CasCom Ltd. Accessibility Plan

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Introduction and Executive Summary

CasCom Ltd. (the "Company") is committed to accessibility for persons with disabilities. We are committed to meeting our obligations under the Accessible Canada Act (the "ACA") and its Regulations.

The Company is dedicated to treating every person in a way that preserves their independence and sense of dignity. This commitment entails locating and eliminating accessibility obstacles for our clients, staff, and local communities. At CasCom, we understand that accessibility is an essential component of fostering diversity, equity, and inclusion within our company and goes beyond simply adhering to regulatory requirements. Our goal is to establish a setting in which people with disabilities, both internal and external, are accepted, and given the assistance they need to succeed. We are dedicated to establishing a barrier-free environment that supports equal opportunity, independence, and dignity for every person by adopting accessibility as a fundamental principle.

In developing this Accessibility Plan and in making decisions regarding persons with disabilities, we have considered the following principles:

- Everyone must be treated with dignity regardless of their disability.
- All people, regardless of their disability, must have meaningful options and be free to make their own decisions with support if needed.
- Everyone must have the same opportunity to design the life they want and are capable of creating, regardless of their disability.
- All people must have unhindered access to full and equal participation in society.
- People with disabilities, the various ways that people interact with their surroundings, and the various, interconnected kinds of marginalization and discrimination that people experience must all be taken into consideration by policies, programs and services.
- Involvement of people with disabilities in the creation and design of policies, programs and services.

General

CasCom has designated David Vangoietsenoven , Operations Manager as the individual that will be responsible for receiving feedback on any barriers to accessibility, as well as this Accessibility Plan. Accessibility feedback can be submitted in the following ways:

Mailing Address:
11 Coronation Drive
Yellowknife, NT X0E 0G5
Telephone: +1-867-765-2020
Email: Accessibility@cascom.ca
Online: https://www.CasCom.ca/accessibility/

Feedback can be provided anonymously by any of the methods outlined above.

All feedback that is not provided anonymously will be acknowledged by CasCom. CasCom will ensure that the personal information of a person who provides feedback will remain confidential.

This Accessibility Plan will be posted on our website at https://www.CasCom.ca/accessibility-plan

Consultation

When preparing this accessibility plan, the Company recognized the importance of conducting consultations with persons with disabilities to ensure their unique perspectives, experiences, insights, and needs are adequately addressed for the purpose of this plan. The Company consulted with internal employees with disabilities to get a better understanding of barriers to accessibility as it relates to the Company's culture and practices. At CasCom, we respect the confidentiality and privacy of all employees and as such, the identities of those who participated in the consultation session remains confidential for the purpose of this accessibility plan.

At the time of the consultations occur, the accessibility plan was nearing completion. The Company had made significant progress in developing the plan by identifying barriers, and formulating strategies to enhance accessibility. The purpose of scheduling the consultations in November 2023 was to align the identified barriers in the plan with the feedback received through the consultation process. This approach served as a final opportunity to gather insights and validate the proposed strategies before finalizing the accessibility plan.

During the consultation meetings, discussions were primarily focused on the prescribed areas of the accessibility outlined in the Accessible Canada Act. The Company sought input and feedback from participants on the following key areas:

- Employment
- Built Environment
- Information and Communication Technologies (ICT)
- Communication

Design and Delivery of Programs and Services

The responses obtained from the feedback sessions played a crucial role in developing and informing the accessibility plan. The responses provided in the consultation meetings influenced the plan in several different ways, including but not limited to:

- Identifying specific barriers and challenges experienced by persons with disabilities in various areas of accessibility.
- Providing a comprehensive understanding of the obstacles that need to be addressed in the plan.
- Giving insight into the most pressing accessibility issues, which guided the prioritization of actions within the plan.
- Developing effective strategies and solutions to enhance accessibility. Participant insights and suggestions were taken into consideration when formulating action plans and implementing accessibility initiatives.
- Validating and refining the initial draft of the accessibility plan. By aligning the plan with the feedback, the organization ensured that the final version accurately addressed the concerns and recommendations raised during the consultation process.

Qualitative data was collected during the consultation process and was then analyzed to identify common themes, specific issues, and potential solutions, while formulating action plans to address and further prevent identified barriers. The data will be used to implement targeted initiatives, design educational programs, and continuously improve accessibility practices.

Areas of Accessibility under section 5 of the Accessible Canada Act

1. EMPLOYMENT

Accomplishments to Date

At CasCom, we are committed to promoting accessibility and inclusivity in employment for individuals with disabilities. To achieve this, we have implemented various policies and practices to prevent new barriers from taking place and improve accessibility to our workplace. This includes:

- The Company's Business Code of Conduct and Ethics Policy and Violence and Harassment Policy. These are in place to enforce a work environment that is completely free from any form of discrimination and harassment, specifically target individuals with disabilities. These policies create the expectation for all employees to deliver on a culture of respect for all, and therefore further creating a culture of accessibility.
- Reiterate and highlighting our commitment to equality in each of our job descriptions with the following statement: "As an equal opportunity employer, we encourage applications from all qualified individuals."

Barriers

In preparation for this plan, through analysis of the insights provided from our consultations, the Company has identified the following area of opportunity towards our goal of removing barriers for accessibility with respect to employment:

Building awareness of disability in the workplace.

We learned that it would be advantageous to provide additional education to our managers and staff regarding disabilities and the accommodation process to challenge and eliminate misconceptions and attitudes that act as barriers.

Next Steps to Address Barriers

The Company will develop and implement disability awareness training programs for employees at all levels. These training sessions will aim to enhance understanding, challenge biases, and promote a culture of inclusion. The training will cover topics such as disability etiquette, communication strategies, reasonable accommodations, and the benefits of a diverse and inclusive workforce.
((Inclusion and Accessibility Training | Rick Hansen Foundation))

2. THE BUILT ENVIRONMENT

Accomplishments to Date

As of 2023, the Company is located in one of the harshest climates in Canada, from extreme cold temperatures in the winter, to reduced air quality and interrupted services from forest fires and drought in the summer. CasCom is actively taking steps to ensure the built environment is accessible for individuals with disabilities. We recognize

the importance of creating an inclusive and barrier-free physical space that allows everyone to navigate and engage with ease.

Recognizing the diverse needs of individuals with disabilities, the organization provides various means of accommodation when requested. This includes evaluating options for alternative arrangements, and/or providing adaptive equipment and assistive technology if it is determined to be needed to ensure an accessible environment. The Company has developed an Accessible Checklist that is scheduled to be carried out twice a year or as hazards are identified.

Barriers

In preparation for this plan, through analysis of the insights provided from our consultations, the Company has identified the following area of opportunity towards our goal of removing barriers for accessibility with respect to the built environment:

Accessibility assessments to physical spaces.

Deliverable	Description
Dedicated accessible workspace	Implement a full accessible workspace that is available for use on the ground floor
Remote Work	Confirm the ability to maintain 100% workload while working remote
Driveway Grade	Provide accessible parking at equal level of entrance into the building
Manual Door	Provide at least one mechanical door opening

Through an assessment of such physical spaces, CasCom can be proactive in identifying any potential barriers for each of the Company's locations and be proactive in finding solutions to address any identified physical barriers within our locations.

Next Steps to Address Barriers

The Company will conduct regular accessibility audits using a comprehensive checklist created during this projects launch. These will be conducted in June and December of 2024 and subsequently every June of every year following. The Company will develop and find solutions towards making our locations accessible if it is determined from the finds of these audits that there is a need for further review.

3. INFORMATION AND COMMUNICATION TECHNOLOGIES

Accomplishments to Date

CasCom is actively working to make information and communication technologies (ICT) more accessible to individuals with disabilities. To achieve this, we are currently:

- Adhering to communication accessibility standards, such as WCAG (Web Content Accessibility Guidelines) for our various websites.

Barriers

In preparation for this plan, through analysis of the insights provided from our consultations, the Company has identified the following area of opportunity towards our goal of removing barriers for accessibility with respect to the information and communication technologies:

Ensuring closed captioning in our digital presence..

Deliverable	Description
Closed Captioning on media	Training tools, website resources and other publicly available material should be revaluated to include auditory accessible options.

Next Steps to Address Barriers

To overcome this barrier, the Company is reviewing their online presence and developing a new updated and accessible site.

4. COMMUNICATION (OTHER THAN ICT)

Accomplishments to Date

To ensure accessibility in internal and external our communications, the Company encourages open dialogue and collaboration towards providing a supportive environment where employees feel comfortable discussing their specific communication requirements and finding suitable accommodations as necessary and when needed.

Barriers

In preparation for this plan, through analysis of the insights provided from our consultations, the Company has identified the following area of opportunity towards our goal of removing barriers for accessibility with respect to communication:

- Availability of alternative options, forms and methods of communications are not consistently available in marketing materials.
- We learned that the marketing materials that distributed to external stakeholders may not necessarily be available in alternative methods of communication, such as offering accessibility to braille or larger text formats.

Next Steps to Address Barriers

To overcome this barrier, the Company will develop accessibility guidelines for creating marketing materials for internal and external stakeholders. This includes ensuring that accessibility needs are considered when developing marketing materials and finding reasonable solutions to ensure that we have alternative materials available when requested.

5. THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Accomplishments to Date

The Company is committed to ensuring the procurement of goods, services and facilities is accessible to all employees, including those with disabilities. When collaborating with new and existing suppliers, the Company communicates our accessibility expectations and requirements. Furthermore, CasCom promotes a culture of inclusion and encourages employees to provide continuous feedback on the accessibility of procured goods and services for us to further improve our procurement processes.

Barriers

The Company is currently unaware of any barriers around the procurement of goods, services and facilities.

Next Steps to Address Barriers

The Company will continue to monitor this area to determine if any barriers arise.

6. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Accomplishments to Date

The Company is dedicated to ensuring that the design and delivery of programs and services are accessible to all individuals, including those with disabilities. CasCom achieves this by following and adhering the legislation and industry requirements and practices of the telecommunications industry. From an internal standpoint, we achieve this by encouraging team members to discuss their specific concerns or requirements directly to management so then company can seek reasonable solutions and/or adjustments to the design and delivery of programs and services that would meet their individualistic needs if needed.

Barriers

The Company is currently unaware of any barriers in the area of the design and delivery of programs and services.

Next Steps to Address Barriers

The Company will continue to monitor this area to determine if any barriers arise.

7. TRANSPORTATION

Accomplishments to Date
Transportation is not a service that CasCom offers to public. Employees of The Company have been tasked with using company vehicles to carry out tasks. Currently there are no accessibility concerns with our staff and vehicles, but CasCom commits to ensuring we continue to review this regularly to ensure no barrier develops.

Barriers
The Company is currently unaware of any barriers in the area of the design and delivery of programs and services.

Next Steps to Address Barriers
The Company will continue to monitor this area to determine if any barriers arise.

Alternative Formats

This Accessibility Plan is available in alternative formats, upon request. A request for an alternative format can be made in the following ways:

Mailing Address:
11 Coronation Drive
Yellowknife, NT X0E 0G5
Telephone: +1-867-765-2020
Email: Accessibility@cascom.ca
Online: https://www.CasCom.ca/accessibility/

REVISION HISTORY

Document Information

Detail	Information
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Document Approvals

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Document History

Version	Issue Date	Description of Version
1.0	May 27, 2024	Initial project launch