



Accessibility Plan 2023-2025

This plan is about accessibility at Link-On Communications Inc (Link-On). The goal of this plan is to be more accessible to people with disabilities and is a required part of the Accessible Canada Act (ACA). The purpose of the ACA is to ensure a barrier free Canada. This is a 3year plan (2023-2025) to help make Link-On Communications more accessible for people with disabilities.

General

Feedback

If you would like to request feedback on this accessibility plan you may contact us by the following methods:

Mail:

Accessibility Committee
Link-On Communications Inc.
307 Humberline Drive
Etobicoke, Ontario
M9W 5V1

Telephone:

from Monday to Friday 8:00 a.m. to 5:00 p.m. Eastern time
Office: 416-213-0550
Toll free: 1-877-354-6566

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416-213-0586

Email:

info@linkon.ca

Executive Summary

Link-On has developed and implemented a multi-year accessibility plan to outline the steps the organization will take to remove any barriers to accessibility and have a philosophy of continuous improvement to ensure barrier free operation is maintained.

Accessibility Statement

Link-On is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination.

Link-On understands that obligations under The Accessible Canada Act and the Accessible Canada Regulations do not substitute or limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

Link-On is committed to complying with both the Ontario Human Rights Code and the ACA.

Link-On is committed to excellence in serving all customers including people with disabilities.

Our accessibility policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Link-On will continue to be informed on the latest revisions to the laws and fulfill its obligations accordingly.

Employment

All Link-On employees are working within the province of Ontario. Link-On strives to have barrier free workplaces so all people have the same opportunities regardless of their disabilities.

We encourage anyone who encounters any problems, malfunctions or deficiencies to report them to their immediate supervisor or HR. The company encourages supervisors and managers to engage with their employees with regards to any accommodation that may be required as a result of an injury or disability. The company is responsive to requests for accommodation and tries to quickly implement anything that have been identified as helpful to remove barriers.

Barriers

Recruitment: Many of the positions at Link-on are physically demanding and may be seen as not being a good fit for someone with a disability. Currently, less than 1% of the Link-On workforce is comprised on people with disabilities.

Retention: Through our consultations with the company Trainers, we identified a gap with regards to accessibility training. There is currently no formal accessibility training and this may lead to the supervisors and management being less aware of accessibility considerations than they could be if formal training were implemented. This may also contribute to stigma and stereotyping.

Future Goals

1. A recruitment strategy will be developed to target people with disabilities with the end goal of making it known that many of the positions at Link-On can be filled by people with disabilities
2. Accessibility training will be included in the company formal training program to make all employees more aware of the barriers faced by people with disabilities and how they can help to make the workplace more inclusive for everyone

The Built Environment

The Built Environment has a focus on the physical work environment, making buildings and other facilities accessible to people with disabilities. Link-On has 9 locations throughout the province of Ontario. None of the locations are currently open to the public. The only persons entering the Link-On facilities are either prospective or current employees of the company or paid contractors of the company. Link-On Communications is committed to assessing and working towards all locations becoming barrier free.

Information and Communication Technologies (ICT)

This section focuses on all things we use to communicate and do business in the digital world.

Link-On Communications Inc. agrees it is important to have barrier free access so all people can participate equally.

Link-On Communications Inc. utilizes many different types of digital media and interfaces to complete the various types of work the company is involved with on a daily basis. These include but are not limited to e-mail communication, various digital inhouse programs as well as customer portals.

Link-On Communications Inc. has a publicly accessible website at www.linkon.ca that provides information about the company. This web site can be accessed by various web browsers and devices, and takes advantage of the accessibility features of these platforms. Please see below to learn more about accessibility features on different platforms.

Mobile Devices: Many mobile phones and smart devices have built-in features or apps to help people with disabilities.

Please visit [Wireless Accessibility](#) to learn more about accessibility features on wireless devices.

Other Devices and Software:

Depending on the type of computer and the software that is used, there are many more accessibility features available to users. The resources below are accessibility features for some of the most commonly used applications and operating systems

- [Microsoft Accessibility](#)
- [Apple Accessibility](#)
- [Google Accessibility](#)
- [Accessibility Features in Firefox](#)
- [Linux Accessibility Features](#)

Barriers

Text to speech capability of the operating systems and the web browsers can be utilized on our web-site, however Link-On Communications Inc. website currently does not have embedded media players to provide information about the company.

Future Goals

1. Keep web-site up to date to comply with browser and device accessibility features
2. Include embedded media players to our web-site without jeopardizing site safety and performance.

Communication, other than ICT

Link-On employees communicate with people through many different methods, including in-person and by telephone. Link-On will communicate with people with disabilities in a way that takes into consideration their disability. The communication style will be adjusted accordingly so barriers are removed.

The procurement of goods, services and facilities

The procurement process at Link-On is centralized to the purchasing department and Senior Management.

Barriers

Link-On's current procurement processes could cause a barrier for people with disabilities as the current procurement processes do not always include an assessment of the technology or service being purchased from an accessibility perspective.

Future Goals

1. The consideration of accessibility factors will be included in the procurement process from the start of each process so accessibility is properly assessed and the proper purchase made, especially for information technology and communication technology

The design and delivery of programs and services

Link-On Communications has a goal to deliver all services in a way that allows all people to have a great customer service experience.

Barriers

There were several barriers identified when this area was reviewed:

1. The knowledge levels of the field technicians are varied when it comes to the barriers experienced by people with disabilities and how to respond when a customer makes a request for accommodation due to a disability
2. The time that is allotted for technicians to visit customer locations is limited and can make it challenging to complete the work ordered within the time frame given when accommodation is required

Future Goals

1. Link-On Communications will increase training frequency for employees that are working with the public on a daily basis so they are more responsive to requests for accommodation.
2. Identify ways to improve booking process so technicians could be notified ahead of time and appointment times adjusted if accommodation is required.

Transportation

Link-On does not provide transportation services and therefore this section does not apply.

Consultations

It is important to Link-On Communications that each individual is able to fully participate in the workplace. Link-On Communications management has discussions with each person that identifies with a disability on an individual basis to determine if any accommodations are needed.

Any accommodations identified in these consultations are sourced and put in place. Management follows up to ensure the accommodations are working as expected and adjustments are made if necessary.