

Messagepoint Multi-Year Accessibility Plan 2023 – 2028

Introduction

Messagepoint is committed to creating an accessible and inclusive environment for all individuals, including those with disabilities. This Multi-Year Accessibility Plan outlines our strategy for preventing and removing barriers to accessibility in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Our commitment extends to all aspects of our organization, including our products, services, facilities, and employment practices.

1. Accessibility Integration:

- **Action:** We will integrate accessibility principles into our business practices, processes, and corporate culture.
- **Timeline:** Ongoing.

2. Compliance:

- **Action:** We will ensure that our policies and procedures align with all applicable AODA standards and regulations.
- **Timeline:** Ongoing.

3. Training:

- **Action:** We will provide ongoing training to employees and contractors who interact with the public or are involved in product and service development and design. This training will encompass AODA requirements.
- **Timeline:** Upon hire and then annually.

4. Communication:

- **Action:** We will communicate with individuals with disabilities in a manner that respects their dignity and independence. Our communications will be accessible and will take into account individual communication preferences.
- **Timeline:** Ongoing.

5. Feedback and Improvement:

- **Action:** We will actively solicit and welcome feedback from clients, employees, and the public on our accessibility initiatives, using this input to make positive changes and enhancements.
- **Timeline:** Ongoing.

6. Accessibility Plan:

- **Action:** We will develop, implement, and maintain a multi-year accessibility plan outlining our strategy for preventing and removing barriers to accessibility. This plan will be reviewed and updated regularly.
- **Timeline:** Updated every five years. Next update due September 15, 2028.

7. Accessible Information and Communication:

- **Action:** We will provide information and communication materials in accessible formats or with communication supports upon request. This includes ensuring our website and digital content are accessible.
- **Timeline:** Ongoing.

8. Employment Accessibility:

- **Action:** We are committed to fair and accessible employment practices, including recruitment, hiring, and retention. We will make reasonable accommodations for employees with disabilities to ensure they can perform their duties effectively.
- **Timeline:** Ongoing.

9. Accessible Customer Service:

- **Action:** We will provide accessible customer service to all individuals, including those with disabilities, and ensure our policies and procedures reflect this commitment.
- **Timeline:** Ongoing.

10. Continuous Improvement:

- **Action:** Accessibility is an ongoing commitment. We will regularly assess our progress, identify areas for improvement, and take action to meet and exceed accessibility standards.
- **Timeline:** Ongoing.

Conclusion:

Messagepoint believes that creating an accessible and inclusive environment is not only a legal obligation but also a fundamental principle of equality and respect. Our Multi-Year Accessibility Plan aligns with our AODA Statement of Commitment, and we are dedicated to promoting accessibility and ensuring that individuals of all abilities can fully participate in and benefit from our products and services.

For more information or to provide feedback on our accessibility initiatives, please contact:

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Together, we can build a more accessible and inclusive future for everyone.

Messagepoint Human Resources