

# The Community Recreation Rebroadcasting Services Association

(CRRS)

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## Accessibility Plan 2024–2027

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*Published: May 2026*

Prepared pursuant to the Accessible Canada Act and the  
CRTC Accessibility Reporting Regulations

*(Class T3 – 10 to 99 employees)*

### 1. Contact Information

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This accessibility plan is published by The Community Recreation Rebroadcasting Services Association (CRRS), a telecommunications service provider based in Newfoundland and Labrador, Canada.

**Mailing Address:**

The Community Recreation Rebroadcasting Services Association (CRRS)  
208 Amherst Avenue  
Labrador City, Newfoundland and Labrador, Canada

**Accessibility Feedback Contact:**

For feedback, questions, or to request this document in an alternate format, please contact:

Email: [info@crrstv.net](mailto:info@crrstv.net)

Website: [crrs.net](http://crrs.net)

Phone: (709) 944-7676

The people responsible for receiving and responding to accessibility feedback is the Operations Manager Robert Burton or Accounts Manager Sonya Kennedy.

This plan is available in alternate formats upon request, including large print, electronic format compatible with adaptive technology, audio, and braille. Requests will be fulfilled as soon as feasible and within 45 days for braille and audio formats.

## **2. About CRRS**

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The Community Recreation Rebroadcasting Services Association (CRRS) is a small telecommunications service provider operating in Newfoundland and Labrador. We provide Internet access and related telecommunications services to residential and business customers in Labrador City and Wabush. We have approximately 12 employees.

We are committed to providing our services in a manner that is accessible to all people, including persons with disabilities, and to identifying, removing, and preventing barriers wherever we can.

## **3. How We Applied the Principles of the Accessible Canada Act**

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In preparing this plan, we took into account the seven principles set out in section 6 of the Accessible Canada Act:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

These principles guided our review of current practices, our identification of barriers, and the commitments we have made in this plan.

## **4. How We Consulted Persons with Disabilities**

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In preparing this initial accessibility plan, we engaged in the following consultation steps:

### **4.1 Internal Review**

We conducted an internal review of our services, customer communications, website, and employment practices with accessibility in mind, discussing barriers and potential improvements with our team members, including any employees who self-identified as having a disability.

### **4.2 Customer and Community Outreach**

We invited feedback from our existing customer base through our standard customer communication channels ie Facebook & our community info channel.

### **4.3 Ongoing Commitment**

We recognize that, as a small ISP, our formal consultation capacity is limited. We are committed to actively soliciting feedback through the feedback process described in Section 6 of this plan, and to incorporating that feedback into our future progress reports and updated accessibility plans. We are committed to the principle of “nothing without us” and will continue to seek input from persons with disabilities in future planning cycles.

## **5. Priority Areas: Policies, Programs, Practices, and Services**

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The following describes our current state and commitments across the priority areas of the Accessible Canada Act that are relevant to our operations as a small ISP.

### **5.1 Employment**

CRRS is committed to inclusive employment practices. We aim to remove barriers in our hiring and workplace practices for persons with disabilities.

Current state:

- Job postings are written in plain language and do not include unnecessary physical requirements.
- We accommodate candidates and employees with disabilities on a case-by-case basis upon request.

- Our small team size means we handle accommodations directly and informally.

Commitments for this plan period (2024–2027):

- Review our hiring process to identify and remove any barriers for applicants with disabilities.
- Ensure any new employees are aware of our commitment to workplace accommodation.
- Document our accommodation process so it is consistently applied.

## 5.2 The Built Environment

CRRS operates a customer-facing office at 208 Amherst Avenue, Labrador City, NL, where customers can visit in person to sign up for service, pay bills, and speak with staff. We are pleased that our current facility already incorporates a number of accessibility features.

Current state:

- The entrance to our office is fully accessible, with a ramp and automatic door-opening buttons.
- Our lobby and front desk area are navigable by wheelchair and mobility aids.
- A wheelchair-accessible washroom is available on site.
- Accessible parking is available directly outside our office.
- Our signage is clear, readable, and uses appropriate contrast and font sizing.

Commitments for this plan period (2024–2027):

- Maintain our existing accessible features and ensure they remain in good working order (e.g., door opening buttons, ramp surfaces).
- Train front desk staff to proactively offer assistance to customers who may need it, without making assumptions about a customer's needs.
  - if any renovations or changes are made to our office space, ensure accessibility is maintained or improved as part of the design.
- Review whether any additional built environment improvements (e.g., counter height options, accessible signage in Braille) would benefit our customers.

## 5.3 Information and Communication Technologies (ICT)

Our website is the primary way customers interact with us digitally. We are committed to improving the accessibility of our digital presence.

Current state:

- Our website provides basic information about our services, contact options, and billing.
- We are in the process of reviewing our website against WCAG 2.1 Level AA guidelines.

Commitments for this plan period (2024–2027):

- Review and improve our website to work toward WCAG 2.1 Level AA conformance.

- Ensure this accessibility plan and our feedback process description are published on our website in an accessible format.
- Ensure key customer-facing digital documents (e.g., service agreements, invoices) are available in accessible electronic formats upon request.
- When updating or replacing our website, evaluate accessibility as part of our selection criteria.

## 5.4 Communication, Other Than ICT

We communicate with customers primarily by phone, email, and written correspondence.

Current state:

- Customers can reach us by email and phone.
- We do not currently have a dedicated TTY (teletypewriter) line.

Commitments for this plan period (2024–2027):

- Train customer service staff on effective communication with customers who have disabilities, including hearing, vision, and cognitive disabilities.
- Ensure customers can request alternate formats of communications (e.g., larger print bills) and that we can accommodate reasonable requests.
- Review whether additional accessibility-specific communication channels (e.g., relay service support) should be offered given our customer base.

## 5.5 The Procurement of Goods, Services, and Facilities

When we procure tools, platforms, or services that our customers or employees will use, we will consider accessibility as a factor.

Commitments for this plan period (2024–2027):

- When selecting customer-facing platforms (e.g., billing portals, support systems), consider accessibility features in our evaluation.
- Encourage vendors to provide accessible interfaces for tools used by our team.

## 5.6 The Design and Delivery of Programs and Services

Our core service is internet connectivity. We are committed to delivering this service in a way that is accessible and available to all customers, including those with disabilities.

Current state:

- We offer flexible payment arrangements for customers experiencing difficulties.
- Customer service is available by phone and email.

Commitments for this plan period (2024–2027):

- Ensure our customer service team is trained to identify and accommodate accessibility needs when customers contact us.
- Review our service agreements and customer communications to ensure they are written in plain, clear language.
- Explore whether we can offer an accessible plan option or pricing accommodation for customers who rely on internet access for disability-related assistive technologies.

## 5.7 Transportation

Transportation services are not part of our business operations. This priority area does not apply to CRRS.

## 6. Feedback Process

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We welcome and encourage feedback about our accessibility plan and about any barriers experienced when interacting with CRRS. Feedback helps us identify barriers we may have missed and improve our services.

### 6.1 How to Provide Feedback

Feedback may be provided through any of the following channels:

- Email: [info@crrstv.net](mailto:info@crrstv.net)
- Phone: Contact our office and ask to speak with the person responsible for accessibility feedback.
- Mail or in person: CRRS, Accessibility Feedback, 208 Amherst Avenue, Labrador City, NL

Feedback may be provided anonymously through the online form or by mail without including your name. We will not disclose the personal information of anyone who provides feedback without their consent.

### 6.2 Acknowledging Feedback

We will acknowledge receipt of non-anonymous feedback as soon as reasonably possible. Anonymous feedback will be reviewed and considered but cannot be individually acknowledged.

### 6.3 What We Do With Feedback

All feedback will be reviewed by the person responsible for accessibility at CRRS. Feedback will be considered when preparing progress reports and updated accessibility plans. We will retain all feedback records for a minimum of seven years.

## 7. Reporting and Update Schedule

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This accessibility plan covers the period 2024–2027. As required under the Accessible Canada Act and the CRTC Accessibility Reporting Regulations, we will publish:

- ~~• A first progress report by June 1, 2025~~
- A second progress report by June 1, 2026
- An updated accessibility plan by June 1, 2027

Progress reports will describe the actions we have taken to implement this plan, feedback received through our feedback process, and how that feedback was considered.

## 8. Our Commitment

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The Community Recreation Rebroadcasting Services Association (CRRS) is committed to the goal of a Canada without barriers. We recognize that accessibility is an ongoing journey, not a one-time project. As a small ISP serving Labrador City and Wabush, we understand that our customers depend on reliable internet connectivity, and we are committed to ensuring that all customers – including those with disabilities – can access our services and communicate with us effectively.

We will review and update this plan, incorporate feedback, and report on our progress annually as required by law.

*Published: May 2026*

*The Community Recreation Rebroadcasting Services Association (CRRS)*

*Labrador City, Newfoundland and Labrador*