



2012-2013
Accessibility Plan

Introduction

It is with great pleasure that we present *the 2012/2013 Accessibility Plan* for SoftCom Inc. In 2012, we have already seen some actions within the organization under the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and anticipate more progress as the accessibility standards are released, solidifying the Province's goal for an accessible Ontario by 2025.

This Accessibility Plan will continue to play a critical role in making the organization more effective in dealing with people with disabilities; we look forward to successfully implementing changes that will make our services and premises accessible for everyone. Each year SoftCom Inc. will review its plan in identifying, preventing, and removing barriers found in key areas of everyday life.

Our commitment will be to build on the work that SoftCom has already done to improve accessibility for the customers we serve and for our team members. A main focus for 2012-2013 is the Accessible Customer Service Standard under the Accessibility for Ontarians with Disabilities Act. Through the development of a number of policies and through the provision of disability awareness training to staff, contractors and agents, SoftCom Inc. will ensure compliance with these customer service requirements.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In June 2005, the Ontario government took a strong stand on accessibility with the passing of the Accessibility for Ontarians with Disabilities Act, 2005. The AODA lays out a comprehensive road map for organizations within the province to develop, implement, and enforce a new level of accessibility standards which affect the most important aspects of everyday living for people with disabilities.

There are a number of key areas which the government has highlighted as primary areas of concerns or focus for the organizations that must comply with the legislation. These areas include customer service, information and communication, employment, transportation and the built environment.

Like many other large private sector organizations, SoftCom Inc. was required to comply with the Accessible Customer Service Standard, O.Reg 429/07. SoftCom Inc. developed and implemented a new policy to address the legislative requirements and further expanded its disability awareness training to all team members.

For More Information or Feedback:

Questions or comments about SoftCom Inc.'s accessibility plans, policies and practices are always welcome. Should you require a copy of the SoftCom Inc. documents in standard or accessible format, please contact:

Human Resources
1610 – 10 Bay St.
Toronto, ON M5J 2R8

accessibility@softcom.com

OR (416) 957-7430

Feedback, questions and requests will be responded to in the same manner they were received (by mail, email or telephone), within 5 business days.

2012 Status Report on Achievements

SoftCom Inc. is pleased to present a status report on its accessibility initiatives for the period of January to December 2012.

Customer Service

1. Commitment

SoftCom Inc. will proceed to develop and implement plans to meet the new Customer Service Standard, a process that will further allow us to identify existing barriers and work to address them

Status: Completed and ongoing

In 2012, SoftCom Inc. developed a Customer Service policy which addressed the Accessible Customer Service Standard and committed to providing training to team members to ensure that the Standards under Regulation 429/07 are understood and implemented.

In December 2012, the Accessibility for Ontarians with Disabilities Act compliance report was filed with the Ministry of Community and Social Service. SoftCom Inc. continues to comply with the Accessibility regulations. Working under the direction of the executive team, the Human Resources Manager will ensure that SoftCom Inc.'s requirements under the various standards are met.

2. Commitment

SoftCom Inc. will raise disability awareness as required by the Accessibility for Ontarians with Disabilities Act, 2005 and as outlined in the Accessible Customer Service Standard, O.Reg 429/07

Status: Ongoing

Throughout November and December of 2012, SoftCom Inc. continued to work with its employees, contractors and third party agents who provide services to the public on their behalf. In addition to providing training to all internal employees, SoftCom Inc. supplied contractors and third party agents with the information to assist them with compliance with the Customer Service Standard O.Reg 429/07. Follow up training and assistance is also available for those who request additional support.

3. Commitment

SoftCom Inc. will continue to collect and respond to feedback through mail, emails and calls

Status: Completed

SoftCom Inc. has established a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.

Feedback can be provided in writing, by email, telephone or through relay service. SoftCom has also dedicated a specific email address accessibility@softcom.com to ensure that any accessibility issues are directed to the appropriate person, reviewed and responded to in a timely fashion.

Employment Accommodation

4. Commitment

SoftCom Inc. will continue to provide disability awareness and sensitivity training to existing and new staff where applicable

Status: Ongoing

SoftCom Inc. recognized the need to raise awareness throughout the organization, and strives to ensure that all staff members will receive training regarding the provision of services to persons with disabilities. Training is being provided on an ongoing basis in connection with changes to policies, practices and procedures concerning persons with disabilities.

The training format will be dependent on the individual department's needs and exposure to the general public. Training formats will be modified accordingly but will maintain a level of consistency and accuracy as laid out by the Accessibility for Ontarians with Disabilities Act, 2005 requirements.

SoftCom Inc. believes that providing disability awareness training is an important process and is currently reviewing the orientation procedure for all new employees to include the accessibility awareness and training information as outlined in the Accessible Customer Service Standard O.Reg 429/07.

5. Commitment

SoftCom Inc. will investigate the implementation of employment accommodation policies for Persons with Disabilities

Status: Ongoing

SoftCom Inc. has surveyed and collected information for existing and new employees on their needs and required accommodation. As new team members join SoftCom Inc. and based on what circumstances require, we will continue to develop individual accommodation plans.

In addition, other workplace emergency plans have begun to be developed (in conjunction with the property management's plan) and the Employee Handbook is currently being reviewed to include guidelines on SoftCom Inc.'s commitment to persons with disabilities throughout the employment cycle.

Communications and Information

6. Commitment

SoftCom Inc. will continue to communicate its commitment to accessibility and the Accessibility for Ontarians with Disabilities Act, 2005 and its standards. This information will be communicated to staff and the general public through the publicly accessible "Accessibility" area within SoftCom's corporate website.

Status: Ongoing

In 2012 SoftCom Inc. dedicated a section on its website to ensure that the public is made aware of its continued commitment for accessibility, the progress of the Accessibility Plan and all related standards. This section provides accessibility information pertaining to SoftCom Inc.'s accessibility policies, provincial legislation, feedback options as well as links to information relating to accessibility.

General Requirements

7. Commitment

SoftCom Inc. will proceed to monitor the status of other proposed Accessibility Standards

Status: Ongoing

SoftCom Inc. continues to keep up to date on all accessibility issues related to the Accessibility for Ontarians with Disabilities Act, 2005. We will continue to review the timelines and will ensure compliance with the mandatory sections accordingly should the standards become a legislative requirement.

Commitments for 2013: Address Existing Barriers and Prevent New Barriers

Customer Service

- SoftCom Inc. will continue to improve the accessibility of our websites and will follow guidelines outlined in the Accessibility for Ontarians with Disabilities Act and the supporting regulations and proposed standards
- SoftCom Inc. will support continuing education of its team members
- SoftCom Inc. will continue to promote its willingness to provide accommodation and documents or information in alternative formats

Integrated Accessibility Regulation

- SoftCom Inc. will continue to monitor the status of the new Integrated Accessibility Regulation

Employment Accommodation

- SoftCom Inc. will continue to provide disability awareness and sensitivity training to existing and new staff where applicable
- SoftCom Inc. will continue to investigate the implementation of an employment accommodation policy for persons with disabilities
- SoftCom Inc. will continue to monitor the status of the new Employment Standard
- SoftCom Inc. will investigate methods to make accessible workplace emergency information available to all employees
- SoftCom Inc. will investigate the implementation of recruitment accommodation policies for persons with disabilities

Communications and Information

- SoftCom Inc. will continue to monitor the status of the Integrated Accessibility Regulation with regard to the Communication and Information requirement
- SoftCom Inc. will continue to improve the accessibility of our websites and will follow guidelines outlined in the Accessibility for Ontarians with Disabilities Act, 2005 and the supporting regulations and proposed standards

Built Environment

- SoftCom Inc. will continue to assess and make plans to improve the accessibility of its offices and facilities for staff and clients with disabilities
- SoftCom Inc. is investigating a joint effort with property management where to instal automatic door openers for ease of passage (while maintaining a proper level of security) throughout the office and washroom facilities for staff and customers