



Accessibility Progress Report

Published: 29 May 2025

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General

The following progress report has been prepared to meet the organizations' obligations under the Accessible Canada Act (ACA), the Accessible Canada Regulations (ACR) and Canadian Radio-Television and Telecommunications Commission (CRTC). This report provides updates on the progress our organization has made in implementing its accessibility plan.

How to Provide Feedback

You can submit your feedback anonymously. However, we may be able to serve you better if you provide your name, phone number, and email address. This information will not be shared with any third party. By contacting us, you agree to the collection, use and storage of your personal information provided to us to respond to you and improve our services.

The designated person responsible for receiving accessibility feedback is:
Heather Lovegrove-Clevely (Director, Programming, Research & Media Services)

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

For more information on how you can send your feedback, see our feedback process description on our website using the following link:

<https://yestv.com/accessibility/>

How to request alternate formats

You can use the contact information listed above to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Print, large print or electronic formats may take up to 15-20 days.

Contact us

BY MAIL:

1295 North Service Road,
Burlington ON,
L9R 4M2

Attn: Heather Lovegrove-Clevely Director, Programming, Research & Media Services

EMAIL: accessibilityinquiries@yestv.com



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Phone: 905-331-7333

or by completing the Accessibility feedback form on our website

<https://yestv.com/accessibility/>

Feedback

During the drafting and implementation of our accessibility plan, consultations were conducted with two distinct groups of individuals with disabilities: Employees, and External Contacts: YES TV viewers and/or guests visiting our offices and studios.

Over the course of the past year, since publishing our Accessibility plan, viewers had the opportunity to submit feedback through the accessibility link, and from guests featured on programs that were produced in our studios. These featured guests included representatives from KARIS Disability Services, Indwell, Cardus, Portico Care Centre, Sanctuary Mental Health, The Raw Carrot, Hope Church Toronto West and Faith & Wheelpower Ministries.

On-air issues reported with missing audio description (described video) were resolved with the viewer within 24 hours of being reported. In each case, the viewer was able to resolve their issue with the guidance of a YES TV employee walking them through the steps to re-instate the functionality.

Feedback received to date has been positive, reporting no barriers experienced by individuals with disabilities. We are very pleased that the understanding and focus on accessibility gained through the Accessibility Plan process has resulted in our facility and services providing a welcoming and barrier free environment for our employees and guests.

Action Plan

The Accessibility Plan was reviewed with our leadership team to emphasize the importance of continuous priority of our Accessibility efforts.

The feedback from the disabled community provided during the drafting and implementation process was shared with the Joint Health & Safety Committee (JHSC) by the Accessibility Director. At YES TV's JHSC monthly meetings, consultation feedback was discussed at length. Items were included as action items in monthly minutes and correspondence was provided to Executive management and building management. Corrective action implementation plans and/or resolution/removal of barriers were shared with the original respondents. Where resolution required additional consultation and/or development, timelines for implementation were planned. We greatly value feedback received from viewers and visitors to our offices and are intentional in asking about their experiences. When/if new barriers are identified, this information is shared with JHSC, who actively works toward the removal of those barriers.

In the case of identified barriers pertaining to our on-air linear feeds, issues are investigated within



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48 hours of being reported, and resolution of these issues is shared with viewers using their chosen method of communication once the issue has been resolved. YES TV staff respond to viewers using the same method they utilized to notify us.

Training

Accessibility and disability training is included within the on-boarding process for all new employees.

Fire warden training has recently been completed for all designated staff, with an emphasis on how to assist employees and/or visitors with disabilities. The buddy system continues to be employed to ensure safe egress in the event of an emergency, with designated individuals responsible to assisting staff/visitors who may require assistance.

Recertification for Standard First Aid has been completed for designated team members, with three new staff members taking the training, in conjunction with others in our facility to expand the scope of employees who are able to assist during an emergency.

Joint Health & Safety Committee (JHSC) remains committed to ensuring that all identified barriers or safety concerns are addressed in a timely manner.

Consultations

As a small independent not-for-profit broadcaster with less than 100 employees, YES TV opted to conduct a two-phase consultation.

In Phase 1, we re-engaged with same small group of employees with visible or invisible disabilities that provided feedback during the creation of our Accessibility Plan.

Our Joint Health & Safety Committee (JHSC) reviewed the Accessibility Plan, provided accessibility feedback from employees and reviewed the progress report.

In Phase 2, we initiated feedback from disabled individuals who were featured within our in-house productions and visited our studios for their taping day.

How we Consulted Persons with disabilities in preparation of the progress report

Utilizing the consultation phases, we conducted private meetings with individuals with disabilities.

Phase 1:

Consultations with phase 1 group (employees) was on-going throughout the year, following up on items and recommendations, notifying them of how their feedback to assist individuals with



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disabilities was put into an action plan.

This group was also asked to review the Accessibility Plan (posted on the main page of our website) and provide comments if they could identify any barriers within the following areas:

- Employment
- The Built Environment
- Information and communication technologies
- Communication (other than information and communication technologies)
- Procurement of goods and services and facilities
- Design and delivery of programs and services
- Transportation

They were also asked to identify issues (when working from the office) promptly to either their Joint Health & Safety Committee (JHSC) representative/manager or the Accessibility Director. Accessibility Director also met with JHSC to review policy and to review any items that had been reported to the committee over the past year.

Consultations with Phase 2 group (visitors/program guests with disabilities) were ongoing throughout the year (based on when guests were to be featured on programs). Similar questions were asked of this group after an employee led guided tour of our facilities.

Feedback provided from the tours and in-person discussions with Phase 2 guests was provided to the JHSC.

Accessibility of Consultations

As an equal opportunity employer, our facilities are wheelchair accessible, ensuring that employees and visitors are easily able to access our facility using the wheelchair ramp at the front (and rear) of the building.

During our consultations, documentation was available in accessible formats.

As a linear, not-for-profit, conventional broadcast station group, all our programming shared on our platforms is provided with closed captioning (CC) and audio described video (DV) (as available).

Closed captioning accuracy is evaluated monthly to ensure compliance with accuracy standards (98% accuracy for live programs and 100% accuracy for pre-taped programs).

Audio description, more commonly known as described video (DV), is made available for designated programming genres airing in primetime on our linear and live streaming feeds. If a



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program is available on our linear transmissions with DV, then all digital offerings of this program include the same accessible functionality, across all of our platforms.

Who We Consulted

Our accessibility feedback consultation was conducted with the following:

-Individuals with Disabilities

-Two groups of individuals with disabilities were consulted.

Phase 1: Consultation with Disabled Employees

Five employees, with visible (mobility, hearing impaired, sight impaired) and invisible disabilities were consulted.

The policy and feedback was reviewed by the JHSC team.

Phase 2: Guests featured on Programs shot in our studios

Individuals with disabilities are featured on a regular basis within programs that are shot in our studios, where they are encouraged to share their experiences.

Since publishing our Accessibility Plan (between the dates of 1 June 2024 and 31 May 2025), 112 disabled guests and 8 organizations were featured on the following in-house productions:

100 HUNTLEY STREET (67),

SEE HEAR LOVE (24),

LEGACY MAKERS WITH JACQUELINE & DARREL (21)

represented the following groups within the disabled community:

- Mobility, vision, hearing, intellectual disabilities, Developmental disabilities/delays, and mental health.

The breakdown of guests by group is as follows:

Disability	Program (# disabled people consulted)
Mobility (28)	100 Huntley Street (20) Legacy Makers with Jacqueline & Darrell (6) See Hear Love (2)
Mental Health / PTSD/ Invisible Disabilities (44)	100 Huntley Street: (20) Legacy Makers with Jacqueline & Darrell: (10) See Hear Love: (14)
Neurodiversity /Developmental Disabilities (32)	100 Huntley Street: (21) Legacy Makers with Jaqueline & Darrell (4) See Hear Love (7)



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Deaf, deaf, Hard of Hearing, Hearing Impaired (5)	100 Huntley Street: (4) Legacy Makers with Jacqueline & Darrell (1) See Hear Love (0)
Blind & Vision Impaired (3)	100 Huntley Street: (2) Legacy Makers with Jacqueline & Darrell (0) See Hear Love (1)
TOTAL (112)	112

- Disability Organizations

When guests are featured on any of our in-studio productions, facility tours are included. As a result, individuals representing the following organizations have toured our facility and provided feedback:

- KARIS DISABILITY SERVICES (18 June 2024: 100 HUNTLEY STREET)
- KARIS DISABILITY SERVICES (12 September 2024: SEE HEAR LOVE)
- KARIS DISABILITY SERVICES (3 March 2025: SEE HEAR LOVE)
- INDWELL HOUSING FOR DISABLED (8 January 2025: 100 HUNTLEY STREET)
- SANCTUARY MENTAL HEALTH (21 January 2025: 100 HUNTLEY STREET)
- PORTICO CARE CENTRE (23 January 2025: 100 HUNTLEY STREET)
- THE RAW CARROT, INNERKIP (25 Feb 2025: 100 HUNTLEY STREET)
- CARDUS (6 March 2025: 100 HUNTLEY STREET)
- HOPE CHURCH, TORONTO WEST (3 April 2025: 100 HUNTLEY STREET)
- FAITH & WHEELPOWER MINISTRIES (12 April 2024: 100 HUNTLEY STREET)

No barriers were reported from the tours provided to the above-mentioned groups or individuals. Each group provided positive feedback regarding our commitment to accessibility. They were pleased about our level of commitment to accessibility and encouraged that we have our own team that creates closed captioning and audio description for our programs.

Total number of participants (not including members of our organization): 112

Number of participants with disabilities: 122

Areas designated from Section 5 of Accessible Canada Act

Employment:

We have made the following progress in removing the barriers associated with employment as identified in our accessibility plan:



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Barrier 1:

Ensure that accessibility concerns are documented and part of YES TV's policies and procedures.

Progress Update:

P&C team continue to refine our processes to ensure accessibility concerns/needs of potential employees are addressed prior to an interview.

As a broadcaster, YES TV remains committed to accessibility and inclusion within all our hiring practices. Annually, employees review YES TV's policies and acknowledge our commitment to accessibility and inclusivity.

Barrier 2:

Increase awareness so that all employees are actively focused and working toward removing accessibility barriers, while ensuring that we have trained Health & Safety/ Standard First Aid representatives available who are fully aware of accessibility concerns.

Progress Update:

During our March 2025 Director's meeting, accessibility was an agenda item for discussion within our strategic planning, and for the purpose of increasing awareness for directors and managers. We reviewed what some barriers might be for various initiatives so that they identify and assist with the removal of these barriers.

Fire warden training refresher courses were provided in March 2025.

Designated staff members were certified (and/or re-certified) with Standard First Aid.

All JHSC team members' certifications are current.

The Built Environment

We have made the following progress in removing the barriers within the built environment as identified in our accessibility plan:

Barrier 1:

Providing an alternate egress from facility in event that the front entrance (where ramp is located) is blocked.

Progress Update:

Alternate safe egress plan has been formulated for individuals working on the first and third floors. The buddy system has been deployed, with staff members identified to assist those requiring assistance for safe egress.

Barrier 2:

Automatic door buttons were missing from the accessible washroom on the first floor.

Progress Update

Automatic door buttons were installed on the first-floor accessible washroom within 48 hours of the issue being reported.



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Barrier 3:

Glass walls within the building were hard to identify for individuals with impaired vision.

Progress Update

Decals were added to all glass walls and doors to help people identify them.

Barrier 4:

Round door handles are often difficult for individuals with mobility challenges to open.

Progress Update

The majority of round door handles have been replaced with lever style handles with the remaining few noted in our renovation plans.

Information and Communication Technology

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1:

Many of our ministry clients were relying on AI to generate captions when sharing content on digital platforms. AI captions currently do not meet NER accuracy compliance requirements.

Progress Update:

With a small tweak to our workflows, YES TV's accessibility team now provides digital closed caption files in compliance with NER broadcast standards for programs and interstitials that are shared on digital platforms.

Communication (other than Information & Communication Technologies)

No barriers were identified in our accessibility plan related to communication (other than Information & Communication technologies) within our accessibility plan.

The Procurement of Goods, Services and Facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1:

Our current process for evaluating external production locations (venues) does not include an accessibility checklist.

Progress Update:

A checklist has been discussed with those who are procuring external production locations to ensure that accessibility is top of mind.

The Design and Delivery of Programs and Services

We have made the following progress in removing the barriers identified in our accessibility plan:



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Barrier 1:

Historically, accessibility has not always been considered when new policies, programs and services are being developed.

Progress Update:

A recommendation has been made to senior management that we incorporate Disability consultation to review new policies, programs and services (as they are being drafted) to ensure that we don't create any new barriers through their implementation. The group identified within Phase 1 of Employee Feedback Consultation could be utilized in this fashion.

Since our regulations stipulate submission of an Annual Accessibility Progress Reports, and a review/revision to be supplied regularly for our Accessibility Plan, consultation feedback for policies, programs and services will be incorporated into our annual consultations.

Transportation

No barriers were identified in our accessibility plan related to transportation.

Other Progress

YES TV remains committed to removing barriers. We continue to procure content that includes both closed captioning (for deaf) and audio descriptive video (for blind).

Over then next fiscal year, it is our intention to expand the scope of our consultation to include feedback from disabled viewers, where consultation feedback will be gathered using an online survey.

Conclusion

YES TV is committed to continue to monitor and measure our progress to ensure we are removing existing barriers as they are identified and preventing new barriers from being introduced.

We continue to encourage viewers and visitors to our office to provide feedback using the mechanisms provided.

Accessibility feedback is regularly shared by the designated staff member with our JHSC, our operation team and building management. YES TV remains committed to provide updates to viewers reporting accessibility matters.

YES TV is committed to provide our next Progress Report, annually on or before 1 June 2026.