

Accessible Canada Act – One-Year Progress Report

Fibernetics Corporation

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Date of Accessibility Plan

June 1, 2024

Date of Progress Report

June 1, 2025

General

Fibernetics Corporation is a Canadian Carrier and Internet Service Provider operating as a Competitive Local Exchange Carrier (CLEC) in various provinces across Canada. Fibernetics serves both residential and business customers and is committed to identifying, preventing, and removing barriers experienced by persons with disabilities.

The Accessibility Plan published on June 1, 2024, outlines the organization's commitment to the principles of dignity, equality, full participation, autonomy, inclusive design, and collaboration. This report details the progress made since the Plan's release.

1. Consultations

In preparing its Accessibility Plan in 2024, Fibernetics consulted with internal staff who identify as persons with disabilities. In 2024–2025, there were no further formal consultations were conducted due to limited disclosure among employees. However, employees with known accessibility needs were engaged informally and there was an opportunity to provide feedback at any time.

Future consultations will expand participation using anonymous surveys, Microsoft Teams meetings, and optional in-person forums. Consultations with external accessibility organizations are also under consideration.

2. Feedback

Feedback could be submitted by mail, phone, email, or through an online webform.

Summary of Feedback Received

Fibernetics received limited feedback to date. Informal discussions indicated hesitancy around disclosure of accessibility-related needs. No specific barriers were formally reported by staff or customers during the reporting period.

How Feedback Was Taken into Consideration

In response to this feedback, Fibernetics plans to:

- Launch an anonymous feedback process.
 - Encourage open dialogue by creating safe spaces to discuss accommodations.
 - Continue promoting the feedback channels to increase visibility.
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3. Areas Described Under Section 5 of the ACA

a. Employment

Progress Made:

- Ergonomic assessments began for select workspaces.
- Managers were encouraged to check in informally on accessibility needs during performance reviews.

Planned Improvements:

- Introduce formal check-ins and anonymous surveys to assess employee comfort and support needs.
- Normalize accessibility conversations through HR and leadership training.

b. Built Environment

Progress Made:

- Identified need for sound-absorbing materials and glare-reducing lighting in high-traffic areas.

- Assessed feasibility of creating quiet zones or cubicle-style layouts.

Planned Improvements:

- Install accessibility-enhancing materials and privacy options where appropriate.
- Conduct annual accessibility audits of the physical environment.

c. Information and Communication Technologies (ICT)

Progress Made:

- Conducted initial review of company-wide communication tools for accessibility.

Planned Improvements:

- Implement accessibility audits for internal systems and customer-facing platforms.
- Gather user feedback during future ICT updates.

d. Communication, Other Than ICT

Progress Made:

- Internal communications were adjusted for greater clarity and inclusivity.

Planned Improvements:

- Ensure alternate formats are available for all major documents upon request.
- Continue improving plain-language practices across departments.

e. Procurement of Goods, Services and Facilities

Progress Made:

- Began reviewing procurement practices to assess accessibility considerations.
- Began thinking of ideas on how to continue to approve and identifying any existing barriers present

Planned Improvements:

- Develop and implement procurement policies that incorporate accessibility criteria.

f. Design and Delivery of Programs and Services

Progress Made:

- Customer service staff were encouraged to consider diverse accessibility needs.

Planned Improvements:

- Launch accessibility training for customer-facing teams.

- Review digital service channels for usability and accessibility.

g. Transportation

Not applicable – Fibernetics does not provide public-facing transportation services.

4. Other Areas

Accessibility Training and Awareness

Progress Made:

- No targeted accessibility training occurred in 2024–2025 aside from general compliance training such as WHMIS.

Planned Improvements:

- Implement mandatory accessibility training in 2025.
- Launch awareness campaigns about invisible disabilities.
- Host optional “lunch & learns” and workshops.
- Train HR and hiring managers to address accessibility during recruitment and onboarding.

5. Conclusion

Since the publication of its first Accessibility Plan in June 2024, Fibernetics has made foundational progress toward removing barriers, including initiating ergonomic assessments, reviewing communication tools, and preparing for more inclusive feedback and consultation methods.

The limited feedback and employee disclosure indicate a need for greater engagement, which will be addressed in 2025 through anonymous surveys, training, and an enhanced feedback system. The organization remains committed to creating an inclusive, accessible workplace and customer environment by building on this early progress in the coming year.

Fibernetics is proud to support the goals of the Accessible Canada Act and is dedicated to identifying, removing, and preventing barriers to accessibility in all aspects of its operations.