

# **Accessibility Plan**

Med Express Inc.

# **Progress report 2024**

Edition: October 2024

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## GENERAL INFORMATION

### Summary

Med Express has committed, following the entry into force of the *Accessibility Act*, to contribute to the federal government's commitment to identify, prevent and limit barriers to accessibility.

In this first progress report of our Accessibility Plan (2023-2026), we present our findings and achievements to date.

We are still working to make accessibility a primary concern on a daily basis. The actions taken have mainly targeted the evaluation of the company's procedures and ways of doing things in the areas identified in the *Accessibility Act*. Raising awareness among Med Express employees about accessibility issues will be the priority for year 2 of our plan. The changes, aimed at eliminating barriers to accessibility, will be carried out over several years.

### FEEDBACK FROM THE YEAR 1 PROGRESS REPORT

For any questions regarding this report or to obtain alternative support, you may contact directly:

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

### CONSULTATIONS

Since the Accessibility Plan was published very recently, few changes have been made since then. However, we have analyzed certain situations that promote inclusion. Some accommodations were already in place, since Med Express has always been concerned with the inclusion of people with reduced mobility. The entrance has a disabled access ramp (without steps) and the bathroom is adapted for people in wheelchairs.

### FEEDBACK

Since the publication of the plan, we remind you that few modifications could be made given the short deadline. The person responsible has been appointed. The accessibility plan and the contact details of the person responsible have been published on the website [www.medexpress.ca](http://www.medexpress.ca).

### Job

There would be a possibility of evaluating the accommodations available according to the types of jobs offered within Med Express in order to expand the possibilities of accommodations and

thus promote the inclusion of people with disabilities in the company.

**Initiative:**

We keep in mind that we will have to make accommodations according to the type of disability presented during future hiring if necessary.

**Built environment**

**Obstacle**

There are certain obstacles in the building which could have the effect of limiting or complicating access for disabled people (employees and/or visitors).

**Initiative**

We plan to do the building assessment by the end of year 2 of our accessibility plan.

**Information and communications technologies**

**Obstacle**

Med Express uses several distinct technologies: our website ( [www.medexpress.ca](http://www.medexpress.ca) ), social media or various applications reserved for our staff.

**Initiative**

By June 2025, Med Express will assess the accessibility of its website and engage people with disabilities to test it. It will remove barriers identified by those consulted or otherwise discovered.

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

**Obstacle**

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

**Initiative**

We have appointed a responsible person who will ensure that various requests are met and the appropriate formats requested are provided.

**Acquisition of goods, services and facilities**

**Obstacle**

No measures are currently in place to ensure that Med Express acquisitions take into account accessibility accommodations.

**Initiative**

By the end of 2025, meetings will be held to assess whether our procedures should include accessibility considerations.

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

### **Obstacle**

No measures are currently in place to ensure that Med Express programs and procedures take into account accessibility considerations.

### **Initiative**

By the end of year 3, individual consultations will be held if required by the situation.

## **Transportation**

Med Express Inc. has equipment that makes it easier for its couriers to move packages and general merchandise, 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.

## FEEDBACK PROCESS

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

You may submit your comments by email, telephone or mail using the contact information below. You may also submit your comments anonymously. We will acknowledge receipt of your comments in the same manner in which you submitted 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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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.