



*Your Partner in Communication*



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# ACCESSIBILITY PLAN NEXICOM GROUP

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June 2024





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## **Executive Summary**

The Nexicom Group (Nexicom Inc., Nexicom Systems & Lansdowne Telephone) is committed to providing a barrier-free environment for customers, employees, suppliers, job applicants, and any visitors who access the company's goods and services.

When it comes to accessibility, every action counts. This includes how we engage with our team members, customers, and business partners.

We have a diverse customer base and work with a diverse group of people. We are committed to fostering an inclusive, equitable, and accessible workplace.

This Accessibility Plan is used to establish prevention measures against new barriers emerging to ensure a barrier-free environment.

Nexicom Groups Accessibility Plan is offered in any of the following formats upon request:

***Print***

***Large Print***

***Audio***

The company welcomes any feedback from the general public. Any feedback or questions regarding this plan or requests for copies of the plan in an alternative format can be addressed to the following:

***Accessibility Coordinator***  
***5 King St. E***  
***Millbrook, ON***  
***LOA 1G0***  
***[accessibility@nexicomgroup.net](mailto:accessibility@nexicomgroup.net)***

Information about how to submit feedback is also available on our public website at the following link:

Feedback can be provided anonymously if desired. Feedback can be received in the following formats:

- Telephone
- E-mail
- Mail

The person responsible for receiving accessible feedback at Nexicom Group is the Manager of Human Resources.

## **Consultations**

Nexicom Group took the consultation approach of identifying accessibility barriers experienced by persons living with many different types of disabilities. We conducted surveys and virtual and in-person interviews with team members and members of the public who identified as persons with disabilities.

We strive to foster a working environment that increases knowledge and awareness on important topics such as diversity and accessibility, with an emphasis on creating positive change.

To help create this Accessibility Plan, BCE consulted with persons with disabilities -- including customers, employees, and external organizations that specialize in accessibility.

## **Employment**

Nexicom understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming culture.

### ***Identified Barriers:***

- There is a lack of clarity among job applicants, and hiring managers on the types of accommodations available for persons with disabilities who are applying, and interviewing for positions with The Nexicom Group of companies.
- Accessibility for interview rooms
- There is a need for greater accessibility support to encourage self-disclosure and enhance a supportive workplace

***Actions:***

- Enhanced Accessibility training for all employees
- Review and adjust current processes to support an improved candidate experience. Processes must provide more information and guidance to hiring managers and candidates to support accessibility and accommodation requirements
- Improve how we engage and collaborate with persons with disabilities

The Nexicom Group remains committed to addressing any existing barriers and eliminating new barriers.

**The Built Environment**

The Nexicom Group will work to ensure that elements of the built environment, including building interior and exteriors, are designed to facilitate barrier-free access.

***Identified Barriers:***

- Interior stairs in many of the buildings. Make it difficult for some employees.
- Non accessible access to buildings. Exterior stairs make it difficult for employees to access.
- One office building is historical, which is difficult to make accessible

***Actions:***

- Make sure that customer and employee areas are designed to improve accessibility
- Continue efforts to include accessibility upgrades as part of building retrofits and renovation of workplaces and existing customer locations
- Ensure team members know all spaces must be clear of physical barriers to enable customer and employee mobility
- Mobility and wheelchair-accessible entrances

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

The Nexicom Group understands that communications to and with the company are vital to an individual's access to the company's goods and services.

### ***Identified Barriers:***

- Website is not always easy to navigate because of the large volume of information; also, the language used may be too complex and difficult to understand.
- No chat tool for communication with customers.
- The amount of information required during a transaction can sometimes be challenging. More time to complete a transaction may be required.
- Expand the availability of video or other types of communication.

### ***Actions:***

- Accessible formats including; print, large print, and electronic /video.
- Continue to improve website enhanced accessibility.
- Continue to simplify our processes and use language that is concise and easy to understand.
- Continuously improve training tools and support materials for team members to meet information and technology accessibility, guidelines.
- Upon request, information can be provided in alternate formats as required.

## **Communication, other than ICT**

By addressing communication-related barriers, The Nexicom Group will improve the accessibility of documents created.

### ***Identified Barriers:***

- Alternate options and methods of communication are not mentioned in marketing materials or advertising.
- Training on how to create documents that are available in multiple formats is not provided

### ***Actions:***

- Continuous refinement of communication guidelines to create content that is simple, concise and easy to understand
- Ensure that accessibility needs receive consideration in developing marketing

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

The Nexicom Group is committed to ensuring that all individuals can obtain the company's goods and services.

### ***Identified Barriers:***

- Procurement practices may not meet accessibility requirements

### ***Actions:***

- Evaluate current processes and continue to improve

## **The Design and Delivery of programs and Services**

Nexicom Group aims to ensure persons with disabilities have meaningful options with the delivery of programs and services.

### ***Identified Barriers:***

- Team members have different levels of knowledge regarding barriers experienced by customers with disabilities.
- Alternate options and methods of communication are not made available to persons with disabilities when trying to complete certain transactions or with support.

### ***Actions:***

- Identify and implement ways to improve systems and processes for common transactions such as technician appointments for installation or repair
- Continue to educate team members on the best practices in customer interactions with customers with accessibility challenges

## **Transportation**

This does not pertain to Nexicom Group at this time.

## **Training**

Nexicom Group understands the importance of ensuring all staff are trained to understand, protect, and deliver access to the company's goods and services to persons with disabilities. Staff will continue to receive training to ensure compliance with the laws, regulations, and social expectations regarding accessibility for persons with disabilities.

## **Conclusion**

Nexicom Group believes we can make a difference for persons with disabilities by addressing the barriers described in our Accessibility Plan.

The company is guided by the recognized principles of the Accessible Canada Act.

<https://laws-lois.justice.gc.ca/eng/acts/a-0.6/>