



YOYU Office Phone – 2025 Accessibility Progress Report

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General

This report outlines YOYU Office Phone's progress toward the commitments set out in our Accessibility Plan, first published in 2024. It fulfills our obligations under the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR), and supports our goal of identifying, removing, and preventing barriers to accessibility.

Feedback Process

YOYU welcomes feedback on accessibility at any time. All submissions are handled confidentially in compliance with the Privacy Act and PIPEDA.

Feedback may be submitted through our online form, by email, or by phone. Alternate contact methods and accommodations are available upon request.

Alternate Formats

YOYU currently provides documents in large print, standard print, and accessible digital formats upon request.

We are developing processes and vendor relationships to support **Braille and audio format requests** in alignment with accessibility standards.

Feedback Summary

- **Total feedback submissions received (May 2024–May 2025): 0**
- No accessibility issues or complaints were reported by customers or employees during this period.
- Any accessibility inquiries are reviewed and addressed within 30 days.

Consultations

YOYU conducted one-on-one consultations with individuals who identified as having visible or invisible disabilities.

All consultations were held virtually or in accessible spaces, and accommodations were provided as needed.



Areas of Progress

Employment

- Company-wide accessibility training was completed using the Thrive program.
- Training is now included in onboarding and reviewed annually.

Built Environment

- YOYU's leased facility includes ramps and accessible parking.
- The landlord confirmed compliance with accessibility standards.
- No physical accessibility issues have been reported.

Information and Communication Technologies (ICT)

- Vendor evaluations are underway to improve the accessibility of our mobile platform.
- Website updates now include dedicated accessibility contact information and format request options.
- Internal processes for supporting Braille and audio formats are in development.

Communication (Non-ICT)

- Standard and large print documents, as well as accessible digital formats, are available today.
- Training includes guidance for customer-facing employees on inclusive communication practices.

Programs and Services

- Accessibility is now considered during project scoping and new service development.
- Quarterly meetings assess and address potential accessibility barriers in ongoing operations.

Transportation

- No current employees require accessible travel accommodations.
- YOYU is updating its travel policy to ensure accessible options are available as needed.

Ongoing Commitment

YOYU remains committed to improving accessibility across our organization. We will continue holding quarterly reviews, listening to feedback, and updating our practices to ensure a barrier-free experience for all.