Accessibility Progress Report

Swift-Net.ca

Reporting Year: 2024–2025

1. Statement of Commitment

Swift-Net.ca remains committed to identifying, removing, and preventing barriers in accordance with the Accessible Canada Act. We continue to foster an inclusive environment for our employees, clients, and stakeholders.

2. Feedback and Consultations

- Feedback process: Employees and customers were encouraged to share input via email, phone, and in-person conversations.
- Consultations: Employees were consulted during regular staff meetings and through CANWISP stakeholder discussions.
- Use of feedback: Feedback highlighted the importance of accessible communication formats and better clarity on accommodation procedures. This feedback was incorporated into actions described below.

Alternative formats of this report are available on request (print, large print within 15 days; Braille and audio within 45 days).

3. Progress by ACA Priority Area

3.1 Built Environment

Progress:
 - Accessible signage reviewed and updated at main office.
 - Repairs completed to ensure barrier-free access at entryways.
 - Emergency procedures communicated and updated to include accessibility considerations.

Next Steps:
 - Explore installation of auditory/visual evacuation cues in 2025.
 - Continue budgeting for accessibility-related repairs.

3.2 Employment

Progress:
 - Recruitment materials reviewed for plain language and accessibility.
 - Managers trained on the accommodation process.
 - Accessibility events promoted internally.

Next Steps:
  - Formalize written accessibility accommodation guidelines for applicants and staff.
  - Expand accessibility training modules in 2025.

3.3 Information and Communication Technologies (ICT)

Progress:
  - Internal website updates reviewed for compliance with WCAG standards.
  - Employees trained on accessibility features in Google Workspace.

Next Steps:
  - Complete accessibility review of customer-facing webpages by Q3 2025.

3.4 Communication (other than ICT)

Progress:
  - Marketing team consistently applies plain language and accessible design.
  - Social media posts now include alternative text; video captions piloted.

Next Steps:
  - Expand accessible document formatting for client communications.
  - Conduct annual accessibility awareness session for staff.

3.5 Procurement of Goods, Services, and Facilities

Progress:
  - Procurement documents reviewed with accessibility considerations.

Next Steps:
  - Research and implement best practices in accessible procurement.

3.6 Design and Delivery of Programs and Services

Progress:
  - Staff trained to provide accessible customer service.
  - Community investment programs (e.g., free Wi-Fi for non-profits) expanded.

Next Steps:
  - Add a customer profile system to record accessibility needs.
  - Continue engagement with clients with disabilities for feedback.

3.7 Transportation

Not applicable – Swift-Net.ca does not provide transportation services.

4. Key Achievements

- Updated accessibility signage and emergency protocols.
- Strengthened training on workplace accommodations.
- Improved accessibility of communications (alt-text, captions, plain language).
- Consulted employees and external stakeholders through CANWISP.

5. Looking Ahead

Swift-Net.ca will continue to:
- Enhance employee training on accessibility.
- Improve digital accessibility of customer-facing services.
- Strengthen procurement practices with accessibility criteria.
- Expand consultation with employees and clients with disabilities.

6. Contact Information & Alternative Formats

You can request this report in an alternative format or provide feedback by contacting:

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