

NEW CANADIAN MEDICAL TRANSFER INC.

ACCESSIBILITY POLICY

Ontario Accessibility Documentation

Effective Date	October 2026
Document Owner	NCMT Management
Applies To	All NCMT employees and applicable contractors/service providers
Review Frequency	At least annually for policy; plan formally reviewed at least every five years
Next Formal Plan Review	October 2031

PUBLIC DOCUMENT

Available in an accessible format upon request.

1. Purpose

New Canadian Medical Transfer Inc. (NCMT) is committed to providing accessible services and employment practices that respect the dignity, independence, integration and equal opportunity of persons with disabilities. As a provider of non-emergency patient transportation, NCMT recognizes that many people we serve may have physical, cognitive, sensory, communication or other accessibility needs.

This policy describes how NCMT will identify, prevent and remove accessibility barriers and meet applicable requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and applicable accessibility standards.

2. Scope

This policy applies to NCMT employees, supervisors, managers, patient transfer attendants, drivers, dispatch and administrative personnel, and applicable contractors or other individuals acting on NCMT's behalf.

3. Statement of Commitment

NCMT is committed to:

- treating people with disabilities with dignity and respect;
- providing services in a manner that promotes independence and integration;
- identifying and removing accessibility barriers wherever reasonably possible;
- providing appropriate assistance and communication support;
- maintaining appropriate transportation equipment, procedures and practices;
- providing reasonable workplace accommodation to employees and applicants where required;
- considering accessibility throughout recruitment, training and employment practices;
- providing information in accessible formats or with communication supports when requested;
- responding appropriately to accessibility feedback and complaints; and
- continually improving accessibility practices as barriers are identified.

4. Accessible Customer Service

NCMT will provide customer service to people with disabilities in a manner consistent with the principles of dignity, independence, integration and equal opportunity.

- Employees will communicate directly with the person receiving service whenever possible.
- Employees will ask before providing physical assistance and will respect the individual's choices.
- Employees will take reasonable steps to accommodate communication needs.
- Employees will allow additional time where reasonably required.
- Employees will avoid assumptions about a person's abilities or limitations.
- Employees will seek assistance from a supervisor or dispatcher when an accessibility issue cannot be resolved appropriately.

5. Patient Transportation Accessibility

Accessibility is an integral part of NCMT's patient transportation operations. Depending on the patient's needs, transportation may involve wheelchairs, walkers, stretchers, mobility assistance, communication supports, service animals or support persons.

- NCMT will consider identified accessibility needs when assigning transportation resources.

- Employees will follow NCMT procedures for patient handling, mobility assistance, equipment use and securement.
- Employees will communicate relevant accessibility needs to appropriate operational personnel where necessary for safe service.
- Where identified needs exceed the capabilities of an assigned vehicle, equipment or service, NCMT will work with the appropriate party to identify a safe and appropriate alternative.
- Patient safety remains a primary consideration in all accessibility decisions.

6. Service Animals

NCMT welcomes service animals where permitted by law. Employees will not unnecessarily interfere with or separate a person from their service animal. Where the status of an animal is not readily apparent, NCMT may take reasonable steps permitted by law to confirm that the animal is a service animal.

7. Support Persons

NCMT recognizes that some people with disabilities may require a support person for communication, mobility, personal care or other assistance. NCMT will respect the role of support persons, subject to applicable safety, privacy and operational requirements.

8. Communication and Accessible Information

NCMT will communicate with people with disabilities in ways that take their accessibility needs into account. When requested, NCMT will work with the individual to determine an appropriate accessible format or communication support.

- electronic information;
- large-print information;
- verbal communication or assistance reading information;
- alternative communication methods; or
- other reasonable communication supports appropriate to the person's needs.

9. Employment Accessibility

NCMT is committed to an accessible and inclusive workplace. Accessibility will be considered throughout recruitment, interviewing, selection, onboarding, training, performance management, workplace changes, accommodation and return-to-work processes.

- Applicants will be advised that accommodation is available during recruitment and selection.
- Employees may request workplace accommodation where required.
- NCMT will work with the individual to identify reasonable accommodation based on the person's needs and job requirements.
- Accommodation information will be handled respectfully and confidentially, subject to applicable legal requirements.
- Where required, NCMT will provide individualized workplace emergency response information to an employee with a disability.

10. Training

NCMT will provide accessibility training required by applicable legislation and appropriate to employees' duties. Training may include the AODA, the Ontario Human Rights Code as it relates to persons with disabilities, accessible customer service, communication, service animals, support persons, mobility assistance, patient transportation accessibility, and NCMT's accessibility policies and procedures.

NCMT will maintain records of required accessibility training, including the dates training was provided and the number of individuals trained.

11. Feedback and Complaints

NCMT welcomes feedback about accessibility and the manner in which services are provided to people with disabilities. Feedback may relate to transportation services, employee interactions, communication, vehicles or equipment, accommodation, information, or other accessibility concerns.

Accessibility feedback will be reviewed by NCMT Management and, where appropriate, corrective or preventative action will be taken. People who provide feedback will be treated respectfully.

12. Temporary Disruptions

If an accessibility feature, vehicle, equipment or service normally used to support accessibility becomes temporarily unavailable, NCMT will make reasonable efforts to identify the disruption, communicate relevant information to affected parties where appropriate, determine whether an alternative is available, and restore the affected service or equipment as soon as reasonably practicable.

13. Documentation and Availability

NCMT will maintain written accessibility policies and make them publicly available in accordance with applicable requirements. This policy and related accessibility documents will be provided in an accessible format upon request.

14. Policy Administration and Review

NCMT Management is responsible for administering this policy. The policy will be reviewed at least annually and whenever there are significant changes to NCMT's operations, accessibility requirements or applicable legislation.

15. Approval

Approved By	NCMT Management
Effective Date	October 2026
Next Review	October 2027, or earlier if required

Contact and Accessible Formats

Questions, accessibility feedback, requests for accommodation, or requests for an accessible format or communication support may be directed to NCMT Management.

NEW CANADIAN MEDICAL TRANSFER INC.

257 Victoria St. N, Kitchener, Ontario N2H 5C9

Attention: NCMT Management

Requests may be made through NCMT's usual office communication channels.

NCMT will work with the person making a request to determine a suitable accessible format or communication support. Accessible formats will be provided in a timely manner and, where required by applicable law, at no additional cost.

Publication note: This document is intended for public posting and employee access. NCMT will also provide it in an accessible format upon request.