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**ACCESSIBILITY CANADA ACT (ACA)**

**POLICY / PLAN**

**1. Summary**

Connectall Communications Ltd. is committed to creating an inclusive and accessible work environment. This Accessibility Plan outlines our efforts to identify, remove, and prevent barriers to accessibility, in compliance with the Accessible Canada Act.

Through internal review and feedback, we will continue to identify key priority areas for action:

* **Employment**: Improve accessibility in hiring, onboarding, and workplace accommodations.
* **Built Environment**: Evaluate and enhance physical access within office space.
* **Information & Communication Technologies (ICT)**: Ensure our website and internal materials meet accessibility standards.
* **Communication (non-ICT)**: Offer alternative formats and ensure inclusive communication practices.
* **Procurement**: Integrate accessibility considerations into vendor selection.
* **Program and Service Delivery**: Ensure internal training and services are barrier-free.

As a developing organization, our implementation is practical and focused but grounded in our long-term commitment to accessibility.

**2. General**

**Company Name:** Connectall Communications Ltd.  
**Designated Contact for Accessibility Feedback:**

* **Title:** Business Partner
* **Address:** 2-4707 Christie Drive, Beamsville, Ontario, L3J 0T5
* **Phone:** (905) 383-2282
* **Email:** cbrain@connectall.ca

Connectall Communications Ltd. is committed to identifying, removing, and preventing barriers to accessibility for employees, clients, vendors, and visitors. This Accessibility Plan outlines our current practices and planned actions to improve accessibility in accordance with the Accessible Canada Act.

This plan is available in accessible formats upon request, including large print, and audio.

**3. Employment**

**Objective:** Foster an inclusive and accessible work environment for current and prospective employees.

**Current Measures:**

* Job postings include accommodation availability.
* Interviews are conducted in accessible formats when requested.

**Planned Actions:**

* Develop and implement Individual Accommodation Plans (IAPs) upon request.
* Train all managers and supervisors on inclusive employment practices and the duty to accommodate.
* Update onboarding materials to include accessibility commitments.

**4. Built Environment**

**Objective:** Ensure our physical workplace is safe and accessible to all.

**Current Measures:**

* Entryways include a ramp and easy access.
* Washroom facilities meet Ontario Building Code accessibility standards.

**Planned Actions:**

* Conduct an accessibility audit of all workspaces.

**5. Information and Communication Technologies (ICT)**

**Objective:** Ensure all digital communications are accessible to users with disabilities.

**Current Measures:**

* PDFs and shared documents are accessible upon request.

**Planned Actions:**

* Company website to comply with WCAG 2.1 Level AA.
* Implement screen reader-compatible document templates upon request.

**6. Communication (Other than ICT)**

**Objective:** Provide accessible non-digital communication to all individuals.

**Current Measures:**

* Printed materials can be produced in large print on request.
* Development of a plain-language version of the Employee Handbook.

**Planned Actions:**

* Customer-facing staff are to be trained on respectful communication practices.
* Establish a process for providing alternate formats (e.g., audio recordings) within 15 business days.

**7. Procurement of Goods, Services, and Facilities**

**Objective:** Incorporate accessibility into procurement decision-making.

**Current Measures:**

* Informal preference for accessible vendors and products.

**Planned Actions:**

* Develop formal procurement criteria to evaluate accessibility features of purchased goods and services.

**8. Design and Delivery of Programs and Services**

**Objective:** Deliver all programs and services in an accessible manner.

**Current Measures:**

* Feedback from employees and clients is welcomed and documented.
* Accessibility is considered when updating policies and procedures.

**Planned Actions:**

* Review all employee programs (e.g., training, benefits) for potential barriers.
* Include accessibility considerations in service and client onboarding processes.

**9. Transportation (If Applicable)**

**Note:** Connectall Communications Ltd. does not currently operate a transportation program. Should this change, transportation accessibility will be reviewed and addressed in future plans.

**10. Consultations**

No individuals self-identified as having a disability during this period, and we did not receive accessibility-related feedback.

We remain committed to ongoing engagement and will continue to seek input from employees, including individuals with disabilities, to inform future progress reports and updates to this plan.

**11. Feedback Process**

We welcome feedback on this Accessibility Plan and our overall accessibility practices. Feedback can be submitted anonymously or directly to our Accessibility Contact:

* **Email:** cbrain@connectall.ca
* **Phone:** (905) 383-2282
* **Mail:** Connectall Communications Ltd., 2-4707 Christie Drive, Beamsville, Ontario, L3J 0T5

Accessible formats and communication supports are available upon request. All feedback will be reviewed and responded to in a timely manner and incorporated into future progress reports.

**12. Review and Progress Reporting**

* This plan is effective from June 1, 2024, to May 31, 2027.