

## **MULTI-YEAR ACCESSIBILITY PLAN**

*Version: November 8, 2023*

### **Intent**

This accessibility plan outlines the strategy of Optima Communication International Inc to prevent and remove barriers for people with disabilities and comply with the requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

### **Statement of Commitment**

Optima Communications International Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence and embodies the principles of integration and equal opportunity.

Optima is committed to be a barrier-free environment for persons with disabilities in employment, in its communications and information, in the delivery of goods and services and in its built environment.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Optima is further committed to ensuring that all its employees are aware of their responsibilities to foster an accessible and inclusive environment with, and for, persons with disabilities.

### **Multi-year Accessibility Plan**

This plan is in effect from November 08, 2023 to November 08, 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Tanya Bonk by email, [Tanya\\_Bonk@optima.net](mailto:Tanya_Bonk@optima.net)

### ***Completed Initiatives***

Optima Communication International Inc has completed the following initiatives to prevent and remove barriers and comply with the Integrated Accessibility Standards Regulation:

### **General**

- ✓ Optima has created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements of the IASR. This policy has been rectified as of 11.08.2023.
- ✓ Optima provides training to all applicable staff on the AODA and the IASR.
- ✓ Optima provides training to all applicable employees on the Human Rights Code as it pertains to people with disabilities.
- ✓ The AODA policy is available upon request in an accessible format to those requesting a copy of the policy.

### **Information and Communication Standards**

- ✓ As of November 3, 2023 Optima has a process for receiving and responding to feedback that is accessible to people with disabilities.
- ✓ Optimum has notified the public about availability of accessible formats and communication supports with respect to the feedback process.
- ✓ New public websites, significantly refreshed web content on Optima's website conforms or exceeds the requirement of the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA.

### **Employment Standards**

- ✓ If Optima employs any persons with disabilities, the company provides individualized workplace emergency response information where the disability is such that this information is necessary and where the company is aware of the need for accommodation due to the employee's disability.
- ✓ The individualized workplace emergency response information is reviewed when the employee moves to a different location in the workplace, when the employee's overall accommodation needs or plans are reviewed, and when the employee requests a review or changes.
- ✓ Optima has an established workplace accommodation policy.
- ✓ Learning and performance services has built-in accessibility formats for the procurement of learning services and E-Learning.
- ✓ Self-service computer stations incorporate a large print keyboard, screen magnification (zoom text) and screen reading software.

### **Customer Service Standards**

- ✓ Optima provides training to all applicable employees about providing goods, services, or facilities to persons with disabilities.
- ✓ Optima provides information in an accessible format and, when necessary, consults with anyone requesting information on the suitability of the format.
- ✓ Information is provided in an accessible format in a timely manner that takes into account the individual's disability at no additional cost when necessary.
- ✓ If Optima ever requires a person with a disability to be accompanied by a support person or support animal when on the premises, such will be made possible.
- ✓ There may be times where information and communication supports may not be provided. These situations may occur when;
  - it is not technically possible to convert a file or document.
  - the information comes from another entity or organization
  - the information is not within our control

Should such situation occur, we will provide an explanation and a short summary of the unconvertable information or communication.

### **Emergency Procedures, Plans or Public Safety**

Safety is a priority for us and we strive to ensure that our workplace is safe to clients, visitors and employees.

- ✓ We undertook a review of emergency procedures with third party facilities managers to provide building related emergency and public safety information. An accessible format or other appropriate communication supports are available as soon as possible, upon request.

### **Reviewing Feedback**

- ✓ We will monitor and measure any feedback the organization receives throughout the year related to AODA requirements. This information will be used to continuously adapt and improve policies and processes. We will continue to evaluate how these may be integrated into our multi-year plan and/or reports.

### **Revisions to the Multi-year Plan**

Any revisions will be available on our website, and will be provided in an alternative format on request.

### **New and Ongoing Initiatives**

Optima Communication International Inc plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the Integrated Accessibility Standards Regulation:

- Annual review of Accessibility Compliance Checklist
- Review of Employee Feedback and Public Feedback Forum and implement any improvements as soon as possible
- Continue to incorporate accessibility features into computer stations
- Ensure accessibility features are functional
- Continue appropriate and necessary AODA training to ensure knowledge remains current
- Use multiple channels to promote awareness and encourage learning about accessibility
- Review and update the multi-year plan at least once every five years based on AODA requirements and feedback
- Establish a process to help guide in the changes and development of multi-year plan