

Multi-Year Accessibility Plan

Last updated: January 1, 2020



Purpose

This Multi-Year Accessibility Plan outlines the policies and procedures that T2ue uses to improve opportunities for people with disabilities. This plan has been adopted by T2ue for the purpose of compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and Ontario Regulation 191/11: *Integrated Accessibility Standards* (the “Integrated Accessibility Standard”).

Accessibility – Statement of Organizational Commitment

T2ue is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the AODA and Ontario’s accessibility laws.

Section One: Past Achievements to Remove and Prevent Barriers

Accessibility Policy

T2ue has an Accessibility Policy that seeks to promote an equitable and diversified environment for our clients and employees. We believe in the importance of clearly defined, uniformly embraced values that guide the company in sustaining high quality and excellent service delivery. We are committed to meeting the objectives and requirements under the AODA and the accessibility needs of persons with disabilities with respect to T2ue’s programs, services and facilities, in a timely manner.

Notice of Availability - Accessible Customer Service Policy

T2ue has an Accessible Customer Service Policy which is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. Our Customer Service Policy can be provided upon request, including provision in accessible formats, by contacting info@t2ue.com or by calling 1-855-222-T2UE (1-855-222-8283) and asking to be transferred to the Human Resources department.

Multi-Year Accessibility Plan

T2ue is committed to the development and maintenance of this Multi-Year Accessibility Plan (“Accessibility Plan”) outlining the company’s strategy to prevent and remove barriers impacting persons with disabilities. Our Accessibility Plan will be consistently under review until all objectives are carried out in accordance with the timeframes set out in the Integrated Accessibility Standard. In addition, the Accessibility Plan will be reviewed and updated at least once every five years. Copies of the Accessibility Plan can be provided in accessible formats, upon request.

Accessibility Training

T2ue provides employees with training on the requirements of the Customer Service Standard and Integrated Accessibility Standard. Training has been designed to meet the compliance requirements of the AODA, and T2ue has incorporated this training requirement into its hiring practices to ensure that appropriate employees complete the required training within a reasonable time of having accepted employment with T2ue. T2ue maintains records of training provided in accordance with the AODA.

T2 UE - Canada

Created by HR

Approved by: HR and Legal

Feedback

T2ue has established feedback processes across the company, both internally and externally.

Accessible Format and Communication Supports

T2ue communicates with people with disabilities in ways that take into account their disability. When asked, we provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

T2ue has established a policy and processes around providing or arrangement for the provision of accessible formats and communication supports for persons with disabilities in accordance with the Integrated Accessibility Standard.

T2ue will use its external website to notify and public about the availability of accessible formats and communications supports.

Questions about accessibility at T2ue, including accessible formats and communication supports, can be directed to T2ue by email info@t2ue.com or by calling 1-855-222-T2UE (1-855-222-8283) and asking to be transferred to the Human Resources department

Employment

T2ue notifies employees, potential hires and the public that accommodations can be made during recruitment and hiring. We notify staff that supports are available for those with disabilities. We put in place a process to develop individual accommodation plans for employees. Where needed, we also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Section Two: Strategies and Actions Planned for 2020 to 2021

Accessible Websites & Web Content

T2ue will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Questions about this Accessibility Plan

If you have questions about accessibility at T2ue please email info@t2ue.com or call 1-855-222-T2UE (1-855-222-8283) and ask to be transferred to the Human Resources department.