

## **Accessibility Policies and Multi-Year Accessibility Plan**

### **Accessibility Plan and Policies for Versent Corporation ULC**

This 2014-2021 accessibility plan outlines the policies and actions that Versent Corporation ULC, and its divisions, will put in place to improve opportunities for people with disabilities.

#### **Statement of Commitment**

Versent Corporation ULC is committed to excellence in serving all Customers, including persons with disabilities. Laser Quest respects the dignity and independence of people with disabilities by striving to integrate accessibility, whenever possible, to provide an equal opportunity to our service. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers, where possible, to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### **Accessible Emergency Information**

Versent Corporation ULC is committed to providing Customers and clients with publicly available emergency information in an accessible format upon request. We will also provide Employees with disabilities individualized emergency response information when necessary.

#### **Training**

Versent Corporation ULC will provide Customer service training to Employees, volunteers and other staff members which may include the Ontario's accessibility laws, the Canadian Human Rights Code and disability awareness training as it relates to persons with disabilities. Training will be provided in a way that best suits the duties of Employees, volunteers and other staff members.

Versent Corporation ULC will take the following steps to ensure Employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Ensure Customer service training, including Accessibility Standards and disability awareness is provided to all current Employees and all Employees upon hire
- Develop and/or incorporate into existing training programs Customer service; Persons with Disabilities training
- Implement a Policy on Accessibility for Customers with Disabilities
- Ensure to review the Policy and training programs once per year and make changes as necessary

## **Information and Communications**

Versent Corporation ULC is committed to meeting the communication needs of people with disabilities. We will consult with persons with disabilities to determine their information and communication needs.

Versent Corporation ULC will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014:

- Ensure Employees responsible for the management of our Company website are informed of the Information and Communications standard; Accessibility for Ontarians with Disabilities Act
- Review our existing website to determine if any content changes are required to comply with WCAG 2.0, Level A
- Incorporate changes to the Company website when more than fifty percent (50%) of the website is scheduled to be changed to meet the requirements of WCAG 2.0

Versent Corporation ULC will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Regularly review feedback process to ensure they are accessible to persons with disabilities

Versent Corporation ULC will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Do our best to provide information, upon request, in the preferred accessible format required for persons with disabilities

Versent Corporation ULC will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Ensure Employees responsible for the management of our Company website are informed of the Information and Communications standard; Accessibility for Ontarians with Disabilities Act
- Review the requirements of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 and make adjustments where necessary

## **Employment**

Versent Corporation ULC is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Versent Corporation ULC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Review existing recruitment practices and modify, as required, policies, procedures and/or process
- Ensure Employees responsible for recruitment and talent acquisition are informed of the employment standard; Accessibility for Ontarians with Disabilities Act and are aware of the Companies practices when making accommodations
- Ensure to communicate we are an equal opportunity Employer and inform applicants that accommodations during the recruitment process are available for persons with disabilities upon request

Versent Corporation ULC will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for Employees that have been absent due to a disability:

- Review and offer individual accommodation plans and return to work programs for those Employees who have been absent due to a disability
- Build accessibility needs of Employees into their human resources practices

### **Built Environment**

Versent Corporation ULC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces that are applicable to our business. We will work with our landlords to meet requirements. Public spaces applicable to our business include:

- Outdoor paths of travel
- Accessible off street parking
- Service-related elements i.e. service counters, and waiting areas
- Maintenance and restoration of public spaces

Versent Corporation ULC will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Ensure the landlord is kept informed of public space maintenance and repair concerns
- A Facility safety checklist and/or health and safety inspection will be conducted monthly

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **Contact Information**

For more information on this accessibility plan, or to request documents related to serving persons with disabilities, please contact Versent Corporation ULC by mail or e-mail at:  
3415 American Dr. Mississauga, ON L4V 1T4  
contact@laserquest.com

Feedback will be acknowledged through e-mail or regular mail within an appropriate time frame in order to provide prompt service. If you require the requested information to be provided in a particular format for reasons related to a disability, please indicate your preferred format at the time of making your request. We will do our best to accommodate the request.

Versent Corporation ULC is committed to reviewing this Multi-Year Accessibility Plan and making necessary changes and updates once a year.