



Multi-year Accessibility Plan (AODA) – Ontario

First Posted:

Last Updated: December 2023

Intent

This accessibility plan outlines the strategy of Avenir Technologies ULC (Avenir) to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Avenir Technologies ULC is committed to providing an accessible environment for all customers, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from December 10, 2023 to December 10, 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Avenir's Marketing team at info@avenir.com.

Completed Initiatives

Avenir Technologies ULC has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Avenir has created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements of the AODA.
- We have established and implemented a multi-year accessibility plan.

- Avenir’s accessibility plan is posted on the website.
- We provide the accessibility plan in accessible format when requested.
- Avenir’s accessibility plan is to be updated at least once every five years.
- Avenir provides training to all employees on the AODA.
- Avenir provides training to all employees on the *Human Rights Code* as it pertains to people with disabilities.

Information and Communication Standards

We have our accessibility statement, policy and plan posted on our website .

At Avenir, we have designed our website to meet or exceed the latest accessibility standards. We regularly conduct accessibility reviews. We take steps to ensure that all websites and content conform with Website Content Accessibility Guidelines (WCAG) 2.1 Level AA. We also follow the *Accessibility for Ontarians with Disabilities Act (AODA)* regulations.

Latest Accessibility Review: December 8, 2023.

We will continue to improve and enhance the direction on accessibility in AUVENIR’ Brand Resource Centre to all delivery roles (Content, Design, Development, Quality Assurance and Product Owners).

Employment Standards

Avenir has implemented practices to promote inclusivity and accessibility in the workplace. Accessibility is built into our online job postings. It allows candidates to identify as a person with a disability and request any accommodations to ensure a fair and convenient interview process. Avenir recruiters receive accessibility and disability awareness training and ask non-discriminatory interview questions. We also offer accommodation during the recruitment process (to the best of our abilities). We consider accessibility needs during performance management and career development.

Transportation Standards

N/A

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Avenir has a large washroom located directly in the office suite for anyone with accessibility issues.

Customer Service Standards

- **Avenir Knowledge Base** is flexible for people with visual impairments. We have increased font size for text on the Knowledge Base menu pages as well as in the header and footer and use preset colour options which are highly contrasting colour palettes for people with colour blindness. Introduced in September 2023 and further enhancements are ongoing; and
- **User Testing Opportunities** to invite customers who may have disabilities to participate in beta testing or user research sessions for new features or updates to ensure they are inclusive and accessible. Introduced in June 2023 and offered multiple times annually; and
- **Feedback Collection** where customers are invited to provide feedback on accessibility issues or suggestions via online help in-app, webforms and access to Avenir’s Customer Success team via email and phone. Implemented October 2023; and
- **Accessibility Statements** are shared with customers, outlining Avenir’s commitment to accessibility and providing information on how they can reach out for support or accessibility-related inquiries. Implemented October 2023; and

- **Inclusive communication with customers** ensuring all interactions are written in an inclusive and accessible manner, with clear and easy to understand language. Implemented in October 2023.

New and Ongoing Initiatives

Auvenir Technologies ULC plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

We will continue to implement plan(s) to further our efforts to create a diverse and inclusive workplace for persons with disabilities.

Information and Communication Standards

Auvenir is committed to creating an accessible and inclusive digital environment. Our ongoing plans to improve accessibility includes the following initiatives:

- **Button Accessibility:** We will ensure all interactive button elements are correctly labeled and accessible.
- **Link Descriptions:** All links, especially icon-based, will have descriptive and accessible labels.
- **New Tab/Window Alerts:** Links opening in new tabs or windows will be clearly indicated for all users.
- **Heading Structure:** We will maintain a consistent and clear heading structure across all digital content.
- **Image and Icon Accessibility:** Every image and icon will have appropriate alternative text or roles.
- **Form Accessibility:** All forms will be designed with clear labeling and accessibility in mind.
- **Keyboard Navigation:** We will ensure comprehensive keyboard navigation capabilities across our platforms.

These initiatives listed represent our commitment to continuous improvement in accessibility and inclusivity to be completed by May 2024.

Employment Standards

Auvenir will continue to ensure accommodations are made when required. We will continue to provide training to anyone in the recruiting position who will be conducting interviews and screening applicants.

Auvenir will continue to listen to its employees to ensure proper accommodations are made to our current team as well as anyone new starting through surveys, 1:1's, etc.

Transportation Standards

N/A

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Auvenir will continue to work with the owners of the building to provide adequate accessibility to the building where possible.

Customer Service Standards:

- **Reinforcing how to access Microsoft accessibility tools** to support the diverse needs of customers related to vision-related tools, hearing-assistive tools, neurodiversity tools, learning tools, mobility-assistive tools and mental health assistive tools. This initiative to start in the Spring of 2024 with full implementation targeted for Dec 2024.
- **Accessibility Testing and Troubleshooting** by helping customers identify and troubleshoot accessibility issues they may encounter while using Auvenir products and services, including providing guidance on how to adjust settings or preferences for optimal accessibility. This initiative to commence in October 2023 with full implementation in Dec 2024.
- **Accessibility Roadmap Communication:** We plan to keep customers informed about Auvenir's accessibility roadmap and to let them know about upcoming enhancements and improvements related to accessibility that might impact their experience. Starting December 2023 and ongoing.
- **Accessibility Support Resources:** Curated list of external resources such as accessibility tools, or user groups that customers can turn to for additional support and information. Starting in the Spring 2024 and ongoing.

SaaS product: [Accessibility is captured in the Auvenir Product roadmap for full accessibility compliance.](#)