEO
Multi-Year Accessibility Plan (MYAP)	Create a Multi-Year Accessibility Plan and post it on the website	Proposed Completion by Nov 29th 2024	Completed	P&C + CEO
	Complete review at least every five years and amend MYAP and repost on website as necessary.	2024-2029	Completed	P&C + CEO
Training	Communicate training requirements to the employees, supervisors, and senior management team.	Proposed Completion by Nov 29th 2024	Completed	P&C + L&D
	Reviewing training needs and adjust as appropriate for various levels and duties of employees.	Proposed Completion by Nov 29th 2024	Completed	P&C + L&D
	Distribute training program to all ON-based employees and new employees, etc. as part of orientation with instructions and deadlines.	Proposed Completion by Nov 29th 2024	Completed	P&C + L&D
	Monitor training roll-out and audit completion records.	Proposed Completion by Nov 29th 2024	Completed	P&C + L&D
	Adjust training and re-train each time changes to policies take place.	2025-2029	Planned	P&C + L&D
Information and Communication Standards				
Accessible Formats and Communication Supports	Create company-related documents in accessible PDF formats	2025-2027	Planned	P&C and respective departments

Accessible Websites and Web Content	Meet the website compliance to meet WCAG 2.0 Level AA.	Proposed Completion by Nov 29th 2024	Completed	Marketing
Emergency plans and procedure	Create emergency plans and procedures, maps pointing out to emergency exits, and information about alarms or other emergency alerts in accessible PDF formats.	2025-2027	Planned	P&C and respective departments
Feedback Process	Create a feedback process to ensure the feedback process is accessible to persons with disabilities.	Proposed Completion by Nov 29th 2024	Completed	P&C and respective departments
Updates	Review and update the policy and related documents for Information and Communications Standard as necessary based on received feedback to maintain accessibility.	2025-2029	Planned	P&C and respective departments
Employment Standards				
Hiring	Draft a recruitment process checklist to meet the hiring requirements. The document outlines notifying applicants at 3 stages during the hiring process on company's accommodation policy.	Proposed Completion by Nov 29th 2024	Completed	P&C
	Include an accessibility notification as part of all job-postings.	Proposed Completion by Nov 29th 2024	Completed	P&C
	Revise offer of employment templates and contracts to include requisite accessibility/ accommodation information.	Proposed Completion by Nov 29th 2024	Completed	P&C
	Operationalise the refresher training for hiring process for managers hiring in Toronto location	2025-2029	Planned	P&C and respective departments
Communicating Accommodation Plans	Add Accessibility policies in Employee Handbook for existing employees.	Proposed Completion by Nov 29th 2024	Completed	P&C
	Add Accessibility policies UKG onboarding portal for new hires.	Proposed Completion by Nov 29th 2024	Completed	P&C
Individualized Workplace Emergency Response Information	Develop a self-assessment form that can be shared with employees with a disability for them to fill so the company understands the accommodation needed	Proposed Completion by Nov 29th 2024	Completed	Safety team + P&C

	to develop an individualized workplace emergency response information plan.			
Performance Management and Career Development	Draft guidelines on managing performance and career development for employees with disabilities. The document outlines making documents available in accessible formats, providing feedback, training and coaching in a way that is accessible to them, and providing the accommodations they need to successfully learn new skills or take on more responsibilities.	Proposed Completion by Dec 27th, 2024	In Progress	P&C
Individual Accommodation Plan	Develop an individual accommodation plan form that can be used for persons with disabilities (Include other relevant documents like emergency response information in the plan)	Proposed Completion by Nov 29th 2024	Completed	P&C
Return to work Process	Develop a return-to-work form for employees who have been absent from work due to disability and require accommodation to return to work.	Proposed Completion by Nov 29th 2024	Completed	P&C
Updates	Review and update the policy and related documents for Employment Standard as necessary based on received feedback to maintain accessibility.	2025-2026	Planned	P&C and respective departments
Customer Service Standards				
Notice of Temporary Disruption	Draft a policy on Notice of temporary disruption and the plan outlining the steps taken to address the disruption	Proposed Completion by Aug 2024	Completed	P&C
	A temporary disruption plan outlining the steps taken to address the disruption	Proposed Completion by Aug 2024	Completed	P&C
Training	Train employees to cover key areas like interacting with individuals with various types of disabilities, using assistive devices, addressing accessibility challenges etc.	Proposed Completion by Nov 29th 2024	Completed	P&C + L&D
Feedback Process	Create a feedback process to ensure the feedback process is accessible to persons with disabilities.	Proposed Completion by Nov 29th 2024	Completed	P&C + Marketing + QA/RA
	Capture the feedback process as part of the internal complaint process.	2025-2026	Planned	P&C and respective departments
	Document the feedback received to be maintained internally and will be	2025-2026	Planned	P&C and respective departments

	managed by the P&C team and other department stakeholders.			
	Regular reports on feedback trends and actions taken will be provided to senior management to inform continuous improvement efforts.	2025-2026	Planned	P&C and respective departments
Accessible Formats and Communication Support	Find a vendor who can convert materials to large print, braille, or audio format	2025-2026	Planned	P&C and respective departments
	Find vendors who can support Sign Language Interpretation and captioning Services. Speech-to-text applications for Playbooks, webinars etc.	2025-2026	Planned	P&C and respective departments
	Document the requests received, support provided, or alternate options provided (if applicable) to ensure transparency and accountability.	2025-2026	Planned	P&C and respective departments
Updates	Review and update the policy and related documents for Customer Service Standard as necessary based on received feedback to maintain accessibility.	2025-2026	Planned	P&C and respective departments

Review and Update: The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. This document can be available in an accessible format, upon request.

Contact: For more information on this accessibility plan or to provide feedback, please contact:

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