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Sunwire Inc.  
Accessibility Feedback Process



Sunwire Inc. welcomes your feedback on any accessibility barriers that you may have encountered in dealing with Sunwire or your feedback on the manner in which Sunwire is implementing its Accessibility Plan.

The *Accessibility Canada Act (ACA)* defines a barrier as:

“...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

The persons at Sunwire responsible for receiving feedback is the Accessibility Team.

Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concerns.



Feedback can be sent by:

Mail

Sunwire Inc – Accessibility Team  
850 Barrydowne Road, Suite 100  
Sudbury, ON  
P3A 3T7

Telephone

Toll-Free: 1-833-727-6777

Email

[accessibility@sunwire.ca](mailto:accessibility@sunwire.ca)

Online Web Form and Survey

<https://www.sunwire.ca/company/accessibility>



## Anonymous feedback

Individuals providing feedback can provide personal information and contact information, but they do not have to. If you wish to submit feedback anonymously the online webform or survey may be the best method to do so. That way, we will not see any of your contact information, such as a phone number or email address.



## Acknowledgement of feedback

Automatic acknowledgement of receipt will be sent for feedback received by email and webform. Feedback provided through telephone, TTY and live chat involve direct interaction with a Sunwire employee and therefore the employee will acknowledge receipt of the feedback. For feedback received by mail, if contact information is provided, an acknowledgement letter will be mailed to the address provided.



## Employee feedback

Sunwire employees will have the option to access a separate survey. This will ensure that employee feedback is received and dealt with by the appropriate subject matter experts. Employees can remain anonymous by using the employee survey, which will not identify an employee unless they choose to submit personal information. Where an employee requests follow-up, this will also ensure that the fewest number of individuals have access to the employee's feedback to maintain the highest level of confidentiality possible.



## Feedback from other sources

Sunwire communicates with Canadians regularly in order to better understand their perspectives. It also engages with Canadians through various social media channels and valuable feedback on the accessibility of Sunwire may also be provided through these channels. As such, in order to take this valuable feedback into consideration, Sunwire staff will acknowledge feedback and create records of any relevant feedback received through these channels. This will ensure that this feedback is triaged and treated in a manner consistent with feedback received through traditional channels.



## How feedback will be used

Feedback will help Sunwire continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, and some may highlight issues that need to be addressed right away. However, all feedback received will help Sunwire develop its future accessibility plans and it will help us know how we are progressing towards our accessibility goals. The feedback we receive will be taken into consideration when we write our accessibility progress reports, published in the years between accessibility plans.



## Triage

Section 5 of the ACA highlights the following areas of focus for the removal and prevention of barriers:

- employment;
- the built environment;
- information and communication technologies (ICT);
- communication, other than ICT;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation.

In addition to the Accessibility Champion who is responsible for receiving and overseeing all feedback related to the ACA, Sunwire has identified executives (pillar leads) who will be responsible for taking concrete actions to identify, remove and prevent barriers under each of the above areas. Each pillar lead has provided action items for the Sunwire's Accessibility Plan and they will be responsible for executing the action items. These pillar leads will also be responsible for managing feedback, including any follow-up required, and will take this feedback into consideration in Sunwire's activities in this area. They will also need to report back on their progress, under their specific area of responsibility for Sunwire's progress reports.

When feedback is received through the various channels, a copy of the feedback will be provided to the pillar lead so that they can address the feedback in the appropriate manner.



## Pillar Leads

### Employment

Manager of Operations and Human Resources

### Built Environment

Director of Telecom Projects

### Communications, other than ICTs:

Director of Communications

### Procurement of Goods, Services and Facilities

Manager of Purchasing

### Design and delivery of programs and services

Manager of Operations and Human Resources, Director of Communications



## Retention

All feedback received will be converted into a suitable digital format and will be stored in Sunwire's document management system. A filing system has been created to manage feedback related to the ACA. Feedback (except that submitted anonymously) will be sorted by source, that is, whether it was received from an employee or from an external stakeholder. The feedback will then be further categorized by the relevant areas under section 5 of the ACA. Sunwire employees will also document feedback using the Sunwire's internal document management platform. These steps will allow for easier reporting at the end of each reporting cycle.



## Alternative Formats

You can request an alternative format of this feedback process description in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology by sending an email to [accessibility@sunwire.ca](mailto:accessibility@sunwire.ca).