



# Telecommunications Accessibility Plan

## For the University of British Columbia (UBC)

This Telecommunications Accessibility Plan can be accessed from all UBC branded websites including, but not limited to [www.ubc.ca](http://www.ubc.ca) and [www.it.ubc.ca](http://www.it.ubc.ca). Interested individuals can find an “Accessibility” link in the footer of all UBC branded websites. Upon clicking this link, they will see a “Telecom Accessibility” quick link on the top right side of the screen which will take you to the Telecom Accessibility Feedback page:

<https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process>



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# WEB ACCESSIBILITY AT UBC

The University of British Columbia is committed to making its websites an inclusive space. We strive for conformance with the [Web Content Accessibility Guidelines \(WCAG 2.1\)](#) and use a number of tools to improve the accessibility and usability of our websites with the belief that website accessibility efforts help everyone and that it is our collective responsibility to ensure equitable access to our sites and services for all members of our community.

### QUICKLINKS

- [Equity & Inclusion Office](#)
- [Inclusion Action Plan](#)
- [UBC CLF Web Accessibility](#)
- [Telecom Accessibility](#)



The Telecom Accessibility Feedback page can also be accessed through the UBC IT “Telephones” service catalogue page by visiting [www.it.ubc.ca](http://www.it.ubc.ca), selecting “Email, Voice & Internet”, selecting “Telephones” and then “Accessibility Feedback Process” under the Further Information section.

## General

Individuals who wish to provide feedback on telecommunications accessibility options at the University of British Columbia, or request the Telecommunications Accessibility Plan (or a description of the feedback process) in an alternate accessible format can submit feedback via one of the following methods:

1. **Email:** [telecom.accessibility@ubc.ca](mailto:telecom.accessibility@ubc.ca)
2. **Phone:** 604-822-3916
3. **Webform:** [https://ubc.ca1.qualtrics.com/jfe/form/SV\\_4Zq2hF38wnLaE7Q](https://ubc.ca1.qualtrics.com/jfe/form/SV_4Zq2hF38wnLaE7Q)
  - This method also includes an option for anonymous feedback for those who wish to remain anonymous or only wish to provide feedback.
4. **Mail:** Send your request or feedback to the following mailing address:
  - Mark Belsito  
420 – 6356 Agricultural Rd  
Vancouver, BC V6T-1Z2  
Canada

All requests and feedback will be received and reviewed by Mark Belsito, Manager, Communication and Collaboration Services, UBC IT. Every submission (except for entries submitted anonymously) will receive a response from UBC IT and feedback containing personal information will be kept confidential unless the person who submitted the request or feedback consents the disclosure of their personal information.

## Accessibility Policies, Programs, Practices and Services

The Centre for Workplace Accessibility at UBC has a website that contains information and links to policies, programs, practices and services related to the removal of accessibility barriers, and the prevention of new barriers. Here are some relevant links to this information:



1. **Centre for Workplace Accessibility:** <https://hr.ubc.ca/health-and-wellbeing/working-injury-illness-or-disability/centre-workplace-accessibility>
2. **Workplace Accommodations:** <https://hr.ubc.ca/health-and-wellbeing/working-injury-illness-or-disability/workplace-accommodations>
3. **Accessibility on Campus:** <https://planning.ubc.ca/transportation/accessibility-campus>
4. **Web Accessibility:** <https://www.ubc.ca/accessibility/>
5. **Disability Accommodation Policy (LR7):** [https://universitycounsel.ubc.ca/files/2022/05/Disability-Accommodation-Policy\\_LR7.pdf](https://universitycounsel.ubc.ca/files/2022/05/Disability-Accommodation-Policy_LR7.pdf)
6. **Discrimination Policy (SC7):** [https://universitycounsel.ubc.ca/files/2022/05/Discrimination-Policy\\_SC7.pdf](https://universitycounsel.ubc.ca/files/2022/05/Discrimination-Policy_SC7.pdf)
7. **Networks, Clubs & Committees:** <https://equity.ubc.ca/get-involved/community-networks/>
8. **UBC's Inclusion Action Plan:** <https://equity.ubc.ca/about/inclusion-action-plan/>

## Consultations

Numerous contact mechanisms (Phone, Email, Web Form and Mail) have been put in place to allow interested parties to submit feedback on telecommunications accessibility at the University of British Columbia. These methods have been outlined in the "General" section above but also on the Telecom Accessibility Feedback website located here: <https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process>

Information collected through this process will be used to determine how to accommodate those who are unable to use traditional telecommunications services.

Initial conversations have begun with UBC's Equity and Inclusion Office in regards to identifying which UBC organizations should be consulted. In 2013, the team will engage with the Centre for Workplace Accessibility (<https://hr.ubc.ca/health-and-wellbeing/working-injury-illness-or-disability/centre-workplace-accessibility>) to request further feedback and gather accessibility recommendations from the community.



This Accessibility Plan and subsequent progress reports will be published according the following schedule:

- **Feedback process and description:** by 1 June 2022
- **Initial accessibility plan:** by 1 June 2023
- **First progress report:** by 1 June 2024
- **Second progress report:** by 1 June 2025

The cycle repeats for subsequent accessibility plans and progress reports.