AODA Multi-year Accessibility Plan

Introduction

Wave’s approach to accessibility is an inclusive one. Accessibility is a core piece of inclusivity, and we also recognize that independence, dignity and equality of opportunity are not optional. Wave is committed to ensuring equal access and participation for people with disabilities. We are committed to serving Customers and Employees without barriers, discrimination, or biases of any kind, and are also committed to meeting the needs of people with disabilities wherever possible.

Wave is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Wave is taking to meet those requirements and to improve opportunities for people with disabilities.

Section One: Past Achievements to Remove and Prevent Barriers

Below is a summary of the accessibility initiatives Wave has completed:

Customer Service

- Serve Customers in various ways (chat, email, phone, submitting through support form, or via social media).
- Employees in Ontario are being trained on AODA policies, standards and procedures, including accessible customer service.
- Review customer feedback regarding barriers to accessibility and take appropriate action in a timely manner.
- Allow assistive devices, service animals, and welcome support persons to ensure access to goods and services.

Information and Communications

- We have implemented processes for customers, employees and individuals seeking employment with Wave to provide us with feedback on our accessibility for persons with disabilities.
- We can provide or arrange for accessible formats and communication supports, upon request, at no cost to the person with disabilities.
- Emergency information such as evacuation plans are available in accessible formats upon request.

Employment

- We have developed and implemented an AODA Policy and Statement of Organizational Commitment.
Our job postings reflect Wave's commitment to diversity, inclusion and accessibility.

Developed and implemented an Accommodation Plan.

Provide application processes that specify the availability of accommodations for applicants with disabilities during the recruitment and assessment process.

Offer multiple avenues to provide support for accommodation requests including via email, phone call, or video meeting, upon request, for applicants with disabilities.

Upon request, consult with the applicant and arrange for suitable accommodation to enable them to perform the essential functions of the role.

Notify the successful applicant, when making offers of employment, of Wave's policies for accommodating people with disabilities.

Training

Wave is committed to continue providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Ensure all current and new employees have received the Accessibility Policy and AODA training.
- Provide Employees with information related to the AODA and Wave's policies related to serving people with disabilities.

Section Two: Strategies and Actions

The following is a list of projects and programs Wave is planning to complete to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

Wave is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

We will do this in several ways, including:

- Provide training on AODA and accessible customer service to all new employees.
- Review and update policies and standards regularly, to ensure high quality and accessible customer service.
• Review customer feedback regarding barriers to accessibility and take appropriate action in a timely manner.

• Allow assistive devices, service animals, and welcome support persons to ensure access to goods and services.

• Continue to implement service disruption protocol by posting notices advising the public of any issues while existing services are being maintained or upgraded.

Information and Communications

Wave is committed to making our information and communications accessible to people with disabilities.

• Wave will continue to build Wave’s public site and products with accessibility at its core, striving for all users to have equal access to information and functionality.

  This includes, but is not limited to:

  o Review new content on the website and ensure that it meets WCAG 2.0 Standards and:

    ▪ Make any necessary changes to content

    ▪ Ensure up-to-date contact information for anyone who wants to provide feedback

• Ensure all publicly available information is made accessible upon request.

• Provide accessibility tips upon request.

• Employ feedback processes that are accessible to people with disabilities upon request, and invite feedback about our site accessibility and how we can improve.

• Notify that we can provide accessible formats and communication supports with respect to feedback processes.

Employment

Wave is committed to fair and accessible employment practices and will continue to demonstrate this commitment by posting our multi-year accessibility plan on our public website, while also making other accessible formats available upon request in a timely way.

During Recruitment/Selection Process:
● Continue to provide application processes that specify the availability of accommodations for applicants with disabilities during the recruitment and assessment process.

● Offer multiple avenues to provide support for accommodation requests including via email, phone call, or video meeting, upon request for applicants with disabilities.

● Upon request, consult with the applicant and arrange for suitable accommodation to enable them to perform the essential functions of the role.

● Notify the successful applicant, when making offers of employment, of Wave's policies for accommodating people with disabilities.

● Train hiring managers and monitor success in telling prospective employees that accommodations are available throughout the interview process.

● Wave will provide an open forum for reporting any accessibility barriers and needed accommodations.

*Individual Accommodation Plans and Return-to-work Policies:*

● Inform Employees of the availability of the accommodation and return to work proceeds and how to access them.

● Train key stakeholders in the return-to-work and accommodation processes to work collaboratively to develop individualized plans that consider disability.

● Provide accessible emergency information to staff, when applicable.

● Employ return-to-work and accommodation processes that consider disability and continue to develop, monitor, and improve processes where possible.

*Other Accessibility Barriers:*

● Ensure Emergency Response Plan incorporate accessibility considerations, including individualized emergency response plans for employees with disabilities.

● Ensure accessibility is a consideration in the development or improvement of future policies, procedures and practices in our Ontario, Canada locations.

● Provide any workplace information in accessible formats upon request, considering the needs of the person with disabilities.

● Communicate accessibility policies broadly, via multiple avenues.

*Training*

Wave is committed to continue providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.
● Continue to ensure all current and new employees have received the Accessibility Policy and AODA training.

● A Diversity and Inclusion module has been developed for all Employees, which includes additional resources and training around inclusion for people with disabilities.

● Further education and training for Managers on the process for Individual Accommodation Plans, as well as return-to-work process.

● Continued to offer voluntary unconscious bias training as education for any hiring managers.

● Provide Employees with information related to the AODA and Wave’s policies related to serving people with disabilities.

**For More Information**

For more information on this accessibility plan, please contact the Accessibility Team at: accessibility@waveapps.com or by submitting a support request on the website. Alternative accessible formats of this document are available free of charge upon request.