



# Accessibility Plan 2013 - 2018

## Message from the CEO

Spectrum Telecom Group Ltd. is committed to offering an environment that assures individuals with disabilities equal access to our products and services. Disabilities are not always visible – they may include vision and hearing loss, physical, intellectual and learning disabilities, and speech or language barriers. In 2005, government of Ontario established the Accessibility for Ontarians with Disabilities Act (AODA) with the intention of achieving a barrier-free Ontario for persons with disabilities, while respecting each individual’s dignity and independence. To help us interpret and comply with this legislation, Spectrum Group reviews our Accessibility Plan and Policies annually, in order to ensure these documents are up-to-date with current provincial accessibility requirements. The corporate Accessibility Plan is posted on our website at [www.spectrumtelecom.ca](http://www.spectrumtelecom.ca)

Making our information, programs and services accessible to everyone equally is our legal responsibility and our ethical obligation. Only by working together to learn, understand and comply with these responsibilities will we be able to provide an environment of fair and equal access to the people of our community and our region.

Geoffrey Hatton

## Introduction

Becoming accessible means developing a plan to provide service to customers and employees with disabilities.

Here within, you’ll find our plan which is our guide on the path to accessibility in our workplace. It outlines our accessible customer service policy, accessible employment standards including practices and procedures.



We will strive to always remember the principles of independence, dignity, integration and equal opportunity as we continue our journey to make Spectrum Telecom an accessible workplace for Ontarians with Disabilities.

## Section One: Past Achievements to Remove and Prevent Barriers

# Customer Service 2015

## Providing Goods and Services to People with Disabilities

Spectrum Telecom Group Ltd. is committed to excellence in serving all customers including people with disabilities.

### Assistive devices

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### Communication

We communicate with people with disabilities in ways that take into account their disability.

### Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### Training

Spectrum Telecom Group Ltd. provides training to employees, contractors and others who deal with the public on our behalf.



All employees who deal directly or indirectly with the public will be trained. For example – salespeople, branch coordinators, technicians, riggers and sales representatives.

The training is provided to staff within three months of employment.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Spectrum Telecom Group’s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Spectrum Telecom Group’s goods and services

Staff will also be trained when changes are made to our plan.

### Feedback process

Customers who wish to provide feedback on the way that Spectrum Telecom Group provides goods and services to people with disabilities can contact our HR department via email at: [hr@spectrumtelecom.ca](mailto:hr@spectrumtelecom.ca)

All feedback, including complaints, will be responded to within 3 business days in the manner requested by the issuer.

## Information and Communications

### Modifications to this or other policies

Any policy of Spectrum Telecom Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

In 2015, an HR consultant was hired to establish our accessibility plan and training for our staff. In 2016, our plan was updated and staff were advised by email

regarding improvements to the program which were also integrated into our employee handbook. Staff were informed of the following: *If you have a disability, whether permanent or temporary, and may need help during an emergency, please let me know. I will ask you to complete a self assessment form, then work with you to develop individualized emergency response information that will meet your needs in an emergency situation. Please note that I do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent. Example. An employee with hearing difficulties may not hear a fire alarm and will need to be notified by another employee.*

## Employment

### Recruitment, Assessment and Selection Process

We notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment processes; Notify selected job applicants during the recruitment process, that accommodations are available upon request in relation to materials or processes to be used; and If, during the recruitment process, a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs. Appropriate notifications and messaging have been added to job postings (both internally and externally). When making an offer of employment, we notify the successful applicant of our policies for accommodating employees with disabilities.

### Informing Employees of Supports

We inform employees of our policies to support employees with disabilities, including policies on the provision of job accommodation; Provide new employees with this information as soon as practicable after they begin their employment; and Provide updated information whenever there is a change in policy. Offer letters reference our AODA policies. On request by an employee with a disability, we consult with that employee to arrange for accessible formats and



communication supports for information that is needed to allow that employee to perform his or her job and information that is generally available to employees in the workplace; and we consult with the employee in determining the suitability of an accessible format or communication support.

### Workplace Emergency Response Information

We can provide individualized workplace emergency response information to each employee who has a disability if that employee needs it and if Spectrum Telecom Group Ltd. is aware of the need for accommodation due to that employee's disability; Provide the required emergency response information as soon as practical after Spectrum Group becomes aware of the need for an accommodation due to an employee's disability; and review individualized workplace emergency response information when required. Establish written processes for the development of a documented individual accommodation plan for employees with disabilities that meets the requirements described in the Integrated Standards.

### Return to Work Process

We have a return-to-work process and policy for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work. This process is conducted with a local HR consulting firm.

## Strategies and Actions

Management of Spectrum Telecom Group Ltd. will continue to assess and update this plan and our compliance with the AODA standards.

By January 1, 2021 our websites and web content will be accessible.

## For More Information

Please contact Geoffrey Hatton at (705) 673-6661 for more information on this accessibility plan.

Standard and accessible formats of this document are free on request from [hr@spectrumtelecom.ca](mailto:hr@spectrumtelecom.ca)