



# Accessibility Feedback Plan

## General

At Intek, we embrace diversity and inclusion for all, including persons with disabilities. This accessibility plan was prepared to meet our organization's obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

You can use our feedback process to provide feedback on barriers and our accessibility plan.

Please send your feedback to our Human Resources Department.

You can send your feedback by email, phone or mail using the contact information listed below. You can also send your feedback anonymously. We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback was provided anonymously.

For more information on how you can send your feedback, please see contact below:

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these **alternate formats**: print and large print. We will provide the format you ask for as soon as possible. Print and large print may take up to 15 days.

## Contact us:

- Email: [hr@intekcommunicationsinc.com](mailto:hr@intekcommunicationsinc.com)
- Phone: (905) 294 - 0400 x 133
- Mail: 9 Heritage Rd, Markham, ON, L3P 1M3

## Consultations

Intek conducted an internal survey and consulted persons with disabilities when preparing our accessibility plan and feedback process description.

### How we consulted persons with disabilities

- Survey - online
- Written
- In-person
- Virtually

We asked participants the following questions:

Have you encountered barriers entering, exiting or navigating our facilities? Are you able to use our amenities (e.g. washrooms, meeting rooms) without issues? Is there anything else you would like to share to help improve our accessibility plan?

**Accessibility:** We have made Intek consultations accessible by ensuring all employees can raise concerns electronically or in person regarding accessibility across our company.

We made our consultations accessible by:

Ensuring our venue was wheelchair-accessible

Consultation documents were available in accessible formats

Allowed the ability to submit virtually, in-person, written, or survey form.

Used clear language and accessibility formats

### Who we consulted:

We consulted: Individuals with disabilities

- Total number of participants: 10
- Number of participants with disabilities: 4
- Types of disabilities represented: 4



# Areas in [section 5 of the Accessible Canada Act](#)

## Employment

We identified the following barriers:

Barrier 1: Our job postings don't mention our commitment to accessibility and inclusion, or explain how to ask for disability-related accommodations

Barrier 2: We don't currently require all managers and human resources (HR) staff to take training on accessibility

We will do the following to remove and prevent those barriers:

Barrier 1: We will add text to all our job postings that mentions our commitment to accessibility and inclusion, and that tells applicants how to ask for accommodations.

Barrier 2: We will require all managers and HR staff to take this training within 6 months

## The built environment

We identified the following barriers:

Barrier 1: We identified allowable access to our office during business hours following proper identification.

We will do the following to remove and prevent those barriers:

Barrier 1: We will have warehouse doors and side doors unlocked during business hours.

## Information and communication technologies

We identified the following barriers:

Barrier 1: Lack proper communication accommodations i.e. Teletypewriter (TTY) and Video Relay Service (VRS)

We will do the following to remove and prevent those barriers:

Barrier 1: We will acquire both a Teletypewriter (TTY) and Video Relay Services (VRS) when required.



**Communication, other than information and communication technologies**

We identified the following barriers: No current barriers identified

We will do the following to remove and prevent those barriers: We will continue to monitor

**The procurement of goods, services and facilities**

We identified the following barriers: Non-applicable

We will do the following to remove and prevent those barriers: We will continue to monitor

**The design and delivery of programs and services**

We identified the following barriers: No current barriers

We will do the following to remove and prevent those barriers: We will continue to monitor training platforms from Rogers and consult persons with disabilities as needed. Use contact information above.

**Transportation**

We identified the following barriers: No current barriers

We will do the following to remove and prevent those barriers: We will continue to monitor

**Conclusion**

- Intek will monitor and measure the current progress to make sure we are meeting our accessibility goals and removing the barriers that have been identified.
- Intek will take the proper accountability measures that are required, including managers' and executives' performance objectives.
- Intek encourages all feedback using the feedback process indicated on page 1 and promises the feedback will be used to help implement our accessibility plan.
- Intek will publish progress reports on the implementation of our accessibility plan.