

# **Accessibility Plan**

**Med Express Inc.**

**2023**

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## GENERAL INFORMATION

This document concerns accessibility at Med Express Inc. The company wishes to make itself more accessible to people with disabilities. This document is part of its efforts to comply with the [Accessible Canada Act \(LCA\)](#). This recent law aims to make Canada a country free of barriers for people with disabilities.

The achievement of the purpose of this Act is based on the recognition of the following principles:

- The right of everyone to be treated with dignity, regardless of their disabilities
- The right of everyone to equal opportunities for development, regardless of their disabilities
- The right of everyone to barrier-free access and full and equal participation in society, regardless of their disabilities
- The right of everyone to have the practical possibility of making decisions for themselves, with or without assistance, regardless of their disabilities
- The fact that laws, policies, programs, services and structures must take into account people's disabilities, the different ways in which they interact within their environments as well as the multiple and intersectional forms of discrimination and marginalization experienced by them
- The fact that people with disabilities must participate in the development and design of laws, policies, programs, services and structures
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility possible for people with disabilities

### Declaration regarding accessibility

At Med Express Inc., we believe that every person should be treated with respect and dignity. This is why the accessibility plan is so important. Our plan demonstrates our commitment to creating a barrier-free experience for people with disabilities by taking thoughtful action on applicable accessibility areas. It ensures that Med Express Inc. remains compliant with the ACA, but more importantly, it promotes a culture of accessibility and inclusion for people with disabilities.

### Accessibility Plan

Med Express Inc. is adopting an accessibility plan so that people with disabilities can more easily access its services and workplaces. In accordance with the Law, the plan covers the next three-year period (from 2023 to 2025). It will then be revised and a new plan will be submitted.

Here are our accessibility goals:

- Help disabled people, if necessary, to leave our offices in the event of an emergency.
- Review our recruitment and hiring practices, as well as our job offers, and ensure that they are free of barriers for people with disabilities.
- Study our application submission platform and ensure that it does not contain obstacles for people with disabilities.
- Communicate the accessibility plan to all our staff.

## **GENERAL**

### **Statement of Intent**

Med Express is committed to being accessible to all. Among other things, it is committed to ensuring that its workplaces, activities and services are accessible to people with disabilities. She understands that needs in this area evolve over time and that only people with disabilities can judge their own experience and the accessibility of what they need. It is therefore committed to listening to them and constantly increasing accessibility for all interested people. To the extent possible, it intends to eliminate obstacles as it becomes aware of them, even if they are not included in this plan.

### **Description de Med Express Inc.**

Since our beginnings in 1982, we have constantly perfected our methods, adapted our services to the needs of our clients, trained our staff and invested in new technologies, in order to remain at the cutting edge of the transportation market. The family management of the company and the management team, combined with our 200 messengers on the road, make it possible to offer a trusted service, 24 hours a day, 365 days a year.

You trust us to deliver your packages safely. This is why we make sure to hold all the insurance and certifications relevant to our field of business.

- Coverage at the Commission for Standards, Equity, Health and Safety at Work
- Transport certification dangerous and infectious materials
- Registration in the heavy transport register (NIR #005686-2)

- Cargo insurance coverage \$150,000/vehicle
- Liability insurance coverage of \$5,000,000
- Confidentiality clause completed upon hiring
- Francization certificate
- Certification from the Financial Markets Authority (AMF)

## Contact person

Med Express Inc. welcomes feedback on its plan, even anonymously. She also listens to feedback on its accessibility in general. It will take note of it in good faith and will take measures to eliminate the obstacles that are brought to its attention.

The following person collects and maintains the comments received:

*Claudine Picard, Director of Human Resources*  
418 651-1868 p. 121  
[rh@medexpress.ca](mailto:rh@medexpress.ca)

## ELEMENTS REFERRED TO IN ARTICLE 5 OF THE LCA

### Job

Med Express Inc. has nearly a hundred employees. Some of them have office jobs and the other employees are messengers on the roads.

The objectives below will guide our efforts to be accessible to all of our employees, regardless of their disabilities.

- By the end of 2025, Med Express Inc. will review its hiring practices to identify potential barriers. She will then plan to eliminate these obstacles.
- By the end of 2025, Med Express Inc. will evaluate the accessibility of its job platform. It will then plan the elimination of the obstacles identified.

### Built environment

Med Express Inc. has offices in Quebec, Laval and Trois-Rivières. Members of the public rarely have the opportunity to go there. These offices have some accessibility features, including a step-free entrance. We plan to improve the accessibility of our offices if necessary. The section below describes our objective in this regard.

- If necessary, Med Express Inc. will make the required installations based on the disability of a member of its staff.
- If necessary, Med Express Inc. will assess the need to add accessibility features to its premises.

## **Information and communications technologies**

Med Express uses several distinct technologies: Our website ([www.medexpress.ca](http://www.medexpress.ca)), social media or the various applications reserved for our staff. Our public website has accessibility features. But it is always possible to improve it. The same goes for our social media posts. As for the technologies our employees use, we have not yet assessed their accessibility. The objectives below summarize our objectives in this area.

- By June 2025, Med Express will evaluate the accessibility of its website and ask people with disabilities to test it. It will eliminate the obstacles highlighted by those consulted or otherwise discovered, among others by the following means.
  - Optimization of character size and contrast
  - Improved structure and layout
  - Ease of navigation
- By the end of 2025, Med Express will evaluate the accessibility of customer “Connections”. She will strive to eliminate as many obstacles as possible.

## **Communications, other than information and communications technologies**

We draft various documents for hiring and agreements with subcontractors. We write and distribute, internally, several documents related to the laws and standards of federal jurisdiction. We also respond to calls for tenders from future clients.

- If necessary, we will ensure that the main documents addressed to the public are available in different formats.
- By June 2025, we will take the following steps to make our social media posts more accessible:
  - Ensure that our contact details and website address are clearly visible
  - Write our messages in clear language and without acronyms
  - Capitalize each word in a hashtag

## **Procurement of goods, services and facilities**

We acquire products and services for the purposes of our business. Currently, we are only concerned with the accessibility of a certain number of products and services since only two employees have a slight hearing disability. No employee has a physical disability or reduced mobility.

- By the end of 2025, SADC will establish accessibility rules applicable to its procurement practices. These rules will be used, among other things:
  - to define when and how accessibility should be taken into account
  - to review the models, with the aim of identifying situations where accessibility could or should be taken into account
- By the end of 2024, verify the possibility that the telephone system can connect directly with a hearing aid
- Evaluate the possibility of earplugs being accessible to warehouse staff

## **Design and delivery of programs and services**

Relations between Med Express Inc. and our customers are most often by telephone or our website. We did not identify any accessibility barriers specific to this element.

## **Transport**

Med Express Inc. has equipment that makes it easier for its couriers to move packages and various goods, such as manual and electric pallet trucks in cube trucks and hand trucks in cars.

Med Express Inc. does not offer any passenger transportation services.

All Med Express Inc. vehicles are equipped with Bluetooth technology.

## **CONSULTATIONS**

Med Express Inc. wants to listen to people with disabilities and learn from them. This is why it intends to consult these people on all aspects of its accessibility plan.

To draft this version of the plan, we consulted with employees with disabilities and former employees with disabilities. We plan to continue consultation with some of our clients and other partners if the need arises.

## FEEDBACK PROCESS

Individuals who wish to do so may contact Med Express to provide feedback and request to view the feedback plan or process in an alternative format.

You can send your comments by email, telephone or post using the contact details below. You can also send your comments anonymously. We will acknowledge receipt of your comments in the same manner as you sent them to us, unless they were provided anonymously.

***Claudine Picard, Director of Human Resources***

*418 651-1868 p. 121*

[\*rh@medexpress.ca\*](mailto:rh@medexpress.ca)

### **Accessibility Feedback**

#### **Med Express Inc.**

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Quebec (Quebec) G2C 0M2

We will use the feedback we receive to assess the need, determine next steps, and implement required measures where appropriate. This feedback will be used to prepare our progress report and our next accessibility plan.