

VERIZON CANADA LTD.

Plan: Multi-Year Accessibility Plan

Created: April 2014

POLICY STATEMENT

This plan has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and its associated regulations, the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

Pursuant to section 4 of the *Integrated Accessibility Standards*, Verizon Canada Ltd. is required to have in place a multi-year accessibility plan. A multi-year accessibility plan is a plan that describes the specific short-term and long-term actions that Verizon Canada Ltd. will take to meet its obligations under the *Integrated Accessibility Standards*. This plan covers both the actions Verizon Canada Ltd. will take under the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

The multi-year accessibility plan will be reviewed and updated at least once every five years, will be posted on Verizon Canada Ltd.’s website and will be provided in an accessible format upon request.

2014-2018 MULTI-YEAR ACCESSIBILITY PLAN

Compliance Area	Action Item	Completion Date and Additional Comments
2014 Action Items		
Accessibility Policy	Develop, implement and maintain policies governing how Verizon Canada Ltd. will achieve accessibility through meeting the requirements set out in the <i>AODA</i> and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Policy completed. Policy available on Verizon Canada Ltd.’s website in process by January 31, 2015.
Accessibility Plan	Establish, implement and maintain a multi-year accessibility plan outlining Verizon Canada Ltd.’s strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the <i>AODA</i> and its regulations.	Plan Completed. Plan available on Verizon Canada Ltd.’s website in process by January 31, 2015.

Compliance Area	Action Item	Completion Date and Additional Comments
2014 Action Items		
Individualized Workplace Emergency Response Information	Ensure that employees with disabilities are provided with individualized workplace emergency response information, to be set out in Verizon Canada Ltd.'s individualized emergency response information form.	Completed.
Training – Customer Service	Train Verizon Canada Ltd. employees, volunteers, individuals or organizations that provide facilities, goods or services on Verizon Canada Ltd.'s behalf and any individual who is involved in the preparation of Verizon Canada Ltd.'s policies and plans regarding the requirements of the <i>AODA</i> and the <i>Accessibility Standards for Customer Service</i> .	Completed.
Assistive Devices	Ensure that Verizon Canada Ltd. is able to accommodate the use of an assistive device by a person with a disability on Verizon Canada Ltd.'s premises.	Completed.
Guide Dogs, Other Service Animals and Support Persons	Ensure that guide dogs, other service animals and support persons are able to enter Verizon Canada Ltd.'s premises to accompany a person with a disability.	Completed.
Notice of Temporary Disruptions in Service.	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access Verizon Canada Ltd.'s goods or services is posted.	Completed. Letters sent to Verizon Canada Ltd.'s Landlords informing them of obligation to post notice of temporary disruptions in service.

Compliance Area	Action Item	Completion Date and Additional Comments
2014 Action Items		
Accessible Feedback Process	Ensure that Verizon Canada Ltd.'s feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	Completed.
Accessible Formats and Communication Supports	Ensure that Verizon Canada Ltd. is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	Completed.
Accessible Website	Ensure that Verizon Canada Ltd.'s website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	Completed.
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Employment and Infrastructure.	Completed.
Training – Integrated Accessibility Standards	Train Verizon Canada Ltd. employees, volunteers, individuals or organizations that provide facilities, goods or services on Verizon Canada Ltd.'s behalf and any individual who is involved in the preparation of Verizon Canada Ltd.'s policies and plans regarding the requirements of the <i>AODA</i> and the <i>Integrated Accessibility Standards</i> .	Training developed. To be rolled out and completed by employees by February 28, 2015.
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Employment and Infrastructure.	Completed.

Compliance Area	Action Item	Completion Date and Additional Comments
2015 Action Items		
Employment Standard - Recruitment	Notify job applicants of the availability of accommodations for people with disabilities throughout the recruitment process and in relation to any materials or processes used to assess or select job applicants.	To be completed by December 31, 2015.
Employment Standard - Informing Employees of Supports	Notify successful job applicants and employees that accommodations for employees with disabilities are available.	To be completed by December 31, 2015. New employees are to be informed of accommodations as soon as practicable after commencing employment with Verizon Canada Ltd.
Employment Standard – Information and Communication Supports for Employees	Provide employees with information that is needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.	To be completed by December 31, 2015.
Employment Standard – Documented Individual Accommodation Plans	Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in Verizon Canada Ltd.’s documented individual accommodation plan form.	To be completed by December 31, 2015.
Employment Standard – Return to Work Process	Ensure that a return to work process for employees with disabilities is in place. To be set out in Verizon Canada Ltd.’s return to work plan form.	To be completed by December 31, 2015.
Employment Standard – Performance Management, Career Development and Redeployment	Ensure that performance management processes and career development and redeployment opportunities take an employee’s accessibility needs due to disability into account.	To be completed by December 31, 2015.

Compliance Area	Action Item	Completion Date and Additional Comments
2015 Action Items		
Training	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
2016 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Employment and Infrastructure.	To be completed as necessary.
Status Report	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.	To be completed by January 1, 2016.
Training	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
2017 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Employment and Infrastructure.	To be completed as necessary.
Status Report	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.	To be completed by January 1, 2017.
Training	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.

Compliance Area	Action Item	Completion Date and Additional Comments
2018 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Employment and Infrastructure.	To be completed as necessary.
Status Report	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.	To be completed by January 1, 2018.
Training	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
Accessible Website	Ensure that Verizon Canada Ltd.'s website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	To be completed by January 1, 2021; check on status by January 1, 2018.
Future Plan	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	To be completed by December 1, 2019.