



# Accessibility Policy

We respect the dignity, diversity and independence of all members of our communities and work to remove barriers to accommodate and support accessibility needs at all LifeLabs facilities.

## Our Accessibility Commitments

We care about delivering the best possible experience to our patients and employees. We will ensure that our facilities and services are accessible everyone.

We will maintain customer service policies and processes that respect and promote the dignity and independence of all customers.

We will communicate with customers and employees with varying abilities in ways that best meet their needs and will notify the public of communication supports and feedback process.

We will work to integrate accessibility and inclusivity into the LifeLabs experience. We will promote diversity, equity, and inclusion among our employees to support a work environment where all individuals, including those with varying abilities, are treated with dignity and respect.

We will provide the same access and services to the public, our patients, and our employees and will provide accommodations when requested and needed.

### Accessibility for everyone

A blue ink signature of Charles Brown, written in a cursive style.

**Charles Brown**

President and CEO