



## ACCESSIBILITY POLICY

### 1.0 Purpose

London Hospital Linen Service Inc. (LHLS) is committed to providing accessible services, facilities, employment, and communications for all people, including those with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

We aim to remove and prevent barriers, promote dignity, independence, integration, and equal opportunity, and respond to accessibility needs in a timely manner.

### 2.0 Scope

This policy applies to:

- All LHLS employees and contractors.
- All LHLS facilities, services, programs, communications, and public interactions in Ontario.
- All policies, procedures and programs developed by LHLS.

### 3.0 Guiding Principles

LHLS is committed to:

- Treating everyone with respect and dignity.
- Ensuring equal access to services, employment, and communications.
- Preventing and removing accessibility barriers.
- Meeting or exceeding AODA requirements and Ontario accessibility laws.

### 4.0 Accessible Customer Service

#### Service Animals & Support Persons

- Service animals are welcome in all areas where employees normally work, unless restricted for health or safety reasons.
- Individuals with disabilities may be accompanied by a support person at no charge.
- Staff are trained to interact respectfully with service animals, support persons, and individuals with disabilities.

#### Assistive Devices

- LHLS supports the use of personal assistive devices by customers, visitors, and employees.
- LHLS does not provide assistive devices but ensures staff can accommodate their use.



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### 4.1 Feedback & Communication

- Accessible formats and communication supports are available upon request.
- Feedback can be submitted by phone, email, or mail and will be addressed promptly.

#### Contact Information for Accessibility Requests:

- Phone: 519-438-2925
- Email: [info@lhls.on.ca](mailto:info@lhls.on.ca)
- Mail: London Hospital Linen Service Inc., Human Resources, 11 Maitland Street, London, ON, N6B 3K7

### 4.2 Employment Accessibility

#### Recruitment & Hiring

- Applicants are informed that accommodations are available upon request.
- Accommodations are provided during recruitment, interviews, and assessments.

#### Workplace Accommodations

- Individual Accommodation Plans (IAPs) are developed for employees who need them.
- Workplace emergency information and return-to-work processes are included in accommodation plans.

#### Performance & Career Development

- Accessibility needs are considered in training, performance reviews, promotions, and career development opportunities.
- Employees are informed about policies that support accessibility and inclusion.

### 4.3 Information & Communications

- Public documents, internal communications, and other materials are available in accessible formats upon request.
- LHLS consults with the individuals to determine the most suitable format.
- Website content complies with WCAG 2.0 Level AA, except where exemptions apply under Ontario regulation.



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### 4.4 Design of Public Spaces

- Accessibility will be incorporated into any new construction, renovations, and redeveloped public spaces, in accordance with the Accessibility Standards for the Design of Public Spaces.

### 4.5 Training

All employees and contractors, and policy developers receive training on:

- AODA requirements.
- Ontario Human Rights Code as it relates to persons with disabilities.
- LHLS accessibility policies and procedures.
- Interacting with individuals using assistive devices.

Training records are maintained and updated as policies or regulations change.

### 4.6 Monitoring & Accountability

- The Accessibility Policy is reviewed at least annually and updated as needed.
- The Multi-Year Accessibility Plan is updated every five years and outlines strategies to remove and prevent barriers.
- Human Resources, in collaboration with department managers, is responsible for ensuring compliance.

### 5.0 Policy Availability

This Accessibility Policy is posted on the LHLS website: [www.lhls.on.ca/accessibility-policies](http://www.lhls.on.ca/accessibility-policies)

Available in accessible formats upon request via phone, email, or mail (see contact information above).



## ACCESSIBILITY STATEMENT & MULTI YEAR PLAN

### **Commitment to Accessibility**

London Hospital Linen Service Inc. (LHLS) is committed to meeting the accessibility needs of persons with disabilities in a timely manner and in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

As a healthcare laundry services provider supporting hospitals and long-term care homes across Ontario, we strive to ensure that our services, facilities, communications, and employment practices are accessible to all employees, clients, partners, and members of the public.

### **Our Commitment Includes:**

- Preventing and removing barriers to accessibility.
- Meeting all accessibility requirements under Ontario legislation.
- Promoting dignity, independence, integration, and equal opportunity.

### **Accessibility Policies**

LHLS maintains written accessibility policies that guide our practices and compliance with the AODA. These policies are:

- Reviewed regularly and updated as required.
- Available to the public online at [www.lhls.on.ca/accessibility-policies](http://www.lhls.on.ca/accessibility-policies) (accessible formats available upon request).
- Provided in accessible formats at no additional cost.

### **Multi-Year Accessibility Plan (2026–2031)**

Our Multi-Year Accessibility Plan outlines LHLS's strategy to identify, remove, and prevent barriers over the next five years. The plan is reviewed at least once every five years and updated as needed.

### **Past Achievements**

- Developed and implemented an Accessibility Policy.
- Provided AODA training to all employees.
- Established an accessible feedback process.
- Implemented workplace accommodation procedures.
- Ensured website compliance with WCAG 2.0 Level AA.



## ACCESSIBILITY STATEMENT & MULTI YEAR PLAN

- Developed individualized emergency response plans.

### Planned Actions (2026–2031)

- Conduct annual website accessibility audits.
- Review public documents for accessibility compliance.
- Provide additional staff training on accessible document creation.
- Improve accessible digital communication tools.
- Maintain and improve feedback and accommodation processes.

### Accessible Formats & Communication Supports

LHLS provides accessible formats and communication supports upon request. We will:

- Consult with the requester to determine the most suitable format.
- Provide accessible formats in a timely manner and at no extra cost.

### To request accessible formats or communication supports:

- **Phone:** 519-438-2925
- **Email:** [info@lhls.on.ca](mailto:info@lhls.on.ca)
- **Mail:** London Hospital Linen Service Inc., Human Resources, 11 Maitland Street, London, ON, N6B 3K7

### Website Accessibility

LHLS is committed to ensuring our website and web content conform to WCAG 2.0 Level AA, except where exemptions apply under Ontario regulations.

If you experience difficulty accessing content on our website, please contact us using the information above. We will provide the information in an accessible format or communication support at no additional cost.

### Feedback Process

We welcome feedback on accessibility of our services, facilities, and communications. Feedback may be submitted via phone, email, or mail (see above).

All feedback will be:

- Responded to in a timely manner.
- Provided in an accessible format upon request.



## **ACCESSIBILITY STATEMENT & MULTI YEAR PLAN**

### **Employment Accessibility**

LHLS is committed to fair and accessible employment practices:

#### **Recruitment & Hiring**

- Notify applicants that accommodations are available upon request.
- Provide accommodations during recruitment and assessment processes.
- Inform successful applicants about available accommodations.

#### **Employee Supports**

- Provide individualized workplace emergency response information to employees who require it.
- Maintain documented accommodation processes and return-to-work procedures.
- Consider accessibility needs in performance management, training, and career development.

#### **Design of Public Spaces**

If LHLS constructs or redevelops public spaces, accessibility will be incorporated in accordance with applicable AODA standards.

#### **Training**

LHLS provides training to employees and individuals involved in policy development on:

- The AODA and its requirements.
- The Ontario Human Rights Code as it relates to disability.
- LHLS accessibility policies and procedures.

Training records are maintained to ensure compliance.

#### **Monitoring & Review**

This Accessibility Statement and Multi-Year Plan will:

- Be reviewed at least once every five years.
- Be updated as required.
- Be posted online and available in accessible formats upon request.



## ACCESSIBILITY STATEMENT & MULTI YEAR PLAN

### Contact for Accessibility Inquiries:

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- **Mai:** London Hospital Linen Service Inc., Human Resources, 11 Maitland Street, London, ON, N6B 3K7