

Accessible Canada Act Progress Report

April 30, 2025

for

Hay Communications Co-operative Limited



Executive Summary:

Hay Communication Co-operative Limited is committed to creating a barrier-free environment for all employees and clients, in accordance with the Accessible Canada Act. This report outlines the progress made towards achieving the goals outlined in our Accessibility Plan, with a focus on employment, the built environment, and ICT.

1. Employment:

- Goal:
 - Ensure that persons with disabilities are fairly represented in the workforce and have equal opportunities for advancement.
- Progress:
 - Maintained a recruitment strategy that includes mandatory plain language job postings and accommodation requests.
- Challenges:
 - Continued to identify and address barriers in the hiring process.
 - Need to increase awareness of disability issues among employees.
- Next Steps:
 - Continue to monitor and evaluate the effectiveness of the recruitment strategy.
 - Conduct regular consultations with employees with disabilities to gather feedback.

2. Built Environment:

- Goal:
 - Ensure that all buildings and facilities are accessible to persons with disabilities.
- Progress:
 - Completed accessibility audits of all buildings and facilities.
 - Re-located our Exeter business office to a more accessible friendly facility. The new location offers more space and easier access to accessible washrooms.
 - Developed an accessibility plan for new construction and renovations.
- Challenges:
 - Some buildings are older and require significant renovations to meet accessibility standards.
 - Need to ensure that all facilities are accessible to persons with disabilities who use mobility devices.
- Next Steps:

- Continue to implement accessibility improvements in buildings and facilities.
- Develop a plan for retrofitting older buildings to meet accessibility standards.
- Consult with persons with disabilities to ensure that all facilities are accessible to their needs.

3. Information and Communication Technologies (ICT):

- Goal:
 - Ensure that all ICT systems and content are accessible to persons with disabilities.
- Progress:
 - Updated all websites and digital content to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
 - Updated our contact with customers to encourage more communication between the company and its customers
- Challenges:
 - Some older systems and content are not accessible.
 - Need to ensure that all ICT systems and content are accessible to persons with disabilities who use a variety of assistive technologies.
- Next Steps:
 - Continue to update all ICT systems
 - Provide ongoing accessibility training to all employees.
 - Consult with persons with disabilities to ensure that all ICT systems and content are accessible to their needs.

4. Other Initiatives:

- Consultations:
 - Conducted ongoing consultations with persons with disabilities to gather feedback and identify barriers.
- Training:
 - Provided accessibility training to all employees, managers, and stakeholders whenever possible.
- Communication:
 - Developed and implemented an accessibility communication plan to ensure that all communications are accessible.