



## Multi-Year Accessibility Plan – Oct 2023

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### Message from the CEO

Fire Monitoring of Canada Inc. (FMC) is committed to providing an accessible environment for all clients, 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.

FMC takes its role in providing an accessible world seriously, and will continue to build its services in a such a way that we improve accessibility for both our employees and our customers.

### Introduction

FMC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

FMC is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the

Policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Past Achievements to Remove and Prevent Barriers

FMC has completed the following accessibility initiatives across the organization. When presented with feedback from employees or customers, FMC takes these requests seriously and investigates and implements ways in which we can make our service more accessible.

### Customer Service

FMC has remained in compliance with accessible customer service standards, and considers accessibility when implementing any changes to our services. To our recollection, we have not received any feedback from customers about accessibility; however, we have had internal feedback from employees on how we can improve their workspace. This feedback was received verbally, and

changes were made to make providing customer service better for the employee. Some items which we have implemented to make customer service more accessible:

- Allowed payments to be made by credit card via a web portal, which allows those who can't mail cheques to pay easier
- Allow payments by credit card to be made over the phone
- Ability to receive all invoices via e-mail
- Allow – upon request – access to a read-only access to customers' monitored accounts in our Signals Receiving Centre (SRC) for account review

## **Information and Communications**

FMC has implemented the following to make information and communications more accessible:

- All company Health & Safety Documents can be found online via a company internal website, as well as within the office

## **Employment**

FMC has implemented the following to employment more accessible:

- Installed adjustable height desks within our SRC area
- Installed ground-level static-free flooring in our Thorold SRC area to improve accessibility (instead of raised flooring)
- Installed wider doors for entrance into our SRC for improved accessibility
- Designed our Thorold SRC mantrap area to be larger to accommodate better accessibility
- Re-designed employee workspace to better suit their ability
- Installed Automatic Door Operator in Kitchener office to improve accessibility
- Implemented a Diversity, Equity and Inclusion Policy

## **Training**

FMC has implemented the following training initiatives:

- All new employees must complete AODA Customer Service Training as part of their orientation
- All new employees must complete Human Rights Training as part of their orientation

## **Strategies and Actions**

### **Customer Service**

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

- Implement SMS-based alarm messaging when codes and standards allows us to do so to improve communications
- Ensure all documents which are sent to customers are accessible.
- Provide a self-service web portal for customers so they may obtain documents and make requests in a way that best suits them

### **Information and Communications**

FMC is committed to making our information and communications accessible to people with

disabilities.

- Provide SMS Messaging for alarm monitoring clients where codes and standards allow
- Ensure TTY is available for those who require it on alarm calls
- Ensure all internal documents are in an accessible format

### Employment

FMC is committed to fair and accessible employment practices. FMC will plan to do the following to improve employment at FMC:

- Adhere to company DEI Policy during the hiring process & make accommodations during the hiring process immediately
- Install door operators on entry doors to offices and SRCs in the next 3 years
- Continually review workspaces to ensure they are accessible
- Install Ramp in St. Catharines SRC in the next 5 years
- Ensure that any company events are accessible (immediately)

### Training

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

- Ensure training is applied to all new hires during the orientation process
- Re-train all employees on AODA Customer Service & Human Rights (Next 3 months)

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### For More Information

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For more information on this accessibility plan, please contact at

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Our accessibility plan is publicly posted at: [www.fire-monitoring.com/accessibility](http://www.fire-monitoring.com/accessibility)

Standard and accessible formats of this document are free on request from

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