



**Accessibility Plan
June 2024**

Covit Communications Inc.

Table of Contents

- 1. GENERAL..... 1
- 1.1. Feedback Process and Contact Information..... 1
- 1.2. Accessibility Statement..... 1
- 2. KEY AREAS..... 1
- 2.1. Employment..... 1
- 2.2. The Built Environment..... 2
- 2.3. Information and Communication Technologies.....3
- 2.4. Communication, Other Than Information and Communication Technologies.....3
- 2.5. The Procurement of Goods, Services and Facilities.....4
- 2.6. The Design and Delivery of Programs and Services.....4
- 2.7. Transportation..... 5
- 3. CONSULTATIONS.....5
- 4. CONCLUSION..... 5

1. GENERAL

1.1. Feedback Process and Contact Information

To provide feedback on accessibility or barriers you have faced in accessing our services, or to request a copy of our accessibility plan or a description of our feedback process or plan in print, large print, braille, audio format or an electronic format that is compatible with adaptive technology, please contact the Accessibility Manager at:

French: retroaction.accessibilite@covcommunications.com

English: accessibility.feedback@covcommunications.com

Phone Number: <450-624-9234>

Mailing Address: 4400 Rue Garand, Laval, Quebec, H7L 5Z6

1.2. Accessibility Statement

Covit Communications Inc. (“Cōv”) is the only Canadian telecommunications service provider with more than 15 years of experience in the retirement homes market. The company was founded with the mission of bridging the gap between seniors, the homes they live in, and the telecommunication services they want and need.

We interact primarily with owners and managers of retirement residence (“Clients”) who then make our services available to the senior residents who live in these homes (“End Users”). When we consider accessibility, it is these two groups, along with our employees, who are most impacted by our actions.

Accessibility is an important priority for us, and we are committed to the ongoing process of removing barriers for everyone.

2. KEY AREAS

2.1. Employment

Cōv strives to be an employer of choice and we are continuously looking for ways to improve the experiences of our employees and prospective employees.

2.1.1. Identified Barriers and Proposed Solutions

Barrier 1: Although accommodation can be made for prospective employees during the recruitment process, this is not always well communicated to candidates.

Solution 1: We will add a statement in the job postings to let candidates know that their disabilities and needs can be accommodated, and we will ask prospective

employees whether they require accommodation prior to commencing the interview process.

Barrier 2: While we understand that we have a duty to accommodate employees with temporary or permanent disabilities, there is no formal program or policy in the organization that guides how we ensure that employees with disabilities will be accommodated.

Solution 2: A program and policy is currently being developed and managers and supervisors will be trained in an employer's duty to accommodate. Once the policy is finalized, it will be communicated with employees.

Barrier 3: While assistive technology and other supports would be provided if required by an employee, information about assistive technology and support have not been widely communicated to employees.

Solution 3: We will communicate with employees about the types of assistive technologies and supports that are available for those who need them. We will also ensure that employees know that we will help them find a solution for any barriers to accessibility they are facing at work.

2.2. The Built Environment

Our head office is located at 4400 Rue Garand in Laval, Quebec. Our employees are required to work in the head office four days a week. It is rare that Clients attend the office, but they are welcome to do so. The building has two stories and currently only the first floor is accessible by wheelchair.

2.2.1. Identified Barriers and Proposed Solutions

Barrier 1: Only the first floor of our head office is accessible by wheelchair. Currently there are no employees who use a wheelchair, but if any were hired, they would not be able to access the second floor.

Solution 1: If an employee was hired who uses a wheelchair, we would ensure that their work area was on the first floor, and we are looking into the logistics of adding a lift. If employees require adjustments to their home office setup, this can also be accommodated.

Barrier 2: There is a disabled bathroom but no disabled parking stalls for Cōv employees and Clients to use.

Solution 2: We are looking into the logistics of adding a disabled parking stall.

2.3. Information and Communication Technologies

We interact and communicate with our employees and Clients using our website, www.covcommunications.com or www.connectit.cloud and the customer portal, and the COVTV app.

We use social media to connect with Clients and members of the public, and our social media presence is managed by a third party. We will ensure that this firm is aware that accessibility is a priority for us and that we wish our social media content to be accessible to those with disabilities.

2.3.1. Identified Barriers and Proposed Solutions

Barrier 1: Clients and end-users have access to an online portal to report issues and create service tickets. A Client can telephone for assistance during business hours, but there are currently no assistive technologies available if a Client needs help after hours and is not able to use the website.

Solution 1: We are reviewing our communication channels and portals to determine how to incorporate assistive technologies to make them accessible for everyone.

Barrier 2: Currently, our social media content is comprised primarily of posts with still photographs with captions, but no description of the photograph. This is not accessible to users who are visually impaired.

Solution 2: We will work with the third party to add 'alt text' to still posts, and to add different types of media, such as videos with sound, to make the content more accessible.

2.4. Communication, Other Than Information and Communication Technologies

Cōv's non-digital communication includes internal policies and communications.

2.4.1. Identified Barriers and Proposed Solutions

Barrier 1: An accessible document is one where the text and other elements of the communication can be read and understood by everyone in some manner. For example, those with visual impairments use text-to-speech readers and these require the document to be written in certain fonts and formats to be able to work properly. Employees have not been trained in creating accessible documents.

Solution 1: We will provide training to employees so that they are confident in creating documents that can be easily read by anyone, using a text-to-speech reader or other adaptive technologies.

2.5. The Procurement of Goods, Services and Facilities

Our purchasing manager interacts with our vendors primarily through email, but occasionally uses the telephone if required.

2.5.1. Identified Barriers and Proposed Solutions

We have not identified any barriers in this area, but we will continue to consult with our vendors to determine whether there is anything we can do to make their experience more accessible when interacting with our company.

2.6. The Design and Delivery of Programs and Services

Our services include cable television, internet services, and telephone services. We provide training to employees, Clients and End Users.

2.6.1. Identified Barriers and Proposed Solutions

Barrier 1: Our services may not be accessible for all who wish to use them. We currently offer closed captioning for those with hearing impairments; and we offer telephone headsets that light up when a call is received, but there may be other supports or technologies that could make our services accessible to more people.

Solution 1: We will survey our current Clients to determine whether there are any adjustments that could make our services accessible to a greater number of End Users.

Barrier 2: Our Clients and End Users may not know about the accessibility tools and supports we offer.

Solution 2: We will publicize the accessibility tools we offer so that more people can make use of them.

Barrier 3: Not all employees have experience assisting those with disabilities.

Solution 3: We will introduce training on accessibility during new hire orientation for new hires, and for existing employees.

Barrier 4: The training we provide to Clients after installation may not be accessible for all Clients.

Solution 4: We will ask Clients whether the training works for them and adapt it if necessary.

2.7. Transportation

2.7.1. Identified Barriers and Proposed Solutions

Cōv Communications is not involved in transportation.

3. CONSULTATIONS

When preparing this plan, Cōv consulted both internally and externally with people with disabilities. We used small groups and informal discussion as consultation methods. Through these consultations we learned about barriers faced by our employees, Clients and End Users as well as what changes we could make that would improve or remove these barriers.

4. CONCLUSION

We are grateful for the feedback from our employees, Clients, and End Users about the barriers they face and the changes we can make to improve their experience. We understand that removing barriers to accessibility is an ongoing process and we are committed to continuing this journey.