



Crossroads Television System (O/A YES TV) Accessibility Policy

Version 1

Published May 31, 2024



Table of Contents

1. General	4
2. Executive Summary	4
3. Accessibility Summary	4
4. Areas of Accessibility	5
4.1 Provisions of any regulations made under subsection 10(1) of the Broadcasting Act.....	5
4.2 Barriers by area	6
a) Employment	6
The built environment (aka workplace/building).....	6
Information and communication technologies (ICT)	7
Accessibility features available on YES TV’s Website:.....	7
Accessibility features available for YES TV Watch Live.....	8
Accessibility features available for YES TV VOD	8
Communication other than ICT	8
Joint Health & Safety Committee	8
Accommodation requests	9
Accessible Communication Products and activities	9
b) The procurement of goods, services, and facilities.....	9
Signage in Elevator	9
Wheelchair Accessibility	10
c) The design and delivery of programs and services	10
d) Transportation.....	10
4.3 License conditions under Part II of the Broadcasting Act.....	11
a) Accessibility Compliance Reports.....	11
Closed Captioning Reporting	11
Closed Captioning NER Compliance	11
Closed Captioning NER Compliance Reporting	11
Described Video Reporting.....	11
4.4 Provisions of any exemption orders made under subsection 9(4) of the Broadcasting Act.....	12
5.Consultation	12
Phase 1- Disabled Employees Review	12
Phase 2 – External Feedback	12
6. Feedback (progress reports only).....	12



Phase 1 – Internal Review (JHSC & Disabled Employees) 12

Phase 2 – External Feedback 12

 Feedback from Deaf Community 12

 Feedback from Blind/Sight Impaired Community 13

 Feedback from Disabled Community 13

Plan of Action based on Consultation Feedback 13

7. Budget and Resources 13

8. Glossary 13



1. General

At Crossroads Television System (O/A YES TV), the Director of Programming, Research & Media Services has been designated to receive feedback about accessibility.

For additional information or accessible format requests or to provide us with feedback regarding accessibility, please contact us using one of the following methods:

By Mail:

1295 North Service Road,
Burlington ON, L9R 4M2
Attn: Heather Lovegrove-Clevely
Director, Programming, Research & Media Services

Email: Accessibilityinquiries@yestv.com

Phone: 905-331-7333

or by completing the Accessibility feedback form on our website (www.yestv.com/accessibility)

2. Executive Summary

Crossroads Television System (O/A YES TV) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing barriers.

Crossroads Television System (O/A YES TV) understands our obligations under the Accessible Canada Act (ACA) and our CRTC license and will make every effort to ensure compliance.

Viewers are welcome to share accessibility feedback on our homepage.

Staff with disabilities will be given access to this policy and will be invited to provide feedback. In addition, YES TV is committed to attaining feedback from the disabled community.

3. Accessibility Summary

Crossroads Television System (O/A YES TV) is committed to identifying and providing barrier-free access to persons with disabilities. We are also committed to the principles set out in Accessible Canada Act (ACA) and Canadian Radio-television and Telecommunication Commission (CRTC) Accessibility Reporting Regulations, operating in a manner that respects the dignity and independence of all employees and customers, including those with varying abilities and/or disabilities.

In compliance with SOR 2021-241 (ACA) and CRTC 2023-329, Crossroads Television System (O/A YES TV) was identified as Class B3, not-for-profit broadcaster. As such, the deadline for publishing our first draft of our Accessibility Policy is June 1, 2024.

In accordance with the ACA guidelines, Accessibility Progress Reports will be completed every three years. The first YES TV Accessibility feedback report is due on June 1, 2027.

In compliance with SOR 2021-241, YES TV's Accessibility Policy will be reviewed every five (5) years. With the first full review to be completed by June 1, 2029.



4. Areas of Accessibility

4.1 Provisions of any regulations made under subsection 10(1) of the Broadcasting Act

Under subsection 10(1) of the Broadcasting Act, Crossroads Television System (CITS-DT, CKCS-DT, CKES-DT) provides the following accessibility features within their programming schedules:

1. Commitment to provide closed captioning for 100% of programming included in the schedule for all linear and digital platforms.
2. Commitment to include 2 hours/week of content that has been described for the first time on the station. (or 104 hours annually of DV content airing for the first time on YES TV).
3. Commitment to include described video (DV) on all children's programming airing in the schedule.
4. Commitment to include described video (DV) for all programs included in the following program categories airing in primetime (between 7pm and 11pm):
 - Long form Documentaries (02B)
 - Dramas (07A)
 - Comedies (07B)
 - Variety (09)
 - General Entertainment (11A)
 - Reality (11B).
5. Submit 2 programs monthly for accuracy reporting review to a third-party analyst, ensuring that live captions meet the minimum 98% accuracy threshold. (See section 4.3a)
6. Submit monthly reports to CRTC with Closed Captioning and Described Video outlined for CRTC condition of license (COL) review. (See section 4.3a)
7. Submit annual NER CC Accuracy Report, by the 30th of November each year, outlining results from prior broadcast year of CRTC monthly accuracy program reviews. (See section 4.3a)

Accessibility features (CC/DV), as outlined by CRTC, have been available on Linear broadcast of CITS-DT, CKCS-DT, CKES-DT. All content is available with closed captioning for all platforms owned and operated by YES TV. The closed captioning provided conforms to CRTC NER regulations for accuracy.

Audio descriptive video or described video (DV) provided on all platforms also meets all regulatory requirements, outlined in CRTC SOR 2021-160. All titles provided with described video on our linear feeds are accessible by viewers with these features enabled on YES TV Watch Live and YES TV VOD digital platforms.

If a title is scheduled to air outside of the regulated period, and DV is available, the accessibility features are enabled for viewers.

Closed captioning (608 and 708 captions) and audio descriptive video (DV) availability are factors considered by the program acquisition team for all new content acquisitions. If a title is acquired without closed captioning and described video and it is deemed necessary to fulfill our terms of



service, files are generated either by our in-house accessibility team or outsourced to a trusted third-party provider.

Closed captioning is provided for all content included on our linear stations (programs, commercials, promotional spots) and is exhibited in the same manner on our live stream, and on our video on demand digital platform.

4.2 Barriers by area

YES TV's Joint Health & Safety Committee were provided a copy of this policy for full review. In addition, staff members who have self-identified as individuals with disabilities were also consulted.

YES TV's Joint Health & Safety Committee (JHSC), in fulfillment of its duties regularly performs checks for the safety of its employees and makes recommendations to senior management regarding identification of barriers in all areas of the facility.

Feedback from staff members was also made available to the team generating this policy via JHSC worker reps to help protect their privacy.

a) Employment

AODA Training is provided to all staff during the on-boarding process.

In compliance with ON Regulation 191/11 section (7), training regarding the Ontario Human Rights Code as it pertains to people with disabilities is included within our on-boarding process.

During the onboarding process, employees are encouraged to identify any barriers or special needs they may have to accommodate their disability.

Employees are encouraged to speak with the People & Culture (P&C) Team or their JHSC Worker rep should barriers appear and need to be addressed.

When accessibility challenges, barriers or safety concerns are identified to JHSC worker or manager reps, these items reviewed by the certified JHSC members, discussed at length in our monthly meetings, regulatory requirements for safe resolution are provided, along with possible solutions. Notations included in JHSC meeting minutes respect the privacy of the staff team member reporting the issue, and secure approval from senior management regarding the best solutions for implementation.

Annually, employees and volunteers review and submit acknowledgement of acceptance and compliance with YES TV policies.

P& C Director maintains compliance records according to federal regulations.

The built environment (aka workplace/building)

AODA training is provided to all employees during the onboarding process.

Any equipment needed for an employee is addressed during the onboarding process.

Should barriers be introduced at a later date, these are typically identified by employees to either JHSC worker/manager rep or to a member of the People & Culture (P&C) team.



When identified by staff to JHSC worker rep or manager rep, they are included in the JHSC meeting minutes where the accessibility barrier is discussed, regulations are noted, and solutions options are provided for corporate input and approval.

People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

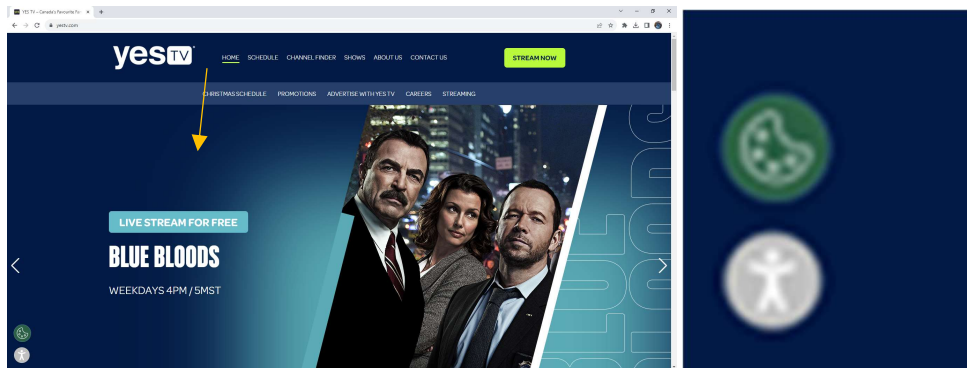
- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

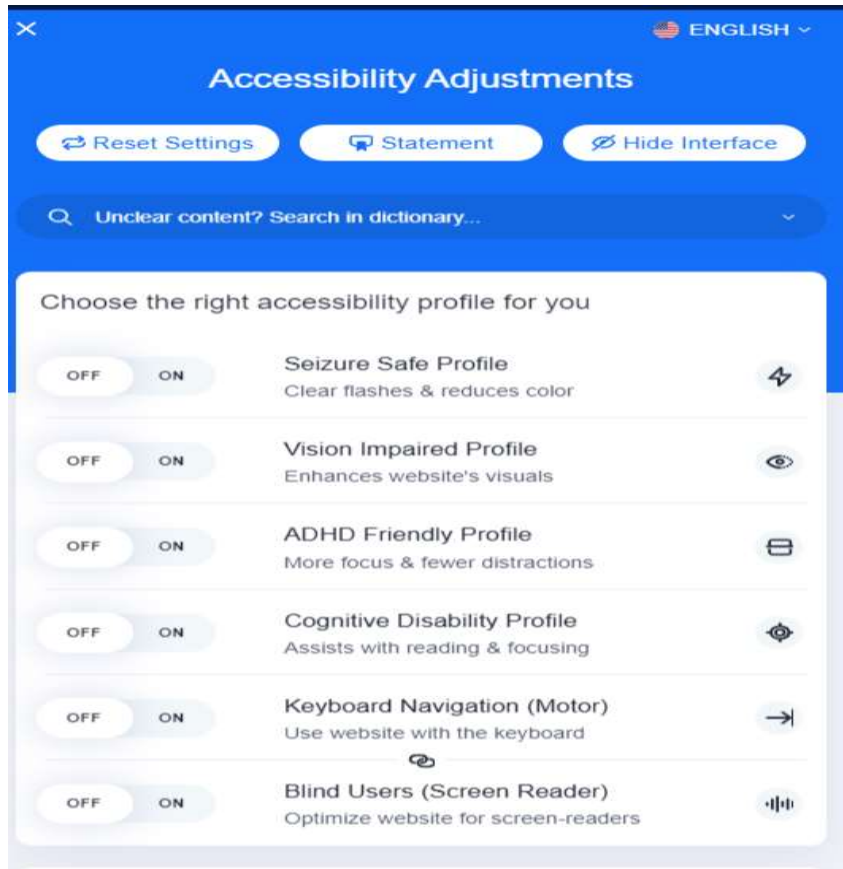
Information and communication technologies (ICT)

Accessibility features available on YES TV's Website: www.yestv.com

In September 2023, Crossroads Television System launched an updated website that included accessibility adjustments, ensuring its compliance with ACA and CRTC, with the goal of exceeding current requirements. These new tools can be accessed on our website from the following icons in the bottom lefthand corner of the screen:



The features available from this menu are as follows:



Viewers can turn on this functionality to assist them while consuming content on our website.

Accessibility features available for YES TV Watch Live

In October 2023, YES TV launched our YES TV watch live platform. Within our digital offering, we ensured that viewers had the ability to turn on closed captioning and described video. This functionality is available using the Settings – player options.

Accessibility features available for YES TV VOD

In October 2023, YES TV launched our YES TV VOD platform. In keeping with the expectations outlined by the commission with our responses at license renewal, we ensured that all accessibility functionality available via our linear programming schedule is also made available on our digital VOD platform.

Viewers have the ability to turn on closed captioning and described video from within the Settings – player options.

Communication other than ICT

Joint Health & Safety Committee

Worker and Manager representatives of the JHSC check in regularly with their peers to ensure that their workspace is safe and barrier-free.



When a worker is experiencing challenges and shares these issues with their JHSC worker rep or manager rep, they are reported via our JHSC slack channel, discussed during the JHSC meetings, and reported within the minutes of our meetings. These minutes are shared with senior management, along with possible resolutions/action items. Senior management provides directive regarding solution.

Use of service animals/support persons

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Should staff members require the use of service animals accommodations are made in conjunction with our P&C team.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded
- discuss with the visitor another way of providing services or facilities

In the event of a planned or unexpected disruption to services or facilities, YES TV will notify staff via our internal SLACK channel and will post signage for visitors. Should there be a scheduled disruption to our broadcast signals, notice will be provided on our website. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Accommodation requests

Accommodation requests are handled by our People & Culture (P&C) team. Typically, the employee or volunteer will address their concerns directly with their P&C representative. The Joint Health & Safety Committee (JHSC) team members also assist in identifying possible barriers as they pertain to health & safety.

Accessible Communication Products and activities

If an employee or volunteer requires accessible communication products and/or activities, these requirements are typically identified during the on-boarding process. Should the disability occur after the employee/volunteer is already engaged with the organization, these requests are addressed by a member of the P&C team.

b) The procurement of goods, services, and facilities

Signage in Elevator

As outlined within the Accessible Canada Act (ACA) requirements, braille signage is posted beside each of the elevator buttons, to assist blind viewers in use of the elevator.



Wheelchair Accessibility

A wheelchair ramp is available at the front of the building and is maintained by building management.

Security staff, posted at the security desk (near the front door) are available to assist physically challenged individuals with front doors, in the event of high winds or inclement weather.

Wheelchair accessible buttons have been installed in all main areas providing accessibility from the main "town square" into office spaces on each level of the building. Security pass cards are needed in conjunction with the accessible buttons to gain access to restricted areas.

JHSC team conduct regular reviews of workspace to ensure hallways, workspace are accessible and free of barriers that would impede workers from safe egress from building in event of an emergency.

Accessibility during Emergencies

An alternate wheelchair exit has been identified for staff in wheelchairs, so they have an awareness of another option should the front entrance be blocked/impassible.

The buddy system has been deployed within departments where staff members have self-identified accessibility concerns to assist with evacuation orders.

c) The design and delivery of programs and services

TV Listings, published with third party listings companies identifies for viewers where closed captioning and described video are available.

Closed captioning is available for all programs aired on all YES TV platforms.

When described video (DV) is an available feature for a program, the on-air execution of the program includes a DV image at the beginning of each airing, advising viewers that this program is available with described video.

Viewers have the ability to turn on/off DV and CC functionality using the options on their remote (or from within the settings on our VOD/Live Stream).

Programs included in our live stream will have the same notations for described video, since the live stream is a digital extension of our linear terrestrial broadcast signals.

All programs with described video that are made available on our YES TV VOD platform include DV functionality.

Within this platform, viewers can set whether closed captioning and described video features are on/off, and the system will remember and provide those options the next time they log in (so they don't have to set them each time).

Our accessibility feedback statement is available on our website with contact information for the Accessibility Director. Responses to concerns reported via the portal and/or directly to the Accessibility Director are provided in a timely manner using the same guidelines employed for complaints logged with CBSC or CRTC.

d) Transportation

Accessible Parking spaced are available for individuals visiting our facility in compliance with federal regulations.



4.3 License conditions under Part II of the Broadcasting Act

a) Accessibility Compliance Reports

Closed Captioning Reporting

In compliance with our terms of service, monthly CRTC logs are submitted by the programming team, outlining accessibility functionality available on all assets that are broadcast from our linear stations (CITS-DT, CKCS-DT and CKES-DT). From these logs, the CRTC calculates compliance to the captioning regulations mentioned above in 4.1 section (1, 6).

Closed Captioning NER Compliance

Each month two titles are selected from our live or near live programming and submitted to a third-party NER certified analyst, in compliance with regulations mentioned above in 4.1 (5). In addition to the live captioning third party testing, all programming assets received by YES TV's media services team are thoroughly checked for compliance with closed caption accuracy requirements and described video compliance, along with all other Industry standard regulatory checks.

If a program is live captioned and airs again later in the schedule, the YES TV accessibility team converts the captions to ensure they meet with compliance regulations for "pre-recorded" programs, converting the live captions to "pop on captions" and ensure that both 608 and 708 captions are available for both linear and digital platforms.

Closed Captioning NER Compliance Reporting Summary

In compliance with CRTC 2021-215, the Director of Programming files an NER Compliance Accessibility Report with updates regarding accessibility practices to the CRTC, annually by November 30th for the prior broadcast year. These reports include all files that were reviewed by the NER Analyst, their reports, and a detailed summary from the broadcaster of any business process modifications they have made during the past year to improve their overall results.

Described Video Reporting

The monthly CRTC logs that are submitted by the programming team also include details pertaining to programming assets, and execution of described video bugs, as aired on our three linear stations (CITS-DT, CKCS-DT and CKES-DT). Within the details provided, YES TV Programming also identifies if a program title is "first run" for the broadcaster. CRTC analysts cross reference the "first run" classification within the data provided and validate, reporting apparent compliance to 4.1 section (4).

Similarly, from these logs, the CRTC calculates apparent compliance to the described video regulations mentioned above in 4.1 (2, 3, and 6).

To ensure compliance with all accessibility regulations, the programming team performs quarterly audit checks and generates progress reports to ensure all broadcast requirements and expectations are met.



4.4 Provisions of any exemption orders made under subsection 9(4) of the Broadcasting Act

As a Class B3 broadcaster, Crossroads Television System (O/A YES TV) is not required to respond to viewers using Braille. Best efforts are to be employed to answer viewers using the methodology they used to contact the station.

5. Consultation

Phase 1- Disabled Employees Review

The first review conducted for the Accessibility Policy will be by employees who have identified themselves as individuals with visible or invisible disabilities. Their feedback will be included within the first phase of Consultation. Phase 1 was completed in April 2024.

This team will include members of the JHSC and P&C, in addition to identified staff members.

Phase 2 – External Feedback

For the second phase of consultation, YES TV has consulted with individuals who either self-identify as represent members of the deaf/blind/disabled community or are parents of children who are deaf/blind/disabled.

6. Feedback (progress reports only)

Phase 1 – Internal Review (JHSC & Disabled Employees)

- On-air execution meets the needs of the Blind, sight impaired, Hard of Hearing and Deaf.
- Pleased to see that YES TV has programs with disabled people positively portrayed but would love to see more.
- Encouraged to learn that an evac chair is available on the third floor for use during an emergency.
- Suggest that doorknobs be updated to lever-style knobs on the first floor to make it easier to open doors.
- Appreciate decals being added to glass walls/doors so that glass walls and doors are easier to identify/see.

Phase 2 – External Feedback

Feedback from Deaf Community

- Language such as "hearing impaired" is generally frowned upon. Community members have preferred language such as Deaf, with an uppercase D to denote those who are ASL first language users and members of the Deaf community, and hard of hearing in lieu of hearing impaired (See Glossary for CC). Deafblind is also a term used to describe an individual who has both hearing and vision loss which limits their auditory and visual sensory input. Having accommodations for both the Deaf and blind helps to accommodate this niche group of individuals.
- CC on all programs, linear/VOD/live stream is greatly appreciated

Feedback from Blind/Sight Impaired Community

-Was encouraged by accuracy requirements noted for closed captioning and the care shown by the broadcaster within this policy by providing the best viewing experience for Deaf/Blind community.

-Include audio description (DV) as much as possible on programs available via linear, VOD and Live stream, improving the selection and/or programming options available for those who are blind or sight impaired.

Feedback from Disabled Community

No additional feedback was provided.

Policy was reviewed by an individual who has been in a wheelchair for 29 years. She notes no additional changes or requirements are necessary.

Plan of Action based on Consultation Feedback

Feedback provided by employees and external consultants is being reviewed with action plan being developed to put some improvements in place quickly while others will be dependent on available funds.

Policy will be reviewed regularly in compliance with CRTC and ACA regulations.

7. Budget and Resources

Accessibility improvements are included within various departmental budgets (Programming/Media Services, People & Culture and Building/Facilities)

8. Glossary

Definitions for key terms, abbreviations, specialized words, or technical expressions used in the document.

- **ACA** – *Accessible Canada Act* – Accessibility requirements outlined for federally regulated businesses to ensure barrier free access for disabled Canadians.
- **AODA** – *Accessibility for Ontarians with Disabilities Act* – AODA is a law that aims to make Ontario accessible for people with disabilities.
- **Audio description** – see DV.
- **barrier** means anything — including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. (*obstacle*)
- **CBSC** – *Canadian Broadcast Standards Council* – third party government agency responsible for handling complaints and investigating issues reported by viewers regarding content airing within the broadcast industry.
- **CC- Closed Captioning** – service provided for the Deaf, deaf, Deafblind or Hard of hearing that provides grammatically correct text description of audio contained within all broadcast materials.



- **COL-** Condition of License – these are the conditions or terms of services required from all licensees from the CRTC and define the rules and regulations that all broadcasters operate under.
- **CRTC** – *Canadian Radio-television and Telecommunication Commission* – federal regulator responsible for ensuring compliance with Broadcast Industry policies and licenses.
- **disability** means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society. (*handicap*)
- **DV – described video descriptive video** – accessibility feature provided for the blind or sight impaired with audio description of video being displayed. (*also known as audio description*).
- **ICT – Information, Communication Technologies** – including physical aids, tools utilized for the dissemination of information, communication with employees or viewers that helps remove barriers for individuals with a disability or impairment.
- **JHSC** – Joint Health & Safety Committee – committee consisting of certified health & safety worker and manager representatives reviewing the workplace to improve health and safety conditions and to comply with the Occupational Health and Safety Act.
- **NER** – accuracy standard for closed captioning dictated and enforced by CRTC. NER measures the accuracy of captions. It compares the experience of the caption viewer to that of the hearing viewer. This standard requires that closed captions are 98% grammatically correct, with Canadian spellings for all live programs, and 100% accurate for all pre-recorded programs. Licensed Canadian broadcasters must abide to established mandatory quality standards when providing closed captioned programming. For English-language live programming a new accuracy rate and measurement model known as the NER model has been established. The NER model is described in the Canadian NER Evaluation Guidelines.
- **P&C** – People & Culture – Team who cares for our employees. In other organizations this team may also be referred to as Human Resources (HR).