



# **Accessibility Plan**

**Med Express Inc.**

**2026–2028**

Edition: June 2026

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## INTRODUCTION

As part of a continuous improvement approach, Med Express is implementing a second accessibility plan aimed at strengthening inclusion and ensuring equitable access to its services for all individuals, including those living with functional limitations.

This plan builds on previously undertaken actions and aims to address identified gaps while implementing new sustainable practices.

Progress reports on accessibility are published during the years between accessibility plan publications.

### Commitment Statement

Med Express is committed to identifying, removing, and preventing accessibility barriers for persons with disabilities, in accordance with the **Accessible Canada Act (ACA)**.

The organization recognizes accessibility as a fundamental right and is committed to providing inclusive, equitable, and respectful services for all its users and employees.

### Scope of the Plan

This plan applies to all Med Express activities, including:

- its branches
- its customer service operations
- its internal and external communications
- its employment practices

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## OBJECTIVES RELATED TO ACCESSIBILITY

- Assist individuals with disabilities, where applicable, in evacuating our offices during emergencies.
- Review our recruitment and hiring practices, as well as job postings, to ensure they are free of barriers for persons with disabilities.
- Review our application submission platform to ensure it is accessible.

- Communicate the accessibility plan to all staff members.
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## GENERAL INFORMATION

To ensure inclusivity and accessibility, it is essential to understand the experiences of persons with disabilities, including how barriers affect them.

The **Accessible Canada Act (ACA)** defines a disability as any impairment that limits a person's full and equal participation in society. A disability may be:

- physical, mental, intellectual, cognitive, or sensory, or related to learning or communication
- a functional limitation
- permanent, temporary, or episodic
- visible or invisible

A barrier is anything that hinders the full and equal participation of persons with disabilities in society. Barriers may be:

- physical, architectural, technological, or behavioral
- related to information or communications
- the result of a policy or practice

The ACA outlines seven principles guiding efforts to identify, prevent, and remove barriers:

- Every person must be treated with dignity.
- Every person must have equal opportunity to thrive.
- Every person has the right to full and equal participation in society.
- Every person must have the ability to make decisions independently, with or without support.
- Laws, policies, programs, services, and structures must consider the intersection of different types of barriers and discrimination.

- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- Accessibility standards and regulations must aim for the highest level of accessibility.

We adhered to these principles in developing the 2026–2028 Accessibility Plan. No barriers have been identified to date, and we are committed to taking preventive measures to improve accessibility in priority areas identified in the ACA.

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## **ABOUT THIS PLAN**

During the development of this plan, these principles helped guide exploration of a key theme:

- Understanding the lived experiences of staff members: surveys were conducted to identify existing barriers within Med Express.

This plan reflects collaborative efforts with management and key partners. Stakeholders at all levels contributed to defining sustainable and achievable measures that consider:

- the diverse needs of staff members
- available resources for planning and implementation
- organizational priorities

## **Building on the Previous Plan**

Our previous plan provided valuable insights and established a foundation for the next three years. Achievements include:

- conducting staff surveys to ensure accessibility standards are met
- reviewing the built environment across all locations
- improving accessibility in recruitment processes
- continuing efforts to support employees with disabilities

## **Progress Reports**

As required by the ACA, we will:

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- publish an annual progress report
  - review and update the accessibility plan every three years
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## **ELEMENTS COVERED UNDER SECTION 5 OF THE ACA**

### **Employment**

All aspects of employment must be accessible, including policies, practices, and both formal and informal processes affecting applicants and employees. This includes:

- recruitment
- onboarding and departures
- engagement and retention
- career development

Employees with disabilities report in engagement surveys that they are treated with the same respect as other staff members.

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### **Built Environment**

Med Express Inc. has offices in Québec City, Laval, and Trois-Rivières. Public access is limited. These offices include certain accessibility features, such as step-free entrances.

We plan to improve accessibility where required:

- When needed, Med Express will implement accommodations based on employee needs.
  - When needed, Med Express will assess the addition of accessibility features in its facilities.
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### **Information and Communication Technologies (ICT)**

Med Express uses several technologies, including its website ([www.medexpress.ca](http://www.medexpress.ca)), social media platforms, and internal applications.

The public website includes accessibility features.

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## **Communications (Other than ICT)**

We produce various documents for hiring and subcontractor agreements, as well as internal documents related to federal laws and standards. We also respond to client tenders.

- Where necessary, key public-facing documents will be made available in multiple formats.
- The following measures were implemented following our first plan and will be maintained:
  - Ensure visibility of contact information and website address
  - Use clear language without acronyms
  - Capitalize each word in hashtags

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## **Procurement of Goods, Services, and Facilities**

Accessibility considerations are not yet fully integrated into procurement practices. By the end of 2028, Med Express will define accessibility requirements for procurement.

These will:

- define when and how accessibility must be considered
- review templates to identify opportunities to integrate accessibility

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## **Design and Delivery of Programs and Services**

Interactions with clients are primarily conducted by phone or through the website. No accessibility barriers have been identified in this area.

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## **Transportation**

Med Express provides equipment to facilitate the transport of goods, such as pallet jacks and hand trucks.

Med Express does not provide passenger transportation services.

All vehicles are equipped with Bluetooth technology.

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## **CONSULTATIONS**

Med Express is committed to listening to and learning from persons with disabilities. It will consult them on all aspects of its accessibility plan.

Employees with disabilities were consulted for this version of the plan. Further consultations with clients and partners will be conducted as needed.

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## **FEEDBACK PROCESS**

Individuals may contact Med Express to provide feedback or request alternative formats of the plan.

Feedback can be submitted by email, phone, or mail using the contact details below. Anonymous feedback is also accepted.

Acknowledgment of receipt will be provided unless feedback is submitted anonymously.

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

418-651-1868 ext. 121  
rh@medexpress.ca

### **Accessibility Feedback**

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6405 Rue Zéphirin-Paquet  
Québec, QC G2C 0M2

Feedback will be used to assess needs, determine next steps, and implement appropriate measures. It will also inform progress reports and future accessibility plans.

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