

Gosfield North Communications Inc. — 2025 Accessibility Plan Update

Introduction

Gosfield North Communications Inc. is pleased to submit this update to our Accessibility Plan, originally filed on June 3, 2024, in accordance with the Accessible Canada Act and its associated regulations.

This update outlines the feedback received over the past year and describes how this feedback has been considered and integrated into our accessibility practices and priorities.

Feedback Summary

Since the publication of our initial Accessibility Plan in 2024, Gosfield established accessible feedback channels for customers, employees, and stakeholders, including:

- Email to the General Manager (don.casemore@gosfieldtel.ca) or info@gosfieldtel.ca
- Telephone at 519-839-4737 (with TTY support)
- In-person feedback at our office at 128 County Rd 34 W, Ontario
- Written correspondence to the General Manager at PO Box 130, Cottam, Ontario, N0R 1B0

From June 2024 to May 2025, no feedback was received from customers or employees.

Actions Taken in Response to Feedback

As no feedback was submitted, no specific actions were required during this reporting period.

Publication Notice Summary

Gosfield North Communications Inc. has published this updated Accessibility Plan on its website at www.gosfieldtel.ca/accessibility. Alternate formats are available upon request:

- Regular Print: within 15 days
- Large Print: within 15 days
- Braille: within 45 days
- Audio Format (spoken word audio file): within 45 days

Feedback on the plan and on Gosfield's accessibility services remains welcomed through the following channels:

- Email: accessibility@gosfieldtel.ca

- Telephone: 519-839-4737
- In-person: 128 Talbot St. N, Essex, Ontario

As of this update, no public notice feedback has been received.

Actions Taken in Response to Public Notice Feedback

No actions were taken, as no feedback was submitted during this reporting period.

Identified Barriers Summary

Following a comprehensive review of our policies, programs, practices, and services — as well as through internal consultations — Gosfield identified several accessibility barriers in our built environment and committed to addressing them through the 2024 Accessibility Plan. Progress updates are as follows:

Identified Barriers and Progress Update

- **Upgrading washrooms to be accessible:**
Renovations have been completed in accordance with applicable accessibility standards.
 - **Accommodating customers in wheelchairs for transactions away from the main counter:**
A formal process has been implemented, including staff training completed in March 2025. Signage has been posted to inform customers of this option.
 - **Requesting a designated handicap parking space in front of the main business office:**
A formal request was submitted to the Town of Kingsville in September 2024. We continue to await approval and updates on implementation timelines.
 - **Implementing a temporary solution until an automatic door opener could be installed:**
A doorbell was installed in November 2024. The automatic door opener installation was completed in February 2025, with clear signage added at entry and exit points.
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Employment Initiatives Summary

Following a review of employment-related policies and feedback, Gosfield identified several areas for improvement and outlined corresponding initiatives in the 2024 Accessibility Plan. Progress is as follows:

Identified Barriers and Progress Update

- **Incorporating accommodation information in job postings:**
Recruitment policies are being updated to include a formal accommodation statement in all job postings. Full implementation is expected by Q3 2025.

- **Creating and delivering accessibility and inclusion training:**
Training content is under development, with delivery planned for late 2025. The program will offer various formats to meet different learning preferences.
 - **Establishing formal accommodation request and complaint procedures:**
Draft policies and procedures have been prepared and are under internal review. Finalization is targeted by the end of 2025.
 - **Reviewing and evaluating accessible technology solutions:**
An initial review has been completed. Further evaluation of accessible technology options is underway, with recommendations expected in early 2026.
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Information and Communication Technologies (ICT) Summary

Gosfield recognizes the critical role of accessible ICT in ensuring equitable service access. Progress in this area includes:

- **Website accessibility improvements:**
A full website accessibility review was completed in late 2024. Required updates to enhance screen reader compatibility, improve visual contrast, and streamline navigation were finalized in December 2024.
 - **Developing an accessibility policy for social media and advertising:**
Work on this policy is ongoing, with standards for visual contrast, alternative text, and video captioning being finalized. Implementation is anticipated by the end of 2025.
 - **Providing alternative formats for communications:**
Key documents, including this plan, are available in multiple accessible formats upon request. Work continues to expand availability of materials in braille and other formats as needed.
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Communication (Non-ICT) Summary

Gosfield remains committed to inclusive and accessible communication beyond digital technologies. Work continues toward integrating the following services into our communication practices:

- American Sign Language (ASL)
- Quebec Sign Language (LSQ)
- Indigenous Sign Languages
- Braille print materials

Policies, procedures, and resources to support these services are under development. We will continue consulting with stakeholders and monitoring progress as part of our long-term accessibility goals.

Procurement of Goods, Services, and Facilities Summary

At Gosfield, accessibility remains a core consideration in the procurement of goods, services, and facilities. Ongoing initiatives include:

- **Encouraging and documenting customer feedback on accessibility issues**
Feedback is actively welcomed and considered during procurement decisions.
- **Researching accessible equipment options**
Regular reviews of accessible customer service counters, assistive listening devices, and communication tools are ongoing. Procurement practices are being updated to include accessibility criteria as standard evaluation components.

We will continue to monitor progress and consult stakeholders as we refine our procurement processes.

Design and Delivery of Programs and Services Summary

Gosfield is committed to providing accessible and inclusive services for all customers. Current accessible service options include:

- Online requests via email
- Telephone and in-person requests
- Seven-day-a-week telephone and in-person support
- Multiple avenues for addressing concerns or accessibility requirements
- Courteous, helpful, and relevant information from all employees
- On-site installation and support from qualified technicians
- Text-based communications

Ongoing Initiatives

- **Monitoring and enhancing program and service delivery:**
Regular feedback reviews inform continuous service improvements.
 - **Developing accessibility training and resources:**
Work is underway to equip staff with training and tools to better serve individuals with disabilities. Progress updates will follow as initiatives advance.
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Transportation Summary

While Gosfield does not provide transportation services for customers, we are committed to ensuring accessible access to our facilities. Our main customer office is ground-level accessible.

Ongoing Initiatives

- **Requesting a dedicated handicap parking space in front of our office:**
A formal request has been submitted to the Town of Kingsville. Follow-up is ongoing.
- **Clearly identifying and marking accessible parking spaces:**
A review has been completed. Updated signage and pavement markings are being sourced, with completion expected in the coming months.
- **Developing an accessibility policy addressing transportation-related needs:**
A draft policy covering accessible travel routes, event seating arrangements, and communication guidelines is under development, with internal review pending.

We remain committed to continued progress in this area and will provide future updates as work advances.