

2024-2027 Accessibility Plan

June 1, 2024

Q Wave

Statement of Commitment

Q Wave is committed to improving the accessibility of our products and services. We strive to ensure all interactions with customers and employees occur in a way that respects the dignity and independence of all people. This plan outlines the steps we plan to take to achieve these goals.

The *Accessible Canada Act* sets out [seven key principles](#). The Act should be carried out in recognition of and in accordance with these principles. Q Wave has taken account of these principles in preparing its Accessibility Plan.

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the

lives that they are able and wish to have regardless of their disabilities;

- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Q Wave will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk.
- Using alternative methods when possible ensures that customers with disabilities have access to the same services in the same place and a similar manner.
- Considering individual needs when providing goods and services and communicating in a manner that considers the customer's disability.
- Ensuring that all customers receive the same value and quality.

This policy is intended to meet legislated requirements in all locations where we operate and applies to the provision of goods and

services to the public or other third parties, not to the goods themselves.

Q Wave is committed to ensuring our customers have access to their bills in a timely and accessible fashion. Customers who qualify as one of the following customer types and would like paper bills at no extra charge can contact our friendly, local Customer Care team at customercare@qwave.ca or by calling 587-328-0756.

1. Customers who self-identify as persons with disabilities.
2. Customers without home Internet access or mobile data services.
3. Seniors aged 65 or older.

Accessibility Plan Development

This Accessibility Plan was developed in consultation with employees from across the company. In drafting the initial plan, employees reviewed the key components and provided feedback through a centralized email address.

Several individuals who self-identify as having disabilities were consulted. Their feedback was incorporated into this document and used to prepare the finalized version.

Providing Feedback

We welcome questions, concerns, or other feedback from our customers or other interested persons on any issues involving accessibility. This can include any feedback you feel is related to accessibility, including comments on this Accessibility Plan or relating to any barriers you have identified in dealing with Q Wave or accessing our products or services.

You may provide feedback on accessibility through your usual way of contacting us, including:

By telephone: 587-328-0756

By email: customercare@qwave.ca

By chat: Accessed through our website
(qwave.ca)

By mail: ATTN: Accessibility
Q Wave
200, 1316 9 Avenue S.E.
Calgary, AB
T2G 0T3

By Facebook:
<https://www.facebook.com/QWaveCanada>

By Instagram:
<https://www.instagram.com/qwaveca/?hl=en>

If you would like to be contacted regarding your concern, please let us know your preferred method of communication. Otherwise, we will respond to you using the same method that you used to contact us. You also have the option of providing feedback anonymously. If you do, we will take note of your feedback through our usual internal process but will not respond to you directly.

Our Managing Director is the designated employee responsible for receiving feedback on accessibility. Any feedback on this plan or accessibility can be addressed directly to our Managing Director by mail at 200, 1316 9 Avenue S.E., Calgary, Alberta, T2G 0T3 or electronically at customercare@qwave.ca.

Unless you choose to give feedback anonymously, we will contact you to acknowledge your input and collaborate on effectively resolving the issue.

Our agents are trained to address accessibility issues individually with you and to pass all feedback to our accessibility team. This team includes our Managing Director, who oversees the handling of accessibility feedback. Our team monitors and evaluates all feedback as part of our procedure to update our Accessibility Plan and policies.

We assure you that any personal information shared with us while providing feedback on accessibility will remain confidential. Your

personal information will be handled in compliance with our Privacy Policy, which you can access [here](#).

Requesting Alternative Formats of this Plan

You may request an alternative format of this plan, free of charge, by contacting us in one of the ways listed above.

An electronic version in large print of this plan can be downloaded from our website: Large Print Format.

Q Wave can provide this plan in any of the formats below:

- Printed physical copy
- Audio recording

If you have another format in mind, we are also happy to help you find the best one.

Definitions

The following key terms are used throughout this plan. We use these key terms as they are defined in the [Accessible Canada Act](#):

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Barrier: means anything - including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or practice - that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability: means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory

impairment - or a functional limitation - whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Key Area - Employees/Employment

Q Wave is committed to ensuring equal and fair employment opportunities. We are committed to a safe and supportive work environment, and we strive to promote a culture of diversity, equity, and inclusion.

Identified Barriers:

- Greater engagement, promotion, and communications are needed to support accessibility and enhance a supportive workplace culture and community.
- Staff would like better awareness of available accommodations and barriers experienced by persons with disabilities.
- There is a lack of awareness of the support available for employees and their managers during the accommodation process.

Actions:

- Identify and consult with accessibility experts and DEI experts to enhance the knowledge base of staff.
- Amend the onboarding package for new staff.
- Develop a DEI training protocol for all staff.

Key Area - The Built Environment

Addressing barriers related to the physical environment helps us ensure that people using our office have barrier-free access. We will continue our efforts to retrofit existing spaces to serve everyone better.

Identified Barriers:

- Lack of alternative to stairs to access the main floor of the building.
- Noise levels or lighting in certain spaces may create challenges for persons with disabilities.

Actions:

- A development plan has been created that includes elevator access. Renovations to the existing building are expected to occur in 2025.
- Customers can access our Customer Care team virtually by phone or email.
- Continue retrofitting the building with alternative lighting and noise-reduction retrofits.

Key Area - Customers and Clients

All customers and clients should be able to access our services in a way that meets their needs and reduces barriers. We will continually improve our systems to accommodate needs as they emerge.

Identified Barriers:

- Customers are unable to access services in languages other than English.
- Customers may face barriers when completing the sign-up form electronically.
- Customers may face barriers in seeking to communicate with our sales and support agents in general.

- Customers may face barriers accessing our Terms & Conditions or Privacy Policy.
- Customers may face barriers to accessing or communicating with our Customer Care team in person.
- Customers may face barriers to paying invoices on time.

Actions:

- Hire and train Customer Care agents who are fluent in multiple languages.
- Community Retailers will continue to assist customers via the Authorized Representative option on the sign-up form.
- Q Wave currently allows customers to contact us through various methods, including phone, email, social media chats, and our online community.
- Large print formats of the Terms & Conditions and Privacy Policy are available upon request at no cost.
- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Q Wave.

- A customer with a disability who is accompanied by a service animal will be allowed access to the premises. The customer who is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.
- If a support person accompanies a customer with a disability, Q Wave will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. Furthermore, the support person may communicate on behalf of the customer if needed, provided the customer has given verbal or nonverbal consent.
- Our Customer Care team works with all individuals to meet their needs and respond to payment delays accordingly.

Key Area - Procurement of Goods, Services, and Facilities

Q Wave aims to ensure that accessibility is a priority from the outset of any procurement process. This approach guarantees that all new

goods, services, and facilities procured by Q Wave are inherently accessible.

Identified Barriers:

- Q Wave engages in informal procurement processes, which means that accessibility considerations of a product or service may not be identified at the outset of the process.

Actions:

- Update Q Wave's internal documentation to ensure the procurement individual has considered the accessibility requirements of the products or services, if applicable.

Key Area - Transportation

Transportation does not currently apply to Q Wave's operations.