

2024-2026 Accessibility Progress Plan

June 1, 2025

Quadro Communications Co-operative Inc.



GENERAL

STATEMENT OF COMMITMENT

Improving accessibility isn't just about connecting devices; it's 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

Any feedback or questions regarding this plan or requests for copies of the Accessibility Plan in an alternative format can be addressed to the following designated Company representative.

Contact: C. Kestle
Administration Manager
Email: 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

Individuals providing feedback can choose to include personal and contact information, but it is not required. For those who prefer to remain anonymous, the online webform is recommended, as it allows submission without entering details like name, phone number or email address.

Link: <https://www.quadro.net/accessibility-feedback-form/>

We value your feedback and are committed to acknowledging every comment we receive. Rest assured, your personal information will remain confidential and will not be disclosed without your explicit consent.

ALTERNATIVE FORMATS

You may request an alternative format of this plan or feed-back process in print, large print, braille, audio. An electronic version of this plan is available to be viewed or downloaded on our website at: <https://www.quadro.net/accessibility/> or a format that is compatible with adaptive technology can be requested by sending an email to: 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.

Status of Progress in identified Areas

This Progress Report aligns with the key areas in our Accessibility Plan and provides an update on the actions we have taken to advance accessibility.

BUILT ENVIRONMENT

“Built environment” refers to Quadro’s office buildings and retail locations. Quadro understands the importance of making our physical locations, which include our storefront and office locations, accessible for employees, customers, and the public.

Actions undertaken include the following:

- A new retail outlet was opened in Lucan, designed to fully comply with accessibility code requirements.
- To better serve all customers, a designated accessible parking space was added at our retail location in St. Mary’s.

EMPLOYMENT

Employment includes recruitment, retention and career advancement of individuals at Quadro and 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.

Actions undertaken include the following:

- Employment opportunities, posted on our website and any online job boards include the following statement *“Quadro Communications is committed to creating an accessible environment and will accommodate disabilities during the selection process. Please let your recruiter know during the selection process of any accommodation needs”*.
- Upon receipt of an accommodation request, Quadro will make every effort to assist with accessibility arrangements.
- Continually review and modify our onboarding processes as required

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.

Actions undertaken include the following:

- To maintain compliance with internet regulations, we engaged a third-party to audit our website and make periodic updates as required.
- An internal review confirmed we use alt text on all images when posting to all social media platforms to ensure accessibility and improve user experience.

Actions undertaken include the following:

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.

Actions undertaken include the following:

- Quadro is actively adapting our brand to better reflect the diversity of our community, ensuring our visual identity, messaging, and values are inclusive, representative, and culturally responsive.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Procurement is the process of purchasing goods and services.

No actions required in 2024

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.

Actions undertaken include the following:

- The font size on the Qtv guide, was increased as a result of decreasing the display guide from 8 rows to 7.
- The third-party provider of our Learning Management System ensures that Accessibility training is compliant and current.

TRANSPORTATION

Quadro has not currently identified barriers related to transportation. No additional actions required at this time.

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

Actions undertaken include the following:

- Spare workstations have been removed from the central offices to increase aisle space.

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 follow 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.