

TV Hamilton Limited *operating as;*



Accessibility Plan

2023-2026

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1. General

TV Hamilton Limited (Hereinafter referred to as **CABLE 14**) *Accessibility Plan (2023-2026)* has been prepared in accordance with the requirements of the *Accessible Canada Act* (S.C. 2019, c.10) and its regulations (ACA).

Our Accessibility Plan can be requested in an alternate format and accessibility-related feedback can be submitted anonymously, via telephone or email. The designated person responsible for receiving accessibility feedback is:

For CABLE 14:

General Manager telephone:

905 523 1414 x222

email:

accessibility@cable14.com

mail:

TV Hamilton Limited
150 Dundurn Street South
Toronto, Ontario
L8P 4K3

Additional accessibility information is available at:

<https://www.cable14.com/accessibility>

2. Overview of CABLE 14's Activities

Rooted in the communities it serves, CABLE 14 is an established media entity in Hamilton, Ontario with a legacy going back 54 years. CABLE 14 Communications provides the local community access to television content and online content.

CABLE 14's Commitment to Accessibility

CABLE 14's core values include a strong commitment to customer and community and social engagement, innovation and teamwork. We aim to be a recognized diverse, equitable, inclusive and accessible employer, corporate citizen and provider and we recognize that accessible programs, practices, policies, services and products are a key enabler to achieve that mission.

In recognition of the ACA's objective of achieving a barrier-free Canada by 2040, CABLE 14 is committed to proactively identifying, removing and preventing barriers to accessibility for people with disabilities in a timely manner.

In accordance with the ACA and its established Accessibility Standards and the related Canadian Radio-television and Telecommunications Commission (CRTC) regulations published in July 2021, the following report outlines CABLE 14's three-year plan to identify, remove and prevent barriers facing people with disabilities. This will include the continual improvement of access to CABLE 14's facilities, policies, programs, practices and services for employees and members of the community.

CABLE 14's Commitment to Accessibility cont...

In preparing this Accessibility Plan, CABLE 14 has taken into account the principles set out at section 6 of the ACA, as follows:

- (a) all persons must be treated with dignity regardless of their disabilities;*
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;*
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;*
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;*
- (e) laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;*
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and*
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.*

3. CABLE 14 Consultations

In the preparation of this Accessibility Plan, CABLE 14's consulted with persons with disabilities.

- i) External consultations: CABLE 14 participated in a consultation with a local Inclusion advocate Anthony Frisina. In a future F25 report CABLE 14, in conjunction with Anthony Frisina, will outline accessibility and how they will be addressed as part of CABLE 14's overall ongoing Accessibility Plan.
- ii) Internal consultations: CABLE 14 worked with some of our community partners to identify where CABLE 14 could provide solutions to any current accessibility issues. The Westdale Theatre did not have an accessible washroom. CABLE 14 worked with The Westdale Theatre and completely funded the renovations needed to install what was needed to make the washroom at The Westdale fully accessible. *(Renovation completed May 2024)*
- iii) CABLE 14 is focused on helping better address employees' accessibility needs, reducing internal attitudinal barriers, and increasing awareness about the importance of inclusion, accessibility and allyship as well as to continue to offer networking opportunities.
- iv) In 2022 we added an extra Handicap Parking Space to our parking lot and repainted the parking lot with the "new" accessible parking icon. This was done in direct consultation with local advocate, Anthony Frisina
- v) In 2022 we added additional lighting as both a safety measure and to help those that had a difficult time seeing in the dark. The added lighting helped to make easier visibility for all using the parking lot.

(a) CABLE 14 Feedback

- i) **Received feedback in 2023 from Anthony Frisina;**
Production & distribution of Anthony's accessibility television program, "Above and Beyond".
- ii) **Received feedback in 2023 from The Westdale Theatre;**
As to what kind of accessible washroom being installed on the ground floor of their establishment. We funded The Westdale 100% of the costs towards the construction and completion of this project.
- iii) **Received feedback June 2024;**
Direct feedback from a deaf family attending a Hamilton Cardinals baseball game. Their son plays for the team and they enjoy watching him play on CABLE 14 but would like to see closed captioning during this Live Sporting event. Working on CC for the on demand version.

4. CABLE 14's Three-Year Accessibility Plan – Key Plan Elements and Actions

Based on the findings that surfaced through our internal and external consultation processes, we provide, below, a list of actions we will take to ensure CABLE 14's workplace aligns to the ACA.

Areas of focus include internal employee systems, governance and processes, wellbeing and talent attraction, as well as customer and community initiatives. Some of the actions described herein have already been implemented, while some are currently ongoing or are expected to be implemented within the next three years.

We plan to provide progress updates in F25 and adapt our plans to ensure that they address any new barriers that might negatively impact our employees, volunteers and/or our community volunteers

(a) Employment (Internal Systems, Governance, Wellbeing and Talent Attraction)

Recent Enhancements

Aligned with CABLE 14's focus on diversity, equity and inclusion (DEI), CABLE 14 has taken several impactful steps to drive an inclusive, equitable and accessible workplace as it relates to ensuring equitable systems, employee well-being and an inclusive workplace culture.

To drive a greater focus on and awareness and accountability for health, safety and wellbeing of employees, a Health and Wellness Committee was established. The Health and Wellness Committee (Health & Safety Committee) includes giving attention to the mental health and wellbeing of the employees at CABLE 14. All new employees get Health & Safety training as well as all volunteers who join the CABLE 14 team.

CABLE 14 ensures that the employees are reminded every 12 months that they have access to a Resource Group via Manulife to help the employees address any accessibility needs, reducing internal attitudinal barriers, increasing awareness about the importance of inclusion, accessibility and allyship as well as offering networking opportunities. CABLE 14 will offer throughout the year events that support the mental Health and Wellness of the employees. By way of example, one of the yearly initiatives was a half day offsite where the CABLE 14 team were given the opportunity to learn how to cook high end meal. This event was wrapped up with the team enjoying the meal they created.

Employment (Internal Systems, Governance, Wellbeing and Talent Attraction) cont...

To attract a greater diversity of candidates and broaden the pool of talent, CABLE 14 posted two years ago at <https://www.cable14.com/diversityandinclusion> our commitment to ensure we are drawing from a pool of talent that never discriminates or alienates any one individual who applies for a role, or volunteers, at CABLE 14.

In the past 12 months, CABLE 14 has enhanced the work environment by removing unnecessary doors, removing physical barriers and affixing new accessible signage throughout the work environment.

While there is still work to do to continue to increase self-identification and hiring, CABLE 14 continues to make considerable progress in how all groups are represented through the content that is broadcast on CABLE 14.

(b) Future Opportunities

CABLE 14 has identified several key areas of opportunity and has aligned action steps to enhance workplace culture, support the employee experience and help attract and retain talent.

The resulting plans align around the following areas:

- **Employment Brand /Talent Attraction Enhancement**
 - F23 – Using the internal CABLE 14 Smartsheet tool we will continue to enhance additional tracking of every candidate that applies to ensure applicants are not self-disqualifying and that bias is mitigated.
 - F24 - Update the employment brand message on the CABLE 14 career site to demonstrate a commitment to accommodation, accessibility and an inclusive workplace culture.
 - F24 - Continue broadening talent pools by working with targeted organizations that will help CABLE 14 attract prospective community producers and volunteers with disabilities, including neurodiversities.

Future Opportunities cont...

- **Expand, standardize and clarify the accommodation process and create awareness amongst hiring managers**
 - F23 & F25 – Introduce our second LGBTQ+ training and communication session to help all of our employees understanding how to communicate & accommodate for any individual who identifies as LGBTQ+.
 - F25 CABLE 14 will introduce training surrounding mental health and neurodiversity to help decrease stigma, share best practices and an increased understanding of these types of disabilities in the workplace.
 - F25 & F26 – Reviewing any requests that will help supplement an employee’s current work environment. (Ergonomic Chairs & Tables)
 - Ongoing - Continue to reiterate the offer for flexible work arrangement policies.

- **Create awareness and support continued learning**
 - F23 & F24 – Continue to update the CABLE 14 employee handbook.
 - F24 & F25 – We will continue to offer Leadership Training that contains an ongoing emphasis on effectively communicating in a multicultural environment.

- **Continue to enhance technology**
 - **F23-F26** – CABLE 14 will continue to identify and introduce various alternative accessible formats for users to have a variety of means to communicate according to their needs. This includes non-verbal options, usability and compatibility of websites etc.
 - **F23** - Ensure accessibility is added/formalized into the product briefing process and roadmap for all future releases.
 - **Ongoing**: Progressively update webpages as progress is made on the above action items.

Future Opportunities cont...

- **Information - Streamline and simplify websites, develop videos to explain services**
 - **F24** - Consider implementing descriptive videos on our webpages.
 - **F24 - F25** - Consider implementing a voice to text solution to transcribe audio files into text and publish on the website for people with a hearing disability.

- **Ensure enhanced accessibility of products and services**
 - **F24** - Opportunity to formalize accessibility requirements when planning product strategy and building a new product.
 - **Ongoing** - Engage employees and customers to ensure accessibility requirements are being met in testing/input and feedback on services, devices, practices and policies; When creating new programs or policies such as training initiatives CABLE 14 will gather input from employees and CABLE 14 volunteers in order to participate in focus groups/ensure to proper access to services.

- **Training front line employees to meet the needs of persons with disabilities**
 - **F25 & F26** - Enhance training for CABLE 14 employees on how to communicate and interact appropriately with the community and to ensure that our employees are aware and equipped in how to share the CABLE 14 available accessibility services and features with the CABLE 14 volunteers and the members of the community in Hamilton, Ontario.
 - **F26** - Consider introducing a larger communication plan surrounding the CABLE 14 Accessibility Standards directed towards the community in Hamilton, Ontario.

Future Opportunities cont...

- **Enhance the Built Environment/Ensure Premises Accessibility**

Addressing built-environment-related barriers will ensure that any volunteer or member of the community entering the CABLE 14 premises have barrier-free access to full and equal participation in society, and in the regulatory process.

- **F24** - As part of an audit of the CABLE 14 premises we own, the Management team will undertake a formal review of the production studio and mobile truck using the AODA checklist. Locations with larger customer bases will be prioritized. (<https://forms.mgcs.gov.on.ca/en/dataset/on00125>)
- **F25** - CABLE 14 will continue the current plan to renovate more of the space at 150 Dundurn Street South so that the work environment becomes a place with no barriers that compromise movement within the workspace.

(c) Customer/Community

(Information, Technology, Goods and Services and the Built Environment)

Recent Enhancements

CABLE 14 has started to make available closed captioning on some of our television programming.

In addition, CABLE 14 has recently begun testing solutions to transcript audio for people with hearing disabilities whereby content is made available in writing on the CABLE 14 website.

In accordance with the recent regulation, CABLE 14 established and implemented a customer accessibility feedback mechanism and process to address customer inquiries regarding Accessibility.

As of June 2022, CABLE 14 posted a dedicated email address and contact to direct accessibility questions to provide feedback on our accessibility enhancements at our studio location at 150 Dundurn Street South, Hamilton, Ontario. The notice also allows our viewers to comment and ask questions about our television programming & online programming

(d) Ongoing Progress Monitoring

To enable CABLE 14 to continue to meet accessibility commitments and requirements of the ACA, CABLE 14 will:

- Regularly confer with CABLE 14 employees and the Health & Safety Committee to ensure that progress is being made on the action items noted above as well as to evaluate the effectiveness of the implementation of barrier removal and prevention strategies and plan for increased accessibility throughout CABLE 14.
- Continue to raise internal awareness about the ACA and consider accessibility and inclusive design in all new products, services and solutions.
- Identify new avenues to collaborate with employees, volunteers and the community in Hamilton, Ontario with disabilities to identify new barriers and opportunities, and learn from their experience.
- Continue to review and proactively address any new accessibility barriers.
- In preparation for upcoming progress reports, CABLE 14 will consult with persons with disabilities, as per the ACA's requirements. This process may also include hosting a focus group with community members with disabilities to identify, remove and prevent barriers to accessibility specific to programming offered by CABLE 14.

5. Conclusion

CABLE 14 is committed, as a community television channel, to use best efforts to remove accessibility barriers for our employees, volunteers and the local community in Hamilton, Ontario. To that end, CABLE 14 will continue to consult with persons with disabilities, both internally and externally, in the coming years. We will strive to improve accessibility and contribute to the realization of a barrier-free Canada. As required by the ACA, we will publish an updated Accessibility Plan every three years, and publish annual progress reports in the interim.