



**The Westport Telephone Company, Limited**

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**WTC Communications**

**2026 Accessibility Plan Progress Report**

**May 29, 2026**



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## 1. General

### 1.1 Statement of Commitment

WTC Communications is committed to fostering an inclusive environment where all individuals, including those with disabilities, have access to our services and employment opportunities. We strive to continually improve accessibility in compliance with the Accessible Canada Act (ACA).

We are pleased to present our second Accessibility Plan Progress Report, covering the period from May 2025 to May 2026. This report describes the progress WTC Communications has made over the past year against the commitments set out in our 2024–2026 Accessibility Plan, including the identification and removal of barriers, the prevention of new barriers, and continued engagement with our employees and the communities we serve. We recognize the importance of constant improvement across all areas of our operations: the built environment where we work and serve our customers; employment practices that foster diversity and inclusion; information and communication technologies (ICT) that connect us; communication methods that engage us; procurement procedures that reflect our values; and the programs and services we proudly offer.

WTC Communications pledges to maintain open lines of communication with those facing barriers and to actively seek out and incorporate their feedback. Our thanks go out to all individuals who have shared their accessibility challenges. We appreciate the honesty and courage it takes to share these experiences with us. These insights are instrumental in guiding WTC Communications toward a more inclusive and barrier-free future.

### 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:

Accessibility Coordinator

WTC Communications  
28 Main Street  
Westport, ON  
K0G 1X0

Phone: 1-888-547-6939

Email: [accessibility@wtccommunications.ca](mailto:accessibility@wtccommunications.ca)

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

<https://www.wtccommunications.ca/accessibility>.



### 1.3 Alternative Formats

This plan is available on our website in electronic form at: <https://www.wtccommunications.ca/accessibility/>

We will provide the following formats of this plan upon request through email at [accessibility@wtccommunications.ca](mailto:accessibility@wtccommunications.ca) or by phone at 1-866-547-6939:

- 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 WTC Communications, we understand that the foundation of accessibility begins with our physical spaces—where connections are made, services are delivered, and daily operations unfold. Recognizing this, we have evaluated all of our current facilities with the lens of accessibility.

Over the past year, WTC Communications has continued to advance accessibility within our physical facilities, building on the work reported in our 2025 progress report. Our offices in Kingston, Westport, and Perth were reviewed against the accessibility considerations integrated into our Health and Safety inspection program, and no new built-environment barriers were identified.

#### **Incorporation of Accessibility in Health & Safety Inspections**

The integration of accessibility considerations into our Health and Safety facility inspections, introduced last year, has now been embedded as standard practice. Monthly inspections continue to include an accessibility lens, ensuring that any potential barriers are surfaced and addressed in a timely manner across all WTC facilities.

#### **Improvements to Accessibility Signage**

Work on accessibility signage has continued throughout the reporting period. Additional improvements to visibility, clarity, and placement have been implemented at our facilities, and signage remains an area of ongoing review as we identify further enhancements based on staff observations and evolving best practices.

### 2.2 Employment

WTC Communications acknowledges that a diverse workforce is one of our greatest assets and ensuring accessibility in employment is a cornerstone of our organizational values. WTC always works to address employee's accessibility needs and accommodate any employees who request accommodations.

Over the past year, WTC Communications has built on the employment initiatives reported in 2025, completing several of the actions identified in our Accessibility Plan and reinforcing the inclusive practices already in place.

#### **Mandatory Training on Accessibility and Accommodation**

The mandatory accessibility training program reported last year remains in effect. All new hires complete the "Accessibility for Ontarians with Disabilities Act" module as part of onboarding, and the "Duty to Accommodate" training continues to be required for management and supervisors. This consistent training approach ensures that disability awareness and accommodation practices are reinforced across every level of the organization.



### **Onboarding Document Updates**

The Standard Operating Procedure (SOP) for workplace accommodations is now in place. It outlines the steps employees can take to request an accommodation and how those requests are reviewed and implemented. Updated onboarding materials reflecting this SOP have been rolled out, giving new employees a clear understanding of the accommodation process from their first day with WTC.

### **Inclusive Hiring Practices**

WTC has completed its review of the recruitment and hiring process. Job postings now include standard language inviting applicants to request accommodations at any stage of the hiring process, and hiring managers have been briefed on how to respond to such requests. These changes reinforce a transparent and inclusive hiring experience for candidates with disabilities.

## **2.3 Information and Communication Technologies (ICT)**

We recognize that our information and communication technologies are vital tools that bridge the gap between our services and our users. In today's digital age, ensuring that our ICT resources are accessible is important for creating equitable customer experiences and enabling our employees to perform at their best. Over the past year, WTC has completed several of the ICT commitments described in our Accessibility Plan.

### **Launch of the Redeveloped Website**

The redevelopment of our public website, which was underway during the previous reporting period, has been completed and the new site is live. Working with our third-party website developer, accessibility was treated as a core design requirement rather than an after-the-fact adjustment. The new site has been built with WCAG 2.1 Level AA standards in mind and offers improved navigation, better screen reader compatibility, clearer content structure, and a more consistent visual hierarchy across pages.

### **Continued Commitment to Compliance**

With the new website in place, our focus has shifted to ongoing maintenance. WTC will continue to monitor the site against WCAG 2.1 Level AA standards, address any accessibility issues identified by users or staff, and ensure that new content added to the website is created with accessibility in mind.

## **2.4 Communication, other than ICT**

WTC 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.



Over the past year, WTC Communications has continued to strengthen the accessibility and inclusivity of our non-digital communication methods, completing additional commitments set out in our Accessibility Plan.

### **Continued Use of Plain Language**

The Plain Language Policy and accompanying templates introduced last year continue to be applied across the organization. Staff use these templates when preparing internal and external communications, and plain language principles are reinforced through routine review of customer-facing materials such as notices, bill inserts, and service communications.

### **Alternative Format Process and Channels Review**

A formal protocol for handling alternative format requests has been established. Customers and employees can request a copy of the Accessibility Plan, this Progress Report, or other key documents in print or large print (within 15 days), or in Braille or audio (within 45 days) by contacting the Accessibility Coordinator. Instructions for making a request are published on our website and included in this report. In parallel, WTC completed a review of its internal communication channels including memos, newsletters, and bulletin boards to ensure that staff communications use accessible formats and plain language consistent with the Plain Language Policy.

## **2.5 The Procurement of Goods, Services, and Facilities**

WTC uses third-party vendors for the procurement of goods and services. As reflected in our Accessibility Plan, we are working to ensure that accessibility considerations are factored into our purchasing decisions.

Over the past year, accessibility has been raised informally with vendors during procurement discussions, particularly for customer-facing equipment and software. A more formal review of our procurement processes, including the development of standard accessibility questions for vendors, remains in progress and will continue into the next reporting period.

## **2.6 The Design and Delivery of Programs and Services**

WTC 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.

Over the past year, WTC Communications has continued to focus on the accessibility of our service delivery, particularly for customers who interact with our installation, repair, and support services.

### **Accessibility Training for Field Technicians**

Accessibility training for installation and repair technicians, completed in the previous reporting period, has now been incorporated into our standard onboarding for new field staff. Accessibility continues to be a recurring topic in team



meetings, where technicians share practical experiences from customer visits and discuss inclusive approaches to equipment placement, demonstrations, and troubleshooting in customers' homes and businesses.

### **Customer Feedback on Accessibility**

The Accessibility page on our website remains the primary channel for customers to share input on the accessibility of our programs and services. The development of a more structured customer feedback process, including targeted follow-up after installation and repair visits, is continuing and will be advanced in the next reporting period as part of our preparation for the next Accessibility Plan.

## **2.7 Transportation**

Not applicable as WTC does not provide transportation services.

## **3. Consultations**

In preparing this Progress Report, WTC drew on a combination of ongoing internal feedback channels and the feedback mechanisms available to members of the public through our Accessibility page. This approach reflects our commitment to keeping consultation continuous rather than treating it as a one-time exercise tied to a single report.

### **3.1 Internal Consultations**

WTC Communications continues to engage employees in the ongoing development and implementation of our accessibility initiatives. The continuous feedback mechanisms established following the original 2024 anonymous staff survey remain in place, including direct outreach to employees who previously self-identified as having a disability and who were comfortable contributing further input on a confidential basis.

Employees are encouraged to share accessibility-related concerns, suggestions, or feedback through multiple internal channels, including direct email to management, the Accessibility Coordinator, or Health and Safety representatives, and in-person or virtual discussions during team meetings. Accessibility topics continue to be a standing item in routine meetings, particularly among field staff, where practical observations from customer visits are surfaced and discussed.

During this reporting period, no formal accessibility complaints or accommodation requests were submitted through these channels. Ongoing staff engagement, including informal conversations with employees who have lived experience of disability, has nonetheless informed the practical updates reflected throughout this report, particularly in employment, communication, and service delivery.



## 3.2 External Consultations

WTC remains committed to consulting with members of the public, including persons with disabilities, to identify and address accessibility barriers in our services and communications. The Accessibility page on our redeveloped website was used to invite input from customers and community members in preparation for this Progress Report.

During this reporting period, no feedback was received. We recognize that an absence of feedback does not necessarily mean an absence of barriers, and we continue to treat this as an area where additional outreach is needed rather than as confirmation that no issues exist.

Looking ahead, WTC will more actively promote the Accessibility page and feedback channels through our customer touchpoints, and will explore additional outreach strategies as part of preparing the next Accessibility Plan to better capture a diverse range of perspectives from the communities we serve in Eastern Ontario.

## 4. Conclusion

WTC Communications remains dedicated to improving accessibility and inclusivity across all aspects of our operations. Over the past year we have completed several commitments from our 2024–2026 Accessibility Plan, particularly in employment, ICT, and communication, while continuing work in areas such as procurement, signage, and customer feedback. As we approach the end of our current plan cycle, we will use the experience gained over the past two reporting periods to inform the development of our next Accessibility Plan, and we welcome ongoing feedback from customers, employees, and community members as part of that work.