



# ACCESSIBILITY PLAN



**PROGRESS REPORT**  
June 1, 2025





## OUR COMMITMENT TO ACCESSIBILITY

Channel Zero Inc. and its subsidiaries, affiliates, and related companies are committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. It is essential that accessibility be ingrained in the way we conduct our day-to-day business, and that we comply with all relevant legislation.

### 1. GENERAL

#### a) Introduction

Channel Zero 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, viewers, and other stakeholders.

At Channel Zero, we believe accessibility is an ongoing journey, and this Progress Report reflects the 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 accessibility so our employees, viewers, and other stakeholders can fully engage with and benefit from our services.

Channel Zero is a Canadian independent media company that owns the over-the-air channel CHCH-TV, as well as specialty channels Rewind and Silver Screen Classics. Its film division includes Ouat Media, an Academy Award®-winning film sales and distribution company, and Channel Zero Studios, a creative production unit that develops both scripted and unscripted projects through innovative partnerships. Channel Zero is headquartered in Toronto, Ontario.

We are 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 through the IBG Accessibility Working Group 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, accessibility experts, and other stakeholders 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.





## b) **Channel Zero Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide Channel Zero with feedback relating to accessibility and our organization, our feedback process, our Accessibility Plan 2024-2027, or our Progress Report please contact Bruce Cowley, our Accessibility Champion, who will be pleased to assist.

As Accessibility Champion, Bruce Cowley is responsible for receiving all accessibility-related feedback, questions and comments.

### **Channel Zero Contact Information:**

Our Accessibility Champion can be reached through the following methods:

*Mailing address:* Accessibility Champion Channel Zero Inc. 2844 Dundas Street West, Toronto, Ontario, M6P 1Y7

*Phone:* (416) 492 1595, extension 1900

*Email:* [accessibility@chz.com](mailto:accessibility@chz.com)

*Online Form:* [https://chz.com/additional/accessibility/#accessibility\\_form](https://chz.com/additional/accessibility/#accessibility_form)

### **Requesting Alternate Formats:**

Our Accessibility Plan, Progress Report, and Accessibility Feedback Process are available in alternative formats.

To request an alternate format, please contact Bruce Cowley using the contact details above.

### **Anonymous Feedback:**

If you prefer to remain anonymous, please do not include any 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 Communication Technologies (ICT)
  - c.1) Communication, other than ICT
- d) The Procurement of Goods, Services, and Facilities
- e) The Design and Delivery of Programs and Services
- f) Transportation

The following sections of our Progress Report address each of these priority areas.

### a) **EMPLOYMENT**

Channel Zero is committed to building an inclusive and accessible workplace with an equal opportunity environment. In the first year since we published our Accessibility Plan we focused on making improvements to our recruitment, onboarding, and training processes.

#### **Our Progress**

Key steps taken include enhancing the accessibility of our job postings, making educational and training material available in accessible formats and reviewing the compatibility of our legacy documents with assistive technology. We also gathered information during our external consultations, which we will review and apply as appropriate as we continue to work towards meeting our employment-related accessibility goals in the coming years.

#### **Recruitment**

Initiatives identified in our initial Accessibility Plan:

- Job openings will continue to be posted on the company's website, which is being developed to meet or exceed WCAG and ACA standards.
- Links will identify that hyperlinked content is in accessible HTML and/or PDF formats, which will continue to support evolving accessibility tools for job-seekers to utilize, should the need arise.
- To provide a greater understanding of the recruitment process, a condensed version of the company recruitment guide will be provided in accessible formats.
- To be more welcoming to job-seekers with disabilities, applicants will be asked to specify how they would like to receive communication from the company (ie: by phone, email, in-person, etc.)

Our progress in 2024-2025:

- We are now making more efficient use of section titles and HTML headings (such as <h1>, <h2>, etc) to emphasize the relative importance of content in job postings.





- We're using Accessible Rich Internet Applications (ARIA) IDs to make links clearer for people using screen readers. ARIA IDs help connect a link to extra information (like a label or description), so users understand where the link goes or what it does.
- We created a summary of the recruitment process for the *Careers* section of the website, which we are making available in multiple formats.

## Onboarding

Initiatives identified in our initial Accessibility Plan:

- Onboarding materials can be requested in an alternative format. This will include accessible digital formats as opposed to only paper training materials. This will allow for assistive technology such as screen readers.

Our progress in 2024-2025:

- All onboarding material is now available in digital formats, including documents and/or videos.
- We are currently reviewing our legacy documents for compatibility with assistive technology.
  - During this process, we discovered company logos, which are used in many documents, do not contain Alt Text or descriptions and the address we use on our letterhead does not appear in readable text. The marketing department is now reviewing this issue and creating new templates.

## Training

Initiatives identified in our initial Accessibility Plan:

- Educational and training resources will be available in an accessible format that takes into account the accessibility needs of a person with a disability.
- To provide greater clarity, instructions currently embedded within the accommodation and other forms will be expanded upon in a separate intranet landing page from which employees can choose from a selection of accessible options.
- Channel Zero's Accessibility Advisory Committee in collaboration with Human Resources will develop and train all employees on disability awareness to encourage an inclusive workplace. This training will offer a deep understanding of the different types of disabilities, how to work with people with disabilities, the process of accommodation and examples of existing or potential accommodations and supports available.

Our progress in 2024-2025:

- All new and updated policies and procedures are available online in both searchable HTML and downloadable, accessible PDF formats, while our legacy documents are currently being updated to the same standards.





- A current inventory of all positions' educational and training requirements is near completion and will be posted on the company intranet and HRIS system.
- Content available in video formats includes:
  - Tech Tidbits [captioned]
  - Virtual Tour of 4 Innovation Drive
  - Micro truck (now Remote Truck) training
  - Town Hall meetings are video/audio recorded (captioned and chat log saved)
- We created a landing page with instructions and links to downloadable forms.
- We raised awareness of the accommodation process and enhanced the accommodations we offer.
- We gathered information through internal and external consultations that we will apply as appropriate. More specifically, we attended:
  - a workshop held by CAMH, which provided us with valuable guidance on increasing disability awareness and normalizing conversations about mental health, as well as supplying us with specific strategies and resources that will help us achieve our training-related goals.
  - a presentation by CNIB, which provided us with useful information related to increasing disability awareness and implementing accessibility practices informed by an awareness that disability exists on a spectrum.

#### ***Employment - The Way Forward***

As we move forward, Channel Zero will continue to refine our approach to accessibility by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming years, using the information we gathered and lessons learned from our internal and external consultations.

## **b) THE BUILT ENVIRONMENT**

Channel Zero is committed to creating an accessible and inclusive physical environment, ensuring that stakeholders can navigate and use our facilities independently and with ease. In the first year since we published our Accessibility Plan, we focused on identifying and addressing architectural and physical barriers.



### Our Progress

Key initiatives undertaken included removing, replacing and rearranging furniture, providing access to ergonomic furniture and investigating barriers related to the manual elevator in our Toronto office. We also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.

### Architectural and Physical Barriers

Initiatives identified in our initial Accessibility Plan:

- Offer training on how to operate the manual elevator in the Toronto office.
- Dedicate a storage area in the Toronto office, away from any workspaces and hallways.
- Reorganize where shared items are placed in communal spaces.
- Invest in ergonomic furniture such as height-adjustable desks and ergonomic chairs.

Our progress in 2024-2025:

- We investigated how we can go about offering training on the manual elevator in the Toronto office in an efficient, practical manner.
  - We also explored alternative solutions to the problems presented by the manual nature of the elevator.
- We created more space by removing, replacing and rearranging furniture to increase functionality and accessibility.
- We reviewed ergonomic furniture requests and provided solutions on a case-by-case basis to support individual comfort and accessibility needs.

### *The Built Environment - The Way Forward*

As we move forward, Channel Zero will regularly assess our built environment to ensure it meets evolving accessibility needs. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming years, using the information we gathered and lessons learned from our internal and external consultations. We remain dedicated to identifying, preventing, and eliminating barriers in our facilities to foster a truly inclusive and accessible workplace.

## c) INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Channel Zero is dedicated to ensuring that our employees, customers, and other stakeholders can access information and communications related to our organization and that they have access to information and communication technologies, regardless of their abilities. In the first





year since we published our Accessibility Plan, we focused on making improvements related to informational and communication barriers, accessibility aids and our existing accessibility tools and settings.

### **Our Progress**

Key initiatives undertaken included adding captions to all images on CHCH.com, launching training initiatives using Google Classroom and increasing awareness of IT's role in the accommodations process. These efforts are part of our ongoing commitment to ensuring effective communications within our organization, removing barriers in our digital spaces and ensuring that users can interact with our technology with ease. We have also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.

### **Informational and Communications Barriers**

Channel Zero has continued to assess informational and communications barriers, including non-ICT barriers, within our organization since the publication of our initial Accessibility Plan. As indicated in the other sections of this report, we have made progress over the last year on several key initiatives, including:

- Ensuring information is available in multiple formats.
- Investigating new ways to train employees.
- Exploring ways of increasing disability awareness within the organization.
- Providing stakeholders with more options for how they communicate with us.
- Raising awareness about available accessibility accommodations.

### **Accessibility Aids**

Initiatives identified in our initial Accessibility Plan:

- Work with web accessibility industry leaders to adopt universal design principles and best practices in digital accessibility. This will ensure that our websites stay compliant with WCAG and ACA standards.
- IT staff will be provided training on configuring and deploying NVDA (Screen Reader). This tool will enable people with blindness, visual impairments and/or reading disabilities to browse websites by having the text read out loud.

Our progress in 2024-2025:

- All images on chch.com now include captions.
- We are looking into adding the ability to increase text size on our websites.





- We gathered valuable information during our consultations on improvements that are being made in accessibility-related technology, which will help us as we continue to improve the accessibility of our websites.
- IT staff are now required to complete a training session on configuring and deploying NVDA as part of a larger training initiative on accessibility for IT staff at Channel Zero (all current IT staff have completed this training).

### Existing Accessibility Tools and Settings

Initiatives identified in our initial Accessibility Plan:

- Provide clarity to the process of requesting IT-related accessibility accommodations to ensure that employees and audiences of all abilities are able to access information and communication effectively and efficiently.
- Implement training sessions on existing accessibility tools within our IT systems.

Our progress in 2024-2025:

- IT staff are now required to complete training sessions on:
  - responding to IT-related accessibility requests from employees
  - the accessibility tools we have available
- Ongoing refresher sessions and updates will be provided to ensure staff remain informed about new tools, evolving best practices, and employee accessibility needs.

### ***Information and Communication Technologies (ICT) - The Way Forward***

As we move forward, Channel Zero will continue to assess and enhance the accessibility of information and communications within our organization generally and our ICT accessibility specifically. We will regularly review our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees, audience and other stakeholders. We are committed to fostering an inclusive digital environment that promotes equal access. We will continue to make progress on the goals we set in our initial Accessibility Plan in the coming years, taking into account the information we gathered and lessons learned from our internal and external consultations.

## **d) PROCUREMENT OF GOODS, SERVICES, AND FACILITIES**

Channel Zero is dedicated to ensuring accessibility is a priority in the procurement of goods, services, and facilities. In the first year since we published our Accessibility Plan, we focused on reviewing our current practices and policies.

### Our Progress

Key initiatives undertaken included reviewing our current procurement accessibility criteria and evaluating our current practices and policies with the goal of making updates to improve accessibility.

### Purchasing of Goods & Services

Initiatives identified in our initial Accessibility Plan:

- Review and update our current procurement accessibility criteria, on a regular basis.
- Continue to evaluate current procurement practices and policies to improve accessibility.

Our progress in 2024-2025:

- We are reviewing our current procurement accessibility criteria, practices and policies.

### *Procurement of Goods, Services, and Facilities- The Way Forward*

Channel Zero is dedicated to ensuring accessibility is a priority in the procurement of goods, services, and facilities. In the first year since we published our Accessibility Plan, we focused on reviewing our current practices and policies.

## e) DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Channel Zero 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. We are also committed to ensuring we are in compliance with our accessibility-related licence conditions. In the first year since we published our Accessibility Plan, we focused on work related to closed captioning, audio description or interactive described video and described video.

### Our Progress

Our focus this past year was on adding automated closed captioning to the web player on CHCH.com, which has been crucial in reducing barriers and improving the overall experience for customers and employees interacting with our programs and services. We have also engaged with stakeholders to gather feedback on areas requiring improvement and will continue to incorporate these insights into our future planning.



### **Closed Captioning**

Initiatives identified in our initial Accessibility Plan:

- Expand our closed captioning offering for content on our websites.

Our progress in 2024-2025:

- The webplayer on CHCH.com now has automated closed captioning.
- We gathered information during our external consultations on best practices related to closed captioning and on improvements that are being made in closed captioning technology, including through use of artificial intelligence.

Channel Zero has licence requirements related to closed captioning, and as such, in 2024-2025, we also:

- Continued to provide 100% captioning on programs, promos and advertising materials on our linear channels and live stream on the CHCH website.
- Maintained closed captioning accuracy standards for our licenced services of one hundred percent (100%) accurate on off-line captions.
- Continued to comply with live closed captioning standards, keeping an accuracy rate of ninety-eight percent (98%) on live programs.
- Continued to submit required reports on live closed captioning to the CRTC.

### **Audio Description or Interactive Described Video**

Initiatives identified in our initial Accessibility Plan:

- Continue training sessions on Interactive Described Video services.

Our progress in 2024-2025:

- We gathered information during our external consultations, including information on improvements being made in described video technology, and look forward to making further progress on this initiative in the coming years.

Channel Zero has licence requirements related to audio description, and as such, in 2024-2025, we also:

- Continued to ensure our on-air talent is trained in providing audio description on informational programs so viewers with visual impairment can still receive the news.

### **Described Video**

Channel Zero has licence requirements related to described video, and as such, in 2024-2025, we:

- Continued to provide described video, as required by our licences.



***Design and Delivery of Programs and Services - The Way Forward***

As we move forward, Channel Zero will continue to enhance the design and delivery of our programs and services and work to ensure compliance with CRTC regulations, as required. We will review and apply, where appropriate, lessons learned during our internal and external consultations as we continue to make progress towards reaching the goals we set out in our initial Accessibility Plan.

**f) TRANSPORTATION**

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

**3. CONSULTATIONS**

In alignment with the principles of the *Accessible Canada Act*, Channel Zero conducted internal and external consultations to gather valuable feedback on our progress in implementing our 2024-2027 Accessibility Plan. These consultations allowed us to engage directly with employees, audience members, external organizations and other stakeholders to ensure accessibility remains a central focus in our ongoing efforts.

**a) INTERNAL CONSULTATION**

Building on our commitment to accessibility, we conducted an optional internal online employee accessibility survey over the course of ten days in May 2025. The survey follows up on the internal survey we conducted for our initial Accessibility Plan and was expanded to include questions about the impact of changes implemented since then. Employees were asked a series of 31 questions that prompted them to identify any accessibility challenges they may have faced or are currently facing, provide feedback on the effectiveness of recent improvements, and offer suggestions for further enhancements.

There were one hundred and ten (110) employees who responded to the survey, providing valuable insights into accessibility within our organization. The results are currently being analyzed by our Accessibility Advisory 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.



Preliminarily, the survey results show:

- Our efforts to communicate and raise awareness about accessibility issues and available accommodations have improved.
- Most of those who responded to our survey indicated the initiative to make regular “Tech Tidbits” available to help improve accessibility and keep everyone informed has been beneficial.
- We still need to do more to ensure everyone across the company is aware of the changes we are making to improve accessibility within our organization.
- Just over half of those who responded to the survey indicated they found the closed captions that were added to the web player on CHCH.com to be beneficial, but many others indicated they were unaware this change was made.
- Only a very small percentage of respondents indicated they continue to experience barriers related to the physical environment.

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.

## **b) EXTERNAL CONSULTATIONS WITH INDIVIDUALS LIVING WITH DISABILITIES**

As part of our commitment to advancing accessibility, Channel Zero, along with other 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 Disability Screen Office (DSO), the Centre for Addiction and Mental Health (CAMH), and the Broadcasting Accessibility Fund (BAF), 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, best practices for accessibility in the television and film production sector, 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 can be implemented and strengthened to meet community needs. Overall, these sessions reinforced the importance of accessibility for our respective organizations.

### **Disability Screen Office (DSO)**

The DSO is a national, disability-led not-for-profit organization that develops opportunities for disabled creatives and advocates for a more accessible Canadian screen industry. The DSO’s presentation was led by an individual living with a disability and provided valuable insights into





the barriers faced by individuals with physical, sensory, and cognitive disabilities, particularly in relation to television and film production. A key focus was on the launch of the DSO's industry resource hub, which was designed to provide essential tools, guidelines, and best practices for enhancing accessibility in the audiovisual sector, including content production. The DSO also introduced upcoming training courses aimed at equipping the creative community with the knowledge and skills needed to address accessibility challenges effectively. These resources will serve as valuable assets for the sector, helping to raise awareness and promote inclusive practices. Additionally, the presentation delved into the DSO's ongoing work in advocating for accessible content and practices in an industry that has unique challenges compared to traditional office workspaces. The DSO's session concluded with a Q&A period, allowing participants to engage directly with the presenter and gain further insights into how these new resources and training initiatives will help break down accessibility barriers in the industry.

Channel Zero looks forward to the launch of the DSO's resource hub and best practices guide, which we anticipate will be of immense assistance as we continue to work on enhancing disability awareness and digital accessibility across our organization. Moving forward, we will continue to stay up-to-date on the DSO's work and make use of their resources where appropriate to help us reach our accessibility goals.

### **Centre for Addiction and Mental Health (CAMH)**

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 mental health challenges unique to those working 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.

Channel Zero will apply lessons learned from this session to our work on increasing disability awareness and creating an inclusive workplace. We found CAMH's framework for having difficult conversations about mental health, strategies for normalizing conversations about mental health and advice on using non-stigmatizing language to be particularly helpful.





### **Broadcasting Accessibility Fund (BAF)**

The BAF is an independent not-for-profit funding body that provides grants for innovative projects in English and French, to advance accessibility to broadcasting content across multiple platforms for Canadians with disabilities. BAF's core goal is to address gaps in accessibility to broadcasting content for Canadians with disabilities, beyond what regulation already requires. BAF's presentation was led by two individuals living with disabilities. In their presentation, the BAF outlined their strategic priorities for the upcoming year, focusing on expanding funding opportunities for initiatives that promote inclusive broadcasting and accessible content. The session highlighted the importance of collaboration with industry stakeholders to integrate accessibility into broadcasting practices. Attendees engaged in a discussion on how BAF's funding and resources could be leveraged to address ongoing accessibility challenges and promote greater inclusion for people with disabilities in the broadcasting sector. During the presentation, one of the presenters who is blind shared their experiences, offering valuable insights and practical recommendations to broadcasters on how to improve accessibility in their content. Following the presentation, the session transitioned into a Q&A period, where participants asked questions about closed captioning standards and sought advice on best practices to ensure more accurate and effective captioning. The session concluded with an engaging exchange on how BAF's initiatives and resources could further support broadcasters in creating more inclusive media content.

This session provided us with useful information and resources to consider as we continue to explore new ways to enhance the accessibility of our programming and reach the goals we set out in our initial Accessibility Plan.

### **Canadian National Institute for the Blind (CNIB)**

The 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, the panel of individuals living with disabilities shared their personal experiences and provided valuable feedback on how broadcasters 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. They also highlighted the importance of using high-contrast visuals and clear, accurate captions to improve 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.







We took away a lot of useful information and resources from this session that will help us reach the goals we set out in our initial Accessibility Plan, including those related to the design and delivery of our programs and services. This session also provided us with practical information we will be able to use as we work to increase awareness of the changes we are making to improve accessibility throughout our organization.

The sessions we discussed in this section are part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. They each helped inform the development of this year's Accessibility Progress Report and provided useful strategies, tools and resources to help us implement the goals we identified in our initial Accessibility Plan. Moving forward, we will continue to use the information and resources shared with us through these sessions as we work to improve accessibility across our organization.

### c) EXTERNAL CONSULTATION WITH COMMUNITY MEMBERS

In addition to the sessions we participated in as part of the IBG Accessibility Working Group, Channel Zero solicited feedback from community members and other stakeholders through an external accessibility survey that was available to be completed over the course of one week in May 2025. Information we previously gathered through external consultations was integral to our Accessibility Plan. For our progress report this year, we expanded our survey to include questions about the impact of changes implemented over the past year.

There were approximately six hundred (600) people who participated in the survey, providing valuable insights. The survey focused on disability identification, content access, employment experience, and digital accessibility. The results are currently being analyzed by our Accessibility Advisory 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.

Preliminary findings include:

- Among those who identified as having a disability, the most commonly reported type was mobility-related, followed by other unspecified disabilities, with fewer respondents identifying as deaf, hard of hearing, blind, or partially sighted.
- Most respondents had accessed Channel Zero content through platforms such as CHCH.com, YouTube, and Spotify.
- Among those who engaged in the recruitment process, most felt the company communicated effectively regarding preferred communication methods.
- Among those who requested accommodations, most felt their accessibility needs were effectively met, with very few indicating dissatisfaction.





- The majority of respondents found the captions added to images on CHCH.com helpful.
- Most respondents found the automatic video captions helpful to some degree.

Moving forward, we will continue to encourage open dialogue about accessibility and actively seek input from community members and other external stakeholders on their experiences. This will help us as we continue to identify, remove and prevent barriers to accessibility so our viewers and other stakeholders can fully engage with and benefit from our services.

## 4. FEEDBACK

As part of our commitment to continuous improvement, Channel Zero 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 and External Feedback Received:**

Channel Zero received limited feedback related to accessibility through our Accessibility Feedback Process Page over the past year. The feedback we did receive included a comment on advertising volume. Other comments we received were either unrelated to Channel Zero or cannot be explained here for reasons related to confidentiality.

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. We have made some improvements over the past year to increase the accessibility of our online feedback page to help with this, including adding ARIA IDs and expanding the list of options for preferred communication.

### **Accessibility Advisory Committee:**

Members of Channel Zero's Accessibility Advisory Committee have been meeting to review progress, identify barriers, discuss strategies for improvement and ensure that accessibility remains a priority in our operations. Through this process, we will continue to explore ways to enhance our feedback mechanisms and encourage greater engagement from our community.

### **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

Channel Zero 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, Channel Zero 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.

