



The Westport Telephone Company, Limited

o/a

WTC Communications

2025 Accessibility Plan Progress Report

May 30, 2025



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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 Accessibility Plan Progress Report for 2025. 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

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.wtcccommunications.ca/accessibility/>

We will provide the following formats of this plan upon request through email at accessibility@wtcccommunications.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 taken several concrete steps to advance accessibility within our physical facilities, in alignment with our commitment to continuous improvement.

Incorporation of Accessibility in Health & Safety Inspections

We have collaborated with our Health and Safety team to integrate accessibility considerations into their monthly facility inspections. This proactive approach allows us to regularly identify and address potential barriers, ensuring our spaces are safe and accessible for all employees and visitors.

Improvements to Accessibility Signage

We have initiated updates to accessibility signage across all WTC facilities. This work focuses on enhancing the visibility, clarity, and placement of signage to support intuitive navigation for individuals with varying accessibility needs. Initial improvements have been implemented, with additional updates planned for the coming months based on feedback and 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.

WTC Communications continues to advance our commitment to inclusive employment by taking several key actions over the past year to address identified barriers and implement planned improvements.

Mandatory Training on Accessibility and Accommodation

As part of our Enhanced Training and Awareness initiative, we have rolled out mandatory accessibility training modules across the organization. All staff have completed the "Accessibility for Ontarians with Disabilities Act" module, building foundational knowledge of disability awareness and inclusive service practices. Additionally, all management and supervisors have completed the "Duty to Accommodate" training module, ensuring that leadership is equipped with the knowledge to effectively support and implement accommodation requests.



Onboarding Document Updates

We are currently updating our onboarding materials to include clear, step-by-step guidance on how employees can request workplace accommodations, and how these requests are reviewed and implemented. This content aligns with our goal of developing a Standard Operating Procedure (SOP) for accommodations and will be embedded in both onboarding and ongoing training materials.

Inclusive Hiring Practices

WTC has also begun updating job postings to inform applicants about how to request accommodations during the recruitment and hiring process. This step ensures greater transparency and encourages prospective employees to seek support as needed, reinforcing our inclusive hiring practices.

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 fully accessible is important for creating equitable customer experiences and enabling our employees to perform at their best. Over the past year, we have made meaningful progress toward enhancing the accessibility of our ICT resources.

Website Redevelopment with Accessibility Focus

As part of our Website Accessibility Review, WTC has undertaken a full redevelopment of our public website. Throughout this process, we have worked closely with our third-party website developers to integrate improved accessibility features from the ground up. The new website design places greater emphasis on compliance with WCAG 2.1 Level AA standards, ensuring better support for users with disabilities, including improved navigation, screen reader compatibility, and clearer content structures.

Continued Commitment to Compliance

The redevelopment effort represents a significant step toward meeting and maintaining accessibility standards. As we move into the next phase, we will continue to evaluate the new website and implement additional enhancements as needed to ensure ongoing compliance and usability for all visitors.

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.

WTC Communications has taken important steps this year to improve the accessibility and inclusivity of our non-digital communication methods, strengthening our commitment to clear, effective, and inclusive communication.



Plain Language Policy and Templates

As planned, WTC has adopted a Plain Language Policy to standardize and simplify all written communications. This initiative ensures that both internal and external messaging is clear, concise, and easily understood by diverse audiences. To support this policy, we have developed and rolled out standardized templates for staff to use when creating documents and written materials. These templates guide formatting, tone, and structure to ensure accessibility and consistency across all departments.

Next Steps

With the Plain Language Policy now in place, we are turning attention to upcoming initiatives, including the development of clear processes for alternative format requests and a review of employee communication channels, both scheduled for implementation in 2025.

2.5 The Procurement of Goods, Services, and Facilities

WTC 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.

WTC will review procurement processes to determine how to better include accessibility requirements.

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.

WTC Communications has taken meaningful steps over the past year to strengthen the accessibility of our service delivery and ensure a more inclusive experience for all customers, particularly those with disabilities.

Accessibility Training for Field Technicians

As part of our Q4 2024 objective, all installation and repair technicians have completed the Accessibility for Ontarians with Disabilities Act training. This ensures frontline staff understand how to deliver respectful, inclusive service. In addition, team meetings have incorporated ongoing discussions on accessibility, enabling technicians to share challenges, identify best practices, and reinforce inclusive approaches to equipment placement and customer engagement.



Planning for Enhanced Customer Feedback

In preparation for the Q2 2025 milestone, WTC has developed a plan to engage customers and collect feedback specifically related to the accessibility of our programs and services. This input will help us evaluate and improve processes—particularly those related to in-home and business service delivery, equipment use, and troubleshooting instructions.

2.7 Transportation

Not applicable as WTC does not provide transportation services.

3. Consultations

In developing an effective and responsive Accessibility Plan, WTC 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

WTC Communications continues to engage employees in the ongoing development and implementation of our accessibility initiatives. Building on the initial anonymous survey conducted in collaboration with our external consultants, we have established continuous feedback mechanisms to gather input from staff.

Employees are encouraged to share accessibility-related concerns, suggestions, or feedback through multiple internal channels, including direct email to management or Health and Safety representatives, and in-person or virtual discussions during team meetings. Accessibility topics have also been incorporated into routine meetings, particularly among field staff, to surface practical insights and best practices.

This past year, no formal accessibility requests have been submitted through these channels; however, ongoing staff engagement continues to inform the evolution of our accessibility plan and operational practices.

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. While the initial public accessibility survey received limited participation, it confirmed no reported accessibility issues at the time.



In 2024, WTC developed a dedicated Accessibility page on our public website, which includes our Accessibility Plan, contact information, and a feedback form inviting customers and community members to share their experiences or suggestions for improving accessibility.

Looking ahead, WTC plans to promote this page more actively and explore additional outreach strategies to increase public participation and ensure we are capturing a diverse range of perspectives.

4. Conclusion

WTC 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.