

NEW CANADIAN MEDICAL TRANSFER INC. MULTI-YEAR ACCESSIBILITY PLAN 2026–2031

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. Introduction

New Canadian Medical Transfer Inc. (NCMT) is committed to preventing and removing accessibility barriers and to providing accessible services and employment practices. NCMT provides non-emergency patient transportation to hospitals, healthcare facilities, patients and members of the public.

NCMT has approximately 65 employees. Approximately four employees work primarily in office and administrative roles, while the majority of employees work in the field providing transportation and patient transfer services.

This Multi-Year Accessibility Plan establishes NCMT's strategy for preventing and removing accessibility barriers and continuing to meet applicable requirements under the AODA and applicable accessibility standards.

2. Commitment and Principles

NCMT's accessibility planning is guided by dignity, independence, integration and equal opportunity. Accessibility barriers may be physical, communication-related, technological, procedural, attitudinal or related to employment practices.

3. Accessibility Governance

NCMT Management is responsible for oversight of this plan. Operational managers, supervisors, dispatch personnel and other employees will support implementation within their areas of responsibility.

- Management will review progress and identified barriers through normal operational processes.
- Accessibility feedback will be considered when policies, procedures, vehicles, equipment and services are reviewed.
- The plan may be updated before its scheduled review date when operational or legislative changes warrant an update.

4. Customer Service Accessibility

Objective: Ensure NCMT services are provided in a manner that accommodates the accessibility needs of patients and customers.

- Maintain accessible customer service policies and procedures.
- Train employees on accessible customer service and relevant NCMT practices.
- Consider communication, mobility and other accessibility needs when providing service.
- Recognize and appropriately accommodate service animals and support persons, subject to safety, privacy and legal requirements.
- Review accessibility feedback for opportunities to improve service.

5. Patient Transportation Accessibility

Objective: Continue to provide transportation services that appropriately accommodate patients with disabilities and mobility limitations.

- Consider identified accessibility needs when assigning transportation resources.
- Maintain procedures for wheelchairs, stretchers, walkers and other mobility aids.
- Reinforce safe patient handling and equipment securement practices.
- Monitor accessibility-related vehicle and equipment concerns.
- Assess whether transportation resources are suitable for identified patient needs.

- Where a need exceeds available vehicle or equipment capabilities, work with the appropriate party to identify a safe alternative.

6. Employment Accessibility

Objective: Maintain accessible recruitment, employment, accommodation and return-to-work practices.

- Notify applicants that accommodation is available during recruitment and selection.
- Provide reasonable accommodation during interviews and assessments when requested.
- Provide workplace accommodation where required.
- Maintain appropriate accommodation and return-to-work processes.
- Provide individualized workplace emergency response information where required.
- Review workplace accessibility barriers identified by employees.

7. Training

Objective: Ensure employees understand accessibility requirements and how to provide accessible service.

- Provide required accessibility training to employees and applicable individuals acting on NCMT's behalf.
- Include training relevant to patient transportation and customer-facing duties.
- Maintain records of training dates and the number of people trained.
- Provide refresher or updated training when required or when significant policy or legislative changes occur.

8. Information and Communications

Objective: Ensure NCMT information can be accessed by people with disabilities.

- Provide information in an accessible format or with communication support when requested.
- Work with the individual to determine an appropriate format or support.
- Consider accessibility when developing new public-facing information, forms and electronic communications.
- Maintain accessible versions of key accessibility documents.
- Consider accessibility when implementing new communication technology.

9. Vehicles and Equipment

Objective: Identify and address accessibility issues relating to NCMT vehicles and patient transportation equipment.

- Maintain vehicles and patient transportation equipment in appropriate working condition.
- Investigate accessibility-related equipment concerns.
- Consider accessibility when acquiring new vehicles or equipment.
- Provide employees with appropriate procedures for accessibility equipment.
- Identify recurring equipment-related barriers and incorporate findings into fleet and operational planning.

10. Feedback and Barrier Identification

NCMT recognizes that barriers are not always known in advance. The organization will use employee, patient, family, healthcare-provider and operational feedback to identify barriers.

- Accept accessibility-related feedback through NCMT's normal communication channels.
- Review identified barriers and determine appropriate corrective or preventative action.
- Monitor recurring accessibility concerns.
- Use feedback and operational experience to improve policies and procedures.

11. Procurement and New Initiatives

Where practical, NCMT will consider accessibility when purchasing vehicles, patient transportation equipment, software, communication tools and other products or services. Accessibility considerations will be balanced with patient safety, operational requirements, technical feasibility and applicable legal obligations.

12. Multi-Year Action Plan

Area	Action	Responsibility	Target	Measure
Customer Service	Maintain accessible customer service practices.	Management / Operations	Ongoing	Feedback and complaints reviewed
Training	Provide and document required accessibility training.	Management	Ongoing	Training records maintained
Patient Transportation	Review accessibility practices and barriers.	Management / Dispatch / Operations	Ongoing	Issues identified and addressed
Vehicles & Equipment	Monitor and address accessibility-related equipment issues.	Operations	Ongoing	Maintenance/issue records
Employment	Maintain accessible recruitment and accommodation practices.	Management	Ongoing	Accommodation requests addressed
Emergency Information	Provide individualized workplace emergency information where required.	Management	Ongoing	Applicable plans completed
Information	Provide accessible formats or communication supports upon request.	Management / Administration	Ongoing	Requests addressed
Feedback	Monitor accessibility feedback and corrective actions.	Management	Ongoing	Feedback log/review
Procurement	Consider accessibility in relevant purchases and new initiatives.	Management	Ongoing	Accessibility considered
Policy Review	Review accessibility policy and related procedures.	Management	Annual / as required	Review completed
Plan Review	Formally review and update the multi-year	Management	At least every 5 years	Updated plan published

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13. Monitoring and Reporting

NCMT will monitor progress through normal business and operational processes. Monitoring may include accessibility feedback, training completion, employee accommodation needs, equipment and vehicle concerns, identified barriers and changes to accessibility legislation.

NCMT will use this information to determine whether additional action is required and may update this plan before the formal review date when appropriate.

14. Consultation and Continuous Improvement

NCMT recognizes the value of input from people with disabilities and people who have experience identifying accessibility barriers. Where appropriate, NCMT may seek input from employees, patients, family members, healthcare professionals, service providers and individuals with lived experience of disability.

15. Review and Update

NCMT will review and update this Multi-Year Accessibility Plan at least once every five years. NCMT may update the plan earlier where significant operational or legislative changes, identified barriers or feedback warrant an earlier review.

Next formal review: October 2031.

16. Public Availability

This plan is intended for public posting. NCMT will post the plan on its website where applicable and will provide it in an accessible format upon request. Accessible formats may include an accessible electronic document, HTML/web format, large print or another format appropriate to the individual's needs.

17. Approval

Approved By	NCMT Management
Effective Date	October 2026
Plan Period	2026–2031
Next Formal Review	October 2031, 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 the plan in an accessible format upon request.