



## **Air Liquide Home Healthcare Canada: AODA Accessibility Plan & Policy**

### **Statement of Commitment**

Air Liquide Home Healthcare Canada is dedicated to treating all individuals with dignity and independence, promoting integration and equal opportunity, and meeting the needs of people with disabilities by preventing and removing accessibility barriers.

### **Accessible Emergency Information**

The company commits to providing publicly available emergency information in accessible formats upon request.

The company will offer individualized emergency response information to employees with disabilities when needed.

### **Training:**

Employees receive training during onboarding on the accessibility standards as it pertains to persons with disabilities, with records maintained of this training.

### **Providing Medical Devices and Services to Patients with Disabilities (Customer Service Standards)**

Air Liquide Home Healthcare Canada is committed to excellence in serving all customers, including people with disabilities. The policies guiding our commitment to accessible customer service are outlined within this AODA Accessibility Plan & Policy. This document is available through accessible formats upon request.

- **Communication:** The company will consult with people with disabilities to meet their information and communication needs, ensuring communication methods consider their disability. We will inform the public about the availability of accessible formats and communication support through a clear statement on our website, and upon request at our service locations. This ensures that individuals know how to request information in a way that meets their needs.
- **Use of Personal Assistive Devices:** People with disabilities are welcome to use their personal assistive devices to access goods and services, and staff will be familiar with various assistive devices.
- **Service Animals and Support Persons:** We welcome people with disabilities, their service animals, and support persons. Service animals are allowed on the parts of our premises that are open to the public



- **Notice of Temporary Disruptions:** In case of service disruptions affecting facilities or services for people with disabilities, the public will be notified. In the event of a planned or unexpected disruption to services or facilities used by people with disabilities, Air Liquide Home Healthcare Canada will provide prompt notification. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances, and/or communicated through reception staff.
- **Customer Feedback:** A process is in place for receiving and responding to feedback regarding the provision of goods and services to people with disabilities. Feedback can be submitted verbally, in writing, or through an online form, and responses are expected within 5-10 business days. The feedback process is accessible. Air Liquide Home Healthcare Canada will notify the public about the availability of accessible formats and communication supports for providing feedback by posting information on our website's page, including a statement on feedback forms.

### **Information and Communications**

The company is committed to consulting with people with disabilities to determine and provide for their information and communication needs. We will inform the public about the availability of accessible formats and communication support through a clear statement on our website, and upon request at our service locations.

### **Employment**

Air Liquide Home Healthcare Canada is committed to fair and accessible employment practices. Accommodations are available for applicants with disabilities throughout the recruitment, assessment, and hiring processes. When job applicants are invited to participate in an assessment or selection process, Air Liquide Home Healthcare Canada will include a statement in the invitation notifying them that accommodations are available upon request to support their participation. This notification will specify how to make such a request.

### **Informing Employees of Supports**

Air Liquide Home Healthcare Canada informs its employees of its policies used to support employees with disabilities, including processes for developing individual accommodation plans and return-to-work policies.

### **Workplace Emergency Response Information**

The company will offer individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation.



## **Design of Public Spaces**

The company will adhere to Accessibility Standards for the Design of Public Spaces when renovating or significantly modifying public areas.

Regarding the Design of Public Spaces Standards for elements such as accessible parking, access aisles, signage, service counters, fixed queuing guides, and waiting areas, Air Liquide Home Healthcare is committed to:

- Communicating with our landlord/property management regarding the importance of meeting AODA standards for public spaces and advocating for necessary accessibility features or improvements in common areas and exterior paths of travel that service our clients and employees.
- Ensuring that any new constructions or significant renovations planned and controlled by Air Liquide Home Healthcare Canada within our leased space (e.g., reception areas, client service areas that we directly manage or alter) will meet or exceed the requirements of the Accessibility Standards for the Design of Public Spaces.

Incorporating accessibility considerations into the selection and arrangement of any elements within our control in public spaces, such as furniture in waiting areas and the setup of service counters, to ensure they do not pose barriers and meet AODA standards where applicable.

## **Additional Information**

For more information on this accessibility plan, please contact our Human Resources team at [ca-alh-hr@airliquide.com](mailto:ca-alh-hr@airliquide.com).

Accessible formats of this document are available free upon request.