



Coopérative de  
télécommunication

# **Accessibility Progress Report 2026**

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## **Introduction**

The Coopérative de télécommunication d'Antoine-Labelle (CTAL) is committed to ensuring the accessibility of its services and its work environment, both for worker members and for the population it serves. Recognizing the importance of an inclusive and inclusive framework, the organization is implementing initiatives to remove potential barriers and promote full participation in improving accessibility.

This progress report presents an assessment of the measures in place, the actions taken over the past year and the improvements to be made. It aims to take stock of the progress made on accessibility and guide next steps to ensure an accessible and inclusive environment for all.

It should be noted that no feedback has been received in the past year, despite the various avenues put in place to encourage feedback from worker members and the public. However, the CTAL has made sure to maintain a process of continuous improvement in terms of accessibility.

## **Population concerned**

This report takes into account all worker members as well as the population of the MRC d'Antoine-Labelle, including worker members or any person who directly or indirectly addresses the Cooperative.

## **Accessibility Assessment**

### **Accessibility for Employees**

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

- No employees have identified themselves as having a disability requiring specific accommodation.
- The offices are accessible to people with reduced mobility and have been fitted out to ensure the comfort of all.
- Office workers can work remotely up to two days a week, promoting greater flexibility.

### **Accessibility for the population served**

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

- Online Services: The website and service platforms are designed to be accessible, with text enlargement options and simplified navigation.
- Physical accessibility: Our service point is equipped to accommodate people with reduced mobility.
- Responsive customer service: Member Services employees are aware of the needs of people with disabilities and can provide personalized support.

### **Employment and Workplace**

In order to ensure an inclusive environment, several initiatives have been put in place:

- Telecommuting: Office workers can work remotely for up to two days a week depending on their situation and with the agreement of their immediate supervisor.
- Ergonomic Assessment: An analysis of the workstations was conducted, and adjustments were made to meet the specific needs of the employees.
- Internal investigation: An employee survey found no accessibility barriers.
- Inclusive recruitment process: Applications can be submitted through a variety of means (email, in-person, unsolicited application) to facilitate access to employment.
- Training: Training was provided to all worker members to raise awareness about accessibility.
- Clear internal policies: Internal communication is simplified to ensure an understanding that is accessible to all.

## **Built environment**

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

- Shop on the 2nd floor: Accessible by stairs or elevator.
- Workspace: Enclosed or open-concept offices, with access to two wheelchair-friendly bathrooms.
- Lighting: Adjustments made to improve brightness as needed.
- Emergency Exits: Illuminated signs and accessible doors.
- Parking: One space is reserved for people with disabilities.

Next steps

- Assess the appropriateness of introducing other accessibility features.

## **Information and Communications Technology (ICT)**

The CTAL is committed to ensuring the accessibility of its digital communications and platforms:

- Various formats: Information available by email, telephone and mail.
- Website Improvements
- Internal Technical Support Service: Facilitates technological adaptations.
- Social media: Use of inclusive language and verification of content accessibility.

Next steps

- Ensure continuous improvement of social media accessibility assessment tools.

## **Non-ICT communications**

Non-digital communications include face-to-face interactions, marketing, and formal meetings.

- Various channels: Emails, newsletters, phone, physical store.
- Extended Technical Support: Access to the Technical Support Call Center until 9 p.m.
- Installation Messages: Notification sent via SMS before a technician arrives.

- Accessibility of emergency calls: VoIP 9-1-1 service is optimized to minimize the risks associated with call routing.

#### Next steps

- Continue to educate employees on accessibility in communication.
- Assess opportunities to further improve the accessibility of services.

### **Service Design and Delivery**

The CTAL applies universal design for its services and programs to maximize their accessibility.

- Staff training: Awareness of the needs of people with disabilities.
- Accessible documentation: Large print versions available for key documents.
- Stakeholder consultation: Feedback from users is considered to improve accessibility.

#### Next steps

- Continue to integrate universal design principles.
- Adapt materials more to the needs of people with disabilities where necessary.

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

When purchasing equipment and services, the CTAL integrates accessibility criteria:

- Assessment of providers based on their ability to provide accessible services.
- Monitoring and tracking to ensure compliance with accessibility requirements.

Next steps

- Strengthen the consideration of accessibility in contracts and purchases.

## **Transport**

The CTAL does not offer transportation services. No obstacles identified in this area.

## **Feedback Process**

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

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

- Accessibility Request and Feedback Form: Available on the CTAL website and in paper format at the store, it allows you to submit feedback anonymously or by name.
- Email: Feedback can be sent to [accessibilite@ctal.ca](mailto:accessibilite@ctal.ca), including details of the barrier encountered, if any.

- Postal Mail:  
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Coopérative de télécommunication d'Antoine-Labelle  
203-600 Albiny-Paquette Blvd.  
Mont-Laurier, Quebec, J9L 1L4
- Phone: By calling Member Services at 819-623-2825, where an advisor will complete the feedback form and forward it to the person in charge.
- In person: Feedback can be submitted directly to 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 dropped off in the dedicated box.
- Social Media: Comments can be sent by private message on the official Facebook page of the CTAL.

An acknowledgement of receipt is sent for all feedback received, except those submitted anonymously. In addition, persons who wish to obtain a copy of the process description in an alternative format may request it at [accessibilite@ctal.ca](mailto:accessibilite@ctal.ca).

This process is intended to ensure that all accessibility concerns are heard and addressed appropriately in order to continuously improve the experience of employees and members of the CTAL.

## **Conclusion**

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