



## Statement of Commitment - Accessibility for Ontarians with Disabilities (AODA) 2024/25

At Nightingale Nursing, we are committed to ensuring that we provide a safe, welcoming, barrier-free and accessible environment for our employees, clients, prospective clients, suppliers, job applicants, visitors and other stakeholders, who enter onto our premises, do business with us, access our website or communicate with us. This applies in relation to employment with our Company, and with respect to areas such as customer service, the built environment, information and communications and transportation. Accommodating employees and customers with disabilities not only makes good business sense and is the right thing to do – it’s also the law. *Ontario Regulation 191-11 “Integrated Accessibility Standard”*

As an organization, we are responsible for ensuring that our employees, as well as our facilities, policies, business practices and systems comply with the governing legislation and relevant best practices regarding the accessibility for individuals with disabilities in a way that promotes their dignity and independence. To that end, we have implemented policies and training for employees, volunteers, and others who deal with members of the public and to those who participate in the development of Nightingale’s policies, practices and procedures governing the provision of goods or services.

We all have a part to play ensuring that employees, customers, prospective client’s and other stakeholders with disabilities are treated fairly and in a manner that respects their dignity and independence. Further information on our full accessibility policies and our training programs is available by contacting the Human Resources Department.

### **Persons With Disabilities – Communications**

Nightingale Nursing Registry Ltd. strives to provide information and communications to all individuals in a format or manner that meets their needs. When a notice, plan, report or other information would be delivered in writing and given to an individual, and should that individual request that the written notice, plan, report or other information be given in an accessible format, Nightingale Nursing Registry Ltd. will ensure that the information is also given in an accessible format that meets the needs of the individual requesting such. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request.

### **Assistive Devices**

An individual may use an assistive device to access goods or services from Nightingale Nursing Registry Ltd., doing so with care and control of the assistive device.

## **Service Animals**

Nightingale Nursing Registry Ltd. welcomes individuals who are supported or assisted by service animals in public spaces of Nightingale Nursing Registry Ltd. offices.

## **Support Persons**

Nightingale Nursing Registry Ltd. welcomes individuals who are supported or assisted by service personnel. In keeping with Privacy and Confidentiality laws, Nightingale Nursing Registry Ltd. staff may request that the individual with a disability *consent* to the discussion of confidential information in the support persons presence. Alternatively, Nightingale Nursing Registry Ltd. staff may request the support persons absence during such discussions.

## **Notice of Temporary Disruption**

Nightingale Nursing Registry Ltd. Understands that people with disabilities may go to considerable effort to access goods and services. When possible, Nightingale Nursing Registry Ltd. will provide notice in the event of a disruption in the facilities or services usually used by individuals with disabilities.

## **Training for Staff**

It is the policy of Nightingale Nursing Registry Ltd. to provide training to employees, volunteers, and others who deal with members of the public and to those who participate in the development of Nightingale's policies, practices and procedures governing the provision of goods or services. Training includes but is not limited to all or part of : Nightingale Policies and Procedures, AODA, ESA, Customer Service, Human Rights Codes.

## **Feedback Process & Requests for Alternate Accessible Formats**

Accessible/Alternate formats and communication supports are available upon request to enable all individuals who access goods or services including staff, clients and stakeholders to provide feedback in a manner that meets their needs. Requests for Accessible formats and communication supports should be directed to Human Resources.

Nightingale Nursing Registry Ltd. values our customers and welcomes feedback on the Accessibility of our goods, services and facilities. Feedback may be made by e-mail, telephone, in person, mail, or any other format that better meets the communication needs of the individual providing it. Nightingale Nursing Registry Ltd. will ensure that the process for receiving and responding to feedback is accessible to the individual who requests it. Nightingale Nursing Registry Ltd. will do this by providing or arranging for the provision of accessible formats and communication supports upon request.

To request documents in an alternate format or to provide feedback please contact us.

**Website:** <https://nightingalenursing.net/request-documents-in-accessible-formats/>

### **Mail or In Person:**

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Selwyn ON  
K9J 6X5

**Phone:** 705-652-6118 **Fax:** 705-652-5002 **Email:** humanresources@nightingalenursing.net