



## **2024-2026 Accessibility Plan**

**Wightman Telecom Ltd.**

# **Table of Contents**

## **1.0 General**

1.1 Statement of Commitment

1.2 Contact Information & Feedback Process

1.3 Alternative Formats

1.4 Definitions

## **2.0 Areas Described under Section 5 of the *Accessible Canada Act (ACA)***

2.1 The Built Environment

2.2 Employment

2.3 Information and Communication Technologies (ICT)

2.4 Communication, other than ICT

2.5 The Procurement of Goods, Services and Facilities

2.6 The Design and Delivery of Programs and Services

2.7 Transportation

## **3.0 Consultations**

## **4.0 Conclusion**

## **1.0 General**

### **1.1 Statement of Commitment**

Wightman Telecom Ltd. (Wightman) is committed to ensuring accessibility for persons with disabilities by identifying, removing and preventing barriers to promote the rights of all persons and to build and create an inclusive and accessible working environment. This includes making our workplace, activities, and services accessible to persons with disabilities.

This Accessibility Plan has been prepared in accordance with the requirements of the *Accessible Canada Act* (S.C 2019, c. 10) and its regulations (ACA). This plan identifies barriers for people who live with a disability and outlines solutions to remove or mitigate those barriers where they exist within our organization.

### **1.2 Contact Information & Feedback Process**

If you wish to request a copy of Wightman's Accessibility Plan, would like to provide feedback, or would like to request this information in an alternate format please contact us:

**Mail:**

Accessibility Coordinator

100 Elora Street North

Clifford, Ontario N0G 1M0

**Telephone:**

1-519-327-8012 or 1-888-477-2177

**Email:**

[accessibility@corp.wightman.ca](mailto:accessibility@corp.wightman.ca)

Information about how to submit feedback to is also available on our public website at the following link: <https://www.wightman.ca/our-commitment-to-accessibility/>

The person responsible for receiving accessibility feedback at Wightman is the Manager, Customer Care.

### **1.3 Alternative Formats**

An electronic version of this plan is available to be viewed on our website at:

<https://www.wightman.ca/our-commitment-to-accessibility/>

Wightman will provide the following alternate formats of this plan upon request through email at [accessibility@corp.wightman.ca](mailto:accessibility@corp.wightman.ca) or by phone at 1-888-477-2177

- Print or Large Print – provided within 15 days of request
- Braille – provided within 45 days of request
- Audio (voice reading text out loud) – provided within 45 days of request

### **1.4 Definitions**

The following definitions apply throughout this plan:

- Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.
- Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

## **2.0 Areas Described under Section 5 of the ACA**

### **2.1 The Built Environment**

Wightman's built environment refers to our physical workspaces including but not limited to our offices and our retail spaces. Wightman's workspaces are designed to facilitate various business functions, and we are committed to ensuring that our customers and employees have barrier-free access to our facilities.

#### **Actions:**

- Identify building and workplace issues in consultation with managers to review potential barriers and opportunities for improved accessibility.
- Continue to review workspaces to ensure common spaces are clear of physical barriers and are easy to access.
- Conduct a review of each retail location to ensure appropriate and adequate seating is available for customers.
- Incorporate accessibility best practices in all newly built workspaces, and with any renovations to existing workspaces.

### **2.2 Employment**

The identification and removal of employment-related barriers is important in assisting Wightman to ensure that everyone has the same employment opportunities. We are committed to providing and maintaining a welcoming and inclusive workplace where all employees can participate.

Wightman makes every effort to ensure our recruitment and selection practices are accessible to people of all backgrounds and needs. All job opportunities state our commitment to being an equal opportunity employer with an inclusive and barrier-free environment. We encourage applicants to self-identify as a person with a disability or having an accessibility need during the job application process.

**Actions:**

- Training for employees to be implemented.
- In determining the suitability of accessible accommodation, Human Resources and the employee's manager will consult with the employee and their external support providers as requested.
- We are responsive in providing workplace accommodation should an employee's accessibility change. We will ensure the process regarding workplace accommodation is well documented including timelines for review.

**2.3 Information and Communication Technologies (ICT)**

Wightman utilizes various technologies and tools to support our customers and our business. Customer facing technologies include our public website ([www.wightman.ca](http://www.wightman.ca)), our customer portal as well as social media platforms.

**Actions:**

- Continued improvement to our website ensuring compliance with Web Content Accessibility Guideline (WCAG) requirements.
- Review of customer-facing tools and channels for opportunities to improve ease of use.

**2.4 Communication, other than ICT**

Wightman communicates with our customers, the public, our employees and our suppliers and partners in a variety of ways. These include but are not limited to one-on-one interactions, newsletters, email, social media, phone, chat, and videos. We make every reasonable effort to ensure internal and external information is communicated simply, clearly, and concisely.

**Actions:**

- The use of templates and internal communication standards (SOP) that support accessibility guidelines including the development of accessible communication training materials.
- We will continue to work to improve accessibility in our external communications including marketing and advertising materials.

**2.5 The Procurement of Goods, Services and Facilities**

The procurement of goods and services refers to the way Wightman incorporates accessibility considerations into our procurement processes. Wightman will continue to ensure that accessibility requirements are taken into consideration throughout the procurement process.

**Actions:**

- Review of internal procurement processes to identify and ensure accessibility requirements are part of the process.

**2.6 The Design and Delivery of Programs and Services**

Wightman provides a variety of services across our serving areas and strives to ensure they are accessible to all. In the development of our Accessibility Plan, we recognize we have an opportunity to improve both the design and delivery of our programs and services to suit the needs of persons with disabilities. We will continue to address any barriers and work to improve the accessibility of our programs and services.

**2.7 Transportation**

Wightman does not offer transportation services.

### **3.0 Consultations**

Wightman recognizes that persons with disabilities are equal participants in all areas of life. The Company is guided by the recognized principles of the *Accessible Canada Act*:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face;
- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

### **4.0 Conclusion**

Wightman is dedicated to being accessible to everyone. This includes making our workplace, activities, and services accessible to people with disabilities. We are committed to meeting the objectives and requirements outlined in *Accessible Canada Act* (ACA) and to meeting the accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable regulations