

**TLN MEDIA GROUP INC.**

**Progress Report**

**May 30, 2025**



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### **1. General**

#### **i) Introduction**

TLN Media Group Inc. ["TLN"] is pleased to publish our first Progress Report under the *Accessible Canada Act* following the release of our initial Accessibility Plan in 2024. This report marks a significant milestone in our commitment to creating an inclusive, barrier-free environment for our employees, stakeholders, viewers, and audiences.

At TLN, we believe accessibility is an ongoing journey, and this Progress Report reflects the first steps we have taken over the past year to enhance accessibility across our organization. As we embark on this multi-year process, we will continue to identify, remove, and prevent barriers to accessibilities so our stakeholders and clients can fully engage with and benefit from our services.

TLN is a Canadian independent broadcaster, dedicated to serving diverse Canadian audiences nationwide. Our mission is to connect, reflect, and enrich the lives of Canadians by delivering a wide range of compelling, entertaining, and high-quality programming.

We are also a proud member of the Independent Broadcast Group (IBG)/Le groupe de diffuseurs indépendants (GDI), an association representing independent broadcasters across Canada in English, French, Indigenous, and numerous third languages, reflecting the diversity of Canada's population. We have worked in collaboration with other IBG members with a view to preparing our respective Progress Reports for 2025.

The feedback we have received over the past year from persons with disabilities, employees, viewers, stakeholders, and accessibility experts has been invaluable in shaping this Progress Report. We remain committed to making our organization and services as inclusive, welcoming, and accessible as possible, and we look forward to continuing our work in the years to come.

## **TLN's Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide TLN with feedback relating to accessibility and our organization, our Feedback Process, our Accessibility Plan 2024-2027, or our Progress Report please contact our Accessibility Champion who will be pleased to assist:

### **TLN Contact Information:**

Ingrid Zaldivar, our Human Resources Manager is our Accessibility Champion, and is responsible for receiving all accessibility-related feedback, questions and comments. You can reach Ms. Zaldivar through the following methods:

By Email: [accessibility@tlnmediagroup.com](mailto:accessibility@tlnmediagroup.com)

By mail: 901 Lawrence Avenue West, Level 2, Toronto, Ontario, M6A 1C3

By phone: 416-744-8200 ext. 253

By fax: 416-744-0966

By Toll-free: 1-800-551-8401 ext. 253

### **Requesting Alternate Formats: Accessibility Plan, Progress Report, and Accessibility Feedback Process**

Our Accessibility Plan, Progress Report, and Accessibility Feedback Process are available in alternative formats such as: print, large print, and electronic.

To request an alternate format, please contact Ms. Zaldivar using the contact details above.

### **Anonymous Feedback**

If you prefer to remain anonymous, please do not include personal details like your name or contact information in your communications with our organization.

Any personal information you provide will remain confidential unless you explicitly consent to share it with others.

## **2. Accessibility Priorities – Section 5 of the Accessible Canada Act**

The purpose of the *Accessible Canada Act* is to allow all Canadians, especially Canadians with disabilities, to live in a country without barriers to accessibility by 1 January 2040.

Section 5 of the *Accessible Canada Act* identifies the following areas where the identification, removal, and prevention of accessibility barriers must be pursued:

- a) Employment
- b) The built environment
- c) Information and communications technologies
- d) Communications other than information and communications technologies
- e) The procurement of goods, services, and facilities
- f) The design and delivery of programs and services
- g) Transportation
- h) Other areas designated under regulation, such as conditions of licence for broadcasters.

The following portions of our Accessibility Plan address these priority areas of accessibility

## **1. Employment**

TLN is committed to building an inclusive and accessible workplace with an equal opportunity environment. During the first year of our Accessibility Plan, we focused on addressing barriers in recruitment, onboarding, and workplace accommodation.

Key initiatives undertaken included enhancing accessibility in our recruitment processes, reviewing and updating human resources policies, and offering training to staff on accommodating accessibility needs.

As we move forward, TLN will continue to refine our approach by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment

<b>Initiative</b>	<b>Action Taken in 2024-2025</b>
<b>Further develop the mandate and objectives of TLN Media Group's Accessibility Committee</b>	<p><b>1. Clarified Purpose &amp; Scope:</b></p> <ul style="list-style-type: none"> <li>• Convened an initial meeting of existing Accessibility Committee members (HR, IT, Facilities, &amp; Production).</li> <li>• Drafted a one-page "Committee Charter" outlining: <ul style="list-style-type: none"> <li>– Mission</li> <li>– Membership roles (Chair, Department Liaisons, employee representatives with disabilities).</li> <li>– Frequency of meetings (monthly) and decision-making process (consensus with majority vote).</li> </ul> </li> </ul> <p><b>2. Defined Year 1 Objectives:</b></p> <ul style="list-style-type: none"> <li>• Hosted a Committee Workshop to identify top three priorities for Year 1 (e.g., complete policy audits, pilot workstation</li> </ul>

	<p>assessments, launch employee consultations).</p> <ul style="list-style-type: none"> <li>• Assigned “Ownership” for each objective to a specific member or subcommittee (e.g., HR Lead to spearhead policy review; IT Lead to coordinate digital-tools audit).</li> </ul> <p><b>3. Published &amp; Communicated:</b></p> <ul style="list-style-type: none"> <li>• Finalized and circulated the Charter + Year 1 Objectives</li> </ul> <p><b>4. Established Quarterly Progress Reviews:</b></p> <ul style="list-style-type: none"> <li>• At each monthly meeting, allocated 15 minutes to review progress against Year 1 objectives.</li> </ul>
<b>Review and update of TLN Media Group’s policies, procedures, guidelines, and practices related to accessibility</b>	<p><b>1. Identified</b> all existing documents that reference accessibility (e.g., Employee Handbook, Recruitment Guide, Telework Policy, Performance-Review Forms).</p> <p><b>2. Compared</b> each document against AODA (Accessibility for Ontarians with Disabilities Act) requirements and WCAG best practices.</p> <p><b>3. Highlighted</b> missing or outdated sections (e.g., absence of formal telework-accommodation guidelines, no reference to assistive-technology procurement).</p>
<b>Review and revise recruitment processes to ensure that job postings are accessible, interview processes are accommodating, and onboarding materials area available in multiple formats</b>	<p><b>1. Accessibility Audit of Current Recruitment Materials:</b></p> <ul style="list-style-type: none"> <li>• Gathered all active job postings (Careers page, LinkedIn, Indeed, internal bulletin) and evaluated: <ul style="list-style-type: none"> <li>– Readability (minimum 14 pt font, adequate line spacing).</li> <li>– Clear calls to action (e.g., “Email HR@tln.ca for an accommodation”).</li> <li>– Inclusion of an “Accessibility</li> </ul> </li> </ul>

	<p>Statement” (e.g., “We welcome candidates with disabilities and will provide reasonable accommodations during the recruitment process”).</p> <ul style="list-style-type: none"> <li>• Evaluated current interview-invitation templates: <ul style="list-style-type: none"> <li>– Do they offer multiple formats (e.g., email, telephone, SMS) for scheduling?</li> <li>– Is there a question about accommodation needs (e.g., “Do you require an ASL interpreter or quiet interview space?”)?</li> </ul> </li> </ul> <p><b>2.Revised Job-Posting Template:</b></p> <ul style="list-style-type: none"> <li>• Added a dedicated “Accommodations” section at the bottom of each posting, stating: <ul style="list-style-type: none"> <li>– “If you require an accommodation to participate in any part of the selection process, please notify us at Accessibility@tln.ca and we will work with you.”</li> <li>– Ensured the template is published as an accessible Word/PDF (tagged PDF) that screen readers can parse.</li> </ul> </li> </ul> <p><b>3.Interview Process Adjustments:</b></p> <ul style="list-style-type: none"> <li>• Updated Interviewer Guidelines to include: <ul style="list-style-type: none"> <li>– A standard pre-interview email that says, “If you need accommodations for your interview (e.g., ASL, extra breaks, accessible interview room), please let us know at least five business days before your scheduled time.”</li> <li>– Instructions on how to conduct accessible interviews (e.g., avoid jargon, allow extra response time for candidates with processing delays, use Tabletop microphones if needed).</li> </ul> </li> </ul> <p><b>4.Onboarding Materials in Multiple Formats:</b></p> <ul style="list-style-type: none"> <li>• Conducted an inventory all onboarding documents (Employee Handbook,</li> </ul>
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	<p>Benefits Guide, IT Setup Instructions, Facilities Map).</p> <ul style="list-style-type: none"> <li>• Converted each to at least two accessible formats: <ul style="list-style-type: none"> <li>– Tagged PDF (for screen-reader users).</li> <li>– Accessible HTML page on the intranet (with responsive design, high-contrast mode).</li> <li>– Included a plain-text summary for employees using assistive technology that works best with unformatted text.</li> </ul> </li> </ul>
<p><b>Conduct a review of workstations at work and at home (for those working remotely) and assess accessibility and accommodation needs.</b></p>	<p><b>1. On-Site Workstation Audits:</b></p> <ul style="list-style-type: none"> <li>• Scheduled one-on-one workstation visits with any employee who indicated concerns.</li> <li>• During each visit, checked for: <ul style="list-style-type: none"> <li>– Desk height adjustability and monitor height.</li> <li>– Keyboard/mouse placement and alternatives (e.g., trackball, foot-operated mouse).</li> <li>– Lighting levels (glare, brightness) and contrast on screens.</li> <li>– Availability of assistive hardware (e.g., screen-magnifier software licenses, braille displays, hearing-augmented headsets).</li> </ul> </li> <li>• Generated an “Accommodation Recommendation” per person (e.g., adjusted desk to 27–30” height).</li> </ul> <p><b>2. Remote Workstation Self-Assessment &amp; Support:</b></p> <ul style="list-style-type: none"> <li>• Reviewed remote work protocols with employees working from home, including: <ul style="list-style-type: none"> <li>– Basic ergonomics (chair height, monitor distance, keyboard angle).</li> <li>– Recommended assistive-technology software (e.g., screen-reader, voice dictation).</li> <li>– How to request IT assistance or equipment shipment (e.g., shipping an adjustable laptop stand or large-print</li> </ul> </li> </ul>

	<p>keyboard).</p> <p><b>3. Consolidated Findings &amp; Procured Equipment:</b></p> <ul style="list-style-type: none"> <li>• Compiled all Accommodation Recommendations into a central “Workstation Accommodation Tracker.”</li> <li>• Allocated budget to purchase and distribute required hardware/software by March 2026 (e.g., 3 height-adjustable desks, 5 screen-magnification licenses).</li> <li>• Confirm installation/shipments are completed; require employees to sign off that their workstation meets their needs.</li> </ul>
<p><b>Assess the accessibility training needs of all Departments, particularly those that have a direct impact on accessibility, such as the Human Resources Department</b></p>	<p><b>1. Conducted a Departmental Training Needs Survey:</b></p> <ul style="list-style-type: none"> <li>• Developed a short questionnaire for each department asking: <ul style="list-style-type: none"> <li>– Have you previously received any accessibility training (e.g., AODA, WCAG, inclusive interviewing)?</li> <li>– Which digital tools, processes, or platforms do you use daily that may have accessibility implications (e.g., content-creation tools, recruitment software, CRM)?</li> <li>– What level of knowledge do you need (Awareness vs. Hands-On) to effectively handle accessibility tasks?</li> </ul> </li> </ul> <p><b>2. Analyzed Survey Results &amp; Classify Training Tiers:</b></p> <ul style="list-style-type: none"> <li>• Categorized roles into three tiers: <ul style="list-style-type: none"> <li>– <b>Tier 1 (High Impact):</b> HR, IT, Procurement, Marketing, Content Producers—need hands-on, role-specific training (e.g., how to create accessible content, conduct accessible interviews).</li> <li>– <b>Tier 2 (Moderate Impact):</b> Managers, Team Leads, Facilities—need intermediate training (e.g., overseeing accommodations, understanding policies).</li> </ul> </li> </ul>



	<p>– <b>Tier 3 (General Awareness):</b> All other employees—need basic awareness training (e.g., recognizing when to request accommodations, inclusive communication).</p>
<p><b>Review hybrid and/or work from home accommodations for employees living with disabilities and/or requiring particular accommodations</b></p>	<p><b>1. Assessed Current Hybrid/Remote Policies</b></p> <ul style="list-style-type: none"> <li>• Gathered existing Hybrid/Telework Policy documents and evaluated for accessibility gaps (e.g., unclear language on assistive-technology procurement for home setups).</li> <li>• Identified which roles have already been approved for hybrid or remote work, and which of those employees have disclosed disabilities requiring accommodation.</li> </ul> <p><b>2. Conducted Employee Focus Groups:</b></p> <ul style="list-style-type: none"> <li>• Organized two 1-hour focus groups (one with on-site employees, one with remote employees) who have self-reported accessibility needs.</li> <li>• Asked guided questions such as: <ul style="list-style-type: none"> <li>– “What accessibility barriers have you encountered in your home office?”</li> <li>– “How effective is the current stipend for home accommodations (e.g., desk setup, software)?”</li> <li>– “What additional supports do you need (e.g., ergonomic assessments, assistive-tech training)?”</li> </ul> </li> </ul> <p><b>3. Developed a “Hybrid Accessibility Checklist”:</b></p> <ul style="list-style-type: none"> <li>• In collaboration with HR, IT, and Facilities, drafted a checklist that includes: <ul style="list-style-type: none"> <li>– <b>Ergonomic criteria:</b> proper chair, desk height, monitor location, adequate lighting.</li> <li>– <b>Assistive-technology criteria:</b> screen-reader software, voice</li> </ul> </li> </ul>

	<p>recognition, captioning tools for virtual meetings, enlarged mouse/keyboard.</p> <p>– <b>Connectivity &amp; Equipment:</b> minimum Internet speed, noise-cancelling headset, external webcam with wide field-of-view.</p>
<b>Conduct further consultations with employees over the next three years</b>	<p>Further to the work outline above, we plan to launch ongoing “<b>Accessibility Feedback Surveys</b>” as follows:</p> <ul style="list-style-type: none"> <li>• Deploy an anonymous online survey to all employees to solicit input on accessibility priorities (digital tools, physical environment, communication).</li> <li>• Include open-ended questions (e.g., “What barrier have you encountered in your day-to-day work?”) and multiple-choice items to capture common pain points.</li> </ul>

In Year 1, we established foundational committees, audited existing policies/processes, piloted workstation accommodations, and gathered employee feedback.

As we roll out additional processes and action plans in Year 2 and 3, TLN will create a more equitable, accessible workplace—strengthening recruitment, retention, and career progression for employees of all abilities.

## **2. Built Environment**

TLN is committed to creating an accessible and inclusive physical environment, ensuring that stakeholders can navigate and use our facilities independently and with ease. During the first year of our Accessibility Plan, we focused on: identifying and addressing physical barriers in our facilities to enhance accessibility for employees and visitors.

Key initiatives undertaken included conducting accessibility audits, improving signage, updating entrances, or enhancing lighting and navigation features. We have also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.

As we move forward, TLN will regularly assess our built environment to ensure it meets evolving accessibility needs. We remain dedicated to identifying, preventing, and eliminating barriers in our facilities to foster a truly inclusive and accessible workplace.

Initiative	Action Taken in 2024-2025
<p><b>Establish a communications plan to inform employees, clients and visitors of any physical limitations that may exist and any accommodations that can be provided</b></p>	<p><b>1. Inventory Known Limitations &amp; Accommodation Options</b></p> <ul style="list-style-type: none"> <li>• Developed a one-page summary of existing physical barriers plus a list of readily available accommodations.</li> <li>• Liaised with Building Management to review and assess any landlord-provided services (e.g., shared elevators, accessible restrooms/ramps at entrance).</li> </ul> <p><b>2. Drafted Communications Materials</b></p> <ul style="list-style-type: none"> <li>• <b>“Accessibility &amp; Accommodation Overview” Email Template:</b> <ul style="list-style-type: none"> <li>– Introduction explaining TLN’s commitment to physical accessibility.</li> <li>– List of known limitations on location plus instructions on how to request accommodations in advance (e.g., “If you need an accessible parking pass, please contact <a href="mailto:Accessibility@tlnmediagroup.com">Accessibility@tlnmediagroup.com</a> at least 48 hours ahead”).</li> </ul> </li> <li>• <b>Documents and Materials available in Accessible Formats on TLN’s Intranet HUB:</b> <ul style="list-style-type: none"> <li>– FAQ covering topics like “Where do I drop off a mobility scooter?”, “Which doors are power-operated?”, “How do I request a portable ramp or additional signage?”, and “Whom to call for 24/7 emergency accessibility assistance.”</li> </ul> </li> </ul> <p><b>3. Communications Roll-Out</b></p> <ul style="list-style-type: none"> <li>• <b>Email Blast</b> <ul style="list-style-type: none"> <li>– Sent “Built-Environment Accessibility Overview” to all employees reminding them to review accommodations.</li> </ul> </li> <li>• <b>Intranet Update:</b> <ul style="list-style-type: none"> <li>– Published the FAQ page, uploaded signage templates, and embedded a short “How to Request an Accommodation” e-form (links to Facilities ticket system).</li> </ul> </li> <li>• <b>Physical Signage Deployment :</b> <ul style="list-style-type: none"> <li>– Facilities team posts “Accessible Entrance” signs at all relevant entry</li> </ul> </li> </ul>

	<p>points (e.g. Studio door) and doorways lacking automatic openers.</p> <p><b>4. Monitor &amp; Update</b></p> <ul style="list-style-type: none"> <li>• Tracking all accommodation requests (via Facilities ticket system) to identify any recurring confusions or missing information.</li> <li>• Subcommittee meets quarterly after rollout to revisit messaging (e.g., add new stations, update if any facility changes occur).</li> </ul>
<b>Where possible, provide accessible parking to persons living with disabilities.</b>	<p><b>Launched “Accessible Parking Permit” Program:</b></p> <ul style="list-style-type: none"> <li>• Created an “Accessible Parking Request Form” (online and hard copy), requiring submission of a valid accessible-permit license plate or required documentation.</li> <li>• Distributed forms via email and upon request—promote through the intranet and Built-Environment Communications materials.</li> </ul>
<b>Review and assess our organization’s facilities to determine what measures can be undertaken to render them more accessible</b>	<p>As a tenant in a multicultural and public centre, we worked with our landlord to identify, review and assess the overall facilities to ensure full accessibility for all individuals.</p> <p>We also conducted on an on-site audit of our offices to examine:</p> <ul style="list-style-type: none"> <li>– Entrances (clear width <math>\geq 32</math>” when door open, threshold height <math>\leq 1/2</math>”).</li> <li>– Corridors and doorways (clear width <math>\geq 36</math>”).</li> <li>– Ramp slopes (maximum 1:12 grade) and handrails compliance.</li> <li>– Elevator controls (floor buttons with braille, audible floor announcements).</li> <li>– Restrooms (grab bars, clear turning radius <math>\geq 60</math>”, accessible sink height).</li> <li>– Studio and editing-suite layouts (clear circulation space, adjustable workstations, lighting controls reachable from wheelchair).</li> <li>– Signage (high contrast, pictograms).</li> </ul>

	<ul style="list-style-type: none"> <li>– Emergency systems (visible strobe alarms, auditory alarms, visual evacuation maps).</li> </ul>
<p><b>Ensure that our organization’s events and employee gatherings are hosted at accessible venues</b></p>	<p><b>1.Created an “Accessible Venue Criteria Checklist”:</b></p> <ul style="list-style-type: none"> <li>• In consultation with the Accessibility Committee, we drafted a one-page criteria sheet ensuring our organization’s events are hosted at accessible venues that include: <ul style="list-style-type: none"> <li>– Barrier-free entrances (no steps, or ramp with a <math>\leq 1:12</math> slope).</li> <li>– Accessible washrooms (clear turning radius <math>\geq 60"</math>, grab bars, lever-style faucets).</li> <li>– Accessible parking or drop-off area within 100 feet of main entrance.</li> <li>– Clear signage directing to accessible entrance/parking.</li> <li>– Adequate interior circulation (aisles <math>\geq 36"</math> wide).</li> <li>– Availability of assistive listening systems (e.g., FM systems) or induction loop for hearing-aid users.</li> <li>– Space for service animals.</li> </ul> </li> <li>• Include a section to note any limitations (e.g., “Stage is elevated without a ramp; require temporary ramp”).</li> </ul> <p><b>2.Post-Event Feedback &amp; Monitoring</b></p> <ul style="list-style-type: none"> <li>• After each event, we gauge the reaction from attendees and encourage post-event feedback: (e.g., “Was the venue easy to navigate?”, “Were accommodations adequate?”, “Any suggested improvements?”).</li> <li>• Responses are compiled highlighting any issues and corrective actions for future events.</li> </ul>

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

TLN is dedicated to ensuring that our employees, customers, and stakeholders have access to information and communication technologies, regardless of their abilities. During the first year of our Accessibility Plan, we focused on improving the accessibility of digital tools, internal and external communications, or online platforms.

Key initiatives undertaken included providing training on accessible communication design, conducting audits of digital platforms, and developing resources for creating accessible content. These efforts are part of our ongoing commitment to removing barriers in our digital spaces and ensuring that users can interact with our technology with ease.

As we move forward, TLN will continue to assess and enhance our ICT accessibility, regularly reviewing our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees and audience . We are committed to fostering an inclusive digital environment that promotes equal access.

<b>Initiative</b>	<b>Action Taken in 2024-2025</b>
<b>Conduct an audit of the communications technology options available for persons with disabilities</b>	<p><b>1. Compiled a comprehensive inventory of all communication tools</b> (September 2024), including:</p> <ul style="list-style-type: none"><li>– Written and video conferencing platforms (Zoom, Microsoft Teams, Webex).</li><li>– Instant-messaging services (Teams chat).</li><li>– Email distribution systems (Mailchimp, Outlook).</li><li>– Assistive-technology software (JAWS, NVDA, Dragon NaturallySpeaking).</li><li>– Hardware devices (TTY phones, amplified headsets, braille displays).</li></ul> <p><b>2. Worked with our IT team to perform hands-on testing</b> (October–November 2024):</p> <ul style="list-style-type: none"><li>– Screen-reader walkthroughs to ensure chat-platform menus, buttons, and file-sharing dialogs were fully navigable.</li><li>– Keyboard-only navigation checks for all conferencing-platform controls (mute/unmute, share screen, raise hand).</li></ul>

	<ul style="list-style-type: none"> <li>– Audio-quality testing with amplified headsets and speech-recognition tools to identify microphone or speaker configurations that introduced distortion.</li> <li>• Developed a list of</li> </ul>
<b>Conduct an audit of our organization’s policies and procedures for accommodating requests for use of accessible technologies</b>	<p><b>1. Established a cross-functional “Policies &amp; Procedures Review Team”</b> (December 2024) comprising representatives from HR, IT,, and Accessibility Advisory Group.</p> <ul style="list-style-type: none"> <li>• <b>Collected existing policy documents</b> (January 2025), including: <ul style="list-style-type: none"> <li>– Employee Handbook sections on reasonable accommodations.</li> <li>– IT Help Desk “Accessibility Support” procedure.</li> <li>– Facilities requests for accessible hardware (e.g., telework equipment).</li> <li>– Third-party vendor contracts that reference assistive-technology provisions.</li> </ul> </li> </ul> <p><b>2. Mapped and compared each policy against AODA, Ontario’s Accessibility for Ontarians with Disabilities Act, and WCAG 2.1 AA requirements</b> (February 2025):</p> <ul style="list-style-type: none"> <li>– Identified that the Employee Handbook had no explicit procedure for requesting specialized software (e.g., speech-to-text, screen-magnification).</li> <li>– Discovered that the IT Help Desk ticketing workflow did not include a “Priority: Accessibility” flag, causing longer wait times for disability-related service requests.</li> </ul>
<b>Conduct an audit of our web sites and web-based applications</b>	<ul style="list-style-type: none"> <li>- <b>Commissioned a two-phase WCAG 2.1 AA audit</b> (November 2024 – February 2025): <ul style="list-style-type: none"> <li>– <b>Phase 1 (Automated Scan):</b> Ran automated scanning tools (e.g., Axe, Siteimprove) against TLN.ca, and VIVA TV, the on-demand video portal, the internal intranet, and key partner microsites—reporting ~320 distinct issues</li> </ul> </li> </ul>

	<p>across all properties.</p> <p>– <b>Phase 2 (Manual &amp; Assistive-Technology Testing):</b> Four members of the Accessibility Advisory Group tested 20 representative pages (e.g., homepage, show pages, login/signup flows) with JAWS, NVDA, and manual keyboard navigation—identifying issues such as:</p> <ul style="list-style-type: none"> <li>• Missing form labels on the “Subscribe” and “Contact Us” forms.</li> <li>• Inaccessible data tables (lack of proper table headers, no captions).</li> <li>• Low-contrast buttons in the on-demand player controls (play, pause, volume).</li> <li>• Unlabeled focus outlines on modal dialog pop-ups (e.g., cookie-consent banner).</li> </ul> <p>– <b>Compiled a detailed audit report</b> (March 2025) that categorized issues by severity (Critical, Major, Minor) and by web property.</p>
<b>Update websites and applications to ensure that they are accessible and comply with WCAG Guidelines</b>	<p>This work has begun and will continue through 2025-2026 period. To start,</p> <ul style="list-style-type: none"> <li>• ARIA labels and accessible have been added to various form controls.</li> <li>• Improved color contrast for primary and secondary buttons have been added (ensuring <math>\geq 4.5:1</math> ratio).</li> </ul>

#### Key Takeaways & Next Steps:

1. **Sustained Audit & Remediation Cycle:** All four Year 1 audit initiatives were completed on schedule. Moving into Year 2 (July 2025 onward), TLN’s focus shifts to fully implementing updates to its website and online platforms and maintaining compliance—integrating automated WCAG checks into release pipelines, and extending remediation to new features.
2. **Empowered Employees & Stakeholders:** Through workshops, toolkits, and updated policies, employees now have a clearer guidance on how to create and maintain accessible digital content.



By embedding accessibility into every phase—from policy audits to ongoing training—TLN continues to foster an inclusive digital environment, ensuring equal access for all employees, customers, and stakeholders.

#### **4. Communication, Other Than ICT**

TLN is committed to ensuring that both internal and external communications are accessible, inclusive, and reflective of the diverse needs of our audiences, employees, and partners. During the first year of our Accessibility Plan, we focused on fostering clear, respectful, and accessible communication that promotes dignity and inclusion for individuals with disabilities.

Key initiatives undertaken included developing accessible communication guidelines, ensuring diverse representation in advertising, and providing resources for hosting inclusive meetings.

As we move forward, TLN will continue to review and enhance our communication strategies, considering feedback and evolving needs to create an inclusive and equitable environment.

<b>Initiative</b>	<b>Action Taken in 2024-2025</b>
<b>Conduct an audit of our organization's communications tools and assess how they may be more accessible</b>	<ul style="list-style-type: none"> <li>• <b>Audit of all TLN's communications tools for accessibility assessment:</b> In October 2024, TLN conducted an inventory of all its communication channels (including our website, intranet, email newsletters, social-media accounts, internal chat platforms, published PDF/Word documents, video-hosting portals, and digital signage)</li> <li>• <b>Mapped tool functionality for inclusivity:</b> Our team ran automated scans and manual tests (e.g., screen-reader walkthroughs, keyboard-only navigation) for: <ul style="list-style-type: none"> <li>– Corporate website (news pages, "Contact Us" forms, on-demand video pages).</li> <li>– Intranet portals (HR announcements, IT support knowledge base, internal policy documents).</li> <li>– Email tool and newsletter templates (HTML email rendering, alt-text on images, heading structure).</li> <li>– Shared file storage (PDF/Word/PPT</li> </ul> </li> </ul>

	<p>documents used for external press kits and internal resources).</p> <ul style="list-style-type: none"> <li>– Social-media posts (Facebook, Instagram, Twitter) for compliance with text alternatives and video captioning.</li> </ul> <p>• <b>Compiled a gap-analysis report.</b> By November 2024, the audit identified:</p> <ul style="list-style-type: none"> <li>– Website: Inconsistent heading hierarchy, missing form labels, and insufficient color contrast on “Latest Stories” pages.</li> <li>– Intranet: Dozens of legacy PDFs lacking proper tags (making them unreadable via screen readers) and an internal chat tool (on TEAMS) with limited focus indicators and no clear guidance on accessible emojis and custom images.</li> <li>– Email: Newsletter templates lacked proper ALT text, used low-contrast button colors, and were not tested in popular screen readers (JAWS, NVDA).</li> </ul> <p>The audit report was presented to the Accessibility Committee in December 2024 and its findings are being assessed with a strategy to address any issues.</p>
<p><b>Create a Policy for ensuring that virtual conference calls and meetings are conducted on accessible platforms</b></p>	<p>• <b>Drafted the “Accessible Virtual Meetings Policy.”</b> in January 2025, the policy specified:</p> <p>1. <b>Platform Requirements:</b></p> <ul style="list-style-type: none"> <li>• All official TLN meetings (internal &amp; external) must be scheduled on Zoom (with “Live Transcription” enabled) or Teams (with “Live captions + transcript” turned on) by default—unless a compelling, documented business need requires an exception.</li> <li>• For exceptionally large events (over 1000 attendees), a hybrid approach (e.g., Zoom Webinar + professional captioning service) is permissible if budget-approved.</li> </ul> <p>2. <b>Pre-Meeting Procedures:</b></p> <ul style="list-style-type: none"> <li>• Hosts must send meeting materials (agenda, slide deck, readings) at least 48</li> </ul>

	<p>hours in advance, in accessible formats (e.g., tagged PDF, accessible PowerPoint).</p> <ul style="list-style-type: none"> <li>• If sign language interpretation is needed, request must be submitted at least 5 business days before the event so an onsite or remote interpreter can be booked.</li> <li>• A “Virtual Meeting Accessibility Checklist” (header text in both Word and PDF) must be attached to the calendar invite, asking host to verify: <ul style="list-style-type: none"> <li>– Captioning is enabled.</li> <li>– Presentation slides have readable fonts (minimum 24 pt), high-contrast color scheme, and ALT text on images.</li> <li>– Chat-box instructions clearly state how to ask questions (e.g., “Type your full name + question”).</li> <li>– For panel discussions, at least two accessible monitors are used (so presenters can see captions and participants simultaneously).</li> </ul> </li> </ul> <p><b>3. During the Meeting:</b></p> <ul style="list-style-type: none"> <li>• Hosts (or a dedicated accessibility co-host) must monitor caption quality and correct obvious transcription errors in real time (e.g., misrecognized proper nouns, technical terms).</li> <li>• Presenters are trained to: <ul style="list-style-type: none"> <li>– Introduce themselves, speak slowly and clearly, and describe any on-screen content verbally (e.g., “As you can see in this chart...”).</li> <li>– Pause between topics to allow screen-reader users to catch up.</li> </ul> </li> <li>• If participants request ASL interpretation, the host must pin the interpreter’s video feed and ensure their mic and camera remain on throughout.</li> <li>• In breakout rooms, one person is designated as the “accessibility liaison” to ensure: <ul style="list-style-type: none"> <li>– Anyone who needs to adjust text size or switch to high-contrast view can do so.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>– If a participant is having audio/video issues, the liaison communicates via telephone or chat outside the room to assist.</li> <li>– At least one participant uses a screen reader to confirm that shared content is readable.</li> <li>– For external webinars, a second “Technical Moderator” is assigned to monitor the Q&amp;A panel for accessibility requests (e.g., captions not loading, need for an interpreter).</li> <li>• Hosts must record the session, ensuring that autogenerated captions are turned on for the recording archive.</li> </ul> <p><b>4. Post-Meeting Follow-Up:</b></p> <ul style="list-style-type: none"> <li>• Automatically generate and distribute a text transcript (Word file) to all registrants within 24 hours, allowing participants to review and search the content.</li> <li>• Solicit “Accessibility Feedback” via a brief 3-question survey attached to the follow-up email (e.g., “Were captions clear and accurate?”, “Were slides accessible?”, “Any other suggestions?”).</li> </ul>
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#### Impact Highlights:

1. Greater Tool Accessibility: By auditing its communication tools, TLN identified some major accessibility gaps across digital channels and will be implementing improvements to reduce the barriers to accessing all company communication materials.
2. Inclusive Virtual Collaboration: Our new policy in this regard enabled consistent use of captioning, and screen-reader–friendly platforms.

Moving forward, TLN will continue to iterate on these action plans—regularly reviewing auditing tools, refreshing policies as platforms evolve, and incorporating ongoing feedback—to ensure our communications remain fully accessible, inclusive, and reflective of diverse needs.

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

TLN is dedicated to ensuring that accessibility is a priority in the procurement of goods, services, and facilities. During the first year of our Accessibility Plan, we focused on improving procurement processes and enhancing communication with vendors to ensure accessibility considerations are integrated into operations.

Key initiatives undertaken included updating procurement policies to prioritize accessibility, providing resources for employees to identify accessible suppliers, and ensuring accessibility standards are communicated to vendors. These efforts have been crucial in ensuring that the products and services we procure meet accessibility requirements, fostering a more inclusive environment.

As we move forward, TLN will continue to enhance our procurement practices by regularly reviewing and updating our guidelines, contracts, and policies to ensure compliance with accessibility standards and to promote barrier-free access to goods and services.

<b>Initiative</b>	<b>Action Taken in 2024-2025</b>
<b>Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization.</b>	<ul style="list-style-type: none"><li>• Reviewed TLN's existing Procurement Policy, Vendor Guidelines, and Contract Templates, with a focus on identifying any language gaps related to accessibility.</li><li>• Mapped each step of our procurement workflow (e.g., needs assessment, RFP development, vendor selection, contract signing) to pinpoint where accessibility criteria were missing or insufficient.</li><li>• Compiled a gap-analysis report highlighting:<ul style="list-style-type: none"><li>• Absence of mandatory accessibility clauses in standard contracts.</li><li>• Lack of guidance on evaluating an accessible product or service.</li><li>• No formal procedure for tracking accessibility features once goods/services are delivered.</li></ul></li></ul>

By embedding clear accessibility language into our procurement documentation, TLN is eliminating ambiguity—ensuring every requisition, RFP, and contract explicitly addresses the needs of individuals with disabilities.

Moving forward, TLN will continue refining these practices—updating thresholds (e.g., raising color-contrast ratios), expanding the Accessible Supplier Directory, and adding

more frequent vendor check-ins—so that our procurement process remains a model of accessibility and inclusion.

## **6. Design and Delivery of Programs and Services**

TLN is committed to ensuring that our programs and services are designed and delivered with accessibility at the forefront, allowing for diverse needs to be met. During the first year of our Accessibility Plan, we focused on providing employees with the tools, training, and resources necessary to design and broadcast programming that reflects individuals living with disabilities and that the delivery of such programming is accessible.

Key initiatives undertaken included. offering training to frontline employees on accessible service delivery, conducting review and assessment of programming broadcast to ensure reflection of experiences of individuals living with disability. These actions have been crucial in reducing barriers and improving the overall experience for customers and employees interacting with our programs and services.

As we move forward, TLN will continue to enhance the design and delivery of our programs and services.

<b>Initiative</b>	<b>Action Taken in 2024-2025</b>
<b>Conduct a review and assessment of how programming content licensed for our broadcasting services may be more accessible for audiences</b>	<ul style="list-style-type: none"><li>• <b>Performed a comprehensive audit</b> of all licensed programming (over 150 hours) to identify gaps in captions and described video descriptions.</li><li>• <b>Worked directly with content distributors</b> to secure closed-captioned and audio-described masters for various programming where possible.</li><li>• <b>Added standardized metadata tags</b> in our library to flag which shows already include accessibility features (e.g., CC, AD).</li></ul>

## **7. Transportation (If Applicable)**

TLN does not provide transportation services, and as such, no barriers were identified or actions required in this area under our Accessibility Plan.

## **8. Licence Conditions and Requirements Under the Broadcasting Act:**

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates and supervises broadcasting in Canada. As such, the CRTC requires broadcasters to comply with certain accessibility requirements, such as closed captioning, described video and audio description of audiovisual content.

TLN continues to adhere to applicable conditions of licence related to accessibility, ie. those listed under **Standard requirements for television stations, discretionary services, and on-demand services under Section 9 of Broadcasting Regulatory Policy CRTC 2016-436:**

Initiative	Action Taken in 2024-2025
<b>Operate in compliance with licensing and regulatory requirements relating to closed captioning, described video and audio description as stated below.</b>	<b>TLN continued to adhere to these requirements during the 2024-2025 period and will continue to do so in the coming years.</b>

### **Accessibility**

*9. The licensee shall caption 100% of the English- and French-language programs broadcast over the broadcast day, consistent with the approach set out in A new policy with respect to closed captioning, Broadcasting Public Notice CRTC 2007-54, 17 May 2007.*

*10. Consistent with Accessibility of telecommunications and broadcasting services, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009, the licensee shall:*

*a) ensure that advertising, sponsorship messages and promos in the English and French languages are closed captioned; and*

*b) implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal, and this captioning reaches the distributor of that signal, in its original form.*

*11. In regard to the quality of closed captioning:*

*a) for French-language services, the licensee shall adhere to the requirements set out in the appendix to Quality standards for French-language closed captioning – Enforcement, monitoring and the future mandate of the French-language Closed Captioning Working Group, Broadcasting Regulatory Policy CRTC 2011-741-1, 21 February 2012, as amended from time to time; and*

*b) for English-language services, the licensee shall adhere to the requirements set out in the appendix to English-language closed captioning quality standard related to the accuracy rate for live programming, Broadcasting Regulatory Policy CRTC 2016-435, 2 November 2016, as amended from time to time.*

*12. In accordance with Let's Talk TV: Navigating the Road Ahead – Making informed choices about television providers and improving accessibility to television programming, Broadcasting Regulatory Policy CRTC 2015-104, 26 March 2015, the licensee shall file a report relating to the provision of closed captioning when distributed on non-linear online platforms operated by the licensee, in a format deemed acceptable by the Commission, by no later than 30 November of each year for the broadcast year ending the previous 31 August, consistent with other reporting requirements.*

*13. The licensee shall provide audio description for all the key elements of Canadian information programs, including news programming.*

*14. In accordance with Let's Talk TV: Navigating the Road Ahead – Making informed choices about television providers and improving accessibility to television programming, Broadcasting Regulatory Policy CRTC 2015-104, 26 March 2015:*

*a) if the licensee broadcasts four hours or more per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide a minimum of four hours of described video per broadcast week for that programming;*

*b) if the licensee broadcasts less than four hours per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide described video for all of that programming.*

*These requirements apply to programming drawn from the following program categories set out in Item 6 of Schedule 1 to the Television Broadcasting Regulations, 1987, as amended from time to time: 2(b) Long-form documentary, 7 Drama and comedy, 9 Variety, 11(a) General entertainment and human interest and 11(b) Reality television, and/or to programming targeting preschool children (0-5 years of age) and children (6-12 years of age).*

### **3. Consultations**

In alignment with the principles of the *Accessible Canada Act*, TLN conducted both internal and external consultations to gather valuable feedback on our progress in implementing the Accessibility Plan. These consultations allowed us to engage directly with employees, stakeholders, and external organizations to ensure that accessibility remains a central focus in our ongoing efforts.

#### **1) Internal Consultations - Internal Employee Consultation 2025 Update**

Building on our commitment to accessibility, we once again conducted an optional internal online employee accessibility survey over the course of one week in 2025. This year, we expanded our survey to include questions about the impact of changes implemented over the past year. Employees were asked a series of questions designed



to identify any accessibility challenges they may have faced, provide feedback on the effectiveness of recent improvements, and offer suggestions for further enhancements.

58% of employees participated in the survey, providing valuable insights into accessibility within our organization. The results are currently being analyzed by our Accessibility Committee and Human Resources Department to assess the effectiveness of our recent changes and determine additional steps we can take to remove and prevent barriers.

Moving forward, we will continue to encourage open dialogue about accessibility and actively seek input from employees on their experiences. Through regular discussions and ongoing improvements, we remain committed to fostering an inclusive and accessible workplace.

## **2) External Consultations with individuals living with disabilities**

As part of our commitment to advancing accessibility, members of the IBG Accessibility Working Group actively engaged in a series of sessions with disability advocacy organizations in the spring of 2025. These discussions included consultations with representatives from the Centre for Addiction and Mental Health (CAMH), as well as the Canadian National Institute for the Blind (CNIB). These discussions focused on a wide range of accessibility issues, from improved approaches for closed captioning and described video, to addressing mental health challenges in the workplace. These consultations also included direct conversations with individuals living with disabilities, who provided valuable feedback to IBG Accessibility Working Group members, offering practical insights into how accessibility initiatives could be implemented and strengthened to meet community needs. Overall, these sessions reinforced the importance of accessibility for our respective organizations.

The **Centre for Addiction and Mental Health (CAMH)** is Canada's largest mental health teaching hospital and one of the world's leading research centers in its field. CAMH's presentation emphasized the importance of addressing mental health challenges in the workplace and how these issues intersect with broader accessibility efforts. CAMH outlined their upcoming initiatives, including new resources aimed at improving workplace mental health and reducing barriers faced by individuals with mental health conditions. The presentation also highlighted CAMH's ongoing work in advocating for the integration of mental health considerations into broader accessibility frameworks, stressing the importance of understanding the unique challenges faced by individuals with mental health conditions in navigating media spaces. The session concluded with a Q&A period, which included a focused discussion on the mental health needs of broadcast journalists, exploring how mental health challenges uniquely affect those in the media industry and how organizations can better support them. These conversations allowed attendees to delve deeper into these critical issues and discuss how best to implement and develop mental health strategies in their organizations.

The **Canadian National Institute for the Blind (CNIB)** is a non-profit organization that delivers innovative programs and powerful advocacy that empowers people impacted by blindness. Through their Access Labs program, CNIB offers resources and training to help individuals with vision loss and other disabilities better navigate and engage with the digital and media landscape. The CNIB's presentation was led by an expert on accessibility and inclusion. It also included a panel of three individuals living with a disability. During the session with the CNIB, the panel of individuals living with disabilities shared their personal experiences and provided valuable feedback to broadcasters on how they can improve accessibility. They emphasized the need for high-quality audio descriptions in media. They also discussed the importance of customizable accessibility features like font size and contrast settings (14 point is effective; ariel font is preferred). They also focused on the role of high-contrast visuals and clear, accurate captions in improving accessibility. The session concluded with a Q&A, where participants engaged with the presenters on strategies for improving accessibility and explored how CNIB's resources and feedback could help broadcasters enhance their accessibility practices.

These sessions are part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. These takeaways and key learnings were very helpful and used to implement accessibility goals in our Accessibility Plan and inform the development of this year's Accessibility Progress Report.

By actively listening to—and co-creating solutions with—CAMH, and CNIB and individuals living with disabilities, TLN has strengthened both the depth and breadth of our Accessibility Plan.

- **Operationally**, we now incorporate mental-health accommodations, and high-contrast/dynamic digital controls into today's workflows.
- **Strategically**, these consultations have broadened our understanding of "accessibility" to include cognitive, sensory, and emotional dimensions—ensuring that every policy, retrofit, and digital feature we deploy addresses real, lived experience.

Looking ahead, TLN is committed to maintaining these external partnerships, implementing the co-developed toolkits and training modules, and continually refining our built environment, technologies, and workplace culture. In doing so, we aspire not only to meet—but to exceed—the evolving accessibility

## **4. Feedback**

As part of our commitment to continuous improvement, TLN has implemented various mechanisms for gathering feedback on accessibility barriers from both internal and external stakeholders. This feedback helps us identify, address, and prevent barriers while shaping future enhancements to our services.

## Internal Feedback Received:

Through TLN's online Accessibility Feedback Page, we received the following internal feedback from employees about accessibility barriers within the workplace.

### Digital/Software Accessibility

- **Feedback:** "When using our internal content-management system, I often can't navigate the WYSIWYG [What you see is what you get] editor using only keyboard controls. The 'Add Image' button, for instance, isn't reachable without a mouse."
- **What we did:** We worked with IT to ensure that all interactive elements in core applications—menus, form fields, buttons—are accessible via keyboard alone.
- **Impact:** Making our internal platforms fully keyboard-navigable ensures that colleagues who are unable to use a mouse—such as those with limited dexterity—can perform tasks independently and efficiently.

### Adjustable Workstations and Ergonomics

- **Feedback:** "Several workstations on the open-plan floor don't include sit-stand desks or adjustable monitor mounts. Employees with back injuries or chronic pain have to bring their own equipment, which isn't always feasible."
- **What we did:** We introduced a pilot program to offer height-adjustable desks and monitor arms. To date, we have added 3 of these and are monitoring usage and feedback. If successful, we can gradually expand to make this standard in every department.
- **Impact:** Ergonomically adjustable workstations reduce strain for employees with mobility or musculoskeletal conditions, and can improve productivity and morale across the organization.

### Accessible Meeting Practices

- **Feedback:** "In our weekly all-hands, slides are typically shared without advance distribution, and sometimes the presenter speaks too fast or reads from complex images without verbal descriptions. It's tough for neurodivergent colleagues or folks using screen readers to keep up."
- **What we did:** We circulated slide decks and meeting agendas at least 24 hours ahead and adopted a habit of narrating any visual content (e.g., charts, graphs) verbally. We also introduced an audio recording session of bigger meetings where more people were involved. The transcript was then shared via email so that everyone could go back and reference and follow along in case they missed any details.
- **Impact:** These adjustments helped employees with cognitive or hearing-related disabilities process information more effectively and ensure meetings are inclusive for everyone.

### **No External Feedback Received:**

To date, TLN has not received any external accessibility-related feedback regarding our organization through our Accessibility Feedback Process Page [Accessibility | TLN](#). We remain committed to fostering an open and inclusive dialogue and will continue to raise awareness about our Accessibility Feedback Process Page. Our goal is to ensure that individuals are aware of the opportunity to provide feedback through this page and that our processes remain accessible, responsive, and transparent.

### **Accessibility Committee:**

TLN also meets regularly with its Accessibility Committee to review progress, identify potential barriers, and discuss strategies for improvement. These meetings provide an ongoing opportunity to assess accessibility initiatives, proactively address potential concerns, and ensure that accessibility remains a priority in our operations. Through this process, we continue to explore ways to enhance our feedback mechanisms and encourage greater engagement from our community. Thanks to this Committee's efforts, we reviewed the internal employee feedback and quickly implemented plans to resolve the accessibility issues raised by our staff.

### **Continuous Improvement:**

We value the feedback we receive from both internal and external stakeholders, as it provides us with opportunities to further improve accessibility. We will continue to monitor feedback and take proactive steps to address any barriers that arise ensuring that our services remain accessible and inclusive.

## **5. Conclusion**

TLN thanks you for taking the time to read our first Progress Report following the publication of our 2024-2027 Accessibility Plan. As we reflect on the progress made during the first year of our Accessibility Plan, TLN remains committed to creating an inclusive and accessible environment for our stakeholders, employees, and clients. While we are proud of the steps we have taken, we recognize that accessibility is an ongoing journey, and we will continue to identify and address barriers in the years ahead. Together, we look forward to building a more inclusive future.