



## **RFNOW Inc. Accessibility Plan**

RFNOW Inc. is committed to compliance with the Accessible Canada Act (ACA) to help create a barrier-free community that is welcoming, supportive and does not prevent anyone from fully participating in society. We welcome all members of our community to provide feedback on our plan and any opportunities to improve accessibility at our facilities by contacting:

### **General**

Person designated to receive feedback on barriers and accessibility plans:

Director, Human Resources

RFNOW Inc.

P.O. Box 448, 297 Nelson Street, Virden, MB R0M 2C0

Phone: (204) 748-4849

Email: [hr@rfnow.net](mailto:hr@rfnow.net)

The Human Resources Director of RFNOW Inc. is responsible for the receiving feedback on our Accessibility Program. Feedback pertaining the accessibility of our products and services is welcome on an ongoing basis and will be kept anonymous.

### **Executive Summary**

RFNOW Inc. engaged in a series of surveys and discussions with internal and external stakeholders including employees, customers and the general public. Findings and opportunities were presented to the leadership team in the context of the Accessible Canada Act with a focus understanding and identifying options for improvement.

The primary focus of feedback revolved around the physical limitations operating out of a building that was built in 1974. Visibility and access to the front entrance, along with mobility and facilities throughout the building were key components. To address these challenges, consideration will be needed for significant reinvestment in the current structure or relocation of the Company office and facilities. Heightened expectations as a telecommunications company with a strong online and social presence were considered as priority opportunities to open engagement to all members of our community. Employees and customers in remote locations rely on a broad range of accessible options in order to function effectively while managing organizational effectiveness.

### **Accessibility Statement**

RFNOW Inc. is committed to ensuring that our facilities, programs and services are accessible to all individuals so that, regardless of our physical or cognitive abilities, we can all fully participate in and benefit from these aspects of our lives. This includes ensuring our technology, infrastructure, education, employment, public services, and social activities are available and supportive of all community members so they can participate freely and independently whenever possible. We will continue to reach out to our community, assess our opportunities, explore our options and strive to offer an environment and culture that meets the needs of the Accessible Canada Act and our community.



- **Employment**
  - Current Status:
    - RFNOW Inc. currently advises all candidates that they are able to request accommodation throughout the recruitment process. All of our job postings contain the following statement: *RFNOW Inc. is an equal opportunity employer. We welcome applications from people from all backgrounds and capabilities. Applicants are welcome request necessary accommodations throughout our employment process.*
    - RFNOW does have a thorough and functional accommodation process for employees who are or become disabled on a short- or long-term basis.
  - Barriers
    - No formal Accessibility Policy
    - Limited training and information available
  - Actions
    - Immediate
      - Comprehensive Accessibility Policy to be developed within month of plan submission.
    - Short-term
      - Develop structured Accessibility Training for Leadership, Supervisors and Front-line Employees
      - Incorporate accessibility and accommodation expectations into orientation process.
      - Develop Physical Demands Analyses for all positions
  
- **The Build Environment**
  - Current Status
    - Modernization of current facilities may require significant investment to offer a fully accessible workplace.
    - The organization and management are readily available to hear concerns relating to our physical environment.
  - Barriers
    - Access to main building requires use of stairs to either of the main levels.
    - Accessibility throughout the building is limited; particularly in hallway and washroom areas.
    - Exterior building signage is discrete and not easily recognizable.
    - Fire and smoke alarms are only audible, with no visual alarming.
  - Actions
    - Short-term
      - Acquire and install audio and visual smoke and/or fire alarms
    - Ongoing
      - Consider fully accessible layout options for existing or any future building or facility acquisitions or
      - Consider update of external building signage to be more visible
  
- **Information and Communication Technologies (ICT)**
  - Current Status
    - Traditional marketing, information and communication avenues leave opportunities to improve accessibility for customers and employees.



- Barriers
  - Company marketing materials and documentation are rigid and in limited formats
  - Customer support is generally available over the phone and may cause difficulties for any customers requiring additional interpretation due to hearing difficulties, accents of customer service representatives and/or technical jargon.
  - There is no formal process for requesting accommodations.
- Actions
  - Short-term
  - Create training sessions to create awareness of clear communication for customer service agents
  - Consider customizable information features such as adjustable font sizes, audible options for online materials
  - Incorporate additional visual supports such as hi-vis captioning or descriptions in printed materials
- **Communication other than ICT**
  - Barriers
    - There is no alternative communication available for online, social media or written promotional materials.
    - Closed captioning is not applied for social media advertising.
    - No alternative communication methods for customers such as Audio Recording, Video Relay Services or Sign Language.
  - Actions
    - Incorporate use of individuals with disabilities in printed and online materials
    - Consider options and alternative communication formats for customers requesting communication accommodations (ex. ASL / VRS)
    - Investigate live chat or texting options for communicating with customers who are hearing impaired
    - Ongoing evaluation of marketing materials to offer additional formats to support various disabilities (hearing, visual, cognitive, mobile etc.)
- **Procurement of Goods, Services, Facilities**
  - Barriers
    - Equipment access and storage is not at ground level and requires equipment to manually transported up and/or downstairs.
    - Computer software and programs used for business are generally complex with limited usage options other than visual interfaces.
  - Actions
    - Consider accessibility impacts and opportunities when assessing future facility purchases or rental unit
    - Consider additional interface options when sourcing new software
- **Design and Delivery of Programs and Services**
  - Barriers
    - Installation of in-home customer equipment is often limited to residential structure.
    - Marketing materials and information are generally limited to visual requirements.



- Alternative methods for bill payments are not obvious and available for those requiring personalized service.
- Actions
  - Encourage customer input when determining residential equipment accessibility
  - Consider options and alternative communication formats for customers requesting communication accommodations (ex. ASL / VRS)
  - Investigate live chat or texting options for communicating with customers who are hearing impaired
- **Transportation**
  - Barriers
    - There are no applicable Transportation Barriers at RFNOW Inc.

### **Consultations**

Invitations to participate in our consultations were made via direct email to our employees and customers as well as to the general through social media. Additional consultation took place with a local employment agency to identify other potential interest groups that may be willing to provide perspectives from individuals with disabilities. Individual employees who identified as a person with a disability were contacted directly by phone and were invited to participate in our facility tour. Two employees who identified as having a disability participated in our survey process but not in the tour of the facility. There was no interest received from external organizations to participate in our tours or for interviews.

Interested groups are invited to connect with RFNOW to provide input on the overall accessibility of our organization and facilities by contacting: (204) 748-4849.

### **Regulatory Considerations**

The Accessibility Plan for RFNOW Inc. has been developed to comply with the following legislative requirements:

- Accessible Canada Act, S.C 2019 c.106
- Telecommunications Act S.C 1993, c.387
- Broadcasting Act S.C 1991, c.118

The Accessible Canada Act is based on seven key principles that we strive to model:

1. Everyone must be treated with dignity
2. Everyone must have the same opportunity to build the life they want
3. Everyone must have barrier-free access to full and equal participation in society
4. Everyone must have meaningful options and be free to make their own choices, with support if they want it
5. Laws, policies, programs, services, and structures must take into account:
  - a. people's disabilities
  - b. the different ways people interact with their environment
  - c. the different and overlapping types of marginalization and discrimination that people face
6. People with disabilities must be involved in the development of the design of laws, policies, programs and services and structures; and
7. Accessibility standards and regulations must aim for the highest level of accessibility.