



EYYOU
Communications

Accessibility plan

Feedback process description

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Purpose

The [Eeyou Communication Network](#) (ECN, the entity) is subject to the regulations (regulations) provided by the Canadian Radio-television and Telecommunications Commission (CRTC), which require accessibility standards for [Class 3 companies](#). To this end, the objective of this document is to present ECN's accessibility feedback process and its description, as well as to define the procedure for submitting a feedback request.

Scope

This document concerns ECN employees as well as *any person covered by the regulation provided by the CRTC*.

Definitions :

ECN: Eeyou Communications Network

ACA: [Accessible Canada Act](#) (the *regulation*).

CRTC: Canadian Radio-television and Telecommunications Commission.

Entity: The entity refers to the service provider covered by the regulations provided for by the CRTC in accordance with the ACL. In the context of this document, the entity refers to the RCE.

Class 3: Class 3 *entities* are entities regulated by the CRTC that have 10 to 99 employees.

Requirements: The *entity* must be able to receive feedback at least by telephone or email. It must allow feedback to be provided anonymously. The *entity* must designate and publicly identify a person (or position) responsible for receiving the feedback. Acknowledgment must be provided when feedback is received, except for feedback provided anonymously. The *entity* must ensure that the personal information of the person giving the feedback remains confidential, unless the latter consents to its disclosure.

Barrier : The ACA defines a barrier as anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Feedback process: The feedback process allows the public to inform the *entity* of accessibility issues. This feedback is then used to inform the content of the *entity's* accessibility plans and progress reports.

Requester : The person wishing to share their observations regarding accessibility obstacles.

Internal requester: A member of ECN requesting feedback.

External requester: An individual outside of ECN requesting feedback.

Requirements

ECN may be informed of accessibility barriers by phone. Internal requesters may also make their request online by completing the form provided for this purpose.

It is therefore necessary for the requester to have access to a telephone line or internet connection. If these needs impact a requester's ability to report their observations, another person may report the information on their behalf.

The **Procedure** section of this document describes how to submit the request using these means.

Roles and responsibilities

Responsible person

- The person responsible for receiving observations at ECN is the **Director of Human Resources**.

Responsibilities of ECN

- ECN undertakes to respect the regulations provided for by the CRTC, in accordance with the ACA.
- ECN is committed to respecting the confidentiality standards set out in the *regulation* – requesters are encouraged to share their contact details when submitting the feedback request but are not obligated to do so. ECN ensures that the requester's personal information remains confidential, unless the requester consents to its disclosure.

- ECN undertakes to provide an acknowledgment of receipt to the applicant. For telephone requests, the employee receiving the request will acknowledge receipt of the information. For requests by email or form, a response will be sent automatically.

Responsibilities of the requester

- The requester must consider that an acknowledgment of receipt cannot be provided as part of an anonymous request made via the online form due to the anonymous nature of the request.

Procedure

To transmit your observations about accessibility barriers you may have encountered with the RCE, or on the RCE accessibility plan, requesters are invited to contact us:

Phone number

- 1 866 720-9859

Internal requesters may also transmit their observations online:

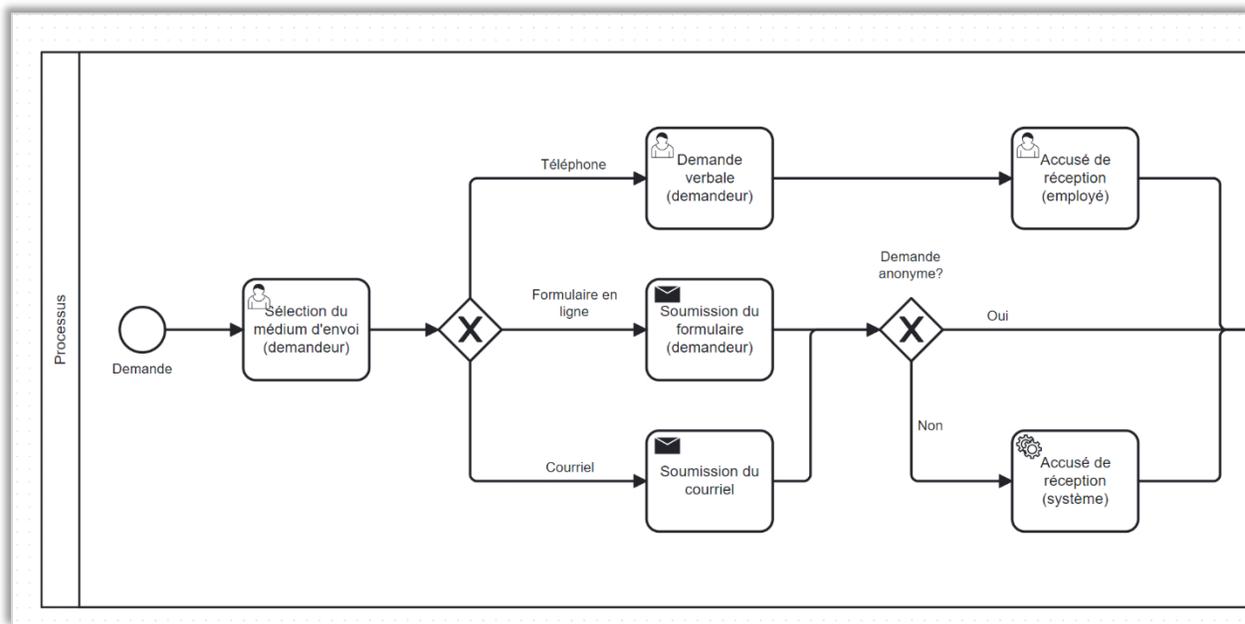
Microsoft Forms

- Link to form: [Click here](#)
- Link to form (Anonymous): [Click here](#)
- You can also find a link to the form at: <https://eeyou.ca/en/contact/> in the **Accessibility at Eeyou** section.

Accessibility 2025-2028 plan

- Link to the plan: [Click here](#)
- You can also find a link to the plan at: <https://eeyou.ca/en/contact/> in the **Accessibility at Eeyou** section.

Schema (Part 1)



Schema (Part 2)

