



# **2024-2027 Accessibility Plan**

**Carry Telecom Inc.**

Updated by Aug 1st, 2024

## **1. Objective Summary**

In our dedication to delivering customer-centric service, Carry Telecom Inc (“Carrytel” or “We” hereafter). places a high priority on improving the accessibility of our products and services. We aim to provide services and treat our employees in a way that respects the dignity and independence of all individuals. This plan outlines the actions we will take to accomplish these goals.

We create public plans to identify and address current and future accessibility barriers in our products, services, premises, communications, and employment.

In partnership with accessibility experts, we consulted with customers, employees, and disability organizations to identify barriers at Carrytel’s offices, online platforms, and interactions. Our plan outlines these barriers, our actions to address them, and strategies to prevent future issues over the next three years. It also highlights our existing accessibility initiatives.

We will review and update our plan annually, publish a yearly progress report, and keep our Human Resources department informed. We understand that improving accessibility is an ongoing process.

This Accessibility Plan reflects Carrytel’s current expectations and may change to meet the evolving needs of our employees and customers in accordance with applicable law.

## 2. General

### 2.1 Definitions

#### Key Terms Used in This Plan

**Accessibility:** Designing environments, products, services, and policies to be usable by all people, including those with disabilities, without needing adaptation or specialized design. This ensures everyone can perceive, understand, navigate, and interact with them.

**Barrier:** Any obstacle—physical, architectural, technological, attitudinal, communicative, or systemic—that prevents full and equal participation in society by people with disabilities.

**Disability:** Any impairment—physical, mental, intellectual, cognitive, learning, communication, or sensory—that limits major life activities. Disabilities can be permanent, temporary, visible, or invisible and affect one's ability to move, see, hear, communicate, understand, or process information.

### 2.2 Providing Feedback

We encourage questions, concerns, and feedback related to accessibility from our customers and stakeholders. If you have comments about this Accessibility Plan or have experienced barriers while interacting with Carrytel or using our products and services, please let us know.

You can share your feedback on accessibility through your preferred contact method with us, including:

**Telephone:** Sales & Support line: [647-560-4448](tel:647-560-4448)

Monday to Sunday: 10:00 AM to 9:00 PM EST    Sunday: 10:00 AM to 7:00 PM EST

**Email:** [accessibility@carrytel.ca](mailto:accessibility@carrytel.ca)

**Mail:**

Attn: Accessibility

Carry Telecom Inc.

Suite #301, 3550 Victoria Park Avenue,

North York, ON M2H 2N5

**Social Media:**

Facebook: <https://www.facebook.com/CarryTelecomInc>

If you would like to get a response to your concern, please let us know your preferred communication method. Otherwise, we'll reply using the same method you used.

You can provide feedback anonymously. If you do, we'll record it through our internal process but won't respond directly.

Unless you choose to give feedback anonymously, we will contact you to confirm receipt and work with you to address the issue effectively.

Our agents forward all feedback to our accessibility team, which tracks and evaluates it for updating our Accessibility Plan and policies.

Your personal information will be kept confidential and handled according to our Privacy Policy, available [here](#).

### **3. Critical Aspects**

#### **3.1 Employment Practices**

Carrytel is dedicated to fostering an inclusive and accessible work environment, ensuring fair and supportive employment practices that create a safe and affirming atmosphere for all our employees.

##### **Identified Barrier**

Job seekers and applicants may encounter barriers when applying for positions at Carrytel.

##### **Policies and Actions**

As part of our job postings, we inform prospective applicants about the availability of accommodations for those with disabilities throughout our recruitment process.

We notify candidates selected for further assessment that accommodations are available upon request.

When an applicant requests an accommodation, we work with them to arrange suitable accommodations that address their needs to the best of our ability.

Our next steps:

Continuously review our hiring practices based on feedback related to accessibility.

**Timeline:**

Ongoing

**Identified Barrier**

Employees may face barriers in performing their work that require accommodation.

**Policies and Actions**

Regularly review and update company policies to ensure they are inclusive and supportive of employees with disabilities. This might involve offering flexible work arrangements, providing reasonable accommodations, and enforcing policies against discrimination and harassment.

Promoting Accessibility Resources: Ensure employees are informed about the accessibility resources available to them, including assistive technologies, ergonomic adjustments, and support services. This can be achieved through regular communication and training sessions.

**Timeline:**

Ongoing

**3.2 Built Environment and Procurement of Goods, Services, and Facilities**

1. Carrytel is dedicated to providing barrier-free access to all publicly accessible areas of its premises and ensuring that its employees have unobstructed access to its offices.

### **Identified Barrier**

Customers frequently face challenges moving around the Carrytel service center due to accessibility obstacles at entrances and restrooms.

Customers often struggle to navigate the Carrytel service center because of complex and inaccessible signage.

### **Policies and Actions**

#### **a. Accessibility Audit and Renovation:**

Perform a thorough audit of the Carrytel service center to pinpoint accessibility issues at entrances, restrooms, and throughout the facility.

Focus on renovations that eliminate physical obstacles, such as adding ramps, widening doorways, and making restrooms accessible, to improve customer experience and meet accessibility standards.

#### **b. Signage Standardization:**

Simplify and unify signage throughout the Carrytel service center to enhance customer navigation.

Ensure signage is clear, easy to understand, and positioned appropriately for all customers, including those with disabilities.

Include Braille and tactile signage where necessary to accommodate visually impaired individuals.

**Timeline:**

Ongoing

2. Carrytel aims to ensure that its employees involved in procurement prioritize accessibility from the outset of the process. This approach ensures that all newly acquired goods, services, and facilities are inherently accessible. Carrytel is dedicated to embedding accessibility awareness into its procurement practices to make them inclusive for all vendors.

**Identified Barrier**

Accessibility barriers create challenges for both vendors and employees involved in the procurement process.

**Policies and Actions**

Ensure that all procurement documents, such as requests for proposals (RFPs) and contracts, are available in accessible formats. This could include providing documents in formats like HTML, accessible PDFs, or plain text. Develop a procurement accessibility policy that:

- a. Identifies potential barriers for individuals with disabilities who wish to participate in procurement processes; and
- b. Outlines how accessibility considerations for products or services should be addressed during the procurement stage.

**Timeline:**

Ongoing



### **3.3 Information and Communication Technologies and Design and Delivery of Programs and Services.**

#### **Identified Barrier**

Although Carrytel's public and internal websites include accessibility information, this content has lacked sufficient visibility and promotion over the years. Moving forward, we aim to ensure that customers with disabilities are better informed when using our website and interacting with our frontline staff.

Customers may encounter obstacles when trying to communicate with our sales and support agents. This includes individuals with visual, auditory, or cognitive impairments, as well as those who have trouble accessing the technology commonly used for interacting with our agents.

#### **Policies and Actions**

##### **Enhancing Accessibility Content on Our Website**

###### **Completed:**

Improved the accessibility page by enhancing its content, usability, design, and navigation.

Published an online feedback form, email address, phone number, and mailing address on the Accessibility page to collect accessibility feedback.

###### **Ongoing:**

Optimizing the accessibility sections of our website, focusing on structure, content, visuals, and navigation.

##### **Facilitating Access to Content for People with Disabilities through Frontline Employees**

###### **Completed:**

Created a dedicated accessibility section on Carrytel's internal documentation platform. This section initially focuses on the company's services for people with disabilities and their benefits, followed by related internal processes and procedures.

Ongoing:

Ensuring website updates comply with WCAG standards.

Regularly evaluating our website to maintain WCAG compliance.

Ongoing:

Review policies and training to ensure all staff and new hires are knowledgeable about effective communication practices.

Create a specialized team with advanced training for escalations, and make all accessibility training resources available to employees on our internal site.

**Timeline:**

Ongoing

### **3.4 Communications beyond ICT**

We must identify areas where non-ICT communication can be a barrier. For clarity, we've incorporated this discussion into the relevant areas where communication barriers are likely.

### **3.5 Transportation**

Carrytel does not provide transportation services and therefore has no specific accessibility objectives or initiatives related to transportation.

## **4. Accessible Canada Act and Regulatory Requirements Imposed by the Broadcasting Act**

The Canadian Radio-television and Telecommunications Commission (CRTC) is responsible for regulating and supervising broadcasting and telecommunications in Canada. Through the Broadcasting Act and the Telecommunications Act, the CRTC has established a wide range of requirements to identify and remove barriers, as well as to prevent the creation of new ones. As a small ISP, Carrytel is subject to specific accessibility requirements outlined in CRTC decisions under the Telecommunications Act.

Carrytel is committed to upholding the principles outlined in the Accessible Canada Act, recognizing the importance of accessibility in fostering inclusivity and equal opportunities for all individuals. In alignment with the Act, Carrytel 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. Carrytel regularly reviews and updates its policies to comply with the Accessible Canada Act, demonstrating our dedication to creating a barrier-free environment where everyone can fully participate and contribute.

In addition, Carrytel must adhere to certain accessibility requirements as part of the CRTC's decisions under the Telecommunications Act. While not subject to all CRTC decisions relating to accessibility due to our smaller size, we comply with those that apply to us, ensuring we meet the relevant standards and obligations.

## **5. Section 6 of the ACA**

The Accessible Canada Act aims to eliminate barriers for people with disabilities and make Canada a fully accessible country. This legislation is founded on seven essential principles:

- Everyone has the right to be treated with respect.

- Everyone has the right to equal opportunities for fulfillment.
- Everyone has the right to barrier-free access and full, equal participation in society.
- Everyone has the right to make independent decisions, with or without assistance.
- People with disabilities should participate in designing and creating policies, programs, services, and organizations.
- Policies, programs, services, and organizations must consider disabilities and the various forms of discrimination and marginalization people face.
- Accessibility standards should be designed and refined to achieve the highest level of accessibility possible for people with disabilities.

Carrytel has integrated these principles into its Accessibility Plan, as detailed in this document.

## **6. Conclusion**

Everyone is important to Carrytel. The company is committed to listening to all customers and taking the necessary steps to improve its products and services. Carrytel strives to provide an inclusive and satisfying experience for all by collaborating closely with its partners and implementing exemplary practices. This dedication is reflected in our comprehensive accessibility plan, which underscores Carrytel's commitment to inclusivity and equity.

Our accessibility plan embodies Carrytel's commitment to addressing the diverse needs of our users. By implementing a strategy that fosters full participation and

growth for everyone, we aim to create an environment where all individuals can thrive. Through ongoing assessment, collaboration, and adaptation, we will continuously refine our approach, ensuring that accessibility remains a cornerstone of our organization. Together, we can build a more accessible and inclusive future for all.

As we advance our plan, we are dedicated to actively engaging and consulting with individuals with disabilities. In compliance with the ACA, we will issue revised Accessibility Plans every three years. To maintain transparency and accountability, we will also publish interim progress reports annually between these updates.

Throughout the next phases of our plan, Carrytel will continue to work closely with organizations that represent and advocate for the rights of people with disabilities, fostering lasting relationships and ensuring that our initiatives align with the needs and expectations of our community.