

Accessibility Progress Report

Swift-Net.ca

Reporting Year: 2025–2026

1. Statement of Commitment

Swift-Net.ca remains committed to identifying, removing, and preventing barriers in accordance with the Accessible Canada Act (ACA) and the CRTC Accessibility Reporting Regulations. We continue to work toward creating an inclusive and accessible environment for employees, customers, and stakeholders while improving accessibility across our operations, communications, and services.

This progress report outlines the actions taken during the 2025–2026 reporting period and identifies ongoing priorities for accessibility improvements.

2. Feedback and Consultations

Feedback Process

Swift-Net.ca continued to provide multiple ways for employees, customers, and stakeholders to provide accessibility feedback, including:

- Email
- Telephone
- In-person conversations
- Website accessibility contact options

Consultations

Consultations were conducted through:

- Employee discussions during regular staff meetings
- Ongoing management consultations
- Industry stakeholder engagement through CANWISP
- Informal feedback from customers regarding communication accessibility and service delivery

What We Heard

Feedback during this reporting period highlighted:

- Continued importance of plain-language communications
- Interest in additional accessibility awareness training
- Need for ongoing improvements to digital accessibility
- Importance of clear accommodation procedures for employees and applicants

Swift-Net.ca used this feedback to guide the accessibility initiatives described in this report.

Alternative Formats

Alternative formats of this report are available upon request:

- Print and large print within 15 days
- Braille and audio formats within 45 days

3. Progress by ACA Priority Area

3.1 Built Environment

Progress

- Accessibility signage at office locations was reviewed and maintained where required.
- Barrier-free access points and entryways continued to be monitored and repaired as needed.
- Emergency response procedures were reviewed with accessibility considerations included.
- Management and safety personnel continued accessibility awareness discussions relating to emergency planning.

Next Steps

- Continue evaluating the feasibility of auditory and visual evacuation notification systems.
- Continue incorporating accessibility considerations into future renovations and office improvements.
- Maintain budgeting for accessibility-related repairs and upgrades.

3.2 Employment

Progress

- Recruitment postings and hiring materials continued to be reviewed for plain language and accessibility.
- Managers continued receiving guidance regarding workplace accommodations and accessibility processes.
- Accessibility awareness resources and events were promoted internally.
- Additional discussions were conducted regarding formal accommodation request procedures.

Next Steps

- Finalize and publish written accommodation guidelines for employees and applicants.
- Continue reviewing accessibility barriers within recruitment and onboarding processes.
- Expand accessibility training opportunities for managers and staff.

3.3 Information and Communication Technologies (ICT)

Progress

- Swift-Net.ca completed an accessibility review of key customer-facing webpages by Q3 2025. The review identified opportunities to improve accessibility and usability, resulting in updates to webpage formatting, navigation structure, alternative text practices, and plain-language content to better align with WCAG accessibility principles.
- Employees continued using accessibility features available within Google Workspace tools.
- Internal reviews of digital communications and online resources were conducted to identify potential accessibility barriers.

Next Steps

- Continue phased accessibility review and improvement of customer-facing webpages.
- Research additional tools and technologies to improve digital accessibility.
- Provide further employee training on accessibility features within workplace technologies.

3.4 Communication (other than ICT)

Progress

- Marketing and communication materials continued to use plain-language principles.
- Alternative text practices for social media images were maintained.
- Captioning practices for video content continued to be expanded where practical.
- Staff awareness regarding accessible communication practices continued to improve.

Next Steps

- Expand use of accessible document formatting standards for internal and customer communications.
- Continue annual accessibility awareness discussions with employees.
- Explore additional accessible communication methods for customers and community outreach.

3.5 Procurement of Goods, Services, and Facilities

Progress

- Accessibility considerations continued to be reviewed during procurement activities with the following implementations to best practices:
 - Include accessibility considerations in purchasing procedures and vendor evaluations.
 - Document accessibility requirements in procurement or quote requests where practical.
 - Ensure software supports screen readers, keyboard navigation, captions, and adjustable text sizing.
- Internal discussions regarding accessible procurement practices were initiated.

Next Steps

- Work with suppliers willing to improve accessibility over time.
- Build accessibility considerations into purchasing checklists or approval processes
- Swift-Net.ca plans to further formalize accessibility considerations within procurement procedures by evaluating vendors, products, and services for accessibility features where operationally feasible.

3.6 Design and Delivery of Programs and Services

Progress

- Customer service staff continued training and discussions regarding accessible customer service practices.
- Community investment initiatives supporting accessibility and inclusion remained available, including free Wi-Fi support for eligible non-profit organizations.
- Swift-Net.ca continued accommodating customer accessibility needs through available support channels.

Next Steps

- Continue exploring methods to identify and document customer accessibility needs where appropriate.
- Continue accessibility-focused customer service training.
- Seek additional feedback from customers with disabilities to improve services and support processes.

3.7 Transportation

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

4. Key Achievements

During the 2025–2026 reporting period, Swift-Net.ca:

- Continued improving accessibility awareness within the organization
- Maintained accessible communication practices including plain language and alternative text usage
- Continued reviewing digital accessibility standards for websites and online services
- Strengthened accommodation awareness and accessibility discussions with management and staff
- Began building accessibility considerations into purchasing checklists and vendor evaluations
- Continued consultation efforts with employees and industry stakeholders through CANWISP

5. Looking Ahead

Swift-Net.ca will continue working toward improved accessibility by:

- Enhancing accessibility training and awareness initiatives
- Improving digital accessibility across customer-facing platforms
- Strengthening accommodation procedures and communication
- Continuing to integrate accessibility considerations into procurement and operational planning
- Expanding consultation and feedback opportunities with persons with disabilities

6. Contact Information & Alternative Formats

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

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- Print
- Large print
- Braille
- Audio