

<b>Policy Title:</b>	<b>Approved By:</b>	<b>Date of Approval:</b>	<b>Supersedes Policy Dated:</b>
Accessibility Policy	Human Resources	October 2023	n/a

### **Purpose**

EVERSANA is committed to identifying, eliminating, and preventing barriers and increasing accessibility for persons with disabilities in the areas of information, communications, and employment.

### **Scope**

This Policy revision is effective October 12, 2023 and applies to all EVERSANA Canada employees and individuals providing direct services on behalf of EVERSANA.

### **Application**

EVERSANA will develop, document, and maintain an accessibility plan outlining EVERSANA's strategy to prevent and remove barriers from our workplace and to improve opportunities for persons with disabilities.

EVERSANA's accessibility plan will be reviewed and updated at least once every 5 years and will be posted on EVERSANA's external website. Upon request, EVERSANA will provide a copy of the accessibility plan in an accessible format.

### Training

The EVERSANA will ensure that training is provided to meet the requirements of the accessibility standards and the Ontario Human Rights Code, as it pertains to persons with disabilities, to all employees and individuals providing service on behalf of EVERSANA.

Employees will be trained when changes are made to the accessibility policy, and new employees and individuals providing service of behalf of EVERSANA will be trained as part of their orientation. A record of training completed will be kept on file.

### Information and Communications

EVERSANA will ensure that processes for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

EVERSANA will consult with the individual making the request in determining the suitability of an accessible format or communication support.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for members or employees with disabilities, EVERSANA will promptly provide notification.

### Service Animals

EVERSANA welcomes individuals with disabilities and their service animals. Service animals are allowed in our offices and in areas that are open to the public.

### Support Person(s)

Individuals with a disability accompanied by a support person will be allowed to have that person accompany them to our office.

### Recruitment Process

EVERSANA will advise job applicants that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Human Resources will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

### Employment

When making offers of employment, Human Resources will notify the successful applicant of its policy for accommodating employees with disabilities. Human Resources will inform employees of policy updates to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees shortly after commencing employment.

### Request for Accommodation

Upon the request of an employee with a disability, Human Resources will consult with the employee to review the employee's accommodation needs. Employees are responsible for identifying their need for accommodation, providing documentation as requested and working collaboratively with Human Resources to develop an Accommodation Plan that addresses these needs, provide, or arrange for the provision of accessible formats and communication supports for information needed to perform their job and any information that is generally available to other employees.

Human Resources will provide individualized worksite emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if EVERSANA is made aware of the need for accommodation due to the employee's disability.

Where the employee requires assistance, Human Resources will, with the consent of the employee, provide the worksite emergency response information to the person designated by the EVERSANA to aid the employee. EVERSANA will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized

worksite emergency response information (where required) and will identify any other accommodation that is to be provided.

EVERSANA is committed to supporting employees who have been absent from work due to a disability and who require disability related accommodations to return to work. Managers and employees will work collaboratively with Human Resources to facilitate the return to work and will develop documented individual accommodation plans as part of the process.

EVERSANA will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when reassigning employees.

## **Responsibilities**

### Employee:

- Communicate their need for accommodation, ensure that the required information is provided to Human Resources
- Cooperate and actively participate in the accommodation process.
- Provide additional documentation as required to support the initial accommodation and to support their on-going need for accommodation, as required.
- Communicate with their Manager and Human Resources any concerns regarding the accommodation plan or changes to their accommodation needs.
- Perform the substantive duties of the position within the context of the accommodation
- Cooperate with third party providers (Short Term Disability, Long Term Disability) when applicable.

### Manager:

- Identify the Bona Fide Occupational Requirements of the position as well as the physical and mental requirements of the position .
- Collaborate with Human Resources and employees to identify and implement appropriate accommodations.
- Inform other EVERSANA team members and stakeholders co-workers and other department members on a need-to-know basis in consultation with the employee.
- Meet with the employee periodically to review accommodation needs and ensure the accommodations continue to address the disability needs of the employee.

### Human Resources:

- Provide consultation, guidance, and coaching to managers in the areas of return to work, and accommodation.
- Investigate solutions to address accommodation needs such as technology solutions and workplace configurations.

- Develop and implement best practices consistent with EVERSANA policy and procedures, and legislative requirements.
- Communicate and liaise with stakeholders, including employees, physicians, managers, and third-party benefit administrators.
- Maintain documentation and periodical reviews of the accommodation process for employees.