



ACCESSIBILITY AND INCLUSION

Accessibility Plan

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Prepared by: YOYU Office Phone

Operated by LCA Systems Inc.

Introduction

YOVU Office Phone is committed to providing accessible telecommunications services to all Canadians, including persons with disabilities, in accordance with Canadian Radio-television and Telecommunications Commission (CRTC) regulations.

While we have always maintained an all-encompassing inclusion methodology, this Accessibility Plan allows all branches of our business to review and ensure the equality we provide. This plan outlines our strategies to guarantee equal access to our products and services, reflecting our dedication to addressing every individual accessibility need with respect, care, and autonomy.

General

The Office Coordinator, Maggie Brown, is designated to receive accessibility feedback on behalf of YOVU Office Phone. Use any of the contact methods below to provide feedback, request this plan or the description of our feedback process in an alternate format, or ask a question about accessibility.

Accessibility contact

Mail: 1105 Frances Street, London, Ontario N5W 2L9, Canada
Phone: [519-850-5103](tel:519-850-5103)
Email: accessibility.reports@yovu.com

Alternate formats

On request, we will make this plan and the description of our feedback process available in print, large print, Braille, audio, an electronic format compatible with adaptive technology, or another format agreed upon with the requester. Requests may be made by mail, phone, or email using the contact information above. We will respond as soon as feasible and within the timelines required by the applicable regulations.

Accessibility Principles

In preparing and applying this plan, YOVU considers the principles of the Accessible Canada Act: treating every person with dignity; providing equal opportunity; supporting full and equal participation in society; giving people meaningful choices and the freedom to make their own decisions; recognizing the different ways disabilities and other forms of discrimination can intersect; and involving persons with disabilities in the development and design of policies, programs, services, and structures.

Areas of Consideration

We evaluate our accessibility practices across the following key areas:

- Employment
- The built environment
- Information and communication technologies
- Communication other than information and communication technologies
- The procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation

Employment

Accessibility Policy

YOVU Office Phone strives to identify and remove barriers to accessibility in our services and facilities to remain fully compliant with CRTC policies. Our company ensures that all employees receive proper training on accessibility standards and procedures. Any barriers or accessibility issues will be reviewed by our Office Coordinator, Maggie Brown, and remediated within a maximum period of 30 days.

The Built Environment

Physical Space Accessibility

Our physical office space in London, Ontario, is designed and maintained to be highly accessible to individuals with disabilities. We strictly comply with all applicable building codes and accessibility standards to ensure a welcoming environment for everyone.

Information and Communication Technologies

YOVU considers accessibility when reviewing its website, customer-facing digital services, business phone products, and internal information systems. We regularly review our current offerings to identify and address barriers, and we provide accessible formats and communication support upon request.

Communication Other Than Information and Communication Technologies

Communication and Outreach

We provide accessible formats and communication support for individuals with disabilities upon request. Information about our accessibility services and contact details for inquiries will remain readily available on our website. Maggie Brown is responsible for ensuring that this publicly available information is accurate and up to date.

Customer Service

We deliver accessible customer service through multiple channels, including phone and email, ensuring individuals with disabilities can easily access support. Our customer service representatives receive specialized training on how to interact with customers with various disabilities and how to accommodate their needs effectively. We review and renew this training on an annual basis.

The Procurement of Goods, Services, and Facilities

Accessibility considerations are evaluated, where applicable, when YOVU procures goods, services, and facilities. This includes considering whether a purchase could introduce a new barrier or support the removal of an existing barrier.

The Design and Delivery of Programs and Services

Product and Service Accessibility

YOVU Office Phone makes every effort to deliver telecommunications products and services in an accessible manner. We regularly review our current offerings to identify and address any barriers. When developing new products and services, we consider all possible factors to prevent foreseeable accessibility issues before they occur.

Access to Emergency and Crisis Services

Reaching emergency and crisis services is part of how we assess accessibility. Because our service is delivered over the internet, a 9-1-1 call placed from a YOVU phone is routed through a third-party provider, and the emergency operator may not automatically receive the caller's name, location, or call-back number. Callers are asked to state their location immediately, which is a barrier for anyone who cannot speak or cannot describe where they are.

YOVU does not currently support text or SMS messages to 9-1-1. Customers who cannot place a voice call should keep an alternative way to reach emergency services available, such as a mobile phone. The differences between VoIP and traditional 9-1-1 service are set out in full on our [VoIP 9-1-1 information page](#).

YOVU supports voice calls to 9-8-8, Canada's Suicide Crisis Helpline. We do not currently support text messages to 9-8-8, so customers who rely on text can reach the helpline from a mobile phone instead. Details are on our [9-8-8 Suicide Crisis Helpline page](#).

We treat any barrier to reaching emergency or crisis services as an accessibility issue. Barriers can be reported through the feedback methods below and are reviewed in the same way as any other accessibility concern.

Transportation

Transportation is not applicable to YOVU Office Phone's operations because YOVU does not provide transportation services to employees, customers, or members of the public.

Requirements Under the Telecommunications Act

YOVU considers any applicable conditions imposed under sections 24 and 24.1 of the Telecommunications Act, and any applicable regulations under that Act, that relate to the identification and removal of barriers and the prevention of new barriers. Our review of the design and delivery of telecommunications services includes the emergency and crisis service limitations described in this plan.

Feedback Mechanism

We welcome customers to report accessibility issues or provide suggestions for improvement through various communication channels. All feedback is reviewed and addressed promptly by Maggie Brown, and appropriate measures will be taken to improve accessibility based on your input. Information received is kept strictly confidential and handled in accordance with the Personal Information Protection and Electronic Documents Act and the Privacy Act.

Contact methods include:

- **Direct phone line** at [519-850-5103](tel:519-850-5103).
- **Email** at accessibility.reports@yovu.com.

Feedback may be provided anonymously by withholding identifying information. YOVU will acknowledge receipt of feedback in the same way it was received, other than anonymous feedback. Feedback may address how this plan is being implemented or any barrier encountered by an employee or another person who deals with YOVU.

Compliance Monitoring and Reporting

YOVU Office Phone commits to regularly monitoring our compliance with the accessibility standards and regulations set forth by the CRTC. We review and report on any accessibility issues that arise during the year alongside the specific remedies implemented to solve them.

Consultations

This plan and its related policies were created through verbal consultations with YOVU Office Phone staff and current customers who have visible or non-visible disabilities. Based on their personal experiences, no current barriers were identified, but participants provided valuable recommendations to ensure our services remain barrier-free moving forward.

Plan Review Dates

Publication date	October 7, 2026
Date of last review	October 7, 2026
Next scheduled review	May 31, 2027

Next Steps

YOVU Office Phone will continue to review accessibility obligations, monitor for potential barriers, and evaluate opportunities for future improvements where appropriate.

Accessibility remains an ongoing consideration in the organization's operations, communications, and decision-making processes, and YOVU remains committed to fostering an inclusive and accessible environment for all.

Document Information

This document is the English-language accessibility plan for YOVU Office Phone, operated by LCA Systems Inc. The current online version is available at yovu.ca/accessibility-plan.