



City Wide Communications Accessibility Plan

2024-2027

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General

As a local business, City Wide is acutely aware of some of the barriers that exist to individuals accessing common services. This document represents our commitment to take steps to make our services and our provinces barrier free.

City Wide's Accessibility Plan is guided by the Accessible Canada Act (ACA) Accessibility Principles (Appendix A) and outlines our plan to identify, remove and prevent accessibility barriers in the following priority areas:

- Employment
- The Built Environment
- Information/Communication Technologies (ICT)
- Communications, other than ICT
- Procurement of Goods, Services, and Facilities
- Design and Delivery of Programs and Services

Our management team receives all feedback, builds action plans to address feedback, and updates our Accessibility Plan. To provide feedback, request accessible versions of our Accessibility Plan and progress reports, or receive additional information about our accessibility programs please contact us via:

E-Mail: accessibility@yourcitywide.com

Phone: 1-800-600-5667

By Mail: PO Box 38093 Dartmouth, NS B3B 1T0

Consultations

City Wide performed one on one consultations with persons with disabilities including customers, employees, and members of the general community. These consultations were performed during April and May 2024 and have given us a better understanding of the barriers that exist in accessing our services and our workplaces and have provided insights into how we can mitigate and improve access in the future.

Employment

City Wide is committed to creating a welcoming and inclusive workplace where all employees can participate. The identification and removal of barriers encountered by our team will help ensure that everyone has the same access to employment opportunities so that we get the best team as a result.

Barriers Identified

- There is lack of clarity around Job Applicants, Recruiters, and Hiring Managers as to the types of accommodations that are available for individuals throughout the job application process
- There is a general lack of knowledge of accessibility options that are available (for example, lifts and accessible washrooms)
- There is a general hesitation to utilize available accessibility technologies even when they are known and available

Actions:

- (Short Term) Provide enhanced accessibility training to our team leads and managers
- (On-Going) Increase awareness of available accessible technologies availability to employees and applicants to foster a more accessible environment

The Build Environment

Addressing barriers related to our physical environment helps us ensure that people using our offices, buildings, and retail spaces have barrier-free and unencumbered access.

Barriers Identified:

- Noise levels (particularly in call center areas) may present an issue for individuals with certain disabilities
- Sometimes items can be stored in locations that constrict walkways and corridors

Actions:

- (Short Term) Ensure that team members are aware of the importance of keeping corridors and walkways barrier free
- (On-Going) As spaces are improved/retrofitted – ensure appropriate materials and designs will be used to reduce overall noise levels

Information And Communications Technology

By reducing barriers in City Wide’s software and information systems, we can achieve a high standard for digital accessibility to best serve our clients, employees, and broader community.

Barriers Identified:

- Public facing websites may not be fully compliant with WCAG Level AA
- Internal applications may not be fully compliant with WCAG Level AA

- The amount of information required during sign-up may be large and may require more time than currently allowed

Actions:

- (On-Going) Continue to improve websites and internal applications to meet accessibility guidelines
- (On-Going) Continue to evaluate the processes and steps required in interactions with City Wide and improve their overall accessibility

Communication (Other Than ICT)

It is important that we address any communication-related barriers to ensure that any documents we generate within City Wide are accessible to the broadest possible audience.

Barriers Identified:

- Not all documents utilize document templates and therefore may not have optimal levels of accessibility
- Document templates may not always have optimal levels of accessibility

Actions:

- (Short-Term) Develop accessibility guidelines for creating documents and document templates
- (On-Going) Continuously refine our documents to ensure content is straightforward and easy to understand

Procurement Of Goods And Services

Suppliers that provide City Wide goods and services are an important part of providing a barrier free experience for our customers and employees.

Barriers Identified:

- Existing processes to procure goods and services may not always adequately consider accessibility needs

Actions:

- (On-Going) Evaluate and improve processes to procure goods and services to improve accessibility

Design/Delivery Of Programs And Services

Eliminating barriers in our programs and services is key to ensuring a great customer experience for all of City Wide's customers.

Barriers Identified:

- Accessibility features of products and services are not broadly promoted to our customers
- Team members have various levels of awareness and knowledge regarding barriers faced by our customers and proper techniques for properly assisting and responding to requests for accommodation
- Design teams may not be adequately considering accessibility as new products are developed

Actions:

- (On-Going) Continue to coach and train team members on the importance and availability of accessible alternatives for our clients
- (On-Going) Continuously improve the availability of information regarding accessible features available to our clients in utilizing our services

Transportation

This is not applicable to City Wide.

Conclusion

We are committed to making a significant impact for individuals with disabilities by overcoming the challenges outlined in our Accessibility Plan. Our products and services serve as essential tools, enhancing the way all Canadians connect with each other and the world. We are inspired by the chance to enhance accessibility for our customers and team members, contributing to a barrier-free Canada.

As we put our plan into action, we will consistently collaborate and consult with individuals with disabilities. We will update our Accessibility Plan every three years and share progress through annual interim reports, in alignment with the ACA.