



**Sentex Communications
2025 Progress Report
May 31, 2025**

Over the next two years, Sentex has committed to:

- Upgrade and improve the physical environment at our office.
- Revise current policies and plans to specifically address needs of those people with disabilities.
- Provide training to employees on disability inclusion and accessibility.
- Review our hiring process to make it accessible.
- Create accommodation guidelines for employees with disabilities.
- Review of our website and update to remove accessibility barriers.
- Ensure that alternative document formats are available upon request. Alternative formats include; braille, large print, or audio.
- Ensure that all the images on our website have a description of the image for people who cannot see the picture.
- To consider accessibility when we buy new products and offer new services.

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1. General

1.1 Contact Information & Feedback Process

You can provide feedback on the plan, reports, any barriers you have encountered when dealing with our organization or the implementation of our accessibility plan. You do not need to provide your personal information when submitting your feedback. Your feedback will be used to help us improve accessibility at Sentex. Comments and suggestions will also help to build our next accessibility plan and subsequent progress reports.

You can choose to provide feedback via any of the following methods:

- Post mail: Accessibility Officer
Sentex Communications
240 D, Holiday Inn Drive,
Cambridge, ON N3C 3X4
- Telephone: 519-651-3400 or 1-888-473-6839 or 519-651-2215 (fax)
- Email: accessibility@sentex.ca
- Online: Anonymous: <https://www.sentex.net/aboutus/feedback-anon.html>
Named: <https://www.sentex.net/aboutus/feedback-full.html>

1.2 Requesting a copy of the Plan

You can request a copy of the plan, progress reports or feedback process in an alternative format. If you require a different format, we can provide the following upon request

- Large Print: We can provide a large font printed copy of this plan. We can provide this within 15 days of your request.
- Braille: We can provide a braille copy of this plan. We can provide this within 45 days of your request.
- Audio: We can provide an audio copy. (an audio file with a person's voice reading the text) We can provide this within 45 days of your request.

2. Areas Described under Section 5 of the ACA

2.1 Built Environment

Sentex is headquartered in Cambridge Ontario. Customers, the public, contractors and suppliers are welcome to visit our office. We acknowledge some barriers to access exist however we are committed to making space as accessible as possible.

Accessibility Goals

- In office space will have barrier free access to all common areas.

Status	Comments	Completion
In progress	Pinpointing problems and improvements ongoing	June 1, 2026

- An audit and revision of existing policies and development of new policies to be published as appropriate. (fire, imminent threat, violence)

Status	Comments	Completion
In progress	Existing policies updated, new policies under review	June 1, 2026

2.2 Employment

Sentex has a current workforce of 11 employees. Since 2020 many employees have split their work time between home and out office on a hybrid basis. The goals outlined below will help us to improve accessibility for our current and future employees with disabilities.

Accessibility Goals

- Sentex will train all employees on accessibility and disability awareness.

Status	Comments	Completion
In progress	Training resources under review	June 1, 2026

- We will review our hiring and recruitment process to find and remove accessibility barriers for job applicants.

Status	Comments	Completion
Complete	Hiring process updated with inclusivity in mind	April 30, 2025

- We will develop, publish and share guidelines on how current employees with disabilities can request and receive accommodations.

Status	Comments	Completion
Complete	Guideline complete and posted	May 6, 2025

2.3 Information and Communication Technologies (ICT)

Our website, www.sentex.net, is the primary point of access for many of our customers. Our public website has some accessibility features, but we are aware that some barriers remain. We are intent on reviewing and removing barriers to accessibility on our public website and in our internal technology systems.

Accessibility Goals

By the end of 2026, Sentex will address and remove the accessibility barriers that were found through our consultations with people with disabilities. These changes include:

- Improving colour contrast and text size.

Status	Comments	Completion
In progress	Upgraded and testing ongoing	June 1, 2026

- Making sure the format and layout of our web pages are consistent.

Status	Comments	Completion
In progress	Upgraded and testing ongoing	June 1, 2026

- Improvements to help make sure that people who are using screen readers can read the information on our website.

Status	Comments	Completion
In progress	Upgraded and testing ongoing	June 1, 2026

- We will determine whether our website meets Web Content Accessibility Guidelines (WCAG) guidelines.

Status	Comments	Completion
In progress	Upgrades have us at 83%, changes continue	June 1, 2026

- Sentex will have in place a process to complete regular reviews of our website to make sure that it is accessible to people with disabilities.

Status	Comments	Completion
Complete	Scheduled review implemented	April 30, 2025

- We will publish a text-only version of our website to ensure that the information we publish is fully accessible for everyone.

Status	Comments	Completion
In progress	Upgrades continue	June 1, 2026

- Research, review and implement alternative support options.

Status	Comments	Completion
In progress	Testing text/chat based support	June 1, 2026

2.4 Communication, other than ICT

Our employees communicate with each other regularly through phone, e-mail, text-based chat and in person. We communicate with the public through our main website, email, ticketing system and by phone. The following goals will help us to improve the accessibility of our communications.

Accessibility Goals

- Sentex will have a process to meet requests for alternative formats of the documents on our website. Once this process is in place, we will provide documents in large print, braille, or audio formats, upon request.

Status	Comments	Completion
Complete	Policy created to handle requests	May 6, 2025

- Sentex will ensure all images posted to our social media accounts and websites have alternative text descriptions. (the short-written description of an image that helps people who cannot see the image to understand what the image is).

Status	Comments	Completion
In progress	Alt-text for image upgrades continue	June 1, 2026

- We will develop a process to provide alternative versions for invoices and accounting related communications.

Status	Comments	Completion
In progress	Versions being updated	June 1, 2026

2.5 Procurement

Our commitment to provide superior service and value means we partner with many vendors. We are dedicated to making sure that the products and services we buy and distribute are as accessible as possible.

Accessibility Goals

- Sentex will include accessibility considerations in our procurement policy.

Status	Comments	Completion
In progress	Policy being drafted	June 1, 2026

- We will develop alternative versions of order forms and sales brochures and provide them in a timely manor if requested.

Status	Comments	Completion
In progress	Templates being drafted	June 1, 2026

2.6 Design and Delivery of Programs and Services

Sentex's main business is supplying internet connectivity and providing a suite of add on services to secure and enhance that connectivity. As our core services are related to communication, the goals that we have listed in sections 2.3 and 2.4 of this plan will help improve the accessibility of this service.

2.7 Transportation

Sentex does not operate any passenger transportation services; therefore, we have not developed any goals in this area.

3. Consultations

Consultation with members of the disabled community, support persons and direct support professionals took place over the past 12 months. These were in person or telephone conversations. Specific focus was placed on technical support access as well as general discussion about everyday interactions with all types of business.

4. Feedback

We have yet to receive any feedback on our accessibility plan or plan implementation from people that deal with our organization or our employees.