

## **March Networks Accessibility Plan: 2022-2026**

### **Statement of Commitment**

March Networks is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

### **Schedule**

This document outlines the efforts and initiatives that collectively represent March Networks' Multi-Year Accessibility Plan, the strategy for preventing and removing barriers and meeting requirements under the AODA. Information has been delineated by standards to ensure all requirements under the regulation are met. Based on March Network's scope of business, standards of the Act that are not applicable will be identified in the plan. It should also be noted that some components of this plan are currently in place while others will be implemented within timelines as noted.

### **Information and Communication Standards**

March Networks is committed to meeting the communication needs of people with disabilities. We will consult with persons with disabilities to determine their information and communication needs.

### **Web Content**

March Networks will take the following steps to ensure all new websites and web-based platforms and content on those sites conform to WCAG2.0, Level A by January 1<sup>st</sup>, 2025.

- Consult with external web services and graphic services providers to ensure understanding and implementation of the required technical standards.
- Consult with service providers of all Learning Management Systems (LMS) to ensure standards are compliant with WCAG 2.0.
- Conduct an audit performed internally or by external services providers to determine compliance with WCAG 2.0.

### **Accessible Formats and Communication Supports**

Accessible formats and communication supports will be determined and provided in consultation with the requestor. These formats may include large print, recorded audio, and braille. Communication supports may include captioning, plain language and other alternative and augmentative communication supports that facilitate effective communication. March Networks will source tools, technologies, and providers as necessary to provide accessible formats and communication supports in a timely manner.

## **Employment Standards**

March Networks is committed to fair and accessible employment practices throughout the life cycle spanning recruitment, onboarding, development, retention, and separation. Upon request March Networks will provide suitable accommodation as required by the situation and requestor.

Our efforts to meet employment standards consist of:

- Building awareness through including an inclusivity statement on all job postings that contains a provision for accommodations.
- Posting the company's Accessible Customer Service Policy on websites and in reception areas to communicate that the use of assistive devices, service animals, and support persons is welcome in the workplace.
- Educating employees on the policies and provisions in place to support employees with disabilities and ensuring those standards are consistently adhered to.
- Communicating changes to existing policies and procedures involving accessibility.
- In a timely manner, responding to and, as practicable, providing individualized accommodations that meet the specific needs of the requestor.
- Incorporating accommodation into return-to-work policies and procedures and developing individual accommodation plans for existing, temporary, and new disabilities. These plans will be re-evaluated as circumstances change to ensure they continue to meet the needs of the employees.
- Developing custom emergency preparedness plans for employees that require additional or specialized assistance and reviewing and updating these plans as circumstances and requirements change.
- Ongoing re-evaluation and revision of performance management, career development and redeployment processes and policies to ensure practices are equitable and accessible for all employees March Networks will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability.

March Networks will take the following steps to prevent and remove other accessibility barriers identified.

- We will review our accessibility policies and continue to follow up with accommodated employees to evaluate and monitor the success and relevance of the accommodation.

## **Transportation Standards**

Based on March Networks 'scope of business, Transportation standards of the Act are currently not applicable. This standard will be revisited on a regular basis and the content of the plan updated should the scope of business expand to include these requirements under the Act.

## **Design of Public Spaces Standards**

As March Networks leases office space and has not constructed or redeveloped property, this standard of the Act is not applicable. However, this standard will be revisited on a regular basis and content updated should circumstances change.

## **Customer Service Standards**

As a provider of goods and services, under the Act, March Networks is required to provide accessible customer service to persons with disabilities. This dedication to universal quality customer service speaks to March Networks' core purpose, vision and values is embedded in how we do business and operate our organization.

March Networks' efforts to meet this standard include:

- Developing organizational policies that respect human dignity and independence, especially for persons with disabilities.
- Integrating policy requirements, especially accessibility measures into business programs, plans and practices to promote equity and accessibility and, where possible and practicable, providing services in a manner that considers the person's disability or special requirement.
- Communicating accessibility policies and practices to employees and customers as well as posting this information or providing this information in a method that is reasonable in the circumstances.
- Building awareness and educating employees on accessibility requirements by providing AODA training to employees within 30-days of hire and, as necessary, follow up education on changes in the Act and associated March Networks policies; training completion will be monitored and tracked.

- Welcoming support persons and service animals in the workplace.
- Developing steps to manage temporary disruptions including instructions for drafting and posting public notices which will include the reason, duration, and alternate options available.
- Establishing and communicating a feedback process to address complaints and suggestions related to the way goods, services or facilities are provided to persons with disabilities as well as other company accessibility practices.
- Establishing processes to ensure requestors are engaged and consulted when determining the suitability of accessible formats or communication supports.
- Utilizing appropriate accessibility formats and communications supports, to provide the timely delivery of goods and services, which consider the needs of the requestor.

## **For More Information**

For more information on this accessibility plan, please contact us via our confidential email address [accessibility@marchnetworks.com](mailto:accessibility@marchnetworks.com) or by phone at 613-591-8181 x5768.