



ZOOMERMEDIA LIMITED

Accessibility Progress Report 2025

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1. General

This progress report was prepared to meet ZoomerMedia Limited's obligations under the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR). It outlines updates on our Accessibility Plan (2023–2026), including actions taken, progress made, and next steps.

2. How to Provide Feedback

ZoomerMedia welcomes feedback from employees, audiences, and the public regarding accessibility and any barriers encountered when interacting with our content, services, or facilities.

Contact Options:

- **Email:** hr@zoomer.ca | privacy@zoomermedia.ca
- **Mail:** ZoomerMedia Limited, 70 Jefferson Avenue, Toronto, ON M6K 1Y4
- **Website Feedback Pages:**
 - [VisionTV](#)
 - [OneTV](#)
 - [JoyTV](#)
 - [FaithTV](#)


3. How to Request Alternate Formats

To request a copy of our feedback process description or this progress report in alternate formats (print, large print, Braille, audio, or an electronic format compatible with adaptive technology), please use the contact information above.

- Braille and audio formats: Provided within 45 days.
- Print, large print, and electronic formats: Provided within 15 days for organizations with 100+ employees and within 20 days for organizations with fewer than 100 employees.

4. Feedback Summary

Feedback was received from multiple sources, including:

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- Online forms and email correspondence
 - Live events
 - Direct audience feedback

Key Issues Raised:

- Inconsistent or insufficient described video (DV) on certain programs (e.g., *Heartland*, *Doc Martin*, *Born and Bred*)

Complaint #1: *Heartland* – received Sept 9, 2022 (Graham Langford)

Complaint #2: *Heartland* follow-up – received Sept 12, 2022

Complaint #3: *Heartland* DV resolution confirmation – received Sept 13 & 14, 2022

Complaint #4: *Doc Martin*, *Born and Bred* – received March 2, 2023 (Willard Buchanan)

- Accessibility of signage and emergency instructions
- Website accessibility progress

Feedback was received from multiple sources, including:

- Online forms and email correspondence

Key Issues Raised:

Examples of Complaints:

- *Heartland* – Sept 9, 2022 (Graham Langford) and follow-up on Sept 12, 2022
- Resolution confirmation – Sept 13 & 14, 2022
- *Doc Martin*, *Born and Bred* – March 2, 2023 (Willard Buchanan)

5. Actions Taken in Response to Feedback

- Forwarded program-specific DV complaints to content distributors.
- Worked with technical teams to provide cable box guidance (Rogers customers).
- Developed staff training to improve accessibility awareness and handling of complaints.
- Initiated signage enhancements and reviewed emergency plans.

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- Began redesign of websites using WCAG 2.1 AA standards (JoyTV already compliant).

6. Consultations

ZoomerMedia consulted with the following stakeholders:

- **Rick Hansen Foundation** – Conducted an external audit of the built environment (Feb 2024)
- **Public and Audience Members** – Via online forms and live events
- **Employees** – Through internal channels

All consultations were conducted in accessible formats and venues.

ZoomerMedia recognizes the importance of meaningful consultation with persons with disabilities, as required by the Accessible Canada Act. We've engaged in a variety of formal and informal consultations to help inform and improve our accessibility practices and planning.

Activities and Participants:

Rick Hansen Foundation Audit (February 2024):

- We commissioned a third-party accessibility audit of our built environment. The Rick Hansen Foundation provided comprehensive feedback on physical accessibility, which continues to guide our building upgrades and planning.

Public and Audience Feedback:


- Feedback from viewers and online accessibility forms across our television brands (VisionTV, ONE TV, JoyTV, and Faith TV) has informed updates to signage, programming, and digital platforms. This input continues to be collected and reviewed regularly.

Employee Engagement:

- We've gathered feedback through internal channels, including staff surveys, one-on-one discussions, and informal conversations. This has been essential in shaping workplace accessibility policies, accommodations, and inclusive hiring practices.

Consultation with CNIB Access Labs (Spring 2025):

- Representatives from ZoomerMedia's TV division participated in an accessibility awareness and training session hosted by the CNIB Access Labs. The session focused



on inclusive practices, environmental barriers, disability awareness, and etiquette. It also included first-hand insights from individuals with lived experience. CNIB's team discussed how invisible and visible disabilities can manifest in the workplace and offered actionable steps for fostering an inclusive culture. This training session is part of our ongoing efforts to consult directly with people with disabilities and learn from subject matter experts.

Approach and Accessibility of Consultations:

Consultations were conducted in multiple accessible formats and environments, including:

- Web-based feedback forms
- Email correspondence
- In-person and virtual events with accessible venues
- Third-party audits and facilitated workshops

ZoomerMedia remains committed to continuous consultation and engagement to ensure our accessibility initiatives reflect the real needs and experiences of persons with disabilities.

7. Actions to Address Barriers to the Design and Delivery of Programs and Services


ZoomerMedia is committed to delivering accessible television content that meets the diverse needs of our audience. We maintain full compliance with all exhibition requirements and quality standards for closed captioning and described video across our broadcast and OTT platforms. Robust systems and procedures are in place to ensure consistent monitoring and adherence to these standards.

We are also actively exploring emerging technologies to further enhance the accessibility of our content. This forward-looking approach is designed to improve service delivery and operational efficiency, ensuring we continue to provide high-quality accessibility features well into the future.

Our viewer feedback process is fully established, and we are committed to promptly addressing any accessibility concerns raised by our audience. All complaints are tracked through to resolution, with each case closed only once the issue has been fully addressed. We are pleased to report that, as of the 2024 calendar year to date, we have not received any viewer complaints related to the accessibility of programming on our television stations

8. Employment

Progress to date:

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- Annual acknowledgment of the Accessibility Policy by all employees
 - Updated onboarding process to proactively offer accommodations
 - Company-wide accessibility training in development for launch in Q1 2026
 - Inclusive hiring and barrier identification training for managers (Q1 2025 target)

9. Built Environment

Key Improvements:

- Achieved Accessibility Certified and Certified Gold designations in multiple areas.
- Installed tactile signage and height-accessible kitchen features.
- Enhanced pedestrian pathways and added signage for navigation.

Pending Actions:

- Install tactile indicators at stairwells.
- Add contrasting strips to glass surfaces for low-vision accessibility.
- Complete universal washroom upgrades.
- Finalize visual fire alarms and accessible evacuation instructions.

10. Information and Communication Technologies (ICT)

Progress:

- Joytv.ca was redeveloped to meet WCAG 2.1 AA standards.
- Remaining websites are scheduled for redesign using the JoyTV framework
- Ongoing IT assessments are in place to enhance the accessibility of hardware and software systems

11. Communication (Non-ICT)

- Internal and external materials are reviewed for plain language and accessible formatting.
- Alternate contact methods under review for updates.

12. Procurement

- Procurement templates now include accessibility standards.
- Vendors must demonstrate how goods/services meet accessibility criteria.



13. Programs and Services

- Continued compliance with CRTC accessibility requirements for closed captioning and described video.
- Regular audits of program logs.
- Viewer complaints are tracked, responded to, and used for improvement.

Complaints (Examples):

- Heartland: Audio description lacking sufficient scene detail. Forwarded to distributor.
- Doc Martin, Born and Bred: Viewer couldn't access DV due to cable settings. Provided support documentation and resolved.

14. Ongoing Commitment

We remain committed to removing barriers and improving accessibility across ZoomerMedia. Upcoming initiatives include:

- Launching employee accessibility training in Q1 2026
- Completing infrastructure improvements following the Rick Hansen Foundation audit
- Redesigning all corporate websites to meet WCAG 2.1 AA standards
- Completing accessibility upgrades at the 70 Jefferson office
- Continuing to collect and act on feedback from persons with disabilities

We will continue to monitor and measure our progress, ensuring accountability in achieving our Accessibility Plan (2023-2026) goals. Our next progress report will reflect continued improvements and new initiatives to enhance accessibility at ZoomerMedia.

For questions or feedback, please contact:

ZoomerMedia Limited, 70 Jefferson Avenue, Toronto, ON M6K 1Y4

Email: hr@zoomer.ca