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Accessibility Plan

CIK Telecom Inc.

Updated on May 30, 2025 (2023-2026)



cc: Human Resource Department

1. Objective Summary

To enhance our customer-focused service at CIK Telecom Inc. ("CIK" or "We" hereafter), we are dedicated to improving the accessibility of our products and services. We aim to offer our services and treat our employees in a manner that respects the dignity and independence of all individuals. This plan details the steps we will take to achieve these objectives.

We develop public plans that identify existing barriers and outline actions to remove and prevent future accessibility barriers. These areas include products, services, premises, communications, and employment.

We collaborated with accessibility experts to gather input and create our plan. This process involved consulting with and listening to our customers, employees, and organizations representing persons with disabilities. Through these consultations, we discovered that some customers encounter barriers at CIK offices and stores, online platforms, and interactions with us.

Our plan outlines the barriers identified through consultations, our actions to address them, and our strategies to prevent new potential barriers over the next three years. It also highlights some of the accessibility initiatives we have already undertaken.

We will review our plan annually, publish a yearly progress report, and share an updated plan that builds on our progress. Our Human Resources department will continue to be informed of our progress. We acknowledge that creating more accessible experiences for employees and customers is an ongoing journey.

This Accessibility Plan describes CIK's expectations as of the publication date and may be subject to change, in accordance with applicable law, to reflect the evolving accessibility needs of CIK's employees and customers.

2. General

2.1 Definitions

Accessibility: The practice of making environments, products, and services usable

by all people, to the greatest extent possible, without the need for adaptation or specialized design. Accessibility ensures that people with disabilities can perceive, understand, navigate, and interact with various elements and services.

Barrier: Any obstacle that prevents individuals with disabilities from fully participating in various aspects of society. Barriers can be physical, attitudinal, systemic, communicative, or technological.

Disability: A physical, sensory, cognitive, or mental condition that substantially limits one or more major life activities. Disabilities can be visible or invisible, temporary, or permanent, and can affect an individual's ability to move, see, hear, communicate, understand, or process information.

Inclusion: The practice of creating environments and systems that accommodate and support the participation and engagement of all people, particularly those who are often marginalized or excluded.

2.2 Introduction and Background

This Multi-Year Accessibility Plan details the policies and actions CIK has implemented to enhance opportunities for people with disabilities.

In compliance with the Accessible Canada Act and its regulations, CIK has:

- Established, reviewed, and updated this plan in consultation with individuals with disabilities.
- Posted this plan on the relevant corporate websites.
- Reported progress on the implementation of this plan on the relevant corporate websites, as required.
- Made this plan available in an accessible format upon request.
- Regularly review and update this plan at least once every three years.

2.3 Providing Feedback

CIK values your feedback on how we provide accessible customer service. Your input will help us identify barriers and address concerns, including any comments

on this Accessibility Plan or difficulties you may encounter in dealing with CIK or accessing our products and services. You are welcome to provide feedback through the following channels:

Mail:
Attn: Accessibility Feedback
CIK Telecom Inc.
241 Whitehall Drive
Markham, Ontario L3R 5G5

Feedback hotline:
1-877-776-7041
Monday to Friday, 9:30 a.m. to 6:00 p.m. (Eastern Time)

Email:
Accessibility@ciktel.com
Customers can expect a response within 10 business days.

Social Media:
Facebook
https://www.facebook.com/CIKTelecom

Self-Service Kiosks:
We will incorporate accessibility features and consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

2.4 Communication

We tailor our communication methods to accommodate the needs of individuals with disabilities. These methods may include verbal communication, sign language, written communication, braille, tactile communication, picture communication systems, and easy-to-read materials like LARGE PRINT FORMAT. We collaborate with each person to identify the most effective communication approach for them.

2.5 Notice of Availability of Accessible Documents

CIK is committed to ensuring accessibility for all individuals. Upon request, we will provide documents in accessible formats or with appropriate communication support. We will engage in consultation with the requester to ascertain the most suitable format or communication support needed. Our commitment includes delivering the accessible format promptly and at no additional cost to the requester.

For any further inquiries or to make a request, please contact our accessibility support team.

3. Accessibility Priorities

3.1 Employment Practices

At CIK, "employment" encompasses recruitment, retention, and career advancement. It also includes supporting individuals who request workplace accommodations. By addressing employment-related barriers, we ensure equal opportunities for everyone at CIK. We are committed to maintaining a safe, supportive workplace.

Identified Barriers:

- Team members could have better awareness during their work with more available accommodation.
- The lack of clarity among job applicants, recruiters, and hiring managers regarding the types of accommodations available for people with disabilities during the job application, interview, and qualification processes can create significant barriers for both parties involved.
- Engagement, promotion, and communication are essential to bolster accessibility, promote self-disclosure, and cultivate a supportive workplace culture and community.
- Employees utilizing assistive technology or accessibility features in software or hardware require additional support, training, and resources.

Taken and Ongoing actions:

- Education and Training: Implement training programs to raise awareness about accessibility issues, encourage self-disclosure of disabilities, and promote understanding and empathy among employees.

- Accessible Communication: We communication channels, including emails, meetings, and company-wide announcements, are accessible to everyone. This may involve providing alternative formats, such as written transcripts or sign language interpreters for meetings.

- Promotion of Accessibility Resources: Make sure employees are aware of the accessibility resources available to them, such as assistive technologies, ergonomic accommodations, and support services. This can be done through regular communication and training sessions.

- Inclusive Policies and Practices: Review and update company policies to ensure they are inclusive and supportive of employees with disabilities. This may include flexible work arrangements, reasonable accommodations, and policies against discrimination and harassment.

- Promotion of Self-Disclosure: Create a culture where employees feel comfortable disclosing their disabilities and requesting accommodations without fear of stigma or discrimination. This can be achieved by fostering an atmosphere of trust and support, and by providing clear channels for requesting accommodation.

- Employee Resource Groups (ERGs): Establish ERGs or affinity groups for employees with disabilities to provide a platform for networking, support, and advocacy within the organization.

- Leadership Support and Commitment: Ensure that senior leadership is actively engaged in promoting accessibility and inclusion initiatives, and that they lead by example in fostering a supportive workplace culture.

- Feedback Mechanisms: Regularly solicit feedback from employees with disabilities to identify any barriers or challenges they may be facing, and to gather suggestions for improvement.

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3.2 The Built Environment

At CIK, we are dedicated to ensuring barrier-free access to all public areas of our premises and to providing our employees with unobstructed access to our offices. We actively collaborate with our team members and external partners to identify, understand, and address barriers experienced by individuals with disabilities.

Identified Barriers:

- Customers often encounter difficulties navigating the CIK service center because of accessibility barriers at entrances and restrooms.
- Customers often encounter difficulties navigating the CIK service center because of accessibility barriers of complex signage.
- Product placements, counters, and displays created physical barriers or block pathways. We have been working towards removing this barrier.
- We have assigned office spaces within our premises to our team members; as earlier, they moved between locations and this flexibility posed challenges for some team members in locating.

Taken and Ongoing actions:

Accessibility Audit and Renovation:

- We have conducted comprehensive audit of the CIK service center to resolve the issues with identified accessibility barriers at entrances, restrooms, and throughout the facility.
- We have also placed a survey designated to our customers to collect feedback which will be an ongoing process at our service center.
- We are currently in the process of renovations, such as installing ramps, widening doorways.
- We have already installed accessible restroom facilities and dedicated washroom spaces accessible to people with disabilities to enhance customer experience and comply with accessibility standards and to remove physical barriers.

Signage Standardization:

- We have already streamlined and standardized signage across the CIK service

center to improve navigation for customers to working towards ensuring signage is clear, easily understandable, and placed at appropriate locations for all customers, including those with disabilities.

- We plan to incorporate Braille and tactile signage where necessary to cater to visual impaired customers.

Layout Optimization:

- We are currently in process to optimize the layout of product placements, counters, and displays to eliminate physical barriers or obstructions.
- We are in the process of widening pathways to accommodate wheelchair users and customers with mobility challenges.
- We have implemented regular checks to address any new barriers arising from changes in displays or layouts promptly.

Team Member Connectivity:

- We are in the process of developing a streamlined system for team members to locate colleagues within the premises despite the flexible office space arrangements.
- Utilize digital tools such as an internal directory or mobile app to facilitate easy communication and collaboration among team members.
- Provide training to ensure team members are proficient in using the system and foster a supportive work culture.

Continuous Improvement and Feedback:

- We have established a feedback mechanism for customers and team members to report ongoing accessibility or navigation issues by conducting surveys and placing survey forms at customer service counters.
- We regularly review and update policies, procedures, and physical infrastructure to maintain compliance with accessibility standards.
- Promote inclusivity and accessibility as core values within the organization, emphasizing the importance of serving all customers and supporting all team members.

3.3 Information and Communication Technologies (ICT)

At CIK, our commitment lies in catering to the communication needs of individuals with disabilities. We continuously integrate evolving accessibility standards into our information and communication systems, ensuring they are accessible and available in formats suitable for people with disabilities. Our objective is to facilitate barrier-free access to Information and Communication Technologies (ICT) and to prioritize accessibility in the design and delivery of our services. We are dedicated to ensuring client satisfaction with the design and delivery of our services.

Identified Barriers:

- Our website serves as the primary source of information regarding our ICT products and services. However, we acknowledge that the information available on our website may not be easily accessible to all potential customers.
- Not all materials intended for customers or employees are written in language that is easy to understand.
- Expanding the availability of video content can be achieved through the consistent and accurate inclusion of described video to guide our clients.
- Our customers may face challenges accessing remote customer support, especially during the initial setup of internet or other services, or when they require technical assistance. For instance, connectivity issues are a common hurdle experienced by customers.

Taken and Ongoing actions:

Website Accessibility:

- We are in the process of conducting a thorough accessibility audit of our website to identify areas of improvement, particularly focusing on compliance with WCAG (Web Content Accessibility Guidelines) standards.
- Implement accessibility features such as alternative text for images, keyboard navigation, and semantic HTML markup.
- Provide adjustable text sizes and contrast options for users with visual impairments.
- Ensure compatibility with screen readers and other assistive technologies.
- Regularly test the website with users with disabilities to gather feedback and make necessary improvements.

Plain Language Writing:

- Train our content creators, including writers and editors, on the principles of plain language writing.
- Use clear and concise language, avoiding jargon and technical terms wherever possible.
- Break down complex concepts into simpler, more understandable language.
- Provide definitions or explanations for industry-specific terms when necessary.

Video Content Accessibility:

- Include accurate and comprehensive audio descriptions (described video) in all video content to make it accessible to users with visual impairments.
- Provide captions for all spoken content in videos to assist users who are deaf or hard of hearing.
- Ensure that video players are compatible with assistive technologies and offer options for adjusting playback speed and quality.

Remote Customer Support Accessibility:

- Develop and promote alternative methods of accessing customer support, such as text-based live chat, email support, or accessible phone support.
- Provide detailed written instructions and troubleshooting guides on our website to assist customers with common issues.
- Invest in training for customer support representatives to effectively assist customers with disabilities and address their specific needs.
- Explore the use of remote assistance tools that allow support agents to remotely access and troubleshoot customers' devices when necessary.

Addressing Connectivity Issues:

- Offer self-service troubleshooting tools on our website to help customers diagnose and resolve common connectivity issues independently.
- Provide clear instructions for troubleshooting internet and other service-related problems, including step-by-step guides and FAQs.
- Consider partnering with internet service providers to offer specialized technical support for customers experiencing connectivity issues beyond the scope of our services.

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3.4 Communications, other than ICT

At CIK, our foremost goal is to improve the accessibility of our documents. Our brand guidelines will offer precise instructions for creating documents and advertisements that both effectively showcase our products and services and comply with accessibility standards. We are committed to integrating new accessibility standards outlined in the information and communication guidelines to ensure that our systems are accessible, and that information is available in formats tailored to the needs of individuals with disabilities.

Identified Barriers:

- Our social media and advertising posts might not be accessible to all users.
- Marketing materials and advertisements often overlook mentioning alternative communication methods consistently.
- Customers might not know that they can request documents in alternative formats to meet their accessibility needs.

Taken and Ongoing actions:

Understand the current state of accessibility in social media posts, advertising, and marketing materials.

- Conduct an audit of existing social media posts, advertisements, and marketing materials to identify accessibility gaps.
- Gather feedback from customers with disabilities to understand their experiences and challenges.
- Review compliance with accessibility standards (e.g., WCAG, ADA) for all digital and print content.

Establish clear guidelines to ensure all future content is accessible.

- Create comprehensive accessibility guidelines covering all content types, including social media, digital ads, and printed materials.
- Include specific instructions for using alt text for images, providing captions for videos, and ensuring text readability.
- Specify the need to mention alternative communication methods consistently across all marketing materials. Equip the marketing team with the knowledge and skills to create accessible

content.

- Conduct training sessions for the marketing and social media teams on accessibility best practices.
- Provide resources and tools to assist in creating accessible content, such as screen reader software and color contrast checkers.
- Include accessibility training in the onboarding process for new team members.

Inform customers about the availability of alternative formats and how to request them.

- Include a statement in all marketing materials and on the website indicating that alternative formats are available upon request.
- Provide clear instructions on how customers can request documents in alternative formats.
- Highlight alternative communication methods prominently in all marketing campaigns.

Ensure all new content is accessible from the start.

- Integrate accessibility checks into the content creation and approval process.
- Use accessibility tools and software to test new content before publication.
- Create templates for social media posts, advertisements, and marketing materials that adhere to accessibility guidelines.

3.5 Procurement of good, services and facilities

At CIK, we are committed to addressing accessibility barriers in our procurement practices. We strive to ensure that these practices are inclusive and accessible to all vendors by incorporating accessibility awareness at every stage.

Identified Barriers:

- Accessibility barriers present challenges for vendors and employees participating in the procurement process.

Taken and Ongoing actions:

- **Conduct Accessibility Assessments:** Begin by conducting comprehensive accessibility assessments of the procurement process itself. Identify areas where accessibility barriers exist, whether in documentation, communication channels, or technological platforms.

- **Training and Awareness Programs:** Implement training programs to raise awareness among employees involved in procurement about accessibility issues and best practices. Ensure they understand the importance of accessibility and how to recognize and address barriers.

- **Accessibility Standards Integration:** Incorporate accessibility standards such as WCAG (Web Content Accessibility Guidelines) into procurement requirements. This includes mandating that all products and services procured meet specified accessibility criteria.

- **Accessible Documentation:** Ensure that all procurement documentation, including requests for proposals (RFPs) and contracts, are provided in accessible formats. This may involve providing documents in alternative formats such as HTML, accessible PDFs, or plain text.

- A**ccessible Communication Channels:** Offer multiple accessible communication channels for vendors and employees to interact during the procurement process. This could include providing options for email, phone, video conferencing, or online chat, ensuring that each channel is accessible to individuals with different needs.

- **Technical Assistance and Support:** Offer technical assistance and support to vendors who may encounter accessibility challenges during the procurement process. This could involve providing guidance on making their products or services more accessible or assisting with navigating accessibility requirements.

3.6 Transportation

At CIK, we have not yet identified any barriers related to transportation.

4. Regulatory Requirements Imposed by the Broadcasting Act

The Canadian Radio-television and Telecommunications Commission (CRTC) is tasked with regulating and supervising broadcasting and telecommunications in Canada. Through the Broadcasting Act and the Telecommunications Act, the CRTC

has implemented a broad spectrum of requirements aimed at identifying and removing barriers, as well as preventing the creation of new ones. As a small ISP, CIK is subject to specific accessibility requirements outlined in decisions made by the CRTC under the Telecommunications Act.

5. Accessible Canada Act

CIK is committed to upholding the principles outlined in the Accessible Canada Act. CIK recognizes the importance of accessibility in fostering inclusivity and equal opportunities for all individuals. In alignment with the Act, CIK ensures that its policies, practices, and services prioritize accessibility for persons with disabilities. This includes providing reasonable accommodations, implementing accessible design standards in infrastructure and digital platforms, and fostering a culture of awareness and respect for accessibility needs. CIK regularly reviews and updates its policies to comply with the Accessible Canada Act, demonstrating its dedication to creating a barrier-free environment where everyone can fully participate and contribute.

6. Consultations

This Accessibility Plan was developed through extensive discussions involving representatives from various groups within CIK. These discussions engaged employees from human resources, health and safety, customer service, website design, and specific product and service teams. We collaborated closely with accessibility experts to gather input and formulate our plan. This process included consulting with and listening to our customers, employees, and organizations representing persons with disabilities.

Through these consultations, it became apparent that some customers encounter barriers at CIK offices and stores, on our online platforms, and during interactions with us. The insights gained from these discussions have enriched our understanding and guided us in prioritizing actions essential to our Accessibility Plan.

In crafting the plan, employees leveraged their insights into existing barriers and challenges, with a focus on addressing shortcomings in current policies and

practices.

7. Conclusion

In conclusion, our accessibility plan stands as a testament to our commitment to inclusivity and equity. By implementing a comprehensive strategy that addresses the diverse needs of our users, we strive to create an environment where everyone can fully participate and thrive. Through ongoing assessment, collaboration, and adaptation, we will continue to refine our approach and ensure that accessibility remains a cornerstone of our organization. Together, we can build a more accessible and inclusive future for all.

As we proceed with our plan, we are committed to actively engaging and consulting with individuals with disabilities. We will regularly issue revised Accessibility Plans every three years, as per the ACA guidelines. Additionally, to ensure transparency and accountability, we will publish interim progress reports annually in between these updates.

Appendix A:

Requirements Pertaining to the Distribution of Programming Services on Broadcasting Distribution Undertakings
https://crtc.gc.ca/eng/archive/2018/2018-320.htm
https://crtc.gc.ca/eng/archive/2018/2018-321.htm
https://crtc.gc.ca/eng/archive/2018/2018-322.htm

Guidelines for Customer Information Handling: Billing, Contracts, Alternative Formats, and Customer Service
https://crtc.gc.ca/eng/archive/2001/o2001-690.htm
https://crtc.gc.ca/eng/archive/2010/2010-132.htm
https://crtc.gc.ca/eng/archive/2022/2022-234.htm

Website Accessibility Requirements and Information Provision for Accessibility Services
https://crtc.gc.ca/eng/archive/2009/2009-430.htm

Appedix B:

ACA Principles:

(a) all persons must be treated with dignity regardless of their disabilities;
(b) all persons must have the same opportunity to make for themselves the lives that
they are able and wish to have regardless of their disabilities;
(c) all persons must have barrier-free access to full and equal participation in society,
regardless of their disabilities;
(d) all persons must have meaningful options and be free to make their own choices,
with support if they desire, regardless of their disabilities;
(e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
(f) persons with disabilities must be involved in the development and design of laws,
policies, programs, services and structures; and
(g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities
https://laws-lois.justice.gc.ca/eng/acts/a-0.6/page-1.html

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