



**North Renfrew Telephone Company Limited**

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**NRTC Communications**

**2025 Accessibility Plan Progress Report**

**May 30, 2025**



# 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 Progress Report for 2025 reflects our dedication to breaking down barriers and enhancing accessibility for our employees, customers, and the community at large. 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](mailto: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/>

We will provide the following formats of this plan upon request through email at [accessibility@nrtccommunications.ca](mailto: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.

Over the past year, NRTC Communications has taken concrete steps to enhance the accessibility of our physical spaces. In collaboration with our Health and Safety team, we have integrated accessibility assessments into our monthly facility inspections. This initiative ensures that potential physical barriers are regularly identified and addressed as part of our ongoing safety review processes.

Additionally, we have made progress on improving signage across our facilities. This includes updates to increase visibility and clarity, making it easier for all individuals—including those with visual or cognitive disabilities—to navigate our spaces independently and confidently.

### 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.

NRTC Communications has made significant progress in improving accessibility within our employment practices over the past year. As part of our commitment to fostering an inclusive work environment, we have implemented the following initiatives:

- All staff have completed the “Accessibility for Ontarians with Disabilities Act” training module to enhance awareness and responsiveness to accessibility needs. Additionally, all management and supervisory personnel have completed the “Duty to Accommodate” module, ensuring they understand their responsibilities in supporting employees with disabilities.
- We are actively updating our onboarding materials to include clear guidance on how employees can request workplace accommodations. These updates outline the process for requesting, reviewing, and implementing accommodations, ensuring transparency and ease of access for all new hires.
- Our job postings now include information on how applicants can request accommodations during the recruitment and interview process. This step supports equitable access to employment opportunities and reflects our commitment to inclusive hiring.



## 2.3 Information and Communication Technologies (ICT)

NRTC Communications remains committed to improving the accessibility of our digital platforms. Over the past year, we have initiated an investigation into launching a new corporate website. As part of this effort, we are prioritizing compliance with WCAG 2.1 Level AA standards to ensure that the new site is accessible to all users, including individuals with visual, auditory, cognitive, and motor disabilities.

This proactive approach will allow us to address existing accessibility gaps and deliver a digital experience that is inclusive and user-friendly. Accessibility considerations will be integrated throughout the design, development, and content creation phases of the new website project.

## 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.

To enhance the accessibility of our communications, NRTC Communications has formally adopted a Plain Language Policy. This policy ensures that all written communications—both internal and external—are clear, concise, and easy to understand for a wide range of audiences, including individuals with cognitive or learning disabilities.

Training and guidance have been provided to staff involved in document creation to support the consistent application of plain language principles. This initiative supports more inclusive communication practices and aligns with our broader commitment to accessibility and customer service excellence.

## 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.

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.



NRTC Communications has expanded efforts to ensure our programs and services are inclusive and responsive to the needs of all customers, including those with disabilities.

As part of this work, staff have completed the Accessible Customer Service training module. To reinforce learning and promote consistent application in the field, accessibility topics and best practices have also been integrated into their regular team meetings. These discussions help staff better understand and address accessibility needs for our customers.

We have developed a plan to engage with customers to gather feedback specifically focused on the accessibility of our service processes. This initiative will help us identify areas for improvement and ensure that our service delivery continues to evolve based on real customer experiences and expectations.

## 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

Consultations with employees continue on an ongoing basis through our Health and Safety Committee and internal communication channels. Accessibility-related concerns or suggestions can be submitted through our internal reporting process or by directly contacting a manager or committee member via email, phone, or in-person discussions. Employees are encouraged to share input on potential barriers or improvements to promote a more inclusive workplace.

To date, no formal accessibility-related concerns or requests have been submitted by staff.

### 3.2 External Consultations

NRTC Communications maintains a dedicated Accessibility page on our website at [www.nrtco.net/accessibility](http://www.nrtco.net/accessibility), where members of the public can review our Accessibility Plan and submit feedback using the contact information provided. We continue to encourage input from customers, community members, and individuals with disabilities to help identify opportunities for improving accessibility across our services and facilities.

To date, no external feedback has been received, highlighting the ongoing need for broader community engagement in future consultation efforts.



## 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.