

## INTRODUCTION

This document serves as the Accessibility Plan for Profound and outlines the measures we have taken or plan to take to eliminate barriers and enhance opportunities for people with disabilities. It underscores our steadfast dedication to fostering an inclusive environment and fulfilling our obligations outlined in the **Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)** and **Integrated Accessibility Standards Regulation (“IASR”)**. Our commitment extends to contributing to the realization of an accessible Ontario for all Ontarians.

## COMMITMENT STATEMENT

At Profound, we embrace the diversity of our employees, customers, patients, consultants, contractors and other third parties we do business with and are committed to creating and maintaining an accessible environment for all, while meeting the objectives and regulations under the AODA and IASR standards applicable to Profound.

Integrity, fairness and respect are hallmarks of our culture, and we are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. Profound is committed to ensuring equal access and participation for people with disabilities and working to remove and prevent barriers to accessibility.

As legislative frameworks continue to evolve, we will remain vigilant in reviewing and adjusting our plan, accessibility protocols, procedures, and policies to ensure compliance and effectiveness.

## PROFOUND’S ACCESSIBILITY PLAN

Under the AODA the following accessibility IASR standards are currently applicable to Profound:

- i. Customer Service.
- ii. Information and Communications; and
- iii. Employment.

In accordance with the requirements set out in the AODA, Profound will continue to:

- Post the Accessibility Plan on the Profound Medical general website ([www.profoundmedical.com](http://www.profoundmedical.com))
- Update the Plan as each applicable standard is implemented and or as changes occur.
- When requested by a person with a disability, provide the Plan in a suitable accessible format.
- Review the Plan at least once every five years, or more frequently if needed.

## SECTION 1: AODA CUSTOMER SERVICE STANDARDS

At Profound we expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. Profound makes all reasonable efforts to ensure that its policies, practices, and procedures are consistent with the AODA including services to persons with disabilities that are aligned with the following principles:

- Online services or access to the Ontario facility will be provided in a manner that upholds the dignity and independence of individuals with disabilities.

- When needed services will be integrated with those provided to others unless an alternative measure is necessary for persons with disabilities to be able interact with Profound to the extent applicable.
- Persons with disabilities will have equal opportunities to access, utilize, and benefit from the use of our general company website or, when applicable, access the Ontario facility.
- When made aware of a person's disability communication with the person we will take into consideration their specific needs.

## 1.1 **Goal:** Establish Accessible Customer Service Policies, Practices, and Procedures

### **Actions taken and implemented:**

- Accessible Customer Service Policy:* Profound has developed and implemented an Accessible Customer Service Policy and Procedures for Persons with Disabilities. The policy is consistent with the above principles and compliant with applicable legislation. This policy ensures barrier-free accessibility for customers and patients, including those accompanied by service animals, support persons, or using their assistive devices when access to the Ontario facility is required.
- Policy accessibility:* The policy is made available upon request, to the public, and in accessible formats for customers, patients or website guests with disabilities when requested.
- Service Disruption Notice:* In the event of a planned or unexpected disruption to physical or digital services or facilities, Profound will clearly post a notice that includes information about the reason for disruption, its anticipated length of time, and a description of alternative when and if possible. The notice will be made publicly available by such method as is reasonable in the circumstances.

## 1.2 **Goal:** Establish a Feedback Process for People with Disabilities

### **Actions taken and implemented:**

Profound has established a feedback process for customers and patients with disabilities, and value everyone's comments, suggestions on accessible customer service, and reports of any encountered accessibility barriers. We are committed to responding to feedback as soon as reasonably possible.

- Online accessibility process:* Profound's online feedback mechanism is easily accessible on our website homepage under the *CONTACT* navigation tab @ [www.profoundmedical.com](http://www.profoundmedical.com). Customers and patients with specific disabilities can adjust the interface to suit their needs by clicking on the accessibility icon at the left-hand side of the Contact Us form.
- Additional options:* Persons with disabilities can also make requests or provide feedback through email, written correspondence, or phone. [Further details for these options](#) are provided at the end of this plan.
- Requests for alternate formats or communication supports:* When a customer, patient or website guest with a disability requests an alternate format or communication support for providing feedback, Profound's Human Resources Management will consult with the person to identify and provide a suitable format or communication support within a reasonable timeframe.

## Accessible Customer Service Standards - Ongoing and future initiatives:

- i. Profound is dedicated to improving and updating the Accessible Customer Service Policy and processes to align with the principles of dignity, independence, integration, equal opportunity, and the AODA /IASR.
- ii. We will regularly assess the effectiveness and efficiency of our accessibility feedback procedures and practices.
- iii. We will incorporate reasonable improvements based on cumulative feedback and are committed to revising this plan to inform customers, and patients promptly of any planned changes.

## SECTION 2: INFORMATION AND COMMUNICATIONS STANDARDS

Profound is committed to ensuring that information and communication processes are accessible to individuals with disabilities. We aim to foster an inclusive environment and make all reasonable effort to communicate with individuals with disabilities in ways that consider their specific disability. When asked, we will provide the person with publicly available information about Profound and its services in accessible formats or with communication supports.

### 2.1 **Goal:** Provide Accessible Websites and Web Content

Profound aims to ensure its website and web content conform to the AODA and WCAG 2.1 Level AA standards, with allowable AODA exceptions.

#### **Actions taken and implemented:**

- i. *Implementation of accessiBe web-based solution:* Profound has identified and implemented the accessiBe web accessibility solution, accessWidget. The solution conforms with both the AODA requirements and the Worldwide Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards, with permitted AODA exceptions.
- ii. *Adjusting web-based content:* Profound's general website prominently features access to this accessibility solution through the clickable human figure icon, allowing users to adjust the website content to accommodate a wide array of disabilities.
- iii. *Monthly Audits:* As required under legislation, Profound conducts monthly website accessibility compliance audits through accessiBe to monitor its accessibility status, functionality, and to promptly address any potential issues.

#### **Ongoing and future initiatives:**

- i. With a focus on accessibility, we will monitor and evaluate how well our information and communication systems support both internal and external users, and setting and prioritizing any necessary improvements.
- ii. We are committed to continuously assessing and ensuring that our content consistently complies with legislation and WCAG standards, including any updates or new requirements.

## **2.2 Goal:** Provide Accessible Formats and Communication Supports

Our objective is to make employees, customers, patients, consultants, contractors or other third parties Profound does business within Ontario aware of accessible formats and communication support to people with disabilities. If an immediate provision is not possible, we aim to consult with the individual to organize a suitable format within a reasonable timeframe.

### **Actions taken by Profound and implemented:**

- i. *Accessibility Plan and Commitment:* Our Accessibility Plan and Commitment Statement are readily available on our company website and our internal HR SharePoint for employees. This ensures transparency and accessibility for external stakeholders and employees alike.
- ii. *Accommodating specific needs:* We prioritize effective communication with individuals with disabilities by accommodating their specific needs. Upon request, we promptly arrange for alternate accessible formats for receiving and responding to feedback and aim to ensure inclusivity and responsiveness in our interactions.
- iii. *Providing accessible formats and communication support:* Upon request, and except as outlined in IASR section 9 (2), we offer suitable formats or communication support for publicly available information about Profound.
- iv. *Welcoming and Responding to Feedback:* We highly value feedback on our provision of accessible formats and communication support. We are dedicated to actively acknowledging and responding feedback and strive to provide timely responses.

### **Ongoing and future initiatives**

- i. *Continuous Evaluation:* We will regularly evaluate the effectiveness of our information and communication processes, practices, and technologies for both internal and external users and will strive to make any reasonable changes.
- ii. *Digital Accessibility Focus:* Profound commits to ongoing improvements in digital accessibility, ensuring new web content complies with legislation and WCAG standards.

## **SECTION 3: EMPLOYMENT STANDARDS**

Profound's objective is to create a workplace environment, policies, procedures and practices where employees and candidates with disabilities feel included and where the dignity of every employee and candidate is respected. We strive to create a work environment that is free from any form of discrimination and will continue to enhance inclusive recruitment and employment practices for people with disabilities.

### **3.1 Goal:** Provide Notice of Accommodation in Recruitment, Assessment, Selection.

#### **Actions taken, and processes implemented:**

- i. *Accessible Employment Standards Policy:* Profound has established and enacted an IASR compliant Accessible Employment Standards Policy, encompassing all stages of the employment process, such as recruitment, onboarding, accommodations, emergency response, career development and advancement, and other support for individuals with disabilities.

- ii. *Job Postings - Notices of Accommodation:* Profound notifies the public and applicants about the availability of accommodation for persons with disabilities should they be selected for an interview. This information is prominently displayed on the Career page of the Profound Medical general website and is included in all Profound's internal and external job postings.
- iii. *Interview Accommodations:* When scheduling interviews selected applicants are reminded of available accommodations for persons with a disability and are encouraged to notify Human Resources of any specific needs.
- iv. *Requests for Accommodation:* Human Resources Management will reach out to individuals requesting accommodations, and when aware, in a manner that takes into account the individual's accessibility needs due to disability and Profound's ability to implement the requested accommodation.
- v. *Making an Offer of Employment:* The Manager HR Operations will communicate the Company's Accessibility policies and availability of reasonable provisions for individuals with disabilities when making an offer of employment.

**3.2 Goal:** *Profound's goal is to provide and support Accommodation Plans, Emergency Response Support, Accessible Formats and Information for Employees with Disabilities upon request or as required.*

**Actions taken, and processes implemented:**

- i. *Communication.* Profound provides necessary accommodation information and communication support for self-identifying employees with disabilities to perform their job duties.
- ii. *Employee Information:* All Profound new hires are provided with relevant Company policies in their new hire package. These policies address how Profound supports employees with disabilities, including informing employees of changes as they occur.
- iii. *Workplace Accommodation Requests:* Upon request, Human Resources Management will engage in consultation with employees and new employees with disabilities and their manager to determine the provision or arrangement of suitable accommodations based on the individual's accessibility needs due to their disability, and Profound's ability to provide the requested accommodation(s) to the point of undue hardship to the business.
- iv. *Accommodation Process and Plans:*
  - a. Profound has established and documented accommodation processes as part of its employment practices to support adjustments due to disability as defined under the AODA and as recognized under the Human Rights Code.
  - b. The process outlines how employees with disabilities can actively participate and ensures clear communication of any identified limitations before the plan development begins.
  - c. The content of the accommodation plan will be limited to aiding the accommodation process or assisting the employee when needed. Additionally, the plan will specify individuals who are to be informed about the employee's plan, each of whom must sign a confidentiality acknowledgment.

v. *Workplace Emergency Response Information:*

- a. Profound has established documented processes to provide information and support for employees with disabilities during emergencies.
- b. Individual workplace emergency response information and support are incorporated into each individual's accommodation plan.
- c. Requesting employees will need to agree to disclose plan contents to an assisting employee if emergency or evacuation assistance is required.

vi. *Review and Update of Accommodation and Emergency Response information*

- a. Profound commits to regularly reviewing and updating accommodation plans and emergency response information with employees with disabilities.
- b. Reviews will occur when employees with disabilities transition to a different work location, when their overall accommodation needs or plans require review or updating and whenever Profound conducts a review of its Ontario location general Emergency Response Plan.

vii. *Return to Work Process ("RTW"):*

- a. Profound has a documented RTW return process that outlines the steps we will take to facilitate the return to work of employees who were absent due to their disability and require disability-related accommodation to return to work.
- b. For consistency, the form of accommodation plan will be used in conjunction with the RTW processes.

viii. *Employee Information:* All new hires are provided with applicable Company policies in their new hire package. This includes policies and procedures addressing how Profound supports employees with disabilities (e.g. accessible customer service, information and communication standards and employment standards).

ix. *Performance Management:* Profound, when requested, will take into account any accessibility needs of employees with disabilities and will include it as part of the individual's accommodation plan.

x. *Career Development and Advancement:* Profound takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when making decisions related to career development and advancement efforts.

## **SECTION 4: ACCESSIBILITY STANDARDS TRAINING**

### **Actions taken and processes implemented:**

- i. Profound has identified and implemented training on the IASR, including the AODA Customer Service Standard, and the Ontario Human Rights Code which is provided to newly hired employees during the onboarding process. Training extends to consultants and contractors and is specific to their responsibilities at Profound, including those involved in the formulation of applicable policies.
- ii. Profound keeps thorough records of the training completed, including dates and participants.
- iii. Accessible formats of applicable training materials are available upon request for employees, consultants, and contractors while doing business with Profound.

## Ongoing and future initiatives

- i. Enhance awareness about accessibility and foster self-disclosure so we can continue to promote inclusivity within the workplace and cultivate a more supportive environment for employees with visible and non-visible disabilities.
- ii. Evaluate Profound's policies, processes and practices to continue to increase inclusion and accessibility in the workplace for all new and existing employees with disabilities.
- iii. Promote awareness of and educate managers and employees on accessibility initiatives.
- iv. Improve engagement and collaboration with employees with disabilities.
- v. Support hiring managers in expanding their knowledge and equipping them with necessary information and resources on how they can better foster independence, dignity, integration and equal opportunity for all persons with disabilities throughout the recruitment, hiring process and when relevant their employment journey.
- vi. Provide training in respect of any changes made to Profound's Accessibility policies.

## **SECTION 5: REQUESTS FOR INFORMATION AND RESPONDING TO FEEDBACK**

We welcome requests to provide accessible formats of this document. If you would like further details about Profound's accessibility plan, need information in accessible formats or communication supports, would like to provide feedback on how Profound provides services to persons who have a disability, or seek guidance on our Accessibility policies and procedures regarding customer service, information and communication, or employment, please don't hesitate to reach out to us. You can contact us through any of the following means:

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