

T-Base Communications Accessibility Plan

Introduction

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (“AODA”) in 2005. T-Base Communications is committed to complying with the Act and all the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

The regulations associated with the Integrated Accessibility Standards (“ISAR”) require that effective January 1, 2014, T-Base Communications establish, implement, maintain and document a multi-year accessibility plan which contains the deliverables and activities that will be worked on over the next 5 years.

In accordance with the requirements, T-Base Communications will:

- Post the plan on its website (www.tbase.com);
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Multi-Year Accessibility Plan

Part I - General Requirements

Act Section and Description	Action	AODA Compliance Date	Status
<p>3. Establishment of Accessibility Policies</p> <p>3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</p>	<p>T-Base Communications implemented has posted and implemented an Accessibility Policy.</p>	<p>January 1, 2014</p>	<p>Completed</p>

<p>4. Accessibility Plans</p> <p>4.(1) Large organizations shall,</p> <p>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>T-Base Communications will prepare and publish an Accessibility Plan.</p>	<p>Reviewed on January 1, 2020</p>	<p>Completed</p>
<p>6. Self-Service Kiosks</p> <p>6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>Not applicable.</p>	<p>January 1, 2014</p>	<p>Not Applicable</p>
<p>7. Training</p> <p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Ontario Human Rights Code as it pertains to persons with disabilities to,</p> <p>a) all employees, and volunteers;</p>	<p>All T-Base Communications employees in Canada have received training on the accessibility standards and on the Ontario Human Rights.</p> <p>A process is in place to train all new hires as part of the onboarding process.</p>	<p>January 1, 2015</p>	<p>Completed and ongoing for all new hires</p>

<p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>			
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PART II - Information and Communications Standards

Act Section and Description	Action	AODA Compliance Date	Status
<p>11. Feedback</p> <p>11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p>	<p>T-Base Communications has an established process for receiving and responding to feedback as required as noted in our Accessibility Policy. This policy is posted on our website and includes a mechanism for receiving and responding to feedback.</p>	<p>January 1, 2015</p>	<p>Completed</p>
<p>12. Accessible Formats & Communication Supports</p> <p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's</p>	<p>T-Base Communications provides accessible communications as it's core business. Any request for the provision of accessible formats or communications supports will be evaluated and provided in a manner that best meets the needs of its customer.</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p>accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons</p> <p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>			
<p>14. Accessible Websites & Web Content</p> <p>14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<p>T-Base Communications will assess its website and implement plans to ensure compliance with new website development and content for new websites; and future compliance requirements for all websites in accordance with the Regulation.</p>	<p>January 1, 2021</p>	<p>Completed</p>

PART III - Employment Standards

Act Section and Description	Action	AODA Compliance Date	Status
<p>22. Recruitment – General</p> <p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>Updated all job posting templates to including language that supports the accommodation of persons with disabilities throughout the recruitment process.</p>	<p>January 1, 2016</p>	<p>Completed</p>
<p>23. Recruitment, Assessment or Selection Process</p> <p>23.(1) During a recruitment process, an employer shall 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a</p>	<p>Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p>suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p>			
<p>24. Notice to Successful Applicants</p> <p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>T-Base Communications has implemented an accommodation policy for all employees. The policy is included in the Employee Handbook.</p>	<p>January 1, 2016</p>	<p>Completed</p>
<p>25. Informing Employees of Supports</p> <p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>All employees are notified about T-Base Communications policies on accessibility and accommodation at time of hiring.</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>			
<p>26. Accessible Formats & Communication Supports for Employees</p> <p>26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.(2) The employer shall consult with the employee making the request in determining the suitability of an</p>	<p>T-Base Communications ensures that, if requested, employees are provided with accessible formats and communications support in order to perform their job duties. Employees are asked to identify and workplace needs at the time of hire and this can be updated at any time. Employees actively participate in the accommodation process and in determining the nature of support required.</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p>accessible format or communication support.</p>			
<p>27. Workplace Emergency Response Information</p> <p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee’s disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for</p>	<p>T-Base Communications has an established process and tool for collecting and determining the requirement for individualized workplace emergency response plans.</p> <p>This process is undertaken as part of new employee onboarding. All employees are advised that they can update this information at any time.</p>	<p>January 1, 2012</p>	<p>Completed</p>

<p>accommodation due to the employee’s disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>			
<p>28. Documented Individual Accommodation Plans</p> <p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p>	<p>T-Base Communications has a written process for development of accommodation plans. This is included in our Employee Handbook.</p>	<p>January 1, 2016</p>	<p>Completed and ongoing compliance</p>

<ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation 			
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<p>plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p>			
<p>29. Return to Work Process</p> <p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>29.(2) The return to work process shall,</p>	<p>T-Base Communications has existing Return to Work Processes and when required, formal agreements are documented and monitored.</p>	<p>January 1, 2016</p>	<p>Completed and on-going compliance</p>

<p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29.(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>			
<p>30. Performance Management</p> <p>30.(1) An employer that uses performance management in respect of its employees shall take into account 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.</p>	<p>T-Base Communications has reviewed its existing performance management processes as required.</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p>31. Career Development & Advancement</p> <p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>T-Base Communications has reviewed its existing Career Development & Advancement processes as required.</p> <p>T-Base Communications will continue consideration of accessibility needs during performance management process and when providing career development and advancement, and redeployment.</p>	<p>January 1, 2016</p>	<p>Completed and ongoing compliance</p>
<p>32. Redeployment</p> <p>32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>T-Base Communications ensures that any movement of employees takes into account any individual accommodation needs. As required T-Base Communications will review and update its existing redeployment processes.</p>	<p>January 1, 2016</p>	<p>Completed</p>

Feedback

We welcome your feedback.

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