telecon

design · build · connect

ACCESSBILITY

PLAN

Telecon's Accessibility Plan

General

Telecon has prepared this accessibility plan to meet our organization's obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

Telecon is committed to making our workplace, policies, programs, practices, and services accessible.

Please send your feedback to the Talent & Culture team who can be reached by email at talentculture@Telecon.ca.

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Contact us:

- Email: talentculture@Telecon.ca
- Phone: 1 800 465-0349
- Mail (address of your publicly accessible business):

2425 Pitfield, Ville Saint-Laurent, Québec, H4S 1W8

Consultations

As part of preparing this accessibility plan, Telecon has conducted a cross-functional, multi-departmental consultation process involving parties such as Talent & Culture, IT, Communications, Health & Safety, and Operations, and issued an open invite to all employees who have disabilities or are interested in providing their thoughts and feedback to this plan.

Barrier Identification and Action Plan

For each of the areas below, SC360 and Questzones have identified potential or actual barriers to accessibility and formulated steps to address those barriers.

Employment

We identified the following barriers:
Barrier 1: Job postings for these entities could contain more detailed information about disability-related accommodations.

We will do the following to remove and prevent those barriers:

Barrier 1: We will add text to all our job postings that mentions our commitment to accessibility and inclusion, and that tells applicants how to ask for accommodations. We will start including this text in our job postings within twelve months.

The built environment

We identified the following barriers:
Barrier 1: Our workforce is largely based from their homes and employees may not be aware that we offer support should they require accommodations to their company supplied equipment.
Barrier 2: Periodically employees may be required to attend the corporate head office shared with other companies – this office space may contain some barriers.

We will do the following to remove and prevent those barriers:
Barrier 1: We will ensure during the onboarding process that employees are made aware they can request specific home equipment to accommodate disabilities, as necessary, such as hearing support, ergonomic chairs, etc.
Barrier 2: We will conduct a review of the main office that employees periodically attend for meetings and circulate information about this plan within twelve months.

Information and communication technologies

We identified the following barriers:
Barrier 1: Our websites are not fully accessible to all who may have disabilities.

We will do the following to remove and prevent those barriers:
Barrier 1: Within twelve months, we will consult with IT to determine whether we will keep these websites or redirect to the Telecon home page, which is accessible.

Communication, other than information and communication technologies

We identified the following barriers:
Barrier 1: Our front-line staff have not received training on serving clients with communication disabilities across different geographic areas.

We will do the following to remove and prevent those barriers:
Barrier 1: We will require all front-line staff to take this training within twelve months.

The procurement of goods, services and facilities

We identified the following barriers:
Barrier 1: We do not have established guidelines for accommodations as it relates to liaising with our external contractors and vendors.

We will do the following to remove and prevent those barriers:
Barrier 1: We will review and cascade these changes internally and externally as necessary.

The design and delivery of programs and services

We identified the following barriers:
Barrier 1: Our home install protocol does not consider whether customers may have different needs based on their disabilities.

We will do the following to remove and prevent those barriers:
Barrier 1: We will review our home install protocol within twelve months and ensure that installation is accessible to those receiving this service.

Transportation

We identified the following barriers:
Barrier 1: We do not currently have any resources for accessibility enabled vehicles or taxis.

We will do the following to remove and prevent those barriers:
Barrier 1: Within twelve months, we will review and ensure that specific employee transportation needs are met if required.

Conclusion

Our organization will monitor and measure our progress to make sure we are meeting our accessibility goals and removing the barriers that have been identified.

We encourage feedback using our feedback process. This valuable feedback will be used to help implement and continuously improve our accessibility plan. We will publish relevant progress reports on the implementation of this plan