



North Renfrew Telephone Company Limited

o/a

NRTC Communications

2024-2026 Accessibility Plan

May 31, 2024



NRTC Communications

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1. General

1.1 Statement of Commitment

NRTC Communications is dedicated to promoting an accessible environment for all individuals, including those with disabilities, ensuring equal access to our services and opportunities. We are committed to ongoing improvements in accessibility in alignment with the Accessibility Canada Act (ACA). This Accessibility Plan for 2024-2026 reflects our dedication to breaking down barriers and enhancing accessibility for our employees, customers, and the community at large. The plan is developed through extensive consultations with various stakeholders, ensuring it remains adaptive and responsive to the needs of our users. We pledge to continue these efforts, regularly updating our strategies based on new challenges, regulatory changes, and emerging best practices.

1.2 Contact Information & Feedback Process

To request a copy of this Accessibility Plan, provide feedback, or request information in an alternate format, please contact:

Office Manager

NRTC Communications
4 Stewart Street
Beachburg, ON
K0J 1C0

Phone: 1-613-638-7873

Email: accessibility@nrtccommunications.ca

More information is available on how to submit feedback on our website at the following link:

<http://www.nrtco.net/accessibility>.



1.3 Alternative Formats

This plan is available on our website in electronic form at: <http://www.nrtco.net/accessibility/accessibility-plan>

We will provide the following formats of this plan upon request through email at accessibility@nrtccommunications.ca or by phone at 1-613-638-7873:

- Print or Large Print – provided within 15 days of request
- Braille – provided within 45 days of request
- Audio – provided within 45 days of request

1.4 Definitions

The following definitions apply throughout this plan:

- **Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.
- **Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.
- **Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.



2. Areas Described under Section 5 of the ACA

2.1 The Built Environment

At NRTC Communications, we recognize that accessibility starts with the physical spaces where our services are accessed, and our operations are conducted. We are committed to creating and maintaining accessible spaces that accommodate the needs of all individuals, including those with disabilities.

Identified Barriers: Our recent consultations did not reveal any significant barriers identified in the built environment.

Actions and Timelines: We will take the following steps:

Ongoing Review: We remain dedicated to continuous improvement. NRTC will routinely review the built environment to identify and integrate accessibility best practices. This proactive approach ensures that our facilities not only comply with current standards but also anticipate future needs and enhancements.

Accessibility Signage Improvements: One area for potential enhancement is our accessibility signage. We aim to improve the visibility and clarity of signage across all our facilities, making it easier for all individuals to navigate our spaces effectively.

Future Renovations: As part of our long-term strategy, NRTC Communications will incorporate accessibility considerations into the planning and execution of any future renovations or new constructions. This commitment ensures that our developments will continue to meet the evolving standards of accessibility and provide inclusive spaces for everyone.

2.2 Employment

NRTC Communications recognizes the value of a diverse workforce and the importance of fostering an inclusive work environment that accommodates individuals with disabilities. We are committed to ensuring that our employment practices are accessible and offer equal opportunities for all employees and job applicants.

Identified Barriers: Our consultations have shown that while our employment practices are robust, there is always room for improvement, especially in making our recruitment processes more accessible and transparent.

Actions and Timelines: To address these areas, we have outlined the following steps:

Employee Onboarding and Support (Q3-Q4 2024): Enhance our onboarding process to better support new hires, particularly those with disabilities. This will involve training HR personnel on best practices for accommodating employees with disabilities and ensuring all onboarding materials are available in accessible formats.



Recruitment Process Enhancements (Q1-Q2 2025): Review and refine our recruitment strategies to ensure they are inclusive and accessible. This includes clearly communicating accommodation options available during the application and interview processes and ensuring that job postings are accessible to all potential applicants.

Ongoing Training and Awareness (2025 Onwards): Implement a continuous training program on disability awareness for all employees, focusing on creating an inclusive culture and understanding the needs of colleagues with disabilities. This training will also cover how to access the resources and support available for accommodations in the workplace.

2.3 Information and Communication Technologies (ICT)

NRTC Communications is committed to ensuring that our information and communication technologies (ICT) are fully accessible to all users, including those with disabilities. Our goal is to eliminate barriers that might prevent anyone from accessing our digital content.

Identified Barriers: Ensuring compliance for our website with WCAG requirements.

Actions and Timelines: To address this issue NRTC will complete the following:

Website Accessibility Review (Q3-Q4 2024): Conduct an evaluation of our public website to identify non-compliance issues with WCAG 2.1 Level AA standards. This will include working with our third-party website developer to ensure we are increasing our compliance with WCAG.

ICT Accessibility Enhancement (Q1-Q2 2025): Based on the review findings, implement necessary modifications to our website.

2.4 Communication, other than ICT

NRTC understands that clear and effective communication is the cornerstone of excellent customer service and employee engagement. We are committed to ensuring our communication methods are accessible to all, allowing for seamless interaction with our services and within our organization.

Identified Barriers: Our internal review has identified inconsistencies in visual and written communication standards across various non-digital platforms. Furthermore, there is an evident need for awareness and guidance in creating materials that are considerate of individuals with disabilities, ensuring that all written communications are inclusive and accessible.



Actions and Timelines: To address these findings, we are implementing the following steps:

Plain Language Policy Implementation (Q4 2024): Introduce a plain language policy for all written communications. Provide training for staff responsible for creating internal and external documents, ensuring that all messaging is straightforward and easy to understand.

Alternative Format Processes (Q3 2025): Establish a protocol for providing our documents in alternative formats upon request, such as large print, Braille, or audio formats, with clear instructions for customers and employees on how to request these formats.

Employee Communication Channels Review (Q4 2025): Evaluate all current internal communication channels (e.g., memos, newsletters, bulletin boards) to ensure they are accessible and meet the diverse needs of our staff.

Through these actions, NRTC will enhance the inclusivity of our communication practices, enabling better engagement and understanding across our entire community, both internally among our staff and externally with our customers.

2.5 The Procurement of Goods, Services, and Facilities

NRTC uses third party vendors for the procurement of goods and services. We will review our procurement policies to ensure all purchased goods and services meet accessibility standards.

Identified Barriers: Current procurement practices may not always meet accessibility requirements.

Actions and Timelines: NRTC will review procurement processes to determine how to better include accessibility requirements.

2.6 The Design and Delivery of Programs and Services

NRTC is dedicated to delivering programs and services that are inclusive and accessible to all members of the community, including those with disabilities. We understand that the design and delivery of these programs and services are key to empowering our customers and ensuring their satisfaction.

Identified Barriers: We have identified that additional measures can be taken to accommodate the needs of all customers, including those with disabilities, in the design and delivery of our programs and services. We have the opportunity for more accessible installation and repair services within customers' homes and businesses, and the ability to provide clear instructions for equipment use and troubleshooting.



Actions and Timelines: Our commitment to resolving these challenges is outlined in the following action plan:

Accessibility Training for Field Technicians (Q4 2024): Provide specialized training for our installation and repair technicians to ensure they are equipped to offer an inclusive service experience. This includes learning to engage with customers about the best and most accessible locations for equipment installation.

Enhanced Customer Feedback Processes (Q2 2025): Implement an improved customer feedback process to gather detailed insights on the accessibility of our programs and services, ensuring that customers with disabilities can easily provide their input.

By following this plan, NRTC pledges to maintain an environment where our services are designed and delivered with accessibility at the forefront.

2.7 Transportation

Not applicable as NRTC does not provide transportation services.

3. Consultations

In developing an effective and responsive Accessibility Plan, NRTC recognizes that meaningful consultations are vital. We have engaged both our internal team and the broader community to gather diverse perspectives and insights that directly influence our accessibility initiatives.

3.1 Internal Consultations

To gather internal insights, NRTC conducted an anonymous and confidential survey among our staff. The survey was developed with guidelines recommended by our external accessibility consultants. The survey received 6 responses which represented 32% of our staff. Within this group, no individuals self-identified as having a disability. The survey asked questions regarding barriers they have faced, or observed others encounter (including customers). All feedback was incorporated into the development of this plan.

3.2 External Consultations

With the assistance of our external consultants, NRTC Communications conducted a survey aimed at gathering feedback from external stakeholders, including customers and members of the local community. Despite our efforts to engage a wide audience and ensure broad participation, we regret to report that no responses were received from



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this outreach. This highlights the need for broader engagement. NRTC will continue to consult people with disabilities to determine areas where accessibility improvements can be made.

4. Conclusion

NRTC Communications remains dedicated to improving accessibility and inclusivity across all aspects of our operations. We welcome ongoing feedback and are committed to continuous improvement and compliance with the ACA.