



Accessibility Plan

2021 - 2025

June 6, 2022

REVISION HISTORY

Date	Description of changes
June 6, 2022	<ul style="list-style-type: none">• Updated target date for completion of website updates in STRATEGIES AND ACTIONS.
June 28, 2021	<ul style="list-style-type: none">• Initial release for the period 2021-2025.

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Purpose and scope

Bubble Technology Industries (BTI) is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This document outlines the steps BTI is taking to meet those requirements and to improve opportunities for people with disabilities.

This document covers the period from 2021 to 2025.

This plan is reviewed and updated at least once every five years.

Past achievements

This section lists the accessibility initiatives that BTI has completed. BTI’s policies and procedures are documented in its Accessibility Manual.

Customer service

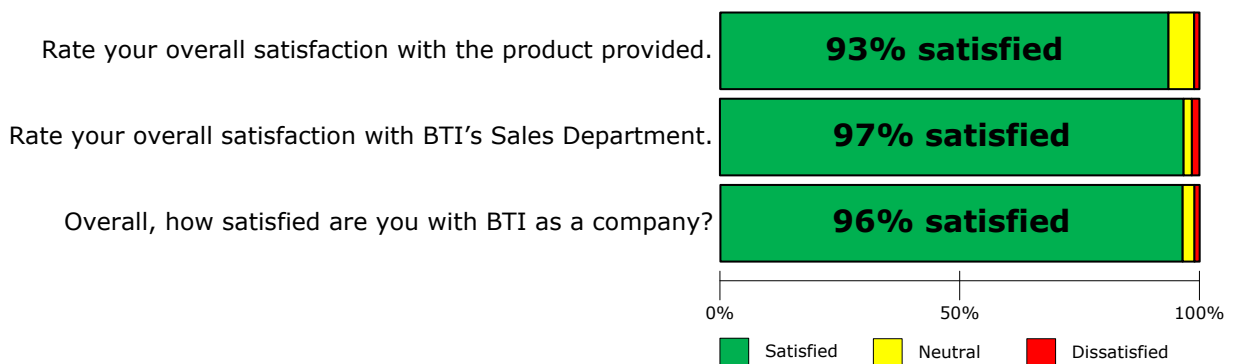
BTI made an organizational commitment to provide its goods and services in a manner that is accessible by all people.

BTI provided training in the Customer Service Standards to all employees. BTI also provided training in how to interact with people with various types of disability.

As one of the measurements of the performance of its quality management system, BTI has been collecting feedback from customers since 2005. This feedback is used to determine the level of satisfaction with BTI’s goods and services. Feedback has been collected through several methods, including survey forms, e-mails, BTI’s website, phone calls, and in-person communication.

Customer feedback has been very positive. For example, responses to BTI’s survey form are summarized in Figure 1 below.

Figure 1: Customer survey responses since 2005



Bar chart of responses to BTI’s customer surveys since 2005. The data are reproduced in a table below. Values do not add to 100% due to rounding.

Survey question	Satisfied	Neutral	Dissatisfied
Rate your overall satisfaction with the product provided.	93%	5%	1%
Rate your overall satisfaction with BTI's Sales Department.	97%	2%	2%
Overall, how satisfied are you with BTI as a company?	96%	3%	1%

Information and communications

BTI created policies to ensure appropriate communication reports are provided on request.

BTI provided training in the Information and Communications Standards to all employees.

BTI updated its website to improve accessibility.

Employment

BTI created policies and procedures to ensure accommodation would be considered at all stages of employment, including recruitment, return to work, performance management, career development and advancement, and redeployment.

BTI updated its job ad template to indicate that accommodations are available on request.

BTI created a policy for providing individualized workplace emergency response information.

BTI created procedures for developing individual accommodation plans.

BTI provided training in the Employment Standards to its managers.

Strategies and actions

Customer service

BTI will continue to collect feedback through several methods, including survey forms, e-mails, BTI's website, phone calls, and in-person communication.

To prevent attitudinal barriers, all new employees will be trained to interact and communicate with people who have different types of disability. Training will be provided within one week of starting employment.

Information and communications

Accessibility has been improved for most of BTI's website (see PAST ACHIEVEMENTS). There is an opportunity to improve the accessibility of PDF documents that have been uploaded to BTI's website. BTI uses Microsoft Office to produce documents and Adobe Acrobat Pro to convert to PDF. These applications contain features that can be used to make documents more accessible. BTI will review and update each uploaded PDF to meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA. Full compliance requires a



combination of automated checks, manual review, and document redesign. BTI will complete the updates by December 7, 2022.

To ensure new employees are aware of their right to accessible information and communication supports, they will be provided training in the Information and Communication Standards. Training will be provided within one week of starting employment.

Employment

To ensure new employees are familiar with their right to be free from discrimination, they will be provided training in the Human Rights Code. Training will be provided within one week of starting employment.

BTI will continue to offer accommodations to job candidates and employees.

Additional information

For more information on this accessibility plan, please contact Mark Sherriff using the information in Table 1 below.

Table 1: BTI's contact information is shown below.

Description	Contact information
General inquiry e-mail	quality@bubbletech.ca
Mailing address	PO Box 100 Chalk River, Ontario K0J 1J0 Canada
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