Progress Report on Accessibility Plan

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Reporting Period: Jan 1 2025 – Dec 31 2025

1. Policies, Programs, Practices, and Services

Bulletproof IT is committed to the identification, removal, and prevention of barriers to accessibility, aligning with the principles outlined in the Accessible Canada Act. Our efforts include:

Policies and Governance

- Established a formal **Accessibility Policy** that underscores our organizational commitment to inclusion and equity for individuals with disabilities.
- Designated an **Accessibility Officer** responsible for overseeing accessibility initiatives and ensuring compliance with the ACA.

Programs and Initiatives

- Developed an internal **Accessibility Committee** that meets regularly to assess, develop, and revise strategies for barrier-free service delivery.
- Launched **training programs** to educate staff on accessibility, inclusive communication, and disability awareness.

Practices and Services

- Enhanced the **usability of our digital platforms** to conform with WCAG 2.1 Level AA standards, including text alternatives, navigation aids, and screen reader compatibility.
- Integrated accessibility checkpoints in our **IT service delivery** workflows, particularly within client support and consultation processes.

2. Consultation with Persons with Disabilities

Consultation has been a cornerstone in developing and evaluating our accessibility strategies. Over the reporting period, we:

- Conducted **structured interviews and focus groups** with persons with disabilities to identify and prioritize areas of concern.
- Partnered with community advocacy organizations to obtain **feedback on digital and physical accessibility**.
- Engaged employees with lived experience to participate in **accessibility audits** and inform internal policies.

These consultations have directly informed updates to our accessibility plan, particularly in service provision and customer support.

3. Feedback Received and Actions Taken

We continue to actively promote and monitor our **Feedback Process**, as outlined in our accessibility documentation. Key points include:

- Feedback channels remain open via **web forms, email, and telephone**, and are monitored regularly by our Accessibility Officer.
- Over the past reporting period, we received feedback highlighting difficulties with font sizes and color contrast on our website, which led to:
    - A full **accessibility audit** of the site;

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o **Redesign of user interfaces** to ensure compliance with contrast and readability standards;
o **Ongoing user testing** involving persons with disabilities to validate improvements.

We have incorporated all actionable feedback into our accessibility roadmap and prioritized them based on severity and feasibility.

Conclusion

Bulletproof IT's Accessibility Plan is a living document that reflects Bulletproof IT's ongoing commitment and efforts to remove and prevent barriers for persons with disabilities, and to foster an accessible and inclusive culture and environment. Bulletproof IT will monitor and report on the implementation and outcomes of its Accessibility Plan, and will review and update it as needed, based on the feedback and suggestions received from persons with disabilities, and on the changes and developments in the accessibility landscape. Bulletproof IT welcomes and appreciates any comments or questions on its Accessibility Plan and invites anyone interested to contact Bulletproof IT using the following methods:

- Telephone - 1-800-842-9452 ext. 7504 from Monday to Friday, 8:30 a.m. to noon and from 1:00p.m. to 4:00 p.m. (Mountain Time)
- Email crtc@bulletproofIT.ca
- Online webform https://bulletproofit.ca/contact-bulletproof-it/