2023 Accessibility Compliance Report

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the Integrated Accessibility Standards Regulation (IASR) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the IASR, you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Business or Non-profit	20-49 employees	2023

Business details

Organization legal name *	Number of employees in Ontario * Help
Meridian Spine & Joint Physiotherapy	25

Business number (BN9) * Help
894314285

☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

☑ Check if operating/business name is same as legal name

Organization operating/business name
Meridian Spine & Joint Physiotherapy

Sector that best describes your organization's principal business activity * Help
62 - Health care and social assistance

Subsector (if possible)
621 - Ambulatory health care services

Industry group (if possible)
6219 - Other ambulatory health care services

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

◉ Canada ○ USA ○ International

Type of address * ◉ Street address ○ Street address served by route ○ Other

Unit number	Street number *	Street name *		
0	469	Waterloo		
Street type	Street direction	City *		Province *
Street		London		ON (Ontario)

Postal code (e.g. A1A 1A1) *
N6B 2P4

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☐ Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

(●) Canada ( ) USA ( ) International

Type of address * (●) Street address ( ) Street address served by route ( ) Other

Unit number	Street number *	Street name *	
203	1261	Beaverbrook	
Street type	Street direction	City *	Province *
Avenue		London	ON (Ontario)

Postal code (e.g. A1A 1A1) *

N6H 0G6

Organization category Business or Non-profit

Number of employees range 20-49

Filing organization legal name Meridian Spine & Joint Physiotherapy

Filing organization business number (BN9) 894314285

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- a library board
- a producer of education material (e.g. textbooks)
- an education institution (e.g. school board, college, university or school)
- a municipality

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☑ I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * 2023-12-29

Certifier information

Last name *	First name *			
Fryday-Field	Karen			
Position title *	**Business phone number ***	**Extension**	☐ Check here if TTY	
Chief Executive Officer	519-439-7503			
Email *	**Alternate phone number**	**Extension**	**Fax number**	
kfryday-field@spineandjointcentre.com	519-671-2510		519-963-2962	

Primary contact for the organization(s)

☑ Check if the primary contact is same as the certifier

Last name *	First name *
Fryday-Field	Karen

Position title *	Business phone number *	Extension	☐ Check here if TTY
Chief Executive Officer	519-439-7503		

Email *	Alternate phone number	Extension	Fax number
kfryday-field@spineandjointcentre.com	519-671-2510		519-963-2962

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Customer Service

1. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * ◉ Yes ○ No
   - Staff and volunteers
   - People involved in developing accessibility policies
   - People providing goods, services or facilities on behalf of the organization

   (If Yes, please answer an additional question)

Read O. Reg. 191/11, s. 80.49: Training for staff, etc. Learn more about your requirements for question 1

1.a. Does the training include all of the following: * ◉ Yes ○ No
   - A review of the purposes of the AODA?
   - A review of the purposes of the Customer Service Standards?
   - How to interact and communicate with persons with various types of disability?
   - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
   - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
   - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

Read O. Reg. 191/11, s. 80.49: Training for staff, etc. Learn more about your requirements for question 1.a

Comments for question 1.a: HR Downloads is used for training all new staff and includes the following modules:
-AODA Customer Service Standards
-Understanding Human Rights (AODA training)

2. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? * (If Yes, please answer an additional question)

◉ Yes ○ No

Read O. Reg. 191/11, s. 80.48 (1): Notice of temporary disruptions

Learn more about your requirements for question 2

2.a. Does the notice of the disruption include all of the following? *

◉ Yes ○ No

- The reason for the disruption?
- Its anticipated duration?
- A description of available alternative facilities or services (if any)?

Read O. Reg. 191/11, s. 80.48 (2): Notice of temporary disruptions

Learn more about your requirements for question 2.a

Comments for question 2.a

-Daily operating hours are posted on our website and Google business profile includes operating hours including closures for holidays.
-Signs are posted at reception to notify patients of any impending temporary service disruptions.
-Significant service disruptions (e.g. office move/relocation) are addressed by mailing and emailing all patients and other stakeholders. Alternative MSJP locations open for business are included.

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3. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? * (If Yes, please answer an additional question)

◉ Yes ○ No

Read O. Reg. 191/11, s. 80.47 (5): Use of service animals and support persons

Learn more about your requirements for question 3

3.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: *

◉ Yes ○ No

- Consult with the person with a disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

Read O. Reg. 191/11, s. 80.47 (5): Use of service animals and support persons

Learn more about your requirements for question 3.a

Comments for question 3.a

Support Persons
a. The clinic will make all efforts to understand the needs of the patient with regards to an attendant person by discussion as to their disability and needs.
b. The clinic will weigh any safety concerns with regards to the patient's attendance on the health and safety of the client and any other patients who may be in clinic.

Service Animals
Service animals are allowed in public areas of the clinic (e.g. the gym) and private areas (e.g. treatment rooms) only when under the supervision and care of the patient.

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E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards. **Your organization may be audited to verify compliance.**