



Multi-Year Accessibility Plan

2013

Prepared by:
France Todd
Director, Human Resources

For any Inquiries Please Contact:
Phone: (613) 576-3000
Email: todd@conversantip.com

This publication is available in alternative formats.

INTRODUCTION

This report describes the measures that Conversant has taken and will take to identify, remove and prevent barriers to accessing its goods and services. Conversant is committed to complying with the provisions of the *AODA* by adopting this multi-year accessibility plan. The accessibility plan will be made available in alternative formats for individuals who require it.

Objectives:

The Multi-Year Accessibility Plan will:

1. Provide a framework for developing cohesive accessibility initiatives which identify, remove, and prevent barriers;
2. Set goals for specific improvements to accessibility;
3. Establish action plans for meeting those goals and initiating accountability;
4. Track progress; and
5. Seek input and suggestions from the wider communities we service.

Our goal is to have a workable Multi-Year Accessibility Plan that will meet the needs of all our community members with disabilities.

Conversant's Efforts Towards Improving Accessibility

2013

- Developed a policy in compliance with the *Accessibility Standards for Customer Service* and prepared a year-end report.
- Proactively developed a policy in compliance with *the Integrated Accessibility Standards* ahead of the required deadlines.
- Ensured that WCAG 2.0 Level A standards will be complied with for all new content on our website effective January 1st, 2014.

Conversant's Commitment to Accessibility Planning

Under the guidance of the *AODA* and the *Ontario Human Rights Code*, Conversant is committed to creating an environment fully accessible to individuals with disabilities. We have taken, and will continue to take, a pro-active stance in adjusting services and communication practices to allow full access to clients and employees with disabilities.

Barrier-Identification Methodologies

We are currently undertaking a complete audit of our services which will include an analysis of how members of the organization interact with clients and other third parties and how employees function on a day-to-day basis. We will utilize input from industry experts in our field and training documents from the Ministry of Community of Social Services as part of this process. Input and feedback from members of the public will also be actively sought.

Additionally, the subject of accessibility will be regularly discussed in management meetings.

Barriers Identified

As a result of this process, Conversant expects to be able to identify and respond to accessibility barriers and take steps to remove them. A technological and communication barrier was identified in our online content, and we have taken steps to ensure that all new website content is accessible in accordance with the requirements.

Barriers to Be Addressed In 2014

Conversant will work to remove barriers. In 2014, we will:

- Continue upgrades to our website in accordance with WCAG 2.0 Level A;
- Address any attitudinal barriers that may exist in the workplace through the implementation of training protocols under the Customer Service and Integrated Accessibility Standards for all members of the organization who interact with the public; and
- Institute a hiring and employment policy which will remove any barriers faced by prospective and current employees.

These accessibility goals respect the core principles of independence, dignity, integration and equal opportunity of services, as outlined in the *AODA*. We are also committed to receiving and responding to feedback about the way services are delivered to people with disabilities. Feedback is encouraged and may be provided in alternate formats. The feedback process is advertised in various ways, including on our website.

Review and Monitoring Process

Accessibility standards will be monitored. The topic will be formally addressed annually in management meetings, and as required should a more pressing need arise. All members of the organization will be encouraged to bring forth their comments and suggestions.

Communication of Conversant's Accessibility Plan

The plan will be made available on the company's website and will be sent to individuals who wish to receive a copy of the plan and in accessible formats when requested. Conversant will continue to promote compliance with the *AODA* and is committed to establishing expertise in this area.

Conclusion

Conversant has a proactive approach to improving access for clients and staff with disabilities. The company is further committed to preventing, identifying, and removing barriers.