



Coopérative de  
télécommunication

**Progress report on  
accessibility  
2025**

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## **Introduction**

The Cooperative de telecommunication d'Antoine-Labelle (CTAL) is committed to ensuring the accessibility of its services and work environment for both its worker-members and the population it serves. Recognizing the importance of an inclusive and adapted framework for all, the organization implements initiatives aimed at removing potential barriers and promoting full participation in enhancing accessibility.

This progress report presents an evaluation of the current measures, the actions taken over the past year, and areas for improvement. It aims to provide an update on the progress made in terms of accessibility and to guide the next steps to ensure an inclusive and accessible environment for everyone.

It should be noted that no feedback was received over the past year, despite the various channels implemented to encourage responses from worker-members and the public. Nevertheless, CTAL has continued to maintain a process of continuous improvement in accessibility

## **Target population**

This report considers all worker-members as well as the population of the Antoine-Labelle **RCM**, including anyone who directly or indirectly interacts with the Cooperative.

## **Accessibility evaluation**

### **Accessibility for employees**

CTAL is committed to providing an inclusive and accessible work environment. An internal evaluation was conducted to identify potential barriers:

- No employee has declared a disability requiring specific accommodations.
- The offices are accessible to individuals with reduced mobility and have been arranged to ensure comfort for all.
- Office employees may work remotely up to two days per week, offering greater flexibility.

## **Accessibility for the served population**

CTAL ensures that its services are accessible to all members and clients, including those with disabilities.

- **Online Services:** The website and service platforms are designed to be accessible, offering text enlargement options and simplified navigation.
- **Physical Accessibility:** Our service location is equipped to accommodate individuals with reduced mobility.
- **Adapted Customer Service:** Member service employees are trained to recognize and support individuals with functional limitations and can offer personalized assistance.

## **Employment and workplace**

To guarantee an inclusive environment, several initiatives have been implemented:

- **Remote Work:** Office employees may work remotely up to two days per week depending on their situation and with supervisor approval.
- **Ergonomic Assessment:** Workstations were analyzed and adjusted to meet specific employee needs.
- **Internal Survey:** An employee survey revealed no barriers related to accessibility.
- **Inclusive Recruitment Process:** Applications may be submitted via various methods (email, in person, unsolicited), facilitating access to employment.
- **Training:** Training was offered to all worker-members to raise awareness about accessibility.
- **Clear Internal Policies:** Internal communications are simplified to ensure universal understanding.

### **Next Steps**

- Adapt job postings and onboarding processes to meet the needs of individuals with disabilities.
- Review HR documents and processes to improve accessibility.

## **Built environment**

As a tenant, CTAL has limited influence over some aspects of the building but takes steps to optimize accessibility:

- Second-Floor Store: Accessible via stairs or elevator.
- Workspace: Private and open-plan offices, with access to two wheelchair-accessible bathrooms.
- Lighting: Adjustments have been made to improve brightness as needed.
- Emergency Exits: Lighted signs and accessible doors.
- Parking: One space reserved for individuals with disabilities.

### Next Steps

- Evaluate the relevance of introducing additional accessibility features.

## **Information and communication technologies (ICT)**

CTAL is committed to ensuring accessibility in its digital communications and platforms:

- Various Formats: Information available via email, phone, and postal mail.
- Website Improvements
- Internal Tech Support Service: Facilitates technological adaptations.
- Social Media: Use of inclusive language and content accessibility checks.

### Next Steps

- Continuously improve accessibility evaluation tools for social media.

## **Non-ICT Communications**

Non-digital communications include direct interactions, marketing, and official meetings.

- Varied Channels: Emails, newsletters, phone, physical store.
- Extended Tech Support: Call center available until 9 p.m.
- Installation Messages: SMS sent prior to technician arrival.
- Emergency Call Accessibility: VoIP 9-1-1 service is optimized to minimize routing risks.

### Next Steps

- Continue employee awareness efforts on accessibility in communication.
- Assess additional ways to enhance service accessibility.

### **Service design and delivery**

CTAL applies universal design principles in its services and programs to maximize accessibility.

- Staff Training: Awareness of the needs of people with disabilities.
- Accessible Documentation: Key documents available in large print upon request.
- User Consultation: User feedback is considered to improve accessibility.

### Next Steps

- Continue integrating universal design principles.
- Further adapt documentation to the needs of individuals with functional limitations when necessary.

### **Procurement of goods, services and facilities**

When purchasing materials and services, CTAL includes accessibility criteria:

- Supplier Evaluation: Based on their ability to provide accessible services.
- Monitoring: Ensures compliance with accessibility requirements.

### Next Steps

- Strengthen the inclusion of accessibility considerations in contracts and purchases.

### **Transportation**

CTAL does not offer transportation services. No barriers were identified in this area.

## **Feedback process**

To ensure continuous improvement in accessibility, CTAL has implemented a structured process allowing employees and members of the public to submit comments, concerns, or suggestions.

The person responsible for receiving and processing feedback is Jessica Thibault, Human Resources Advisor. The following channels are available to submit feedback:

- Accessibility Request and Feedback Form: Available on the CTAL website and in paper format at the store; feedback can be submitted anonymously or with identification.
- Email: Comments can be sent to [accessibilite@ctal.ca](mailto:accessibilite@ctal.ca), including details of any barrier encountered, if applicable.
- Postal Mail:
  - Jessica Thibault
  - Human Resources Advisor
  - Coopérative de télécommunication d'Antoine-Labelle
  - 203-600, boul. Albiny-Paquette
  - Mont-Laurier, Québec, J9L 1L4
- Phone: By calling Member Services at 819-623-2825, where a representative will complete the feedback form and forward it to the responsible person.
- In Person: Feedback may be submitted at the store during business hours (Tuesday-Wednesday-Thursday, 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.). A form is available on-site and can be deposited in the dedicated box.
- Social Media: Comments can be sent via private message on CTAL's official Facebook page.

An acknowledgment of receipt is sent for all feedback received, except those submitted anonymously. Additionally, individuals may request an alternative format of the process description by contacting [accessibilite@ctal.ca](mailto:accessibilite@ctal.ca).

This process ensures that all accessibility concerns are heard and addressed appropriately to continuously improve the experience of CTAL employees and members.

## **Conclusion**

CTAL strives to offer an accessible work environment and services to all. To date, no major issues have been reported, but the organization remains proactive in identifying and implementing continuous improvements in accessibility.