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North Frontenac  
Telephone Corporation

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# **North Frontenac Telephone Corporation**

## **2026 Progress Report**

**June 1, 2026**



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## **1. General**

### 1.1 Overview

This Accessibility Progress Report has been created to meet the standards set by the Accessible Canada Act (ACA) and its related regulations.

NFTC has a well-established system in place for collecting and addressing all feedback, including input regarding the delivery of services and products to individuals with disabilities.

NFTC's Accessibility Plan, Progress Report, and information about our accessibility feedback process are available upon request in various formats, including print, large print, braille, audio, electronic, or any other mutually agreed-upon format.

The following is the current delays for certain formats after request:

Print or Large Print – within 15 days

Braille – within 45 days

Audio – within 45 days

If you wish to receive our Accessibility Plan, Progress Report, or a description of our accessibility feedback process, including alternate methods please contact:

Craig Hirschberger

Accessibility Coordinator, NFTC

214 – 5405 Eglinton Ave W, Toronto ON M9C 5K6

Phone: 1-888-638-3575

Email: [accessibility@nftctelecom.com](mailto:accessibility@nftctelecom.com)

More information is available on how to submit feedback on our website at the following link: <http://www.nftctelecom.com/accessibility>

### 1.2 Executive Summary

North Frontenac Telephone Corporation (NFTC) is committed to cultivating an inclusive environment where all individuals, including those with disabilities, have equitable access to employment opportunities and services. Our dedication to the Accessible Canada Act (ACA) ensures that accessibility is deeply embedded in all of our operations.



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This report reaffirms our ongoing commitment to improving accessibility for our employees, customers, and stakeholders, building on the progress outlined in our Accessibility Plan, which was first published in June 2024. Since then, NFTC has made substantial efforts to consult with people with disabilities, employees, our board, and external stakeholders, continuously aligning our actions with the changing needs of the community.

We acknowledge that achieving accessibility is a continuous journey, and we are focused on making lasting improvements across several key areas:

- The built environment, where we aim to exceed the expectations of our customers.
- Employment, fostering fairness and inclusivity within our workforce.
- Information and Communication Technologies (ICT), ensuring we stay connected and accessible to all.
- Communication practices, aimed at engaging and supporting everyone.
- Procurement and service delivery, which reflect our ongoing commitment to accessibility and inclusivity.

NFTC extends its heartfelt thanks to all those who have shared their experiences and challenges with us. Their feedback has been invaluable in guiding our efforts. As we move forward, we remain dedicated to an open and constructive dialogue with individuals facing barriers, ensuring that accessibility continues to improve for all.

### 1.3 Definitions

The following definitions apply throughout this plan:

**Disability:** Any impairment, or different 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.

## 2. ACA Progress

This report outlines our updated Accessibility Plan, highlighting the actions we've taken to enhance accessibility. It also includes the lessons learned and challenges we plan to address in our future initiatives.

To ensure a balanced and focused approach, NFTC is committed to prioritizing and addressing key barriers. Our team collaborates closely to meet targets within the established timelines.



## 2.1 The Built Environment

Addressing and overcoming obstacles is a key part of our commitment to maintaining an inclusive and accessible environment for both our employees and customers.

NFTC is dedicated to enhancing accessibility through future office renovations. This will involve ensuring that construction projects are thoroughly audited to confirm they meet accessibility standards and create more inclusive spaces.

To date, NFTC has conducted a review of all current office spaces to assess their accessibility. This process has helped us identify the following areas that will need attention in the future:

5405 Eglinton Ave. West – Toronto, ON

- Stairs providing access to the second-floor office space
- Availability of written materials in accessible formats (e.g., Braille)

1480 Richmond St – London, ON

- Availability of written materials in accessible formats (e.g., Braille)

Box 3127 – Sharbot Lake, ON

- Availability of written materials in accessible formats (e.g., Braille)

In the near future, NFTC is committed to ensuring that all offices are equipped with Braille in key areas commonly used by employees, such as restrooms, kitchens, and entry/exit points.

As for the stairs leading to the second-floor office at 5405 Eglinton Ave West, NFTC does not own the building, as we lease the space. Therefore, making changes will present challenges. It will require coordination, approval, and planning with the landlord to implement necessary renovations. As a result, we are considering this a long-term goal.

## 2.2 Employment

NFTC is dedicated to ensuring that employees at all levels continue to develop and enhance their skills. This not only helps our team perform their roles more effectively but also equips them to better serve individuals in our community with disabilities, ultimately improving the experience for everyone working with NFTC.

To achieve this, we have been identifying the key traits and skills required for success in each role. This allows us to determine the most effective training methods to improve our interactions with people with disabilities. Once we have finalized our training requirements, we will begin offering the training to our employees. We recognize the importance of not rushing this identification process,



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as it is a critical element for our organization's future success. Our goal is to ensure that the right training is implemented.

Additionally, we have been encouraging feedback from employees, customers, and other stakeholders to help refine our identification process and ensure continuous improvement.

### 2.3 Information and Communication Technologies (ICT)

As communication is at the core of our business, it is essential for us to ensure that all employees, customers, and members of our extended community have equal access to receive and understand our communications and information.

To date, our team has been actively gathering feedback from individuals with disabilities to ensure we do not overlook information that could be crucial for the NFTC community.

Additionally, we have collaborated with our staff to better understand the needs of people with disabilities and their preferred methods of receiving information. This has enabled us to identify key areas that require immediate attention in our technical communication.

### 2.4 Communication, other than ICT

At NFTC, we place great value on our customers, and it is essential that we offer them a variety of communication methods to meet their needs.

To determine how best to provide this information, we have been engaging in team discussions and gathering feedback through various consultation methods. This ensures that we can share information in a way that allows all of our customers to receive, understand, and respond effectively.

Our next steps involve prioritizing the communication methods we will offer to customers, aiming to reach as many people as possible as quickly as possible. In the long term, we are committed to ensuring that each customer has the appropriate means to communicate with our company based on their individual needs.

### 2.5 Procurement of Goods, Services and Facilities

As part of our ongoing commitment to accessibility, we recognize that it is a continually evolving area. With this in mind, we remain focused on ensuring that our suppliers understand the importance of accessibility.



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To date, we have been working to develop and refine procurement policies, processes, and tools aimed at addressing current accessibility limitations. Regular reviews of these policies, processes, and tools are essential to driving continuous improvement.

Looking ahead, we aim to collaborate with our vendors to further enhance accessibility, ultimately improving the experience for everyone in our communities.

## 2.6 The Design and Delivery of Programs and Services

At NFTC, we are committed to enhancing our systems and networks with a focus on improving our customers' experience, which remains our top priority in accessibility efforts.

To date, we have been exploring various methods to ensure accessibility for our customers during service. One approach under consideration is the implementation of a virtual chat feature on our website, catering to customers who may face challenges with traditional communication methods, such as phone calls. Additionally, we are looking into partnerships with specialists in the accessibility field to further enhance our services and ensure a more inclusive experience for our customers.

## 2.7 Transportation

NFTC's operations are not currently affected by transportations.

## 3. Consultations

Following the finalization and publication of our Accessibility Plan in 2024, NFTC remains committed to ongoing education in our key priority areas for accessibility. To support this, we have been actively consulting with individuals with disabilities, our customers, and internal employees. These consultations have provided valuable insights into the impact of barriers on people's experiences.

In some instances, we have received confirmation of previously identified barriers, allowing us to address immediate areas of need. Should new barriers be discovered, we will integrate them into our plans to continuously enhance our products, services, and spaces.

## 4. Feedback

NFTC values feedback and offers multiple channels for submission, including telephone, email, web forms, and mail. These options ensure that individuals can provide feedback anonymously if desired. We acknowledge receipt of feedback promptly, unless it is submitted anonymously, in which case no personal information is provided.



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Through our feedback processes, we continue to enhance our understanding of accessibility barriers. We also actively encourage input from NFTC employees, providing them with various methods to submit their feedback.

Receiving feedback is essential to NFTC's efforts in becoming more accessible and reducing barriers. It helps us identify areas that need attention and guides us in developing both short-term and long-term solutions.

## **5. Conclusion**

NFTC is dedicated to making meaningful progress in enhancing the accessibility of our products and services. With the help of our NFTC community, we have been able to identify and address accessibility barriers. As we continue working to eliminate these barriers, we recognize the importance of maintaining a responsive plan and reporting that reflects the diverse populations within Canada.

We are committed to staying engaged and in constant communication with all members of our communities, aiming to create a more equitable experience for everyone, particularly individuals with disabilities, as we work towards a future with no barriers. Ongoing feedback from our employees, customers, and other stakeholders is crucial for driving improvements and ensuring compliance with the ACA.