



## 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.



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- 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
- **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.

### **Employment Accessibility**



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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.

### **Contact for Accessibility Inquiries:**



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