



Accessibility Plan Progress Report - May 14th, 2026 Hay Communications Co-operative Limited

General Progress Report

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 Communication. **Note a change to the Accessibility Coordinator.** Below will identify additional barriers and barriers we have resolved in our second progress report.

How to provide feedback

Please send your feedback to our **Accessibility Coordinator**

Please note: This contact has recently changed

New Accessibility Coordinator Feedback Contact:

Kelli Phillips, Marketing Supervisor

519-236-0104

kelli@haymail.ca

72863 Blind Line, Zurich, ON N0M 2T0

For more information on how you can send your feedback, see our feedback process description to <https://hay.net/terms-conditions/accessibility/>

Feedback can be provided anonymously if desired. Feedback can be received in the following formats: Telephone, email, mail or online submission

Contact us:

- Telephone: 519-236-7300
- E-mail: accessible@hay.net
- Mail: 72863 Blind Line, Zurich ON N0M 2t0
- <https://hay.net/terms-conditions/accessibility/>

Feedback

No additional feedback was received through any channel over the past year.

Consultations

No further consultations were made in 2025. No areas were identified through feedback processes from staff or the public to further indicate consultations were required at this time

Section 5 of the Accessible Canada Act (ACA)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Employee entrances are not wheelchair accessible.

Progress Update: All buildings now have wheelchair accessibility for staff and the public

The built environment

We continued to ensure that all buildings and facilities are accessible to persons with disabilities through reviews and feedback process.

Barrier 1: Wheelchair accessibility in office locations

Progress Update: 3 of 3 public office locations now have wheelchair accessibility

Information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Staff training

Progress Update: Customer Service Review on Cellular Accessibility procedures and forms were completed in 2025. CSR procedure documentation was updated.

Barrier 2: Website accessibility compliance

Progress Update: Staff were required to take "Web Accessibility Standards" training.

Barrier 3: Website Accessibility Status

Progress Update: An account with AccessiBe, a website compliance site monitoring service, completes monthly reports on the level of compliance for the Hay website. It is reviewed and deficiencies are corrected (Although none were reported in 2025.)

Communication, other than information and communication technologies

No barriers were identified in the Accessibility Plan.

Proper plans are set in place to ensure those with disabilities can receive communication in the format they required in a timely manner.

The procurement of goods, services and facilities

No steps required or barriers identified.

The design and delivery of programs and services _____

These two barriers were moved from Communication and Information.

Barrier 1: Difficulty using some equipment provided by Hay Communications for services such as remotes for TV service

Progress Report: A larger remote that is lit is now available for customers.

Barrier 2: Issues with the display and font of the “guide” accompanying our TV service

Progress: We are working with our provider to make the Guide for our TV service larger.

Timeline Q4 or Q1, 2027

Transportation

Barrier 1: Handicapped parking spaces are not clearly identified and proper signage does not exist at our offices.

Progress Update: Handicapped spaces have been successfully marked at all public office locations.

Conclusion

In conclusion, Hay Communications remains committed to ensuring all individuals, public or staff, have access to our goods, services and facilities without barriers. Our corporate accessibility policy/plan reflects our commitment to inclusivity and equal opportunities for all individuals, regardless of their abilities.

We will continue to monitor and correct any accessibility issues that may arrive and update our plan accordingly.