

Multi Year Accessibility Plan 2022-2026

The Multi Year accessibility plan outlines the policies and actions that Extend Communications Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Extend Communications Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Extend Communications Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Extend Communications Inc. will provide training to employees and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, and other staff members.

Extend Communications Inc. will take the following steps to ensure employees are providing with the training needed to meet Ontario’s accessibility laws.

2022

- Review Multi Year Accessibility plan and AODA policy
- Train all new hires on AODA
- Ensure that all employees and other staff members are trained on any new accessibility plans and policies within 30 days
- Post accessibility plans and policies on company WIKI page and the Health and Safety board for all employees and staff members to review
- Encourage feedback from employees and persons with disabilities to improve the training process
- Ensure that customized plans are created for anyone who has a disability and may need a customized plan
- Continue to update training programs to ensure Extend is complying with AODA standards

2023

- Review Multi Year Accessibility plan and AODA policy
- Train all new hires on AODA
- Ensure that all employees and other staff members are trained on any new accessibility plans and policies within 30 days
- Update and post accessibility plans and policies on company WIKI page and the Health and Safety board for all employees and staff members to review
- Encourage feedback from employees and persons with disabilities to improve the training process
- Ensure that customized plans are created for anyone who has a disability and may need a customized plan
- Continue to update training programs to ensure Extend is complying with AODA standards

2024

- Review Multi Year Accessibility plan and AODA policy
- Train all new hires on AODA
- Ensure that all employees and other staff members are trained on any new accessibility plans and policies within 30 days
- Update and post accessibility plans and policies on company WIKI page and the Health and Safety board for all employees and staff members to review
- Encourage feedback from employees and persons with disabilities to improve the training process
- Ensure that customized plans are created for anyone who has a disability and may need a customized plan
- Continue to update training programs to ensure Extend is complying with AODA standards

2025

- Review Multi Year Accessibility plan and AODA policy
- Train all new hires on AODA
- Ensure that all employees and other staff members are trained on any new accessibility plans and policies within 30 days
- Update and post accessibility plans and policies on company WIKI page and the Health and Safety board for all employees and staff members to review
- Encourage feedback from employees and persons with disabilities to improve the training process
- Ensure that customized plans are created for anyone who has a disability and may need a customized plan
- Continue to update training programs to ensure Extend is complying with AODA standards

2026

- Review Multi Year Accessibility plan and AODA policy
- Train all new hires on AODA
- Ensure that all employees and other staff members are trained on any new accessibility plans and policies within 30 days
- Update and post accessibility plans and policies on company WIKI page and the Health and Safety board for all employees and staff members to review
- Encourage feedback from employees and persons with disabilities to improve the training process
- Ensure that customized plans are created for anyone who has a disability and may need a customized plan
- Continue to update training programs to ensure Extend is complying with AODA standards

Kiosks

Extend Communications Inc. does not have any self serve kiosks within the Corporate building however Extend will take the following steps to ensure the needs of people with disabilities are considered when designing, procuring, or acquiring services.

2022
<ul style="list-style-type: none"> • Ensure there is an easy and direct path for people with wheelchairs and walkers • Ensure the height and stability allow easy and safe access for people with disabilities
2023
<ul style="list-style-type: none"> • Ensure there is an easy and direct path for people with wheelchairs and walkers • Ensure the height and stability allow easy and safe access for people with disabilities
2024
<ul style="list-style-type: none"> • Ensure there is an easy and direct path for people with wheelchairs and walkers • Ensure the height and stability allow easy and safe access for people with disabilities
2025
<ul style="list-style-type: none"> • Ensure there is an easy and direct path for people with wheelchairs and walkers • Ensure the height and stability allow easy and safe access for people with disabilities
2026
<ul style="list-style-type: none"> • Ensure there is an easy and direct path for people with wheelchairs and walkers • Ensure the height and stability allow easy and safe access for people with disabilities

Information and Communications

Extend Communications Inc. is committed to providing the best means of communication for individuals who have disabilities. Upon request, Extend will provide alternate communication methods.

2022
<ul style="list-style-type: none"> • Ensure all information on our website is in an accessible format • Ensure alternate communication methods are available for individuals who have disabilities • Continue to ensure that Extend’s website is in compliance with AODA standards • Ensure accessibility policy on website is up to date • Review all new information to ensure the method of communication is accessible • Ensure all alternative methods of communication are available to patrons and staff upon request • Ask users and employees for feedback regarding information and communication methods

2023
<ul style="list-style-type: none"> • Review all brochures, presentations, and public information and test for accessibility • Review website to ensure that all email, chat, and text functions are accessible and user friendly • Ensure all alternative methods of communication are available to patrons and staff upon request • Review all new information to ensure the method of communication is accessible • Ask users and employees for feedback regarding information and communication methods
2024
<ul style="list-style-type: none"> • Review all new information to ensure the method of communication is accessible • Ensure all alternative methods of communication are available to patrons and staff upon request • Ask users and employees for feedback regarding information and communication methods
2025
<ul style="list-style-type: none"> • Ensure tests are completed on our external platforms to ensure accessibility • Review all new information to ensure the method of communication is accessible • Ensure all alternative methods of communication are available to patrons and staff upon request • Ask users and employees for feedback regarding information and communication methods
2026
<ul style="list-style-type: none"> • Ensure tests are completed on our external platforms to ensure accessibility • Review all new information to ensure the method of communication is accessible • Ensure all alternative methods of communication are available to patrons and staff upon request • Ask users and employees for feedback regarding information and communication methods

Employment

Extend Communications Inc. is committed to fair and accessible employment practices. During the entire recruitment process and upon hire, Extend will provide accommodations to individuals with disabilities upon request.

Extend will ensure the following during and beyond the recruitment process;

- Post on employment ads that, when able, we will accommodate people with disabilities
- Ensure candidates are aware that Extend will provide accommodations upon request from the candidates throughout all stages of the recruitment process
- When requested, we will discuss any accommodations necessary during the recruitment process

Extend Communications Inc. will create customized plans when necessary to accommodate individuals who are returning to work. Extend will also follow the Accommodation policy in place to ensure we are always being fair and equitable to all employees. Extend will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Ensure we ask employees how we can best accommodate them whether they are currently working or returning to work
- Requesting information from the employee and any other persons advising on the types of accommodation necessary and then forming a return-to-work plan
- Continue to offer work remotely for people with disabilities who fulfil the qualifications

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Extend Communications Inc. is using performance management, career development and redeployment processes.

- Continue to ensure that the needs and accommodations of the employee are taken into consideration
- Communicate a plan with the employee and request their feedback to ensure that their needs are accommodated

Extend Communications Inc. will take the following steps to prevent and remove other accessibility barriers identified.

2022
<ul style="list-style-type: none"> • Review the recruitment posting procedure to ensure it is inclusive of all individuals • When applicable, provide accommodations to individuals during the recruitment process based on their needs • Review accommodation and return to work policy on a yearly basis • When applicable, create customized accommodation plans for individuals returning to work • Request feedback from candidates about the recruitment process
2023
<ul style="list-style-type: none"> • When applicable, provide accommodations to individuals during the recruitment process based on their needs • Review accommodation and return to work policy on a yearly basis • When applicable, create customized accommodation plans for individuals returning to work • Request feedback from candidates about the recruitment process
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<ul style="list-style-type: none"> • When applicable, provide accommodations to individuals during the recruitment process based on their needs • Review the recruitment posting procedure to ensure it is inclusive of all individuals • Review accommodation and return to work policy on a yearly basis • When applicable, create customized accommodation plans for individuals returning to work • Request feedback from candidates about the recruitment process

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<ul style="list-style-type: none"> • When applicable, provide accommodations to individuals during the recruitment process based on their needs • Review accommodation and return to work policy on a yearly basis • When applicable, create customized accommodation plans for individuals returning to work • Request feedback from candidates about the recruitment process
2026
<ul style="list-style-type: none"> • When applicable, provide accommodations to individuals during the recruitment process based on their needs • Review the recruitment posting procedure to ensure it is inclusive of all individuals • Review accommodation and return to work policy on a yearly basis • When applicable, create customized accommodation plans for individuals returning to work • Request feedback from candidates about the recruitment process

Design of Public Spaces

Extend Communications Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Extend Communications Inc. will put the following procedures in place to prevent service disruption and identify any alternatives available. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

2022
<ul style="list-style-type: none"> • Evaluate all public spaces around the Corporate building to ensure all entrances and exits are accessible or there is an alternate way of entering the building • Ensure correct amount of accessible parking spots are labelled and available • Ensure all walkways within the office are accessible
2023
<ul style="list-style-type: none"> • Evaluate all public spaces around the Corporate building to ensure all entrances and exits are accessible or there is an alternate way of entering the building • Ensure all walkways within the office are accessible • Audit service counters to ensure they are accessible, or alternatives are available to ensure accessibility

2024
<ul style="list-style-type: none">• Evaluate all public spaces around the Corporate building to ensure all entrances and exits are accessible or there is an alternate way of entering the building• Ensure all walkways within the office are accessible
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<ul style="list-style-type: none">• Evaluate all public spaces around the Corporate building to ensure all entrances and exits are accessible or there is an alternate way of entering the building• Ensure all walkways within the office are accessible

For More Information

For more information on this accessibility plan, please contact **Paige Feere**

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Accessible formats for this document are available upon request

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