



ANNUAL REPORT

May 2026

Table of Contents

1. GENERAL INFORMATION	3
2. CONTACTS AND FEEDBACK PROCESS	3
2.1 ANONYMOUS COMMENTS.....	4
2.2 ACKNOWLEDGMENT OF RECEIPT OF THE COMMENTS RECEIVED	4
2.3 USE OF COMMENTS	4
2.4 ALTERNATIVE FORMATS	4
2.4 FEEDBACK.....	4
3. PROGRESSION IN THE VARIOUS AREAS	5
3.1 THE BUILT ENVIRONMENT.....	5
3.2 EMPLOYMENT	5
3.3 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	5
3.4 COMMUNICATIONS OTHER THAN ICTS.....	6
3.5 ACQUISITION OF GOODS, SERVICES, AND FACILITIES.....	6
3.6 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES	6
3.7 TRANSPORTATION	7
4. CONSULTATION.....	7
5. CONCLUSION.....	7

1. General Information

On June 1, 2024, Cooptel published its “**Accessibility Plan 2024–2027**” in accordance with the [Canadian Accessibility Act](#) (CAA) and the [Accessible Canada Regulations](#) (CAR). The plan details the steps we will take to prevent and remove any obstacles that our customers and employees may encounter in their interactions with Cooptel.

This annual report provides an update on the progress made in implementing our plan.

2. Contacts and Feedback Process

We encourage you to provide us with feedback on any accessibility obstacles you have experienced during your interactions with us, as well as on our progress in implementing our accessibility plan.

The person responsible for receiving comments at Cooptel is **Ms. Mélanie Fortier**, Director of Human Resources.

Feedback can be either broad or specific. However, including additional details, such as the date and title of the relevant web page, application, or activity, can allow us to understand your concerns effectively.

You can send your feedback in the following manners:

Mail

Mélanie Fortier
Director of Human Resources
5521 chemin de l’Aéroport
Valcourt, Quebec
J0E 2L0

Telephone

450-532-5656 or 1-888-532-2667
Extension 1028
Monday to Friday, from 8:00 a.m. to noon and from 1 p.m. to 4:30 p.m. (Eastern Time)

Email

accessibilite@cooptel.coop

Online Form

<https://www.cooptel.ca/en/accessibility-feedback-form/>

2.1 Anonymous Comments

If you share your comments with us, you can provide your personal and contact information, but you are not obligated to do so.

If you wish to provide your comments anonymously, the online form is the best way to do so. This ensures that we will not see your contact information, such as your phone number or email address.

2.2 Acknowledgment of receipt of the comments received

An automatic acknowledgment of receipt will be sent for comments received by email and through the online form. Comments provided by phone involve direct interaction with the person responsible for receiving comments at our office; therefore, the employee will acknowledge receipt of the comment. For comments sent by mail, if contact information is provided, an acknowledgment of receipt will be sent to the provided address.

2.3 Use of Comments

Your comments will help Cooptel continuously improve its accessibility efforts. Certain comments may not require a direct response or immediate follow-up, whereas others may reveal issues that must be handled immediately.

However, all comments received will be considered and help Cooptel prepare progress reports on accessibility as well as track our progress towards our accessibility goals.

2.4 Alternative formats

To get this plan in another format as well as a description of our submission procedure, please contact Ms. Mélanie Fortier.

No more than 15 days should be required for creating the plan in the following formats, beginning on the day the initial request is received:

- Paper with a regular font
- Paper with a large font

No more than 45 days should be required for creating the plan in the following formats, beginning on the day the initial request is received:

- Braille (a tactile writing system using raised dots, used by people who are blind or severely visually impaired)
- Audio (a recording of text being read aloud by a person)

2.4 Feedback

We have not received any comments or feedback through our feedback process or the various channels available since the implementation of our accessibility plan.

3. Progression in the various areas

Canadian legislation strives to acknowledge and eliminate existing obstacles, as well as prevent the emergence of new ones, in the following areas:

3.1 The built environment

No items were being followed up.

We remain committed to always considering possible accessibility requirements during any renovation, repair, or new installation work done in our buildings.

3.2 Employment

<i>Improvements to come</i>	<i>Completion date within three years</i>
Our current job postings do not specify that candidates with disabilities may request reasonable accommodations (where possible). To clarify our openness to a wide range of candidates, we will highlight this flexibility in job postings and during the hiring process.	Year 1 or 2 COMPLETED

All our job postings now include this statement, and we are committed to continuing this practice.

3.3 Information and Communication Technologies (ICT)

<i>Improvements to come</i>	<i>Completion date within three years</i>
Adapt our website so that it complies to WCAG (Web Content Accessibility Guidelines) standards and make sure we respect them with all future developments.	Year 3 <i>Currently under review</i>
Evaluate the possibility of offering a video call service for people with hearing impairments.	Year 2 COMPLETED

Our IT team's optimization of our website is currently under review to ensure it respects accessibility criteria.

We offer a phone service for hearing-impaired people (711). We have also informed our customer service teams about the availability of the Video Relay Service (VRS) in Canada, which enables our deaf, hearing impaired, or

speech-impaired customers who use sign language to communicate with voice phone users through reliable, high-quality Internet videoconferencing technology.

VRS Canada is available 24/7, 365 days a year and will be used if required.

3.4 Communications other than ICTs

Our organization is dedicated to using straightforward, unambiguous language in all our communications, including advertising, our website, and social media, to ensure that our message is accessible to everyone.

<i>Improvements to come</i>	<i>Completion date within three years</i>
Expand our selection of available tutorials.	Year 2 COMPLETED
Add subtitles to the spoken content of our present and future tutorials.	Years 2-3 COMPLETED

We are currently transitioning to a new television solution (CooptelTV). Four (4) new tutorials have been developed and are available on our website to assist and support our customers with this new technology. The content of these tutorials has entirely been subtitled.

We will ensure that this is always the case for the next tutorials we develop.

3.5 Acquisition of goods, services, and facilities

At our Valcourt office, an ergonomist has been visiting employees' work stations for several years to ensure they are well adapted to their needs. With the growth of remote work and the increasing number of remote jobs (full-time or part-time), we have created a video on workplace ergonomics that helps employees set up their workstations properly on their own. Every desk in our Valcourt office is fitted with a feature that lets workers alternate between standing and sitting, allowing them to customize the height to match their needs.

Whenever possible, we provide equipment tailored to specific needs (e.g. backlit remotes, remotes with large buttons for better visibility, large-print TV guides, etc.).

We remain open to all requests (internal or external) for accommodations based on disabilities.

3.6 Design and delivery of programs and services

To make sure that the whole company is working towards the common goal of making accessibility available to everyone, we will:

<i>Improvements to come</i>	<i>Completion date within three years</i>
Provide awareness training to our employees to enhance their understanding of various disabilities that may arise in the workplace or during customer interactions (whether virtual or face-to-face). Equip them with the skills necessary to effectively manage these situations.	Year 2 COMPLETED

We have met with all of our employees (in person or virtually for those who work exclusively from home). We reiterated the objectives of the Accessibility Act, our strategies, our legal responsibilities, the importance of reporting any issues they encounter or notice in connection with this law, and the process for guiding our customers who provide feedback or have requirements to our website's feedback platform.

We will also continue to keep a close eye on the accessibility measures implemented by other companies to draw inspiration from them.

3.7 Transportation

Our products and services do not include passenger transportation.

As for our employees, we can say that since 2020 we have had a remote work policy in place that, for certain positions, helps reduce barriers to accessibility. Remote work thus allows employees to work in a suitable environment. We are committed to maintaining this policy.

4. Consultation

In order to gather feedback from our customers, partners, and employees, we sent out an email survey along with our invoices in the fall of 2023. Close to 3000 individuals responded to the survey. Nearly 10% of respondents identified themselves as people with disabilities or as family members or friends of people with disabilities who use our services. The feedback they provided helped us identify the obstacles outlined in our plan.

We welcome input from organizations dedicated to promoting the rights of disabled individuals during the development of our accessibility strategy. We are committed to consulting regional organizations.

5. Conclusion

This progress report details the measures we have taken to improve the accessibility of our services. Cooptel will continue, in each of its actions, to remove the obstacles identified in our accessibility plan and prevent new obstacles from arising.

Our third progress report will be released in 2027, followed by the initiation of a new accessibility plan.