



## Commport Communications International, inc. Multi-year Accessibility Plan: July 1, 2020 to June 1, 2024

### INTRODUCTION

Commport Communications International, inc. (“Commport” or the “Company”) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Commport is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### COMMPORT’S STATEMENT OF COMMITMENT TO ACCESSIBILITY

*Commport is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.*

*Commport understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.*

*Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources Manager via email at [lisac@commport.com](mailto:lisac@commport.com) or by phone at 905-727-6782 ext. #2254.*



## Section 1: Past Achievements to Remove and Prevent Barriers

Commport would like to highlight the following completed initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation (IASR)* to improve accessibility for people with disabilities:

### CUSTOMER SERVICE

**Key outcome:** Commport is committed to providing accessible customer service to people with disabilities. Customers of all abilities receive seamless, dignified, and equitable access to barrier-free services from well-equipped front-line Commport employees.

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| <b>AODA Customer Service Plan</b>  | June 1, 2019          |
| <b>AODA Customer Service Plan</b> revised and made publicly available.   | Revised: June 1, 2021 |
| <b>Accessible Customer Service Policy</b> renamed, revised and made publicly available.  | Nov. 15, 2023         |
| If there is a temporary disruption of services or facilities used by persons with disabilities, Commport gives notice of the disruption to those impacted, typically customers which includes the following: <ul style="list-style-type: none"> <li>The reason for the disruption; its anticipated duration; and a description of available alternative facilities or services (when applicable).</li> </ul> | 2018                  |

### INFORMATION AND COMMUNICATION

**Key outcome:** Commport is committed to making our information and communications accessible to people with disabilities. Members of the public and Commport employees of all abilities are provided with equitable access to Commport's digital information and services that meet accessibility requirements.

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| <b>AODA Statement of Commitment to Accessibility</b> is posted publicly both on Commport's website and at Commport's reception desk.   | May 25, 2021<br>Revised: Nov. 15, 2023 |
| Commport has a process for receiving and responding to feedback that is accessible to people with disabilities which is currently outlined on our website and at our reception desk. | June 1, 2021<br>Revised Nov. 16, 2023  |
| Commport notifies the public about the availability of accessible formats and communications supports with respect to the feedback process on our website.                           | June 1, 2021<br>Revised Nov. 16, 2023  |
| Commport's internet website conforms to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.   | April 19, 2022                         |

### EMPLOYMENT

**Key outcome:** Commport is committed to fair and accessible employment practices. Candidates and Commport employees with disabilities have the support to join, work effectively, experience career growth, and have opportunities for learning, development, and progression.

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| Commport notifies its employees and the public about the availability of accommodation for applicants with disabilities on job postings and in its recruitment process.   | August 8, 2018<br>and ongoing      |
| Commport informs its employees of its policies and process used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability under our Human Rights and Accommodation policy and process. | May 31, 2017<br>Revised: Nov. 2023 |



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| Commport has in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. Commport uses documented individual accommodation plans as part of the process.   | November 2023 |
| In terms of performance management of our employees (activities related to assessing and improving employee performance, productivity, and effectiveness, with the goal of facilitating employee success), Commport shall consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. | November 2023 |

## TRAINING

**Key Outcome:** Commport is committed to providing training in the requirements of Ontario's accessibility laws and the *Ontario Human Rights Code* as it applies to people with disabilities. Commport has also proactively administered all staff training on workplace diversity, equity and inclusion (though not legislatively mandated).

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| <b>Understanding Human Rights (AODA Edition) Training</b> which discusses how the <i>Human Rights Code</i> and the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> work together to provide equality and accessibility for all Ontarians. Learning outcomes include: <ul style="list-style-type: none"> <li>Understand requirements under the <i>Human Rights Code</i> and AODA related to discrimination, disability, and accommodation.</li> <li>Be aware of different forms of disabilities and discrimination.</li> <li>Understand the duty to accommodate individuals with disabilities.</li> </ul>   | May 31, 2021<br>to Dec. 15, 2023  |
| <b>AODA Customer Service Standards Training (Comprehensive Content, Immersive)</b> which includes an overview of AODA legislation, including requirements for accessibility standards. During this course, learners can apply customer service standards they learn about for those with disabilities, different types of disabilities, and various ways to provide service to those with certain types of disabilities. This course also explores ways to improve customer service principles and skills by examining ways to lessen barriers for those with disabilities through interactive scenarios. Learning outcomes include: <ul style="list-style-type: none"> <li>Explains what a disability is and how legislation affects customer service.</li> <li>Demonstrates how to handle difficult situations and service disruptions.</li> <li>Describes different types of disabilities and the barriers that prevent them from accessing goods and services.</li> </ul> | June 27, 2021                     |
| <b>Workplace Diversity and Inclusion Training</b> which provides information on the effect of diversity on our organization and how to encourage diversity. It also provides a greater understanding of what diversity means, how to build an inclusive work environment, and includes the following learning outcomes: <ul style="list-style-type: none"> <li>Outlines the organizational and team benefits of diversity and how to manage a diverse workforce.</li> <li>Explains the difference between diversity and inclusion.</li> <li>Provides best practice tools for developing diverse strategies in conflict management, recruitment, succession planning, leadership development, and training and development.</li> </ul>   | June 21, 2023<br>to Nov. 20, 2023 |

## DESIGN OF PUBLIC SPACES

**Key outcome:** Commport has met the following accessibility laws when building or making major changes to public spaces. Customers and Commport employees of all abilities feel welcome in Commport's head office which has incorporated inclusive design practices and technologies and fully adjustable sit/stand desks and adjustable chairs at each workstation and in each office.



# Commport

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| New off-street parking is accessible and includes a minimum number of each of type of accessible parking space including: <ul style="list-style-type: none"> <li>Wider spaces for people who use mobility aids (i.e., wheelchairs).</li> <li>Standard-width spaces for people who use mobility-assistive devices (i.e., canes, crutches, walkers).</li> </ul>                         | January 1, 2021<br>Revised March 1, 2022 |
| New Waiting area in which more than 3% of all seats are accessible:   | January 1, 2021<br>Revised March 1, 2022 |
| New Service Counter (reception desk/area) which is accessible to people who use mobility aids (such as wheelchairs) which includes: <ul style="list-style-type: none"> <li>An area low enough to allow a person with a disability to interact with the person providing service.</li> <li>Enough room under the counter for the knees of a person sitting in a wheelchair.</li> </ul> | March 1, 2022                            |
| New Health Room, which is accessible to all and includes a sink, rest bed, first aid kit, naloxone kit and sharps disposal bin.   | 2023                                     |

## Section 2: Strategies and Actions

Commport 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* as follows:

| Action Item  | Timeline                                |
|--|---|
| <b>CUSTOMER SERVICE</b>  |   |
| <b>AODA Customer Service Plan</b> and <b>Accessible Customer Service Policy</b> will be uploaded to Commport's new website as required upon launch of the new website: <ul style="list-style-type: none"> <li>New site launch date January 2, 2024. Testing at 70% as of November 15, 2023.</li> </ul>                                 | January 2, 2024<br>(or sooner)          |
| <b>INFORMATION AND COMMUNICATION</b>   |   |
| Commport's NEW internet website will conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions).  | January 2, 2024<br>(or sooner)          |
| Update the Multi-Year Accessibility Plan at least once every 5 years.  | Revised and Finalized:<br>Dec. 14, 2023 |
| <b>EMPLOYMENT</b>  |   |
| If Commport were to employ any persons with disabilities requiring individualized workplace emergency response information, to provide this manner in a format suitable for that individual, determine whether they would need assistance and obtain consent to provide this information to the person designated to aid the employee. | Ongoing                                 |
| Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.  | Going forward                           |
| When making offers of employment, Commport notifies the successful applicant of its policies for accommodating employees with disabilities.  | Going forward                           |
| <b>TRAINING</b>  |   |
| Understanding Human Rights (AODA Edition) Training is provided to new hires during their onboarding process.   | Ongoing                                 |
| AODA Customer Service Standards Training is provided to new hires during their onboarding process.   | Ongoing                                 |
| Workplace Diversity and Inclusion Training is provided to new hires during their onboarding process.   | Ongoing                                 |
| <b>DESIGN OF PUBLIC SPACES</b>   |   |



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| Procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order | TBD                |
| Clearly identify accessible service counters (reception desk) with a sign.  | TBD                |
| Clearly mark all accessible parking spaces with the required signage.   | Spring/Summer 2024 |
| Extra spaces, called access aisles, between parking spaces wide enough for people with disabilities to get in and out of their vehicles   | Spring/Summer 2024 |

**For More Information**

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:

Lisa Cavuoti, Human Resources Manager  
[LisaC@commport.com](mailto:LisaC@commport.com) | 905-727-6782 ext. #2254

Our accessibility plan is publicly posted on our website at [www.commport.com](http://www.commport.com).