



Introduction

Solo Cable Solutions Inc. has been proudly designing and building Ontario's telecommunication networks for 20 years. We are a recognized leader in the industry with a long list of well-established client partnerships.

We deliver a complete turnkey experience for both commercial and residential clients, from our engineering and design, permitting, locates to the complete installation of your underground and aerial infrastructure.

Solo Cable Solutions Inc. is dedicated in ensuring our business and services are accessible to everyone. We take great pride in providing accessible services to our employees, clients, associates and public with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in our office and in a similar way as other customers. We are committed to identifying, preventing, and removing barriers to accessibility, improving accessibility, and complying with the legal requirements under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).



Statement of Commitment

Solo Cable Solutions Inc. is committed to treating everyone 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 all legal requirements.

Our Accessibility Plan

This plan outlines Solo Cable Solutions Inc. strategy to prevent barriers to accessibility. This plan includes our commitment from 2023- 2025. This includes policies, programs, practices, and services in place to identify, remove and prevent barriers in the areas of focus set out in the Accessibility Canada Regulations.

Solo Cable Solutions Inc. will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- ensuring that everyone will receive the same value and quality.
- allowing individuals with disabilities to do things in their own ways, at their own pace when accessing

goods and services if this does not present a safety risk.

- using alternative methods, when possible, to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner.
- considering individual needs when providing goods and services.
- communicating in a manner and method that considers the individual's disability.

Definitions

Accessible Canada Act (ACA) - a law passed in 2019 to make Canada barrier-free by January 1, 2040. The act aims to identify, prevent, and remove barriers that prevent persons with disabilities from full participation in society.

Accessible Canada Regulations (ACR) - operationalize the planning and reporting requirements in the ACA and establish a framework to promote compliance with accessibility requirements under the ACA.

Assistive Device - is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities.



Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier - means anything—including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability - means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment—or a functional limitation—whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

General

Our goal at Solo Cable Solutions Inc. is to make the workplace accessible to everyone.



We value your feedback in helping us to create a more accessible workplace. Please see means below to provide feedback on accessibility and on our plan, or to request an alternate format of the plan or our feedback process.

Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback from clients and the community

Feedback regarding the way Solo Cable Solutions Inc. provides goods and services to people with disabilities can be made in-person, by telephone, by mail or on our website <https://solocable.com/>

Call us:

Accessibility Officer

Phone: 519-759-5857 ext. 102

Email us:

Accessibility Officer

Email: accessibility@solocable.com

In person:

20 Roy Blvd. Unit #2

Brantford, Ontario

Hours of Operation: Monday to Friday 8:00am to 4:00pm



Mail us:

Accessibility Officer
20 Roy Blvd. Unit#2
Brantford, Ontario
N3R 7K2

Feedback from employees

We welcome feedback from employees on the Solo Cable Solutions Inc. Accessibility Plan or any issue related to accessibility at Solo Cable Solutions Inc. While nothing prevents an employee from using the feedback channels described above, employees can also submit feedback through email or by using the health and safety survey box located at the health and safety board.

We will acknowledge receipts of all accessibility feedback we receive, except feedback that is sent anonymously.

How we will use the feedback

Accessibility feedback will be used and shared for the following purposes:

- Improving accessibility at Solo Cable Solutions Inc.
- Developing future accessibility plans
- Meeting our legal and regulatory obligations, including reporting on the Solo Cable Solutions Inc. Accessibility Plan.



Consultations

Internal Consultations

Feedback surveys were emailed to individuals to assess their perception of where the company is in terms of the workplace accessibility practice.

Employees have shared their lived experiences to help us gain an understanding of the barriers they faced and where they have noticed improvements.

Through our consultations, we learned:

- Employees had positive feedback in the areas of our digital space, work environment, office space, and support.
- Digital space – (6% of surveys) - Website is very user friendly and easy to find information and contacts.
- Employment (6% of surveys) - Our industry is very physical; however, we do have other options, means and capabilities to provide individuals with disabilities the opportunity to be an active member of our work force.
- Physical Space (11% of surveys)
 - We have some offices that are bigger and on the 1st floor.
 - We have washrooms on the 1st floor.

At the same time, our consultations found the below areas of improvement:

- Digital Space (22% of surveys)
 - Ensure that our website is accessible for people with visual impairments (see our plan below in the *ICT* section)
- Physical space (50% of surveys)
 - Push auto door entry (see our plan below in the *Build Environment* section)
 - Accessible parking (see our plan below in the *Build Environment* section)
 - Assigned parking – someone suggested parking lines/assigned parking spaces in parking lot (see our plan below in the *Build Environment* section)
 - Work area downstairs for future staff to better accommodate those who cannot climb stairs (We do have accessible office space on the 1st floor, if needed).
 - Ensure that we have offices big enough to accommodate wheelchairs (See positive notes above – we have office space available if required)
 - Ensure that our washrooms are wide enough to accommodate wheelchairs. (Note – We do have washrooms wide enough).

- Ensure that we have washrooms on the 1st floor. (Note - We do have accessible washrooms on the 1st floor).
- Support (5% of our surveys)
 - Ensure that our counters/reception areas are at a height that provides accessible customer service for all. (see our actions in our plan below in the *Build Environment* section)

External Feedback

Reached out to individuals with disabilities as well as professionals who work with people with disabilities and they had the comments below:

- Access to buildings
 - For building that has a sidewalk and there is no ramp at the entrance to the business, they have to go to the end of the sidewalk to go onto the sidewalk, making it a longer hike to the location that they would like to go.
 - The front door does not have an automatic door opening. They cannot go inside a building without someone opening the door for them, and sometimes no one is around, causing the



waiting time to be extensive, esp. in inclement weather.

- Customer service inside buildings
 - The counter is up too high. This makes it difficult to receive proper customer care.
- Parking
 - Accessible parking is not available. This makes it extremely hard to be able to find a proper parking. Needing to find a parking spot big enough to get out of vehicle.
- Websites
 - Not all Contact Us and other information needed is user friendly on the phone. There are times when a laptop or desk top computer is required, which makes it not accessible when needed.
- Employment (Training)
 - The workplaces find it challenging to have employees available for training. Often times the people who experience disabilities will need a different learning and training approach which may include a slower pace and in cases more visual learning.



- Lack of ongoing support through out work. Often times people need a little additional coaching while on the job. Therefore, it would be convenient to have someone who they can report to for on-going coaching, training, someone to answer questions.
- Support
 - Increased signs for exits, fire safety, accessible locations, hazardous locations, locations of where to find things (material, resources), even “how to” signs above the printer, copier... etc.

We have taken the concerns above and applied them to our plan to make out workplace more accessible to all.

Employment

Recruitment

Goal: Solo Cable Solutions Inc. is committed to fair and accessible employment practices.

Actions:

Take the following steps to notify the public and staff that, when requested, Solo Cable Solutions Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.



- Let job applicants know that we accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them, and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.
- Review our onboarding process to ensure that we have met all the items stated above.

Information for Employees

Goal: Ensure employees know about our organization's policies for supporting employees with disabilities.

Actions:

- We will let our staff know about our organization's policies for supporting employees with disabilities.
- We will inform our employees about these policies when:
 - this requirement comes into effect for Solo Cable Solutions Inc.
 - when we hire new employees
 - when we change/update policies



Processes to Accommodate Employees

Goal: Solo Cable Solutions Inc. will take the following steps to develop and put in place a process for developing an *Individual Accommodation Plan* and a *Return-to-Work Plan* for employees that have been absent due to a disability.

Actions:

- We will develop an *Individual Accommodation Plan* and a *Return-to-Work Plan* for employees that have been absent due to a disability.
- We will outline the steps we will take to help our employees return to work when they:
 - have been absent because of a disability, and
 - need some form of disability-related accommodation to return to work.

Goal: We will take specific steps to ensure the accessibility needs of employees with disabilities are considered by using *Performance Review Management*.

Actions:

- Make *Performance Review Management* accessible by:
 - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed.



- Making performance review management document available in accessible formats, such as large print, when asked.
- Providing feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.

Built Environment

Design of Public Spaces

Goal: Solo Cable Solutions Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include service-related elements service counters and waiting areas.

Action:

Solo Cable Solutions Inc.'s conducted a gap analysis of the accessibility at our workplace, inside and outside, through a visual inspected as well as through the findings from the feedback forms. We noted deficiencies and put a plan in place to fix all items in a timely manner. These items include:

- reception desks/counters areas are at a height that provides accessible customer service for all.
- sidewalk ramps close to entrance doors.



- automatic door opening.
- washrooms are wide enough to accommodate wheelchairs.
- washrooms are available on ground floor.
- offices are wide enough to accommodate wheelchairs or other assistive devices.
- offices are available on ground floor.
- accessible parking
- floor design options/needs such as increased signs for exits, fire safety, accessible locations, hazardous locations, locations of where to find things (material, resources), “how to” signs above the printer, copier... etc.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Solo Cable Solutions Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Solo Cable Solutions Inc. goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.



Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable.
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur, Solo Cable Solutions Inc. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Solo Cable Solutions Inc. website.

If disruption will be known in advance, Solo Cable Solutions Inc. will:

- contact customers/employees if they were expected to be at a specific location e.g., for a pickup.
- verbally notifying customers when they last visit the location.
- by any other methods that may be reasonable under the circumstances.



Workplace Emergency Response Information

Accessible Emergency Information

Solo Cable Solutions Inc. is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with an *Individual Workplace Emergency Response Information* when necessary.

Actions:

Solo Cable Solutions Inc. will provide all employees with accessibility issues an *Individual Workplace Emergency Response Information*.

Actions:

Solo Cable Solutions Inc. is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

Solo Cable Solutions Inc. will review the emergency response information when:

- The employee changes work locations.
- We review the employee's overall accommodation needs.



- We review our organization's emergency response policies.

Information and Communication Technologies (ICT)

Feedback

Actions:

To comply with the Act, Solo Cable Solutions Inc. has put into place an accessible feedback process to receive and respond to feedback from employees, customers and members of the public who have a disability.

Solo Cable Solutions Inc. has made the feedback process available to the public and is available in accessible formats on request.

Goal:

Solo Cable Solutions Inc. is committed to meeting the communication needs of people with disabilities.

Actions:

We will take the following steps to make all new websites and content on those sites:

- Look at ways to improve our website to make it more accessible for people with visual impairments.
- Provide text alternatives for any non-text content so that it can be changed into other forms people need,

such as large print, Braille, speech, symbols, or simpler language.

- Make all functionality available from a keyboard.
- For any moving, blinking, or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
- Ensure that our website is accessible on any devices, such as phone or laptop.

Communication, other than ICT

Customer Service

Goal: Ensure that we provide accessible customer service.



Actions:

Solo Cable Solutions Inc. will create and put in place a customer service plan that:

- Considers a person's disability when communicating with them.
- Allows assistive devices in the workplace, like wheelchairs, walkers, and oxygen tanks.
- Allows service animals.
- Welcomes support persons.
- Let's customers know when accessible services aren't available.
- Invites customers to provide feedback.
- Ensure our customer service representative's workstations are at a height that is accessible to those in a wheelchair or other assisted devices.

Employees:

Goal: Ensure that employees have knowledge and tools to do their work tasks.

Actions:

We will provide employees with proper training through online or in person to accommodate each person's individual needs.



Actions:

We will provide employees with feedback forms through the website, paper, or email option to accommodate each person's needs.

Actions:

We will provide an employee a contact person who they could reach if they required future assistance. This will help those who need additional coaching and training on the job and provide them with someone if they have any questions.

Procurement of Goods, Services and Facilities

Goal:

Ensure that we look at all needs for purchasing. We will also look for a supplier (suppliers) that offer accessible options for our supplies.

Action items:

- We will add accessibility commitment to our procurement policy.
- We will continue to develop our knowledge into the best practices in accessible procurement.
- We will consider how we can better incorporate supplier diversity into our process for choosing vendors.



- Provide assistive devices upon request for those who require these devices. These include but are not limited to canes, white canes, wheelchairs, magnification devices, communication boards, relay service, oxygen tank, hearing aid, teletypewriter (TTY). Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Solo Cable Solutions Inc. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Design and Delivery of Programs and Services

Goal:

Ensure employees are equipped with the tools to serve those with disabilities.

Action items:

Ensure employees are continuously trained and kept up to date on applicable legislation.



Solo Cable Solutions Inc. shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that considers the customer's disability.

Regulatory Requirements

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates and supervises broadcasting and telecommunications in Canada. The CRTC has created a wide range of requirements under the Broadcasting Act and the Telecommunications Act that relate to the identification and removal of barriers and the prevention of new barriers. Solo Cable Solutions Inc. complies with the applicable conditions of licence, regulations, orders, and conditions of service.