

# Point to Point Communications Accessibility Plan 2023-2025

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## 1. General

### 1.1 About Point to Point Communications

Point to Point Communications is a recognized industry leader and a full service solution provider, delivering end-to-end connectivity solutions for mission-critical and line-of-business applications. Our full-lifecycle solution approach means we work closely with you as a partner – from needs assessment and solution conception, through the design, implementation, and testing phases. When your project is complete, we offer business assurance and peace of mind by providing you with one point of contact for ongoing support.

At Point to Point we offer a complete range of wireless solutions. Based on your unique operational needs, we recommend the most effective wireless system options available. Common solutions we develop include in-house radio or paging systems, data communication solutions, and wide-area dispatch systems.

At Point to Point, we consider completing a project as just the beginning of a valued, long-term customer relationship. We service what we sell by offering a loaner and maintenance program. This ensures our customers seamless communications and fixed costs. We also offer numerous financing options to create a truly cost-effective, budget-conscious solution. We are able to rent, lease or sell our complete product and service portfolio.

### 1.2 Contact Information and Feedback Process

Accessibility Contact: Kenzie Bryson-Clarke, Finance and HR Manager

Individuals may provide feedback on accessibility barriers or suggest improvements through:

**Email:** [hr@ptpcomm.com](mailto:hr@ptpcomm.com)

**Phone:** 705-721-9877

**In Person:** 38 Hooper Road, Barrie, ON L4N8Z9

**Mail:** 38 Hooper Road, Barrie, ON L4N8Z9

Feedback may be submitted in any format and may be provided anonymously. We will acknowledge receipt unless the feedback is anonymous.

Accessible formats of this feedback process will be made available upon request.

### 1.3 Introduction

The Accessible Canada Act (ACA), which came into force on July 11, 2019, aims to identify, eliminate, and prevent barriers in federally regulated entities by 2040.

Under the ACA, federally regulated entities must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing accessibility plans, feedback processes, and progress reports.

Federally regulated entities must prepare and publish accessibility plans every 3 years.

Accessibility progress reports are published in the years between publication of accessibility plans.

This Accessibility Plan outlines Point to Point Communication's commitment to identifying, removing, and preventing barriers that may impede the full participation of persons with disabilities. As a federally regulated employer, we are committed to complying with the Accessible Canada Act, the Accessible Canada Regulations, and the Canada Labour Code.

Our goal is a workplace—and service environment—that is barrier-free for employees, applicants, clients, and visitors.

## 1.4 Statement of Commitment

Point to Point Communications is committed to:

- Proactively identifying, removing, and preventing barriers
- Ensuring equal access to employment, information, technologies, and services
- Providing reasonable accommodation to the point of undue hardship
- Consulting with persons with disabilities when developing, reviewing, and updating accessibility measures.
- Maintaining an environment that is inclusive, respectful, and supportive.

Accessibility is a shared responsibility across all departments, leaders, and employees.

## 1.5 Definitions

**Barrier:** Anything that hinders the full and equal participation of persons with disabilities. Barriers may be physical, architectural, technological, attitudinal, procedural, or informational.

**Disability:** Any impairment—physical, mental, intellectual, learning, sensory, or episodic—that, in interaction with a barrier, hinders full participation.

**Undue Hardship:** The limit to which the employer must accommodate, based on significant health, safety, or financial impacts.

## 2. Areas Identified in the Accessible Canada Act

This Accessibility Plan addresses barriers in the following ACA-required areas:

1. Employment
2. Built environment
3. Information and communication technologies (ICT)
4. Communication (non-ICT)
5. Procurement of goods, services, and facilities
6. Design and delivery of programs and services
7. Transportation (if applicable)

### 3. Barrier Identification, Removal and Prevention Plan

#### 3.1 Employment

Point to Point Communications will not discriminate based on disability to any applicant that safely fulfills the required duties that a job description requires. It is ensured that job postings use clear, accessible, and plain language. Accommodations, such as accessible formats, extended time, or remote interviews, are offered during the recruitment and selection process. Managers are aware and reminded annually of the Duty to Accommodate, and ensure their teams have access to any required materials or assistive technologies deemed required.

Point to Point Communications uses inclusive, barrier-free employment practices that support equitable recruitment, retention, and advancement.

Staff consultation revealed that prospective, new, and current employees are not consistently informed about the accessibility accommodations that Point to Point can provide for individuals with disabilities.

Additionally, there are opportunities to strengthen the promotion of Point to Point as an equal opportunity employer within employment advertising.

##### **Actions:**

Point to Point Communications is committed to identifying, eliminating, and preventing barriers in recruitment, advancement, and employee retention to support a diverse, inclusive, and representative workforce.

We will regularly review our employment policies, procedures and documentation and update them as needed to promote greater inclusivity.

Job postings will provide information on how applicants can request accessibility accommodations during the hiring process.

Point to Point will ensure that employees with disabilities receive the accessibility accommodations required to effectively perform their roles.

#### 3.2 The Built Environment

Point to Point Communications has done an overview of the barriers that we identified in our organization, there are physical layout impediments as follows:

- No automatic door entry to the front or back entrances of our building or interior doors.
- No designated wheelchair accessibility parking spaces at the front or rear of our building.
- No access to the upper portion of our building
- Lack of tactile indicators or wayfinding

##### **Actions:**

Point to Point Communications will re-evaluate our policies with the goal of creating a more centralized and clearer approach to workplace accommodations and accessibility in consultation

with employees with disabilities. Procedures and guidelines, including all roles and responsibilities and monitoring for the accommodations process will be completed.

We will set up a committee for sourcing out materials and costs to retrofit our space within our building and outside exterior of the building, for example ramps, automatic door openers, and wheelchair accessible parking.

We will ensure emergency evacuation plans include support for persons with disabilities.

We will be mindful of noise in the office building and ensure natural and artificial lightning is available for the hearing impaired, and make appropriate accommodations where needed.

We are committed to providing safe, barrier-free physical environments that support mobility and accessibility.

### 3.3 Information and Communications Technologies (ICT)

Point to Point is committed to prioritizing accessible communication. We aim to ensure that everyone can easily understand the information we share and access it in formats that meet their individual needs.

We support accessibility by offering multiple ways for people to communicate with us and by responding using their preferred method whenever possible. Communication options available through our website include email, telephone, online help, message relay service, and mail.

When reviewing both internal and external web platforms—ranging from typography and readability to layout, colour use, and imagery—we recognize that accessibility is an ongoing process with opportunities for continuous improvement.

#### **Actions:**

We will continue to collaborate and enhance existing digital tools and to prioritize accessibility in the development of new platforms, ensuring appropriate accommodations are available for users who require them.

Feedback related to accessibility from users of our web platforms will be reviewed and addressed as it is received.

### 3.4 Communication (Non-ICT)

Consultation with employees and review of documentation has highlighted that policies, memos, and notices are not always provided in accessible formats, and could be made more accessible by creating and maintaining document standards and using plain and inclusive language.

Consultations also identified that currently meetings are held without accommodation options, such as interpreters or assistive listening devices.

#### **Actions:**

Point to Point Communications will continue to review documentation, use plain language in corporate communications, and provide accessible formats upon request at no cost where necessary.

Should the need arise, we will provide sign language interpretation or other communication support as needed.

We will ensure all emergency and safety information is available in accessible formats.

### 3.5 The Procurement of Goods, Services and Facilities:

Point to Point Communications purchases goods, services, and facilities from various vendors to support our customers and operations.

Vendors are not currently evaluated for accessibility, and improvements need to be made in this area to ensure purchased equipment is useable by persons with disabilities.

#### **Actions:**

Point to Point Communications will consider accessibility at the beginning of the process when purchasing goods, services and facilities to ensure they do not present a barrier to users.

### 3.6 The Design and Delivery of Programs and Services:

Point to Point Communications provides communications services across Ontario, predominantly in the Simcoe County area. Customers establish the initial relationship and consult with our sales representatives to determine the service or services that best suit their needs.

Customers are able to contact us through a variety of communication channels offered. These methods include phone, email, online form submission, mail, and relayed messages through our after-hours answering service.

#### **Actions:**

Point to Point Communications will continue to review the design and delivery of programs and services to ensure accessibility to everyone.

### 3.7 Transportation

Point to Point communications does not provide transportation services, and as such this area of the Accessible Canada Act is not applicable.

## 4. Consultations

Consultations have occurred through:

- Employee surveys
- An internal accessibility advisory group
- Employees requesting accommodations
- External disability organizations (as needed)

Feedback from persons with disabilities will guide barrier identification and future improvements.

Point to Point Communications is committed to meaningful, ongoing consultation and will document how feedback is gathered and incorporated.

## 5. Requesting the Accessibility Plan in Alternate Formats

This plan can be made available in the following formats upon request:

- Print
- Large Print
- Audio
- Accessible PDF

## 6. Monitoring and Reporting

As required by the Accessible Canada Act, Point to Point Communications will publish annual progress reports outlining progress in removing and preventing barriers, consultations conducted, and feedback received and actions taken.

The Accessibility Plan will be reviewed and updated at least every three (3) years, or sooner if significant organizational or regulatory changes occur.

## 7. Responsibility and Governance

**Accessibility Officer:** Oversees implementation and reporting.

**Senior Leadership:** Ensures compliance and resource allocation.

**Managers:** Integrate accessibility into operations and supervise accommodations.

**Employees:** Support accessibility measures and report barriers.

Accessibility is part of our commitment to employee well-being, safety, and inclusion under both the Accessible Canada Act and the Canada Labour Code.

## 8. Conclusion

Point to Point Communications is committed to becoming a barrier-free organization where all employees, customers, and visitors can participate fully and equitably. This requires an ongoing commitment from everyone, and your feedback is an important step in helping us achieve this goal. Through ongoing consultation, continuous improvement, and the implementation of this Accessibility Plan, we will work toward the Accessible Canada Act's goal of a Canada without barriers by 2040. Thank you to those who have contributed to and participated in the building of this plan.