

Accessibility Plan

2026 - 2029
V May 14, 2026



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KNet is committed to an accessible workplace and delivering accessible services that are aligned with the Government of Canada's Accessible Canada Act (ACA). For details about the KNet's plans to identify, remove, and prevent barriers to accessibility, see the Accessibility Plan below or download the [KNet Accessibility Plan](#).

General

KNet aligns with the ACA and CRTC's direction for an accessible ICT including the Phase 1 Digital Technologies Accessibility Regulations under the Accessible Canada Act. Based on these requirements, KNet has created a plan to implement goals for web pages, digital documents and mobile applications, and work towards the ICT Standard, including the following:

- improve the consistency and experience of accessibility for all users, including persons with disabilities
- ensure digital technologies are designed to be compatible with assistive technologies
- create accessible and inclusive digital environments from the start in ways that support the full participation of persons with disabilities in workplaces and communities

KNet is assessing the three areas to ensure the above is integrated:

1. New or updated webpages
2. New or updated digital documents
3. New mobile applications

Definitions

The following terms are used throughout this plan. These key terms are defined in the Accessible Canada Act.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows people, including people with a variety of disabilities, to access them.

Barrier: Means anything including physical, technological, architectural, or attitudinal that is based on information or communications that hinders the full and equal participation in

of persons with an impairment including physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability: Means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation whether permanent or temporary in nature whether evident or not, that in interaction with a barrier, hinders a person's full and equal participation in society.

KNet's Commitment to Accessibility

KNet understands the variety of unique talents that people who experience disability bring to the organization. KNet seeks a diverse workforce and employees who experience disability are part of a stronger team.

KNet believes having a diverse and inclusive organization that serves all people equally is maintained through the support of all staff. KNet seeks to build an environment that is accepting of people's differences and leveraging that uniqueness as a strength.

As a technology-based company, KNet staff are skilled in finding innovative ways to address accessibility through technology. Part of KNet's mandate is to provide reliable and affordable technology solutions to its Indigenous partners who deliver telemedicine and other accessible services built on a digital foundation in remote First Nations.

KNet's Accessibility and Innovation Committee meets regularly to respond to accessibility feedback and address potential barriers to accessing our services.

Accessibility Feedback Process

KNet is open to receiving feedback. If you'd like to provide feedback regarding our services, the implementation of our ACA accessibility plan, or barriers you may face interacting with us as a person who experiences disability, please contact us:

- In Person: KNet Office 115 King St. Sioux Lookout, ON
- Phone: (877) 737-5638
- Email: [**accessibility@lp.knet.ca**](mailto:accessibility@lp.knet.ca)
- Mail: Att: KNet Accessibility Lead - Feedback

115 King Street PO Box 1439, Sioux Lookout, ON P8T 1B9

Anonymous feedback is accepted, however providing contact information would enable us to respond and follow-up, if that is requested. The feedback process allows the public to inform the KNet of accessibility issues. This feedback is then used by the Accessibility and Innovation Committee to inform the accessibility plan and reporting.

Introduction

Kuh-Ne-Nah means Everyone in Anishiniimowin (Oji-Cree). We believe everyone of our communities should have reliable access to broadband networks that can transform our communities.

The Kuhkenah Network (K-Net) provides Information and Communication Technologies (ICTs), telecommunication infrastructure and application support in First Nation communities across Ontario as well as in other remote regions in Canada. This private telecommunications network supports the development of online applications that combine video, voice and data services requiring broadband and high-speed connectivity solutions.

We work with our partner First Nation communities to create a unique community owned network. Each First Nation owns and controls their local network infrastructure and is their own Internet Service Provider.

K-Net shares our expertise in managing networks so that each First Nation's local economy can grow as well as leveraging the Information Technology skills that benefits everyone. We believe the talent, skills and initiative exist in our communities to do so.

KNet has categorized accessibility barriers into the 7 key areas of focus described in Section 5 of the ACA. These areas are:

1. Employment
2. Physical Environment
3. Information and Communications Technologies
4. Other Communication
5. Procurement
6. Design and Delivery of Programs and Services
7. Transportation.

Input into the plan

In order to keep the plan updated and current, KNet's Accessibility and Innovation Committee plans facilitated virtual sessions with a group of customers who identify as having a disability to understand the barriers they face when accessing KNet's services. Participants will be invited to share their experiences with a disability including mobility, visual, hearing and learning disabilities. KNet plans to continue to gather feedback from its staff through interviews and a survey with the technicians, KMobile representatives and Community Telemedicine Coordinators that it partners with to deliver services. Staff and partner technicians are invited to share what they experience and observe with the Accessibility Lead and Accessibility and Innovation Committee regarding disabilities.

Areas of focus

Addressing the barriers that persons who experience disability have faced, or may face when interacting with KNet are provided in the following sections as categorized by the key focus areas of the ACA.

1. Employment

1.1. Employee Training & Awareness

Ensuring employee awareness is improved by continuing to train and educate employees on how to support the needs of persons who experience disability. KNet is committed to ensuring employees are aware and able to accommodate customers and their co-workers who experience disability. We lead by example through treating everyone with respect and getting to know our customers and partners. We are a small Indigenous owned ISP and respectful relationships with those we serve is part of our values and who we are as a staff team. Staff are welcome to join the Accessibility and Innovation Committee meetings.

1.2. Digital Accessibility Training

Employees can learn the fundamentals of digital technologies accessibility through the Digital Accessibility Toolkit, CSPS Accessibility Learning Services, and learning modules available through the Government of Canada and Accessibility for Ontarians with Disabilities Act websites¹.

1.3. Accessible Recruitment

KNet uses Ultipro Recruiting from Ultimate Software to ensure job postings are accessible and works with its Human Resources department to seek improvements that can be made for recruitment.

2. Physical Environment

KNet updated its Sioux Lookout office layout in 2018 to include a store front on the second floor. This includes an accessible lift, accessible washroom and lower counters in the store front area. The space is open and more comfortable for customers. There is also a couch to visit with customers and make them feel welcome. The store front is more welcoming and accessible for customers and employees. Large signage and customer service representatives that speak the Indigenous dialects in the region help customers who may not see well and English is not their first language. Customers can also purchase mobility services through its partner locations in Thunder Bay and Balmertown Ontario.

The second floor at the Sioux Lookout office is also accessible for staff who experience physical barriers with an accessible lift, washroom and open space for mobility around desks. Headsets and large screens are available for staff who experience limited hearing

¹ <https://www.cspc-efpc.gc.ca/accessibility-learning-eng.aspx>, <https://www.aoda.ca/free-online-training/>
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and sight. KNet values its older employees who bring a wealth of experience and knowledge as mentors. This is consistent with the Indigenous culture and traditions of valuing the contributions and knowledge of Elders.

KNet evaluates its emergency evacuation procedures to remove potential barriers.

3. Information and Communication Technologies (ICT)

The Phase 1 Digital Technologies Accessibility Regulations under the Accessible Canada Act came into effect in 2025. Based on these requirements, KNet plans to implement goals for web pages, digital documents and mobile applications, and work towards the ICT Standard, including the following:

- improve the consistency and experience of accessibility for all users, including persons with disabilities
- ensure digital technologies are designed to be compatible with assistive technologies
- create accessible and inclusive digital environments from the start in ways that support the full participation of persons with disabilities in workplaces and communities

KNet is assessing the three areas to ensure the above is integrated:

- New or updated webpages
- New or updated digital documents
- New mobile applications

KNet plans to assess and address customer accessibility across all ICT areas through feedback from its customers and staff. This will include evaluating applications and software, and the use of Artificial Intelligence (where relevant and effective), with the goal of identifying barriers, improving accessibility outcomes, and ensuring future digital services remain inclusive and responsive to customer needs.

3.1. IP Telephone and Online Applications

KNet provides IP Telephones from various vendors with a system for voicemail. KNet is continuing to work with vendors to identify and address accessibility barriers where feasible and to support ongoing accessibility improvements.

KNet uses Microsoft products to improve accessibility for staff email, collaboration and shared file applications. Staff continue to innovate and find new ways to improve the accessibility and efficiency of KNet's applications.

3.2. Service Desk

KNet's Service Desk is accessible from 8:30am-4:30pm CST and for select customers on call 24/7. The Service Desk is accessible to customers through the accessible Sioux Lookout Office in person, by phone, email and online ticket system. The Service Desk is critical as it is the area where customers need support in an often urgent and challenging situation. KNet's Service Desk staff take their role seriously and do their best to attend to

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everyone in a timely fashion and always with respect. KNet has chosen to keep the phone and email open as many of our customers are familiar with the older systems and some require those methods of communication. KNet staff also have strong relationships with our community technician partners and are accessible through social media for troubleshooting where necessary including video calls.

KNet updated its online ticket system in 2024 to improve accessibility and communication with customers and continues to improve its systems.

4. Other Communication

KNet provides blog updates, outage notices, social media postings and a newsletter. These include photos, graphics and plain language and readability for all audiences. KNet has partnered with a local Indigenous artist to increase engagement and accessibility of the information shared. Radio has also been used to share information as many of our customers use community radio to share updates in their language. KNet is creative with its communications and knows its customers well. For example, social media is often the best method to reach its customers with accessibility issues. The fax machine has also been used on occasion when specifically requested.

KNet will continue to expand accessibility efforts in frontline communications and providing clear information about accessibility supports.

4.1. Online Customer Account Platform

KNet built and updates its online customer account platform to ensure customers understand their account status and can update their information and make purchases online. In many cases, customers require assistance with their online account and can call the office directly for support. KNet is continuing to update its platform to improve accessibility and present key details in a straightforward format directly on the portal with Frequently Asked Questions and plain-language explanations. These improvements, developed through customer feedback and collaboration, have removed barriers and improved the accessible, user-friendly information.

4.2. Intranet and Internal Files

KNet manages an Intranet and holds regular staff meetings to share updates and gather feedback from staff regarding the accessibility of shared staff files and resources. KNet is in the process of updating its accessibility of internal file and resource Intranet using select and limited AI tools to ensure all documents pass accessibility requirements.

4.3. Meetings and Accessible Communications

KNet understands the importance of ensuring all employees can actively participate in meetings, whether online or in person. As a technology company, staff have innovative methods of connecting, collaborating and contributing using online tools. KNet uses

Microsoft tools and other open-source programs depending on the needs of the staff to connect with each other. KNet works with partners and customers living in remote First Nations and appreciates the importance of using a digital foundation to support access to services. When KNet has staff in the field they are often in a remote First Nation and use technology to troubleshoot and resolve issues with staff in the office and local technicians.

5. Design and Delivery of Programs and Services

KNet understands the high cost of technology, including mobile devices, wireless and internet plans, can create significant barriers for people with limited financial resources. Access to these essential tools is often necessary for communication, independence, and participation in daily life. However, the expense can make it difficult for many individuals who experience disability to afford the technology they need.

KNet offers a variety of low-cost options including pre-paid mobile, low cost android handsets and flip phones. KNet continues to seek feedback and opportunities to reduce costs where possible.

KNet partners with First Nations and local technicians where they own and operate their local ISP. This means that the local leadership and technicians can design their services to best meet the accessibility needs of their community members.

6. Procurement

KNet understands that accessibility gaps can occur when vendor products or services don't meet the accessibility requirements of customers. KNet continues to work with vendors to ensure the understanding of accessibility compliance requirements and seek the most accessible products that are available.

7. Transportation

KNet does not provide transportation for its customers or staff.

Conclusion

KNet works towards providing accessible customer service by acting on the feedback of staff and customers to reduce barriers with support and guidance from the Accessibility and Innovation Committee. KNet seeks to be a strong employer for individuals who experience disability and maintaining an inclusive workplace where all peoples, abilities and perspectives are valued.



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