



## Kingston Online Services (KOS) 2026 Accessibility Progress Report Publication Date: June 2026

### General

Kingston Online Services (KOS) is committed to identifying, removing, and preventing barriers to accessibility for our customers, employees, and members of the communities we serve.

This Progress Report has been prepared in accordance with the Accessible Canada Act (ACA) and the CRTC Accessibility Reporting Regulations. It outlines the progress KOS has made since publishing its Accessibility Plan and identifies ongoing efforts to improve accessibility throughout the organization.

### Contact Information and Feedback Process

KOS welcomes feedback regarding accessibility and barriers experienced by customers, employees, and members of the public.

#### Accessibility Coordinator

Kingston Online Services  
303 Bagot Street, Suite 16A  
Kingston, Ontario K7K 5W7  
Telephone: 613-549-8667

Email: [accessibility@kos.net](mailto:accessibility@kos.net)

Feedback may be submitted anonymously through the accessibility feedback form available on the KOS website.

Alternative formats of this report are available upon request.

### Consultation

In preparing this Progress Report, KOS reviewed feedback received through its accessibility feedback process and considered input from customers and staff members. This feedback helped inform the assessment of progress made and future priorities.

### Feedback Received

During the reporting period, KOS did not receive any formal complaints regarding accessibility barriers.

Feedback received through customer interactions emphasized the importance of clear and understandable communications, multiple methods of contacting KOS for support, and responsive and



patient customer service.

KOS will continue to encourage feedback regarding accessibility and use that feedback to guide future improvements.

## **Progress Toward Accessibility Commitments**

### **Employment**

**Progress Made:** KOS continues to provide workplace accommodations when required. Employees are encouraged to communicate accommodation needs directly to management. Accessibility considerations continue to be incorporated into recruitment and hiring activities.

**Ongoing Actions:** Continue reviewing accommodation practices and identifying opportunities for accessibility awareness and training.

### **Built Environment**

**Progress Made:** Accessibility considerations continue to be included when evaluating office improvements and maintenance activities. Public-facing office spaces remain accessible to customers and visitors.

**Ongoing Actions:** Continue evaluating facilities during future renovations and upgrades.

### **Information and Communication Technologies (ICT)**

**Progress Made:** KOS continues to maintain an Accessibility section on its website. An anonymous accessibility feedback form remains available. Customers may request information in alternative formats.

**Ongoing Actions:** Continue reviewing website accessibility and usability.

### **Communication (Other Than ICT)**

**Progress Made:** Customers can communicate with KOS through telephone, email, website forms, and in-person visits. Staff continue to provide individualized assistance when accessibility-related communication needs are identified.

**Ongoing Actions:** Continue promoting accessible communication methods.

### **Procurement of Goods, Services and Facilities**

**Progress Made:** Accessibility considerations continue to be included in procurement discussions when relevant.

**Ongoing Actions:** Continue incorporating accessibility considerations into purchasing decisions whenever practical.



#### Design and Delivery of Programs and Services

Progress Made: Customers continue to have access to multiple methods for obtaining sales, technical support, billing assistance, and service information. During the reporting period, KOS received an Accessibility Excellence Award from the City of Belleville recognizing accessible customer service.

Ongoing Actions: Continue reviewing customer service processes to identify opportunities for accessibility improvements.

#### Transportation

Transportation is not applicable to KOS's operations as defined under the Accessible Canada Act.

#### Looking Ahead

Accessibility is an ongoing process. KOS remains committed to identifying, removing, and preventing barriers wherever possible. KOS will continue promoting awareness of accessibility, reviewing feedback, maintaining accessibility information on its website, and considering accessibility requirements in future operational, facility, technology, and service decisions.