

Progress Report on Accessibility Plan

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1. Policies, Programs, Practices, and Services

Bulletproof IT continues to build on its commitment to identifying, removing, and preventing accessibility barriers in alignment with the Accessible Canada Act.

Policies and Governance

- Updated the Accessibility Policy to include measurable objectives and annual review requirements.
- Expanded the role of the Accessibility Officer to include quarterly reporting and compliance tracking.

Programs and Initiatives

- Continued operation of the Accessibility Committee with documented quarterly meetings and action tracking.
- Delivered updated staff training modules with a focus on accessible customer service and digital accessibility best practices.
- Introduced onboarding accessibility training for all new employees.

Practices and Services

- Conducted a secondary audit of digital platforms and implemented further improvements toward WCAG 2.1 Level AA compliance.
- Improved ticketing and client support systems to better capture and respond to accessibility-related service requests.
- Began integrating accessibility considerations into procurement and vendor evaluation processes.

2. Consultation with Persons with Disabilities

During the 2026 reporting period, Bulletproof IT strengthened its consultation practices by:

- Conducting additional user testing sessions with individuals with disabilities focused on website usability and service accessibility.
- Establishing an ongoing feedback panel consisting of clients and community members

with lived experience.

- Continuing collaboration with local and national accessibility advocacy organizations.

These consultations directly influenced updates to internal processes, digital services, and training programs.

3. Feedback Received and Actions Taken

Bulletproof IT maintained multiple accessible feedback channels, including web, email, and telephone.

Feedback received during this reporting period included:

- Requests for improved navigation clarity on web pages;
- Suggestions for alternative communication formats;
- Feedback on response times for accessibility-related inquiries.

Actions taken:

- Enhanced website navigation structure and labeling;
- Expanded availability of alternative formats upon request;
- Implemented internal service-level targets for responding to accessibility feedback;
- Continued iterative improvements based on user testing results.

All feedback is reviewed by the Accessibility Officer and incorporated into ongoing planning and improvement cycles.

Conclusion

Bulletproof IT continues to treat accessibility as an evolving priority. Progress made in 2026 reflects a shift toward more structured measurement, accountability, and user-informed improvements.

The organization will continue to monitor outcomes, engage with persons with disabilities, and refine its Accessibility Plan to ensure ongoing compliance and meaningful inclusion.

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