



# Accessibility Plan

(Employment, Customer Service, and Physical Environment)



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## CityWest's Commitment to Accessibility

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CityWest Cable and Telephone Corp. (CityWest) is committed to providing a barrier-free environment for all stakeholders including, but not limited to, customers, employees, job applicants, contractors, and any visitors who enter the premises, work for the company, access information provided by the company, or use the company's services.

CityWest will work to break down the barriers that prevent or limit persons with disabilities from employment, receipt of services, and accessing the physical environment or information through the implementation of accessibility standards. CityWest is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with the Accessible Canada Act.

To review the Accessible Canada Act, please visit the Government of Canada site at [Summary of the Accessible Canada Act - Canada.ca](#).

## Guidelines

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### Employment

CityWest will make great efforts to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities through accommodations during the recruitment and selection stages, and throughout the employment life cycle. Our Accessibility Plan provides a roadmap for our company to continuously work towards remaining a more accessible and inclusive organization.

### Recruiting & Hiring

CityWest understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can expand the pool of talented candidates and provide increased inclusivity. Upon request, the company will provide candidates with reasonable accommodations during the interview and selection process. Where an accommodation is requested, the company will consult with the applicant to arrange suitable accommodations, such as conducting the interviews in an alternate or accessible format.

The company interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. CityWest is committed to hiring decisions that are unbiased and based on qualifications and experience. Successful candidates will be made aware of policies and supports for accommodations upon completion of the recruitment process.

## Training & Development

CityWest recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover for individuals. The company will align training and development programs to meet the needs of employees with disabilities and provide training as soon as reasonably practical upon the person being assigned to applicable duties. Training programs will be designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that consider the needs of the employee. The company will account for barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

## Communication

CityWest will distribute accessible formats and communication supports for employees, upon request. The company will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the company will ensure that all communication with the individual is completed in a manner that considers the individual's disability. Where an assistive device is used, the company will reasonably accommodate the use of the device.

## Emergency Response

If necessary or requested, CityWest will create individualized workplace emergency response plans for employees with disabilities. This will be an addendum to CityWest's current Emergency Action Plan which accounts for assisting employees with disabilities during an emergency evacuation. The individualized plan will consider the unique challenges created by the individual's disability and the physical nature of their regular workplace and will be created in consultation with the employee. Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs, or plans are reviewed; or
- The company reviews general emergency response policies.

## Accommodation

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration, participation, and barrier-free designs. The company will provide individual accommodations to support the needs of employees with disabilities. The process of accommodating individuals will take a consultative approach and is a shared

obligation of the company, the employee, and any applicable professionals required to assist the employee throughout the process. Refer to CityWest's *Accommodation Policy* for further details.

## Return to Work

CityWest is committed to a supportive return-to-work program that develops and implements return-to-work processes for employees who are absent from work due to a disability and require accommodations in order to return to work. The company will work with the employee to develop an individualized return-to-work plan and support the employee in the transition period by addressing the barriers they face. The return-to-work process will outline the steps the company will take to facilitate the employee's return to work and use documented individual accommodation plans.

## Customer Service

### Access to Good & Services

CityWest will seek to provide barrier-free access to the company's services for all customers. Where barriers cannot be removed, alternate means for accessing services will be provided to the best of the company's ability.

## Communication

CityWest understands the importance of accessible digital and non-digital forms of communication and will do its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports will be provided upon request, in a timely manner.

## Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of CityWest. In the event of any temporary disruptions to offices or services that customers with disabilities rely on to access services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the company will:

- Update the outages section of the company website, and social media channels;
- Send "e-blasts" to customers when the disruption is known in advance;
- Contact customers with reservations or appointments if cancellation is needed; and/or
- By any other method that may be reasonable under the circumstances.

The company will make every reasonable effort to indicate when services will resume. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

## Customer Feedback

Customer feedback can lead to improved service, increased clientele, and a reduction in complaints. CityWest will ensure that feedback can be provided by customers with disabilities through a variety of mechanisms, such as in person, by phone, or e-mail. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## Building Accessibility

CityWest Cable and Telephone Corp. will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services for customers and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the company will work with the individual to provide an alternate means of access and/or customer support.

## Feedback Process

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This is CityWest's first accessibility plan to address barriers to accessibility and inclusion in our work environment. Going forward, we will be monitoring and evaluating our progress and adjusting our approach as needed.

Your feedback on this accessibility plan is essential to our ongoing evaluation. We welcome your comments, concerns, and suggestions about our approach and initiatives related to accessibility. You are invited to send your feedback through any of the following:

### **Mail**

CityWest

Attn: Human Resources  
248 3<sup>rd</sup> Avenue West  
Prince Rupert, BC  
V8J 1L1

### **Email**

[hr@cwct.ca](mailto:hr@cwct.ca)

**Telephone**

Maylin Rivas, HR Manager: 250-624-7009

Jennifer Llewellyn, HR Specialist: 250-624-7007

**Anonymous Feedback**

You can provide anonymous feedback by submitting your comments by mail. You are welcome to:

- Comment on this accessibility plan;
- Identify barriers you have faced at one of CityWest's locations or with one of its services; and/or,
- Ask questions.

**What we do with your Feedback**

Human Resources will analyze feedback to identify trends and patterns, as well as any gaps we can address to improve our efforts to remove barriers and become an accessible and inclusive employer and service provider.