

## 2024-2026 Accessibility Plan

May 1, 2024

**Quadro Communications Co-operative Inc.**



# Quadro Accessibility Plan 2024-2026

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## GENERAL

### STATEMENT OF COMMITMENT

Improving accessibility isn't just about connecting devices; its about connecting people. Through identification, prevention, and removing barriers experienced by persons with disabilities, we remain dedicated to ensuring that everyone, regardless of ability or circumstance, can access our services and communicate effectively.

### ABOUT QUADRO COMMUNICATIONS CO-OPERATIVE

Quadro Communications Co-operative was established in November 1994, after converting from the Blanshard Municipal Telephone System, established in 1924 and is one of several independent telecommunication companies in Southwestern Ontario. As a local company proudly serving members of our local communities, we embrace the opportunity to foster environments where everyone is valued and empowered.

### CONTACT INFORMATION & FEEDBACK PROCESS

Your feedback is important to us. We want to know about accessibility barriers you have experienced with Quadro, or comments regarding our accessibility plan. You may choose to submit feedback on accessibility topics by completing the online form below, or your comments may alternatively be directed to:

Contact: Administration Manager  
E-mail: [accessibility@quadro.net](mailto:accessibility@quadro.net) (include "Accessibility Feedback" in the subject line)  
Phone: 519-229-8933 / 1-800-265-4983  
Mail: 1845 Road 164, Kirkton ON N0K 1K0  
Link: <https://www.quadro.net/accessibility-feedback-form/>

All feedback is considered confidential and anonymous submissions will be respected. However, we may be able to better serve you, if you provide your name and contact information.

## ALTERNATIVE FORMATS

You may request an alternative format of this plan or feed-back process in print, large print, braille, audio or an electronic format that is compatible with adaptive technology by sending an email to: [accessibility@quadro.net](mailto:accessibility@quadro.net)

Quadro Communications is a Class B3 and T3 entity under the Accessibility Canada Act. Information requested in an alternate format will be available by the 20th day after the day on which the request is received.

## 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.

**Assistive Device:** Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that may accompany a person, like a wheelchair, walker, or assist in hearing, seeing, communicating or reading etc.

## BUILT ENVIRONMENT

"Built environment" refers to Quadro's office buildings and retail locations

### Identified Barriers

- Re-evaluate locations of some existing accessible door openers
- Not all retail/administrative locations are accessible for all individuals (accessibility barriers exist with aisle access and restroom facilities)
- Noise levels or lighting in some spaces may create a challenge for persons with disabilities
- Increase awareness of accessibility features and barriers within facilities

## Action Plan

### 2023

- Conducted an internal accessibility audit of retail/administrative spaces and identified needed improvements. Attained directly sourced feedback from patrons in store.

### 2024

- Develop a plan for addressing major office changes that have been identified.

### 2025

- Execute design changes.

## EMPLOYMENT

Employment includes recruitment, retention and career advancement of individuals at Quadro and also consists of supporting individuals who request workplace accommodations.

All Quadro staff participate in Accessibility Canada Act (ACA) training, which is compliant with current federal legislation.

### Identified Barriers

- Increase awareness of our desire to accommodate those with disabilities during the recruitment process.
- Create and update internal accommodation processes for onboarding when barriers are identified in the workplace.

## Action Plan

### 2024

- Add a statement to our careers page stating “we welcome those with disabilities to apply for a position at Quadro”.
- Ensure accommodations are offered to all candidates at each step of the recruitment process.
- Review our onboarding processes to ensure that all new employees are offered accommodations prior to their first day of employment at Quadro as part of the new employee development initiatives.
- Review and update as necessary the accommodations process.

### 2025

- Quadro will conduct a review of our online application system to identify barriers to employment for people with disabilities.

## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

“Information and Communication Technologies” (ICT) refers to technology tools used to store or share information.

Quadro is currently conducting a comprehensive review of our website and social media platforms for accessibility. We will integrate these insights into ongoing efforts to enhance accessibility across all our systems.

### Identified Barriers

Quadro has not currently identified barriers related to information and communication technologies.

#### 2024

- Complete an audit of our website.
- Complete a review of our social media content and practices for accessibility.
- Ensure the most important information is accessible, and the biggest barriers are removed on our website and social media platforms.

#### 2025

- Ensure the most important information is accessible, and the biggest barriers are removed on our website and social media platforms.
- Audit other areas of our website and begin to identify and prioritize additional barriers to be addressed in consultation with people with disabilities.
- Ensure all images posted to our social media accounts and website have alternative text descriptions, (the short-written description of an image that helps people who cannot see the image to understand what the image is).

## COMMUNICATION, OTHER THAN ICT

This area refers to non-digital communications which includes but is not limited to advertising marketing materials and other direct communication methods including formal staff and company hosted public gatherings.

### Identified Barriers

- General awareness - communication and interaction.
- Font size in some printed marketing materials, is too small or faint.

### Action Plan

#### 2024

- Continuously adapt the brand to reflect the diversity of the community.

## 2025

- Include persons with disabilities in company advertising to be more representative of all members of our communities.
- Enhance training initiatives for marketing and frontline, staff to better support customers with disabilities.

## PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Procurement is the process of purchasing goods and services.

### Identified Barriers

Quadro has not currently identified barriers related to procurement of goods, services and facilities.

### Action Plan

#### 2025

- Ensure relevant staff responsible for procurement will receive training on how to support other Quadro departments making accessibility a part of procurement activities.
- Assess feasibility for monitoring whether accessibility considerations in procurement activities comply with best practices.

#### 2026

- Ensure that best practices for accessibility are embedded in the development or procurement of IT goods and services. We will request and review “accessibility compliance reports” when purchasing technology.

## DESIGN AND DELIVERY OF PROGRAM AND SERVICES

This refers to all services offered to our valued customers and employees, and includes delivery of technical support and customer service.

### Identified Barriers

- Lack of awareness of existing accessibility features available – increase font size, captioning.

### Action Plan

#### 2024

- Review and revise existing accessibility training for all frontline staff.
- Define a process for consideration and implementation based on feedback regarding our Accessibility Plan.

## 2025

- Ensure field technicians are trained to accommodate accessibility features with services being installed.

## 2026

- Ensure an accessibility audit, is implemented in any new customer facing services being deployed.

## TRANSPORTATION

Quadro has not currently identified barriers related to transportation.

## CONSULTATIONS

Quadro is committed to listening to the experiences and feedback shared from all people with disabilities. We are dedicated to making Quadro a positive experience that is attractive to everyone. We want all employees and visitors of Quadro to feel assured that their accessibility needs will be heard and considered.

Throughout the creation of this plan, we consulted with employees, customers and members of the public who have disabilities or work with members of our communities with disabilities.

### Internal Consultations

An anonymous survey was issued to all Quadro employees which identified the following areas of improvement:

- Aisle and restroom accessibility specifically at our Kirkton facility.

### External Consultations

Quadro issued a survey to our entire customer base, and received feed back from just over 360 customers. The results of this survey outlined the following areas of improvement.

- Lack of accessibility functionality of electronic devices – specifically Qtv remotes.
- The need for simplified instructions.
- Increased awareness of existing accessibility functionality.
- Improved communication skills particularly with the elderly, and less technical.
- Parking concerns.



## CONCLUSION

### On Going Development

We acknowledge that eliminating barriers is an ongoing journey, in which we must remain diligent to continually improve our services and facilities to better meet the needs of the diverse communities that we serve. As a small organization, we encourage and welcome feedback from all of our members to assist us in identifying areas for improvement, and innovation, to help everyone reach their full potential.