THE UNIVERSITY OF BRITISH COLUMBIA

Telecommunications Accessibility Plan Progress Report
For the University of British Columbia (UBC)
June 1, 2024

Initial Accessibility Plan

The initial Telecommunications Accessibility Plan can be accessed on the main UBC IT website. To navigate to the relevant page, you can follow one of the following paths:

1. By visiting www.it.ubc.ca, selecting "Email, Voice & Internet", selecting "Telephones" and then "Accessibility Feedback Process" under the "Further Information" section.
   - https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process

2. By visiting any branded UBC websites that are using UBC's Common Look-and-Feel headers and footers. There is an "Accessibility" link in the footer which will take you to a page where "Telecom Accessibility" is listed as a quick link on the right.
   - https://www.ubc.ca/accessibility

These options are fully documented along with screenshots in the Telecommunications Accessibility plan. The plan also includes information on UBC's Accessibility Policies, Programs, Practices and Services, feedback options, consultation plans and key dates.

Manner of Consultation

In December 2023, UBC's Voice Services team reached out to UBC's Centre for Workplace Accessibility (CWA) to initiate consultation and engagement. More information on this group can be found here:
https://hr.ubc.ca/health-and-wellbeing/workplace-accessibility/centre-workplace-accessibility

The initial meeting between these groups occurred in February 2024. Initial discussions focused on whether the accessibility features embedded in existing telephone hardware would satisfy the accessibility needs of the UBC community. Both parties were interested in continuing discussions and pursing options for testing accessibility features related to UBC's Voice service.

It is important to note that since COVID-19 (March 2020), the reliance on telephone services has significantly declined as many turned their attention towards online video conferencing services and tools that supported remote work. Most of these tools have embedded accessibility features such as live captions, transcription, visual aids and so on. In many cases, accessibility features are also built into operating systems, improving the level of accessibility of these tools over the traditional telephone service.

In early May 2024, the UBC Voice team met and supplied test devices to the UBC Centre for Workplace Accessibility. The teams will re-connect over the upcoming year to test and validate the available features of these phone sets, and the CWA has offered to acquire additional hardware to test additional functionality that is not bundled with current phone sets (e.g. amplifiers). Once validated, the CWA will make relevant accessibility information available to the UBC community.

Feedback information

To date, the UBC Voice team has yet to receive any feedback through its published contact methods (Email, Phone, Webform or Mail). Options for providing feedback have been published on the Accessibility Feedback website noted at the top of this update document: https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process

The team is currently engaged with the UBC Centre for Workplace Accessibility and will use this avenue as a means to gather and collect additional information on how best to serve the accessibility needs of the UBC community.

Publication

The Telecommunications Accessibility Plan and subsequent progress reports are posted based on 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.