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*Committed to Quality Service.*

## **Accessibility Plan**

Integrated Market Solutions Inc. (IMS) is committed to building a culture of inclusivity and accessibility. Not only is this part of our company culture but opening access to everyone is imperative to our growth and competitiveness as an employer in the telecommunications industry. We know creating a barrier free environment takes time and commitment and we are dedicated to the ongoing identification, removal, and prevention of barriers. This Accessibility Plan will help guide our organization in meeting our accessibility commitments.

### **General**

If you would like to request feedback on this accessibility plan you may contact us by the following:

Mail:

Integrated Market Solutions Inc  
Attention: Human Resources  
10 Dartnall Rd  
Hamilton, ON L8W 3N1

Telephone:

Office: 905-662-9194

Email:

[info@i-m-s.ca](mailto:info@i-m-s.ca)

### **Executive Summary**

IMS is committed to fair and accessible employment practices to promote an inclusive and accessible work environment and comply with the Accessible Canada Act (ACA). The below provides Identified Barriers and the steps we will take to remove and prevent them.

### **Employment**

Recruitment – Most of our positions are physically demanding however our offices have many accommodations in place currently. Training on these and identifying new barriers is essential for IMS to ensure we can provide accessible work environment that removes barriers for those faced with disabilities.

Action – Educate hiring managers on accessibility and how they can ensure barrier free hiring, selection, and accommodation. Introduce accessibility training to all employees as part of our health and safety program to educate all staff when interacting with our clients.

### **The Built Environment**

IMS's physical operation centers don't service the public or customers on our sites, however they include accessible entrances and exits, single level operations with central and accessible washrooms at our office locations. This allows us to easily adapt to those that have physical mobility disabilities. Our operations are primarily to facilitate warehousing and house limited office staff. The accommodation of employees with disabilities in these areas is adequate however, some spaces may still limit the mobility of employees with disabilities.

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Action – Review spaces that may cause barriers. Identify and find solutions to these barriers such as creating ramps or widen corridors where necessary to accommodate and establish a barrier free workplace. Establish an internal advisory team to provide feedback on additional proposed design changes to the built environment and assign priority for completion.

### **Information and Communication Technologies (ICT)**

The primary source of information about IMS services and employee communication is through our website and internal intranet. The information may not be accessible for all potential employees, for example drop down menus and hyperlinks may not be functional for all screen-reader tools.

Action – Use a Web Content Accessibility Guidelines (WCAG) tool to ensure our website is within compliance and accessible to all users. Keep web site up to date to ensure compliance with the browser and device accessibility features.

### **Communication, other than ICT**

IMS does not have a consistent process to ensure alternate formats of communication that's issued to employees are available and provided in a timely manner.

Action - prepare standard resources and commonly issued company communication in alternative formats so upon request they are ready to be distributed.

### **The procurement of Goods, Services and Facilities**

IMS' current procurement processes may cause a barrier for disabled people since currently the process does not always include an assessment of the technology or service being purchased from an accessibility viewpoint.

Action – Ensure accessibility factors are included from the beginning of each procurement process and communicate to all employees who may engage in procurement the importance of accessibility during the procurement process.

### **The design and delivery of programs and services**

When designing and delivering IMS' internal and external programs and services accessibility considerations must be part of the process from the beginning. Technicians need to be more knowledgeable and aware of barriers experienced by people with disabilities and be able to show them during an installation how to turn on accessibility features. Another barrier is a technician not knowing prior to an install of a disability and having time constraints.

Action – Technicians need training on how to support customers who may need accommodations and will receive refresher training throughout the year. We will also work with our client company to identify ways to improve the technician booking appointment process in order to allot for additional time when accommodation is needed.

### **Transportation**

IMS does not provide any transportation services; this section does not apply.

### **Consultations**

To align with IMS' commitment to make our workplace environment accessible to all we have developed our Accessibility Plan with input from our management team and employees including those with disabilities or have direct knowledge and experience with barriers. IMS held focus groups and 1-1 interviews with employees who have disabilities so they could share their feedback, experiences, and ideas.