



ZOOMERMEDIA LIMITED

Accessibility Progress Report 2024

Human Resources

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Updated: October 8, 2024

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1. Company Background

Founded in 2008, ZoomerMedia Limited (ZML) is a diversified media company uniquely devoted to creating content, services and experiences for people age 45-plus. ZML operates media across multiple platforms, TV, radio, print, digital, and also produces original TV and radio programming.

ZoomerMedia Mission: ZoomerMedia is a dynamic and creative organization, where employees have the opportunity to be part of a truly innovative brand of media development and innovation.

Read this progress report online at:

<https://www.visiontv.ca/accessibility-feedback/>
<https://www.onetv.ca/accessibility-feedback/>
https://www.joytv.ca/accessibility-feedback
<https://www.faithtelevision.ca/accessibility-feedback/>
<https://classicalfm.ca/contact-us>
<https://www.zoomerradio.ca/contact-us>

This progress report reviews the ZoomerMedia Limited's current position regarding compliance with the Accessible Canada Act, Bill C-81, that came into effect on July 11, 2019 and efforts undertaken to remove and prevent barriers faced in the workplace as outlined in the Accessibility Plan submitted in 2023.

To obtain additional information or for inquiries regarding this progress report, please contact:

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2. ZoomerMedia Limited Accessibility Plan 2023 Summary

Understanding the issues and barriers faced by individuals 45+ and by advocating for them, the company gained an appreciation of the importance of creating an inclusive work environment. The contributions of 45+ to the corporate culture, revenues, demonstrates how inclusivity fosters a competitive and progressive company where employees thrive. The Company will apply lessons learned to create a culture of inclusivity for all persons with disabilities.

2.1 Accessibility Statement

ZML is committed to meeting the accessibility needs of people with disabilities. In accordance with the Accessible Canada Act which is "to benefit all persons, especially persons with disabilities", the Company will take reasonable efforts to ensure the provision of goods and services is consistent with the following guiding principles:

- Respecting the dignity and independence of people with disabilities
- Ensuring that the provision of goods and services to people with disabilities is integrated with the provision of goods and services to others unless an alternative measure is necessary
- Ensuring that people with disabilities are given an equal opportunity to obtain, use and benefit from the goods and services provided by the Company

2.2 Consultation

ZML has continued with the feedback process for employees and the public to ensure all barriers to persons with disabilities can be identified and addressed.

- Through its' corporate website, the Company solicited feedback from persons with disabilities on ZML services, technology and facility to identify barriers to persons with disabilities
 - This has proven to be an effective method for soliciting feedback e.g. A viewer recently notified us that the described video on several shows appeared to have technical issues
 - Through these feedback mechanisms, other viewers have commented on technical issues experienced on our television channels
- The Company continues to received feedback on its' services and facilities from audiences who participate in the live events (concerts, show tapings, "Doors Open" – a city wide event) featured at the facility

3. Progress on Key Areas

3.1 Actions to Address Barriers in Employment & Training Initiatives

- As part of the onboarding process, all new employees continue to be required to read and acknowledge the Accessibility Policy; all employees are expected to review the policy on an annual basis
- The company has recently acquired several new entities
 - A standard approach to educating all staff on accessibility is being developed with an expected completion date of fourth quarter 2024
- Review and update onboarding process to ensure all new employees are offered accommodation
- A training document for business leaders and staff to increase awareness on the Accessibility Act and how to identify barriers in the workplace and to foster a workplace culture of inclusivity is currently being developed with a completion date of first quarter 2025

3.2 Actions to Address Barriers in the Built Environment

The built environment refers to the physical work environment, equipment, furniture and tools. A safe and healthy work environment for all employees, guests, vendors is a ZML priority. ZML's Health & Safety Committee, with representation from both management and staff, oversees workplace safety issues and investigates all incidents reported.

ZML's head office is located in Toronto with additional offices in Vancouver.

The Company engaged the Rick Hansen foundation to conduct a comprehensive audit of the main facility to identify barriers for persons with disabilities within the physical work environment.

They applied the Rick Hanson Foundation Accessibility Assessment, a universal design approach that reviews the need of the user. The following areas were examined.

- A. Vehicular Access
- B. Exterior Approach and Entrance
- C. Interior Circulation
- D. Interior Services and Environment
- E. Sanitary Facilities
- F. Signage
- G. Emergency Systems
- H. Additional Use of Space

In February 2024 we received a comprehensive report that confirmed the ZML built environment is Accessibility Certified and Accessibility Certified Gold in several areas.

3.2.1 Key Areas of Success

- ☑ Accessible public entrance; main entrance is equipped with a power operated door
- ☑ Access to all key function spaces; interior corridors are of sufficient clear width
- ☑ Designated parking spaces; close in proximity to the main entrance
- ☑ Access to public transit
- ☑ Accessible path(s) of travel leading to building and throughout the site
- ☑ Signage in place to navigate building
- ☑ Accessibility provision(s) for the key functional facilities; e.g. the main kitchen has an accessible height sink and also has knee clearance

3.2.2 Key Areas of Opportunity and Remedial Steps

Based on the Rick Hansen Accessibility report findings, facilities, together with the building management, will prioritize the identified actions to continue with our commitment to further enhance accessible work place.

- Vehicular Access
 - Recommendation: Provide marked pedestrian crossing through the parking areas
 - **Action:** Review parking layout of parking lot to determine a designated area to be used as a pedestrian crossing

- Exterior Approach and Entrance
 - Recommendation:
 - Provide additional signage along the exterior paths to support users in navigating to the various entrances
 - Provide tactile attention indicators at the top of the stairs
 - **Action:**
 - Identify areas on the exterior paths for additional signage; work with internal creative department to create signs
 - Identify high traffic stair wells that would benefit from tactile indicators
- Interior Circulation
 - Recommendation: Provide color-contrasted strips on glazed doors/walls to support people who have low vision in recognizing the presence of glazing
 - **Action:** Identify glazed door/walls that required color contrasted strips
- Sanitary Facilities
 - Recommendation: Provide universal washrooms with the expected accessibility feature
 - **Action:** Review existing washrooms to determine the accessibility features required to convert to a universal washroom
- General Signage (e.g. meeting rooms)
 - Recommendation: Provide tactile features (raised characters/symbols and Braille)
 - **Action:** Review and prioritize high traffic rooms for tactile features
- Emergency Systems:
 - Recommendation:
 - Provide visual fire alarms
 - Provide accessible evacuation instructions
 - **Action:** Review current placement of fire alarms and create plan to increase visibility and provide accessible evacuation instructions in various formats

3.3 Actions to Address Barriers Information in Technologies (ICT)

- In 2024 the Joytv.ca website was redeveloped applying WCAG guidelines and tested; the site achieved a AA accessibility standard
- The redesign of corporate websites to WCAG standards is a standing item for the digital department and redevelopment of corporate websites continue to be a priority
- The redesigned Joy.ca website will be the blue print for other corporate websites

3.4 Actions to Address Barriers to the Design and Delivery of Programs and Services

ZML regularly seeks feedback on its' radio and TV stations. To maintain its' TV license the Company must meet regulatory compliance requirements as specified in the Bulletin CRTC 2013-515. Program logs are regularly submitted to the Commission.

- In the most recent Annual Compliance Evaluation for the 2021/22 Broadcast year, all ZML TV stations continue to be deemed to be compliant. Areas evaluated included, closed captioning and described video for both content and advertising material, for broadcast day and prime time.
- Continue to solicit feedback from persons with disabilities to ensure all ZML radio and TV programming are accessible

4. On-going Commitment

Annual progress reports keeps accessibility related issues at the forefront and makes ZML accountable to its' Accessibility Plan. We are committed to taking the steps to make our facility accessible to all persons with disabilities. Our objective is to ensure all leaders and staff are trained in accessibility and are advocates for an accessible-centric culture.