



North Renfrew Telephone Company Limited

o/a

NRTC Communications

2026 Accessibility Plan Progress Report

May 29, 2026



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 Accessible Canada Act (ACA). This Accessibility Plan Progress Report for 2026 reflects the continued work undertaken since our 2025 Progress Report to break down barriers and enhance 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

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 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.

NRTC Communications has continued to advance the accessibility of our physical spaces over the past year. Accessibility assessments remain a standing component of our monthly facility inspections, carried out in collaboration with our Health and Safety team. This routine review process allows us to identify and address potential physical barriers on an ongoing basis as part of our broader safety and maintenance practices.

Building on the signage improvements introduced in the prior reporting period, NRTC has continued to refine wayfinding and accessibility signage across our facilities. Accessibility considerations are also being incorporated into the planning of any future facility maintenance and renovation work to ensure that improvements remain aligned with current standards and the evolving needs of our staff and customers.

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 continued to strengthen accessibility within our employment practices over the past year. Building on the foundation established in 2025, we have advanced the following initiatives:

- Training on the “Accessibility for Ontarians with Disabilities Act” and “Duty to Accommodate” modules has been completed by all applicable staff, ensuring that awareness of accessibility responsibilities is maintained across the organization.
- Updates to our onboarding materials have been finalized and are now in active use. New hires receive clear guidance on how to request workplace accommodations, including the process for requesting, reviewing, and implementing accommodations, supporting transparency and ease of access from the first day of employment.
- Accommodation language continues to be included in all job postings, and our recruitment practices have been reviewed to ensure that applicants are informed of available supports during the application and interview process. This remains a standing element of our inclusive hiring approach.



2.3 Information and Communication Technologies (ICT)

NRTC Communications remains committed to improving the accessibility of our digital platforms. The new corporate website project that was initiated in the previous reporting period has advanced into the development and design phase. Throughout this phase, we are working with our web developer to align the new site with WCAG 2.1 Level AA standards so that it will be accessible to all users, including individuals with visual, auditory, cognitive, and motor disabilities.

Accessibility considerations are being applied throughout the design, development, and content creation phases, with the goal of addressing existing accessibility gaps and delivering an inclusive, user-friendly digital experience. The site is expected to launch in the next reporting period, and accessibility testing will be conducted prior to release.

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.

The Plain Language Policy adopted in the previous reporting period remains in effect and continues to guide all internal and external written communications. Materials produced over the past year, including customer notices, billing communications, and internal documents, have been reviewed against plain language principles to ensure they are clear, concise, and accessible to a wide range of audiences, including individuals with cognitive or learning disabilities.

Our alternative format request process remains available to customers and employees through our website, email, and phone, with documents provided in print, large print, Braille, or audio format upon request within the timeframes set out in our Accessibility Plan. Staff responsible for customer-facing communications continue to receive guidance on consistent application of plain language principles, supporting 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. Over the past year, we have completed a review of our procurement practices to better incorporate accessibility considerations into purchasing decisions.

As a result of this review, accessibility is now considered as a factor when evaluating new vendors and selecting goods and services, particularly for items used by staff or made available to customers. We will continue to refine these practices and engage with vendors who can support our commitment to accessible products and services.



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 continued to expand efforts to ensure our programs and services are inclusive and responsive to the needs of all customers, including those with disabilities.

Building on the Accessible Customer Service training completed in the previous year, our field technicians have now received accessibility-focused training to support inclusive installation and repair services in customers' homes and businesses. This training covers engaging with customers about the best and most accessible locations for equipment placement, providing clear instructions for equipment use and troubleshooting, and recognizing where additional accommodations may be helpful. Accessibility topics and best practices continue to be reinforced through regular team meetings.

Our customer feedback channels remain open for input specifically focused on the accessibility of our programs, services, installation, and repair processes. We will continue to refine how we invite this feedback so that our service delivery can evolve based on the experiences and expectations of customers, including those with disabilities.

2.7 Transportation

Not applicable as NRTC does not provide transportation services.

3. Consultations

NRTC recognizes that meaningful consultations are vital to an effective and responsive Accessibility Plan. In preparing this Progress Report, we drew on input gathered through ongoing internal engagement with our staff and through the standing feedback channels that are available to our customers, community members, and the broader public.

3.1 Internal Consultations

In preparing this Progress Report, NRTC consulted internally with staff through our Health and Safety Committee and through informal discussions with employees across departments. Staff were encouraged to share observations about accessibility barriers they have encountered or observed, either personally or in their interactions with customers, and to provide input on the progress made against the commitments set out in our 2024-2026 Accessibility Plan. Employees are aware that 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.



During the current reporting period, no formal accessibility-related concerns or accommodation requests were submitted by staff.

3.2 External Consultations

NRTC Communications maintains a dedicated Accessibility page on our website at www.nrtco.net/accessibility, where members of the public can review our Accessibility Plan and submit feedback using the contact information provided. Feedback may be submitted by email at accessibility@nrtccommunications.ca, by phone at 1-613-638-7873, by mail, or in person at our Beachburg office. 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.

No feedback was submitted through our external feedback channels during the reporting period. NRTC will continue to promote awareness of the feedback process and explore additional ways to invite participation from persons with disabilities so that future progress reports can reflect a broader range of community input.

4. Conclusion

NRTC Communications remains dedicated to improving accessibility and inclusivity across all aspects of our operations. The progress described in this report reflects the second year of work under our 2024-2026 Accessibility Plan, and we will carry forward the lessons learned as we prepare our next Accessibility Plan in 2027. We welcome ongoing feedback and are committed to continuous improvement and compliance with the ACA.