

# Fibernetics Corporation

## Accessibility Plan 2024 – 2026

June 1, 2024

### **Fibernetics Corporation Overview**

Fibernetics Corporation (“Fibernetics”) is a Canadian Carrier operating as a Competitive Local Exchange Carrier (CLEC) and Internet Service Provider (ISP) in numerous cities and provinces within Canada. Fibernetics has been in operation for well over a decade, providing voice, Internet, and data services to both business and residential customers.

### **Fibernetics Corporation Commitment to Accessibility**

Fibernetics is committed to customer service excellence and supporting the Government of Canada’s Accessible Canada Act,

by identifying, preventing, and removing barriers experienced by persons with disabilities.

Fibernetics took into account the following principles in preparation of this Accessibility Plan:

- a. all persons must be treated with dignity regardless of their disabilities;
- b. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e. laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and

the multiple and intersecting forms of marginalization and discrimination faced by persons;

f. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and

g. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

## **Consultations**

Fibernetics consulted with internal staff who identify as a person with a disability.

## **Feedback**

If you wish to request Fibernetics' accessibility plan or the description of the feedback process in an alternative format, or provide feedback, Fibernetics can be reached by:

### **Mail**

Accessibility Champion

Fibernetics Corporation

96 Grand Ave S., Ste. 203, Cambridge, Ontario, N1S 2L9

### **Telephone**

1-833-229-1456

### **Email**

[accessibility@fibernetics.ca](mailto:accessibility@fibernetics.ca)

### **Online webform**

<https://www.fibernetics.ca/accessibility/>

## **Employment**

### Barriers Identified

- Awareness and use of Accommodation process for employees and candidates applying to Fibernetics.
- Information about assistive technology supports and services should be easier to find.
- There is a lack of clarity among job applicants, recruiters and hiring managers on the types of accommodations available for persons with disabilities who are applying, interviewing, and qualifying for jobs.

### Short Term

- Formalize Accommodation process and communicate method on how to request accommodation for both employees and job applicants.
- Use inclusive language in job postings and include paragraphs about accommodations on job postings.

## Medium Term

- Foster an inclusive and no-judgement environment so employees feel empowered to ask for accommodation when needed.
- Disability awareness training and inclusion.
- Educate job candidates about available accommodations during the recruitment process.

## Long Term

- Create a consolidated inventory of resources used to support accommodation.
- Use internal feedback and consultations and collaborate with persons with disabilities to ensure that accessibility standards are integrated across our business – including workplace policies, employment standards, programs, and work environments.

## Ongoing

- Continue to create awareness of accessibility to foster a more inclusive workplace.
- Continue to evaluate how well our processes for workplace accommodation are performing.
- Continue to improve how we engage and collaborate with persons with disabilities.

## **Built Environment**

### Barriers Identified

- Not all workstations are adjustable.
- Some office areas have excessive noise levels or areas with harsh lighting.
- Some open floor areas or aisles contain storage boxes or have partially blocked pathways.

## Short Term

- Remove any obstacles from aisles or pathways.
- Continue to offer a hybrid work environment.
- Increase the number of workstations that are adjustable.
- Offer the ability to have a permanent desk assignment for select desks to ensure that accommodations for individuals are not tampered with.
- Evaluate structures and facilities to help remove physical barriers.
- Evaluate sensory factors and make necessary modifications like noise dampening.
- Ensure staff know all aisles and pathways must be kept free of barriers at all times.
- Ensure doors have automatic openers.

## Long Term

- Review office layouts to identify opportunities to improve accessibility.



- Ensure any future upgrades or modifications to improve accessibility.
- Work with landlords to have make offices as barrier-free as reasonably possible.
- Ensure mobility devices are not blocked by narrow pathways.

## **Information and Communication Technologies (ICT)**

### Barriers Identified

- Internal website and systems have aspects that could be made easier to use or have better navigation for persons with disabilities.
- Not all websites have chat-tools or drop-down menus or have tools that one can zoom in on.
- NEWT Windows Application audio labeling of interface buttons found to be not compatible with all screen readers applications.

## Short Term

- Redesign existing resources and tools for greater accessibility.
- Evaluate webpages in light of Web Content Accessibility Guidelines (WCAG).

## Long Term

- Ensure communication tools and systems are designed with accessibility in mind.
- Conduct periodic evaluations to identify any possible accessibility barriers.
- Continue to create awareness of accessibility to foster a more inclusive workplace.
- Continue to evaluate how well our processes for workplace accommodation are performing.
- Continue to improve how we engage and collaborate with persons with disabilities.
- Explore technical changes to the NEWT Windows Application in order to make it compatible with more screen readers tools.

## **Communication (other than ICT)**

### Barriers Identified

- Employees who create documents are not all trained on how to create accessible documents.
- Not all materials are written in easy-to-understand language.
- Alternate communication options are not consistently mentioned in marketing materials.

### Short Term

- Formalize Accommodation process and communicate method on how to request accommodation Use inclusive language in relevant documentation.

### Long Term

- Create a consolidated inventory of resources used to support accommodation.
- Use internal feedback and consultations and collaborate with persons with disabilities to ensure that accessibility

standards are integrated across our business – including workplace policies, employment standards, programs, and work environments.

## **Procurement of Goods, Services, and Facilities**

### Barriers Identified

- Existing procurement practices may not consistently meet accessibility requirements.
- No member on the procurement team has specialized training on accessibility in relation to procurement.
- Some systems and processes could be improved for better accessibility.

### Short Term

- Evaluate procurement policies and processes to improve accessibility.

- Create Accommodation process and communicate method on how to request accommodation for both employees and third parties.
- Ensure at least one member of the procurement team has accessibility training.

### Long Term

- Create a consolidated inventory of resources used to support accommodation.
- Use internal feedback and consultations and collaborate with persons with disabilities to ensure that accessibility standards are integrated across our business – including procurement.

## **Design and Delivery of Programs and Services**

### Barriers Identified

- Staff have different levels of knowledge regarding potential barriers customers with disabilities may experience.
- Lengthy service timeframes may be challenging for persons with disabilities.
- Some equipment (e.g. modems) have small visual indicators.
- Some services and support are only available via email or chat, resulting in a gap of available alternatives for persons with disabilities to obtain services and support.

### Short Term

- Review accessibility information and training for staff.
- Formalize Accommodation process and communicate method on how to request accommodation for both employees and customers e.g. noting accessibility challenges on customer records.

- Ensure staff and customers are aware of and know how to use accessibility features.
- Provide service and support in additional ways that are not email and chat.

### Long Term

- Ensure training programs are accessible and conducted regularly.
- Create a consolidated inventory of resources used to support accommodation.
- Researching specific equipment that offers a variety of accommodations.
- Use internal feedback and consultations, and collaborate with persons with disabilities to ensure that accessibility standards are integrated into programs and services.

## **Transportation**

Not applicable.

## **Conclusion**

Fibernetics looks forward to addressing the barriers described in our Accessibility Plan as we improve accessibility for both customers and staff.

Fibernetics supports the principles of the Accessible Canada Act and will continue to work and consult with persons with disabilities in the removal and prevention of accessibility barriers.