

SERVICE POLICY

StL Diagnostic Imaging is committed to the provision of quality diagnostic imaging services for all Ontarians, including those with disabilities**. Our business structure eliminates accessibility* restrictions for all those who require diagnostic imaging services. We bring service to our clients and modify our imaging approach according to their particular needs and abilities while maintaining dignity and independence. Our company exemplifies compassion, respect and a commitment to excellence and complies with all Provincial standards in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (" AODA") and Ontario accessibility Laws.

OBJECTIVE: To communicate that anyone in Ontario, including those with disabilities, has access to the diagnostic imaging services we provide in accordance with Provincial standards whether it be at our Clinic site or through mobile imaging services that come right to your doorstep. We omit accessibility restrictions so that all Ontarians may benefit from receiving the services that StL provides. Our extensive Policies and Procedure Guidelines will be made available to anyone who requests it and our lines of communication are always open. Customer service and safety are our top priorities.

TRAINING: StL is committed to training all staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code who may need to relate to persons with disabilities. According to the standards of practice, all StL employees are trained as it relates to their specific roles when dealing with all clients, especially those with disabilities. Training will be provided on an ongoing basis in relation to changes to our Policies and Procedures guidelines and as mandated by the CAMRT and OAMRS colleges. These will be provided to appropriate staff and contract workers as soon as practicable once they have been assigned the applicable roles and duties.

INFORMATION AND COMMUNICATIONS: StL will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes their disability into consideration and in accordance with Ontario's accessibility laws. We have specific guidelines set out in our Policy and Procedures manual for Sonographers and Medical Radiation Technologists on how to communicate and safely provide service to those with disabilities. StL also provides an opportunity for clients and their support systems to give feedback and to expect an appropriate response time as is outlined in our Policy and Procedures manual. Feedback may be submitted on our website via email or telephone and will be directed to one of our Operations Managers. We are constantly looking for ways to improve and welcome any and all feedback.

EMPLOYMENT: StL Diagnostic Imaging will notify potential employees that accommodations can be made during the recruitment and hiring process. If an existing employee sustains a disability, every effort will be made to accommodate returning to work while taking their disability and accessibility needs into consideration. We are committed to supporting Ontarians, especially through difficult and trying times. For example, during the Global Pandemic, those employees who had to take time off work due to testing positive for Covid-19 or had to take time off work due to a possible exposure to Covid-19 were still financially compensated 100%.

SERVICE ANIMALS AND EXTERNAL SUPPORTS: StL Diagnostic Imaging allows support persons and service animals to accompany clients for their medical imaging exams, unless the animal is excluded by law. Support persons may communicate personal and confidential issues in the presence of the client, if and only when the StL Diagnostic consent form is signed by the person with the disability, and only if it is

safe to do so. StL is also committed to serving clients who use assistive devices, while accessing our imaging services.

DISRUPTION OF SERVICES: If ever there is a planned or unexpected disruption of service, every effort will be made to communicate this to our clients and those with disabilities and an alternate plan for service will be arranged. StL will communicate changes of appointments via telephone calls and if an unexpected closure happens a notice will be placed on our Clinic site both visually accessible and on our website.

ACCOUNTABILITY: Our Management Team is required to review this policy annually and update it every two years or as changes occur within our system. The Team will be responsible for addressing internal and external inquiries and provide appropriate formatted feedback. They will also be required to provide copies of our extensive Policy and Procedures manual to clients or other interested parties.

EMPLOYEES: StL Diagnostic Imaging ensures that all employees are up to date, and have access to AODA training directly from our staff portal. Employees are mandated to:

- a. Complete the Accessible Customer Service Standards Training and all appropriately assigned Provincial ipac Core Certifications.
- b. Adhere to and understand the StL Policy and Procedural guidelines.
- c. Maintain the highest possible level of quality service while taking disabilities into consideration, thereby making service accessible to all clients. As well as assisting clients when necessary.
- d. Inform management when there is a disruption in service or when there is any issue regarding accessibility for service completion.
- e. Obtain written consent whenever there is a need for a support person to assist with providing service or the sharing of private and confidential information.

Failure to comply with the above may result in disciplinary action, including termination of employment.

DEFINITIONS

*Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

**Disability — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- a. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."