

IntouchCX

Multi-Year Accessibility Plan

2021 – 2026

The IntouchCX 2021–2026 Multi-Year Accessibility Plan outlines the actions that IntouchCX (the “Company”) will put into place to remove barriers for persons with disabilities. This plan is developed in accordance with the Integrated Accessibility Standards Regulation (“IASR”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

1. Statement of Commitment

The Company values diversity, believes in inclusion and is committed to meeting the accessibility needs of Ontarians. IntouchCX strives to provide access to its premises and services in a way that respects the dignity and independence of its clients, customers and employees.

Our organization/business is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps The Company is taking to meet those requirements and to improve opportunities for people with disabilities.

In accordance with the requirements of the IASR, the Company will:

- Maintain, review, and update this plan, in consultation with persons with disabilities;
- Report on the progress of the implementation of this plan;
- Provide this plan in an accessible format upon request;
- Review and update this plan at least once every five years; and
- Post this plan on our website.

2. Accessibility Standards Under the AODA

The Company has implemented **specific** projects and programs to improve accessibility for people with disabilities and to meet requirements of the AODA.

This document includes a summary of the accessibility initiatives the Company has completed or will complete.

GENERAL REQUIREMENTS

a. Employee Training

Commitment: The Company will ensure that all employees, volunteers and management, in Ontario, and any other persons who provide goods, services or facilities to the public or other third parties in Ontario on behalf of the Company or who participate in developing the Company's policies on the provision of goods, services or facilities to the public or other third parties in Ontario, will receive training on the requirements of the IASR and on the *Ontario Human Rights Code* as it pertains to persons with disabilities.

The following measures have been implemented by the Company:

- Training is provided as part of the onboarding process for all new employees and must be completed within ninety (90) days of beginning employment with the Company;
- Training is offered on an annual basis as a refresher;
- IntouchCX keeps written records of accessibility, training completion and training policies including a summary of training material and when it is offered.

3. CUSTOMER SERVICE

a. Customer Service

Commitment: the Company strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities and we are committed to giving people with disabilities the same opportunity to access our services in the same place and in a similar way as other people.

The following measures have been implemented by the Company:

- Ensuring all persons who, on behalf of the Company, deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensuring employees are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing the Company's services.
- Ensuring completion of accessibility training is tracked and recorded.
- Providing fully-accessible telephone service to customers, offering to communicate with customers by TTY, email, or mail, if telephone communication is not suitable to their needs.
- Ensuring customers and other third parties who use support persons to access Company services are accommodated.
- Welcoming customer feedback to improve the accessibility of products and services through multiple communications channels.
- Adding information to the Company's websites to communicate its accessible customer service policies.

4. INFORMATION AND COMMUNICATIONS REQUIREMENTS

a. Emergency Procedure, Plans or Safety Information

The following measures have been implemented by the Company:

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required.
- Where required, the Company provides assistance to specific employees with a disability, with the employee with the disabilities prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees.
- These individualized emergency plans have been communicated to the employees' respective managers and Safety personnel, on an 'as needed' basis.
- On an ongoing and regular basis, and as per the applicable terms of the IASR, the Company will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

b. Accessible Websites and Web Content

Commitment: the Company will ensure that all "new internet websites and web content" conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A requirements, except where doing so is not practicable having regard to, among other things, the availability of commercial software or tools or both, and any significant impact on an implementation timeline that was planned or initiated before January 1, 2012.

These accessible website and web content requirements apply only with respect to:

- (i) the Company's websites that are accessible to the public (i.e., excludes intranet websites but includes websites accessible only by customers);

- (ii) websites and web content, including web-based applications, that the Company controls directly or through a contractual relationship that allows for modification of the product; and
- (iii) web content published on a website after January 1, 2012.

The Company has completed following steps to make all websites and content conform with WCAG 2.0, Level AA.

- Ensure development of its websites, applications and other digital media and information technology infrastructure meet AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology.
- Conduct accessibility reviews of all new web sites, digital content and applications prior to launch.

c. Accessible Formats, Communication Supports and Feedback

Commitment: Upon request, the Company will take all reasonable steps to provide or arrange for the provision of accessible formats and communication supports in a timely manner so that people with disabilities can access our publicly available information.

The following measures have been implemented by the Company:

- Accessible formats and communication supports are provided at no additional cost to the person with a disability who requests such formats.
- The Company has indicated on all publicly-accessible documents and on its website that accessible formats and communication supports are available.
- The Company has created a process for receiving and responding to feedback regarding this plan, [here](#).

5. EMPLOYMENT

a. Recruitment

Commitment: the Company will notify the public and our employees in Ontario that, when requested, we will provide accommodation for applicants with disabilities who participate in our recruitment processes.

The following measures have been implemented by the Company:

- During the recruitment process, the Company notifies all job applicants that are selected to participate in an assessment or selection process that reasonable accommodations can be provided, upon request, to a person with a disability in relation to the materials or processes to be used in the assessment or selection process
- Where an applicant with a disability requests an accommodation, the Company consults with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his or her disability.
- As part of all offers of employment, the Company will notify successful job applicants of our policies for accommodating employees with disabilities.

b. Informing Employees of Disability-Related Supports

Commitment: the Company will notify our employees in Ontario of our existing policies in respect of employees with disabilities including, but not limited to, any policies regarding job accommodations that take into account an employee's accessibility needs due to disability. We will also provide updated information to our employees in Ontario with respect to any changes to our existing policies regarding employees with disabilities and job accommodations for disability-related needs.

The following measures have been implemented by the Company:

- All new employees in Ontario are notified of our existing policies in respect of employees with disabilities and job accommodations for disability-related needs as soon as practicable after beginning their employment.

c. Individual Accommodation Plans and Return to Work

Commitment: the Company will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that have come to the Company's attention.

The following measures have been implemented by the Company:

- The Company has developed has in place written processes for documenting individual accommodation plans for employees with disabilities which includes a return to work process to ensure the early and safe return to work for all employees who have been absent from work due to a disability. This process involves completing this [form](#) and then meeting with Human Resources to have your accommodation request reviewed.

6. For More Information

For more information on this accessibility plan, please contact Human Resources at <https://www.intouchcx.com/contact-us/> or 204.318.3636.

Website and social media addresses: (www.intouchcx.com).

Standard and accessible formats of this document are free on request from (Human Resources).