

North Bay Computer Services Inc. Accessibility Plan

Version 1.0 | 2026

This document outlines North Bay Computer Services Inc.'s commitment to identifying, removing, and preventing barriers for persons with disabilities in areas relevant to its operations and services.

1. General

North Bay Computer Services Inc. is a small Ontario-based technology company located at 299 Main Street West, North Bay, Ontario. The company provides business technology services, including business Voice over Internet Protocol, or VoIP, services and related customer support.

The Accessible Canada Act has the goal of creating a barrier-free Canada by 2040. This Accessibility Plan describes the steps North Bay Computer Services Inc. is taking to identify, remove, and prevent barriers for persons with disabilities in areas relevant to the company's operations, including employment, the built environment, information and communication technologies, communication, procurement, and the design and delivery of services.

North Bay Computer Services Inc. recognizes that accessibility needs may vary from person to person. The company will use feedback from employees, customers, and members of the public to help identify accessibility barriers and improve this plan over time.

2. Contact Information

- Website: <https://nbcs.ca>
- Telephone: 705-840-2806
- Mail or in person: North Bay Computer Services Inc., 299 Main Street West, North Bay, Ontario

3. Feedback Process

North Bay Computer Services Inc. welcomes feedback about accessibility barriers, this Accessibility Plan, and the company's accessibility-related practices. Feedback may be provided using the contact methods listed above.

Feedback may be submitted anonymously where possible. North Bay Computer Services Inc. will review accessibility feedback and consider it when identifying, removing, and preventing barriers. Where contact information is provided and a response is appropriate, the company will acknowledge the feedback.

Accessibility feedback will be handled in a manner that respects privacy and confidentiality. Information provided for accessibility purposes will be used to understand barriers, respond to requests where appropriate, and improve accessibility practices.

4. Alternative Formats

Upon request, North Bay Computer Services Inc. will make reasonable efforts to provide this Accessibility Plan, the feedback process description, and related accessibility information in an alternate format. Requests may be made using the contact methods listed in this plan.

5. Consultations

North Bay Computer Services Inc. has not conducted a formal public consultation process for this plan. The company will use feedback from employees, customers, and members of the public, including persons with disabilities, to identify accessibility barriers and improve future versions of this plan.

6. Employment

North Bay Computer Services Inc. is committed to providing an accessible and inclusive work environment for employees and applicants. The company will make reasonable efforts to identify, remove, and prevent employment-related barriers.

- Review recruitment, onboarding, accommodation, performance management, learning, and workplace practices where accessibility barriers are identified.
- Respond to employee accommodation requests based on individual needs and the nature of the work.
- Encourage employees to identify accessibility barriers and suggest practical improvements.
- Provide managers and employees with guidance on accessibility, disability awareness, and respectful communication where needed.
- Protect the privacy of employees who request accommodation or provide accessibility-related information.

7. Built Environment

North Bay Computer Services Inc. operates from 299 Main Street West, North Bay, Ontario. The company will make reasonable efforts to identify and address physical barriers that may affect employees, customers, and visitors.

- Review customer-facing and employee work areas for barriers that may affect persons with disabilities.
- Consider accessibility when making layout changes, renovations, signage changes, or leasehold improvements.
- Where immediate physical changes are not practical, provide alternate service methods where possible, such as telephone support, remote support, scheduled assistance, or curbside-style assistance when appropriate.
- Invite feedback about the accessibility and usability of the company's physical space.
- Address accessibility and safety concerns as they arise and consider recurring issues in future improvements.

8. Information and Communication Technologies

North Bay Computer Services Inc. uses information and communication technologies, including its website, business systems, customer communication tools, remote support tools, and VoIP-related platforms. The company will make reasonable efforts to reduce technology-related accessibility barriers.

- Review customer-facing website content and digital tools for accessibility barriers and prioritize improvements where issues are identified.
- Consider accessibility when creating, purchasing, or updating websites, applications, systems, and digital communications.
- Consider compatibility with common assistive technologies when deploying or updating customer-facing technology where practical.
- Provide staff with guidance on creating accessible documents, website content, and digital communications.
- Protect the privacy and confidentiality of persons who provide accessibility feedback or accommodation information.

9. Communication

North Bay Computer Services Inc. is committed to communicating with employees, customers, and the public in a respectful and accessible manner. The company recognizes that different people may prefer or require different communication methods.

- Use plain language where practical in customer-facing communications, notices, and service information.
- Provide information in alternate formats where reasonably possible upon request.
- Review customer-facing materials, including website content, forms, notices, and service descriptions, for accessibility barriers.
- Offer practical communication options, such as telephone, website contact, written correspondence, remote support, and in-person communication where available.
- Respond to accessibility-related inquiries and requests respectfully and as promptly as practical.

10. Procurement of Goods and Services

North Bay Computer Services Inc. will consider accessibility when procuring goods and services that may affect employees, customers, or members of the public.

- Consider accessibility features or limitations when purchasing or implementing equipment, furniture, software, hardware, consulting, and training services.
- Ask suppliers and contractors about accessibility features where accessibility may materially affect employees, customers, or the public.
- Prioritize products and services that support accessibility where suitable options are available and practical for the business.
- Use feedback about procured goods and services to inform future purchasing decisions.
- Encourage suppliers and contractors to support accessibility expectations relevant to their work with North Bay Computer Services Inc.

11. Design and Delivery of Services

North Bay Computer Services Inc. provides business technology and VoIP services. The company will consider accessibility when delivering customer support, onboarding new clients, providing service information, and communicating service changes.

- Review service delivery processes to identify barriers that may affect customers with disabilities.
- Provide practical alternatives for customers who experience barriers when accessing service information, technical support, account-related assistance, or VoIP service information.
- Train staff to respond respectfully and effectively when a customer identifies an accessibility need or requests assistance.
- Consider accessibility when introducing or changing customer-facing services, tools, platforms, and support workflows.
- Use accessibility-related feedback to improve how services are designed, explained, and delivered.

12. Progress and Review

North Bay Computer Services Inc. will review accessibility feedback and update this Accessibility Plan as required. The company will monitor progress, consider operational changes, and reflect relevant updates in future accessibility progress reports where required by the Accessible Canada Act and the CRTC Accessibility Reporting Regulations.

This plan is intended to be a living document. North Bay Computer Services Inc. will continue to make reasonable efforts to identify, remove, and prevent barriers for persons with disabilities in a way that is practical for the company's size, resources, operations, and services.

13. Conclusion

North Bay Computer Services Inc. welcomes comments and questions about this Accessibility Plan. Feedback will help the company identify accessibility barriers and improve the accessibility of its workplace, communications, technology, physical location, and services.