

Accessibility Progress Report 2025

Integrated Market Solutions Inc. (IMS) is committed to building a barrier-free environment in accordance with the Accessible Canada Act and Regulations (ACA, ACR). 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 that creating a barrier-free environment takes time and commitment. We are dedicated to the ongoing identification, removal and prevention of barriers. The Accessibility Plan and this Progress Report will help guide our organization in meeting our accessibility commitments.

Version

This plan is updated for submission by June 1, 2025 and provides information on the progress since June 1, 2024 and action goals for the next year.

General Information

If you would like to provide feedback, or request further information, regarding this accessibility plan you may contact us by the following methods:

- Mail:
Integrated Market Solutions Inc
Attn: Human Resources
10 Dartnall Rd
Hamilton, ON L8W 3N1
- Telephone:
905-662-9194 (office number - Select 0 and leave message)
- Email:
info@i-m-s.ca

Progress And Plan

Category	Actions	Progress/Plan
Employment	Most positions are physically demanding but there are some positions in which unnecessary barriers could be identified for various disabilities.	<p>We undertook consultations with managers, supervisors as well as confidential consultations with employees who have identified with disabilities. This also expanded our considerations by utilizing external subject sources and tools.</p> <p>Based on the consultations, we have decided that a formal and anonymous survey, open to the entire organization, will give us better insight to target barriers via actions. The feedback and actions are summarized separately below.</p>

Built Environment	<p>IMS does not own the properties from which the company operates and our locations are not open to the general public. However, accommodations are available that allow us to easily adapt to those that have physical disabilities, with only some areas that may limit mobility.</p>	<p>We have identified possible improvements and will be using the feedback from the internal survey (as below) to triage actions for accommodation. We felt it important to include this detailed feedback prior to commencing actions that could themselves add to barriers without such insight. Additionally we have created accessible workspaces on the entrance level of our Head Office building near the accessible washrooms.</p>
Information and Communication Technologies (ICT)	<p>We conducted a review of our existing ICT which both confirmed some of our suspicions but also gave us understanding on tools already available to improve.</p>	<p>We found that our internal web portal is built out of Google Sites which does provide some limitations on being WCAG Compliant. A review of the design will be undertaken.</p> <p>Our internal eLearning platform for Health & Safety Training already has tools built in for these standards. A review of the courses will be undertaken by prioritizing all onboarding courses and each new monthly refresher course.</p> <p>The external website for the company is being redesigned currently and these standards will be applied to the entirely new design.</p> <p>Much of our internal communication consists of using Google Docs, Sheets and Gmail. These can work well with screen readers and have built in accessibility tools. However, better formatting and use of headers will help. A style guide will assist content writers.</p> <p>Having this understanding of different systems abilities also played a factor in the design of the internal survey (as below).</p>
Communication, other than ICT	<p>IMS has strived to reduce paper forms and moved all but the most sensitive and confidential information to ICT systems. To date, no request for alternate formats of communication have been requested but we are ready to develop them on request.</p>	<p>Information changes extremely quickly in our industry. Instead of trying to produce alternate formats of everything and create a quagmire of conflicting copies, we have referred this again to the internal survey to steer actions based on those results (as below).</p>

Design and Delivery of Programs and Services	Accessibility considerations must be involved from the beginning when designing and planning the delivery of programs and services either to employees and our client's customers.	Improved information is often now available from within our client's dispatch application before our employees are dispatched to homes with persons with disabilities. We have also linked our clients accessibility information directly on the main page of our internal web portal and reached out to our client for any further resources they have on tools to reduce barriers for their customers. Again, however, our internal processes will be refined and steered by the results of the internal survey as below .
Procurement	Accessibility must be considered during all stages of procurement. The majority of goods are supplied by our client company with the exception of office goods.	We have two desks with automatic height adjustments to accommodate a wheel chair. Along with two sit to stand adjustable desk risers for the office. Our office supply storage cabinet is now a low standing cabinet. As new goods are needed we will purchase with accessibility in mind.
Transportation	IMS does not provide any transportation services; this section does not apply.	
Consultations	We consulted more deeply with our managers, supervisors and employees including those with disabilities including those with direct knowledge and experience with barriers. Focus groups and 1-on-1 interviews were used.	The internal survey was undertaken to reach the entire organization within this last year.

Survey Insights and Actions

A Google Form Survey went out on May 20 and was closed on May 26. We had 11% of the employees submit responses. 90% replied that they would feel comfortable sharing if they identified as a person with a disability.

Insight	Actions	Progress/Plan
Analyzing the results it is clear that while no barriers were identified in our physical locations or in our communications, employees seem unaware that support and accommodation can be available on request. While 33% of respondents indicated the top score for ease of applying for accommodations - the remainder of the respondents skipped the question. Awareness appears to be the issue.	Communicate to all staff that accommodation is available upon request. Along with added support through Sparrow a wellness concierge offered through our Groupsource benefits.	We have added this to our website along with ensuring that during our yearly training on Accessibility we include that accommodation is available upon request and include the steps to take to request it. We have also added it to our company policy handbook which is available on the Internal Portal.

Insight	Actions	Progress/Plan
<p>Employees who install telecommunications services in homes for our client's customers also expressed they could use more information, training and tools to assist those customers who face barriers to understanding and using those services.</p>	<p>We have reached out to our client on what internal training they provide to their employees in providing their services and assistance to customers who experience barriers. Hopefully there is something provided we can send out technicians through or send a "trainer" delegate to bring this knowledge back and conduct our internal training.</p> <p>In the meantime, we are going to issue internal communication to have employees who perform this type of customer service to review the client's information as provided by their own website.</p>	<p>Communication to installation technicians has gone out asking them to review the client's information.</p> <p>A request to the client has been made regarding training they have to assist those with disabilities.</p> <p>The company ethic and employees performance already includes customer satisfaction scores that help ensure that each customer visit is completed to the customer's satisfaction on the first visit as much as possible.</p>
<p>Employment opportunities for physical or mobility disabilities are limited although there are accommodations made for some employees who can not perform ladder work. There are a few administrative positions that could be candidates for accommodation.</p>	<p>Opportunities that open up for administrative positions for our Hamilton or Windsor locations could be advertised with accommodations possibilities. These locations are wheelchair accessible and only a few door opening mechanisms would need to be added.</p>	<p>Managers have been in consultation with Human Resources to consider accommodation options of posted openings.</p> <p>On request of accommodation we can quickly implement custom solutions to specific barriers and are ready to do so. To date, all requests have been accommodated.</p>
<p>No barriers to ICT were identified in the survey except one comment about the volume of information which is necessary in this fast evolving industry. In addition, no new barriers to communication other than ICT were identified either in the survey results.</p>	<p>No new actions were required as a result of the survey responses. Thus the current plan will continue to make digital information available and compatible with screen readers, add caption tracks to training videos and redesign the website, internal web portal, and ensure that employees who create documentation using Google products understand how to properly utilize headings and formatting.</p>	<p>This work will be perpetual since telecommunications technology is continuously evolving.</p>

-end of document-