



**Fairchild Television
Talentvision
Accessibility Plan
Progress Report
2024**

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1. General

1.1. Feedback process and contact information

To request for a copy of Fairchild Television and Talentvision 's (collectively referred as "FTV") Accessibility Plan, Feedback Process and/or Progress Report or to provide feedback on accessibility at FTV through the following methods :

- Mail sent to the following address:

Fairchild Television / Talentvision
Unit 3300-4151 Hazelbridge Way
Richmond, B.C, V6X 4J7
- Submit an [Accessibility Feedback Form](#)
- Call: 833-502-2177
- Email: access@fairchildtv.com

The designated person responsible for receiving accessibility feedback is the Administration Manager of Vancouver Head Office.

1.2. Alternative Formats

Fairchild Television and Talentvision accessibility plan can be provided in the following formats upon request:

- Print
- Large Print
- Electronic Format that is compatible with adaptive technology

Within 15 days upon a request

- Braille
- Audio version

Within 45 days upon a request

1.3. Chinese Version

As a national leading Chinese television station across Canada, we also offer Chinese version of our Accessibility Plan and Progress Report in order to meet the needs of our Chinese audience.

In case of discrepancies, the English version

(<https://www.fairchildtv.com/english//accessibility/plan.php>) shall prevail.

1.4. About FTV Accessibility Plan

The Accessibility Canada Act, which came into effect in July 2019, aims to raise awareness that individuals with disabilities should enjoy equal rights in all aspects of life. The goal is to achieve a barrier-free Canada by 2040. As a federally regulated entity under the Canadian government, FTV is governed by two regulations: the Accessibility Canada Act and the Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations.

FTV is committed to creating an accessible environment for employees, visitors, and audiences. We shoulder social responsibility by promoting relevant concepts to the public and fostering inclusive and diverse community cultures. In June 2023, FTV released its inaugural "FTV Accessibility Plan"

(www.fairchildtv.com//accessibility/plan.php) in compliance with the regulations.

Through gathering feedback from individuals with disabilities, along with internal and external consultations, we formulated guidelines for accessibility plans and actions to help identify, remove, and prevent barriers.

FTV has also established a Feedback Process, which includes how we collect, follow up on, and respond to received feedback. We welcome input from employees, audiences, and the public. By understanding various perspectives and relevant experiences, we can improve our accessibility plan and review the progress we made. We firmly believe that an accessible environment not only benefits individuals with disabilities but also brings positive impacts to the entire community.

1.5. Executive Summary of Progress Report

FTV regularly reviews the progress of its accessibility plan and consults people with disability to express their opinions on the implementation. In 2024, we published our first progress report to outline the achievements, the summary of which is as follows:

- We strive for a diverse and inclusive workplace. Last year, we successfully increased the hiring of people with disabilities, enhancing the proportion to 8.7%, which aligns with the market representation set by the Employment Equity benchmark;
- Launched a three-month Accessibility campaign from June to August 2023, starting from employee activities, expanding to program content production, and extending to events for the public. We received positive feedback from employees and audiences;
- Applied the accessibility concept into all company policies, making revisions to meet the needs of employees with different disabilities;
- Audited the built environment while optimizing the resources on removing barriers in common areas. Employees with disabilities expressed satisfaction with these improvements;
- Added full subtitles to locally produced programs to enhance the viewing experience for audiences with hearing impairments;
- Upgraded the website to meet WCAG 2.0 AA standards.

2. Areas described under section 5 of the Accessible Canada Act (ACA)

FTV has implemented plans in the following areas based on Section 5 of the Accessibility Canada Act and fulfilled the objectives as set in the Accessibility Plan.

2.1. Employment

Last year, we collaborated with community service organizations to hire individuals with disabilities. We also enhanced our team's awareness of accessibility and integrated the concept of accessibility into various company policies in order to foster an inclusive and diverse work culture.

Recruitment

We are collaborating with the Richmond Centre for Disability (RCD) to identify job seekers with disabilities in the community for our job vacancies. According to our 2023 Employment Equity Report, the overall number of employees with disabilities has increased, accounting for 8.7% of the total workforce. This proportion aligns with market representation. This demonstrates our commitment to breaking down employment barriers and providing equal opportunities for individuals with disabilities.

Build up Inclusive and Diverse Work Culture

"Accessibility" was the core theme of our Corporate Diversity, Equity and Inclusion Communication Project in 2023. Starting internally from staff initiatives, we have expanded this core theme to program content production and, further extended to events for the public. This comprehensive campaign not only elevates the impact within our workplace but also brings positivity to the community.

- **Launched Accessibility Campaign**

To support the National Accessibility Week (May 28 to June 3, 2023), we launched a 3-month Accessibility Campaign from June to August 2023. We promoted and celebrated inclusivity with the activities below:

- ❖ **Station Tour for RCD Members:** In June, 20 RCD clients were invited to join our station tour. During the tour, the clients had the opportunity to experience as an anchor in a virtual news set and observe studio onsite shooting. Additionally, we recruited employees as volunteers to serve as tour guides. This enriched our team's understanding of the communication skills within the accessible community.
- ❖ **American Sign Language (ASL) Workshop for Employees:** Two ASL professionals were invited to conduct a workshop for our employees. During the session, attendees not only learned basic sign language but also gained insights into the culture of the deaf community.
- ❖ **Program Content:** The News Department program "Magazine 26" produced a special series focusing on the theme of accessible community. The series interviewed nationally renowned accessibility advocates Rick Hansen and former Vancouver Mayor Sam Sullivan, delineating the development of accessible communities in Vancouver and across Canada over the years. We also invited elite disabled athletes to share their Paralympic journeys and highlighted their contributions.
- ❖ **Online Promotion:** A dedicated webpage for the Accessibility Campaign was launched on our company website. We archived the special series of "Magazine 26" and summarized the staff initiatives. This allowed us to reach non-subscribers.
- ❖ **Staff Training:** FTV regularly shares information about accessibility with employees and encourages them to participate in community accessibility events. For example, we invited employees to participate in the Rick Hansen Foundation's online accessibility seminars in 2023 and 2024, enhancing their understanding of accessibility.

- **Incorporating accessibility elements into various company activities to embrace the value of diversity and inclusion.**

Apart from the Accessibility Campaign, we also integrated elements of accessibility into various company events. For example, Canadian Paralympic table tennis athlete Stephanie Chan was invited to participate in the Staff Sports Day held in July 2023 at the Richmond Oval, where she instructed colleagues on table tennis skills. Ms. Chan also joined the honorable judge panel for the Miss Chinese Vancouver Pageant 2023. Her attendance at this prestigious event played a crucial role in fostering inclusivity.

Review and Update the Current Policy and Protocol

- **Employment Equity Policy and Workforce Self-Identification Survey**

In 2023, we updated the Employment Equity Policy. Apart from the four designated groups: Women, Aboriginals, People with Disabilities, and Visible Minorities, we also included the LGBTQ+ group to support the minority community. We amended the Workforce Self-Identification Survey to provide a wider range of gender options, ensuring that these choices can fully reflect employees' gender identity. Furthermore, the survey includes an appendix containing the definition of Disability in order to assist employees in assessing their own situations and encourage them to apply for job accommodations if needed.

- **Job Accommodation Policy**

The Job Accommodation Policy has been updated to advance systematic support and reflect the current needs of employees, especially in the realm of mental health care. The importance of job accommodation was also promoted in our Accessibility Campaign in 2023. This fostered a positive mindset toward job accommodation among staff and eliminates the stigma associated with seeking help in the workplace. Last year, FTV received more job accommodation applications than before. All applications were handled within thirty days, leading to mutually satisfactory resolutions that enabled colleagues to effectively perform their jobs.

- **Hazard Prevention Program**

The revised Hazard Prevention Program now includes enhanced provisions for individuals with disabilities. We have updated emergency evacuation procedures to assist colleagues with mobility or visual impairments. Clear instructions are provided to employees with disabilities, and designated teammates are assigned to assist them during emergencies. These helpers receive training and participate in practical drills. Through proactive planning and drills, we can identify and address potential evacuation obstacles in real emergencies and ensure the safety of all employees

- **Harassment and Violence Prevention Policy**

FTV maintains a zero-tolerance policy towards harassment and violence. All employees, including new hires, must undergo mandatory training on harassment and violence prevention regularly. This ensures that employees have a comprehensive understanding of the definition of workplace harassment and related policies, with the aim of protecting the safety of all employees, especially those in minority communities such as people with disabilities.

- Alternate formats will be provided for all company policies subject to the request.

Looking forward

- In the summer of 2024, we will launch an updated version of the Workforce Self-Identification Survey. We will organize briefing sessions to help colleagues understand the revised content in order to encourage participation, and hence increase the response rate of the survey. Based on the survey result, we can have a more comprehensive review of the current employment equity situation and formulate appropriate policies and measures.
- Regroup job positions and reassign job responsibilities to create positions specifically for people with disabilities.
- Continue our collaboration with the Richmond Centre for Disability and also reach out to various community service providers to recruit people with disability.

2.2. The Built Environment

We operate at two locations, one in Vancouver and one in Toronto, which are leased and run around the clock. Accessibility across our built environment portfolio differs from region to region based on the various municipal, provincial, and territorial building codes, as well as the year of construction. To remove barriers in our offices, we prioritize accessibility for visitors and guests who visit our workplace for enquiries, meetings, interviews, and recordings. We have identified entrances, wayfinders, and amenity spaces such as washrooms and meeting rooms as common sites of accessibility barriers.

Vancouver Office

- **Upgraded the door handles for individuals with limit dexterity in September 2023.**

All sliding doors in our main office are now equipped with pull handles, enhancing their accessibility and ease of use. Additionally, knob handles in common areas have been replaced with lever handles to facilitate access for wheelchair users or individuals with limited dexterity.

- **Renovated the current washroom to universal washroom in November 2023.**
 - ❖ More than half of the washrooms have been renovated into universal washrooms, with corresponding universal signage installed to signify the change. Additionally, an extra coat hook has been positioned at a lower level in the accessible washrooms to accommodate wheelchair users.
 - ❖ In compliance with the amendments to the Canada Labor Code announced in May 2023, which mandates the provision of free menstrual products in workplace washrooms, tampons and menstrual pads are available since December 2023. Also, each universal washroom is equipped with a covered disposal container to ensure proper disposal.

- **Place the Pantry Supplies at a Lower Position**, extra coffee and tea stock has been reorganized and placed at a more accessible level allowing employees with mobility impairments to easily reach them.
- **Reflected our opinion on mall directory and signage, based on RCD Audit report.** We have provided feedback to the mall management requesting the addition of directional signs in the building to guide individuals with mobility impairments to the elevators.
- We prioritize ergonomic and accessibility needs for any office procurement.
- For newly hired employees with disabilities, we conduct an onsite survey with them prior to their employment to accommodate any needs and make necessary adjustments to building facilities such as desks, pantries, and restrooms.

Looking forward

- Explore the installation of automatic doors at the main entrance of our Vancouver office;
- Install adjustable light switches to provide flexibility to suit the needs of the space they are illuminating;
- Before undertaking any renovation or construction projects, we will invite individuals with various types of disabilities to participate in the assessments. For example, when upgrading recording studios or editing rooms, we will gather their feedback to ensure that new facilities meet accessibility standards.
- Provide employees with training and resources related to ergonomics to deepen their understanding of its applications and benefits, hence, reducing workplace injuries.
- Working with Toronto team to review the current built environment and enhance the accessibility feature such as universal washroom.

2.3. Transportation

Transportation is not a key area of FTV's accessibility evaluation, and has minimal implications for our employees as the majority of employees do not rely on transportation as part of their daily job duties. We will provide accommodation for news or production crew members with accessibility needs who are required to work on location. Our Vancouver office is located within a shopping mall, right next to the Aberdeen Skytrain Station and bus stop, which offers convenient access for the public. Moreover, there is accessible parking available on each level of the Aberdeen Mall.

2.4. Design and Delivery of Program and Service

As part of our commitment to accessibility, we produce Public Service Announcements (PSA) to promote accessibility in the community. Both Fairchild TV and Talentvision have begun implementing full subtitles for our local productions. This proactive measure aims to provide individuals with hearing impairments equal access to our content and enrich their viewing experience.

- **Produced PSA to promote diversity and inclusive in our community.**
 - ❖ In March 2023, a PSA was produced to encourage the public to share their opinions regarding accessibility with us, as part of the Accessibility plan.
 - ❖ In July 2023, a PSA aimed to raise awareness of the importance of respecting accessible parking spaces was produced.
Additionally, these 2 announcements marked the first instance of integrating sign language interpretation into our PSA.
 - ❖ In May 2024, our production team re-produced a PSA from the Rick Hansen Foundation by adding Chinese voiceover and subtitles in order to promote the message among the Chinese community in Canada.

- **Provided full subtitles for locally produced programs**

There are two phases to implement full subtitles for our locally produced content. In Phase 1, starting from April 2024, we provided full subtitles for our flagship

news programs: "Magazine 26" and "Timeline Magazine" on Fairchild TV for Cantonese-speaking viewers, and "Urban Life" on Talentvision for Mandarin-speaking audiences. Moreover, full subtitles are included in our in-house informative PSA content.

Looking forward

- Continue to increase the percentage of programs with closed captions or full subtitles. Launch the 2nd phase to provide full subtitles to local productions : Media Focus, What's On, and Entertainment Circle;
- Produce program content to promote accessibility;
- Source programs with accessible audio-visual aids;
- Acquire overseas programs featuring content promoting inclusivity of people with disabilities.

2.5. Information and Communication Technologies (ICT)

During the first year of Accessibility Plan, FTV have revamped our website to meet the WCAG 2.0 AA standard. Collaborating with our website vendor, we undertook upgrades and incorporated additional accessibility features to enhance the overall accessibility of our website.

- **Launched an accessible website for the Accessibility Plan page** and implemented an onboard text size modification tool on the Accessibility Plan page (www.fairchildtv.com/accessibility.php) to accommodate individuals with visual impairments or specific preferences for text size.
- **Upgraded the website of Fairchild Television and Talentvision, in both Chinese and English to meet the WCAG 2.0AA Standard and relaunched in April, 2024.**

- ❖ **Relaunched the company websites with Responsive Web Design**, provides different presentations on various devices to adapt to different browsers and screen sizes. This ensures our websites are accessible to users with diverse needs and preferences. Whether a person is using a desktop with a large monitor or a smartphone with a smaller screen, the website's content remains accessible and readable.
 - ❖ **ARIA (Accessible Rich Internet Applications)** is a web browsing software developed specifically for people with disabilities. It caters to the diverse needs of individuals with disability when browsing websites by using special screen readers or other assistive technologies to interact with web content. This software also audits the content of our website to determine if improvements are needed to comply with the accessibility standard. For example, we add labels to forms to assist users of screen readers in understanding the content to be entered in each form field.
 - ❖ **Adding Alt Text to Images:** provide descriptive text for images using the alt attribute for users with visual impairments.
 - ❖ **Adding text modification tool cross the entire website:** this function allows users to change the font size of the page content; the website vendor creates a simple JavaScript function that adjusts the font size based on user preferences.
 - ❖ **All external links open a new tab function:** Opening external links in a new tab is a common practice to keep users on your website while allowing them to explore additional content. You can achieve this by adding a target attribute to your external links.
- Consultation with people with disability when introducing new computer tools or software.

Looking forward

- As the online content is frequently updated, we will continuously assess all uploaded information by ARIA to ensure that the website consistently adheres to WCAG 2.0 AA standards;

- Review the application of color contrast on our websites to evaluate the browsing experience;
- Audit the current in-house IT systems to enhance the accessibility features such as onboard text size modification tool;
- Provide training to IT staffs on digital accessibility and support persons with disabilities with assistive technology;
- Deliver and promote end-user training on using accessibility features on available programs and hardware such as font enlargement on screen, activate reader on MS Word or the accessibility function on cell phone. This is particularly helpful for employees with mild impairments as they may not actively seek adaptive tools.

2.6. Communication (Other than ICT: Non-web document and other non-ICT communications)

We have completed the following projects to provide various communication channels to meet the expectations of different types of individuals with disabilities.

• Internal Communication

- ❖ Communication alternatives for employees are available for those who don't easily have access to a computer/network. All staff communications on the bulletin board are made in an enlarged font size to improve readability;
- ❖ Provide transcripts/meeting notes for all staff meetings and trainings, whether conducted in-person or virtually, to ensure that all employees have access to the necessary information;
- ❖ Share the recordings of Zoom meetings so that employees can review the content at their convenience in an accessible format;
- ❖ Encourage managers to engage with employees to understand their accessibility needs and ensure that their teams communicate with those barriers in mind;

- ❖ Upon request, internal communications is made available in Braille, electronic format, large print, or audio format to accommodate different accessibility needs;
- ❖ Employees receive trainings on interacting with individuals with disabilities, including proper etiquettes and the removal of any stigmas associated with accessibility;
- ❖ Increase awareness of the importance of accessibility through the publication of internal articles and corporate communications.

- **External Communication**

To ensure that everyone has equal access to FTV's services and programs, we provide registration and game forms in multiple formats, including online, over the phone, through mail, or in person.

Looking forward

Maintain open communication with employees with disabilities to address their diverse information dissemination needs, ensuring that every staff can access company information without barriers. We are exploring expanding communication channels for audiences with disabilities, such as producing audio versions of PSAs, as well as providing various participation formats for visually impaired individuals to join the games.

2.7. Procurement of Goods, Services, and Facilities

In terms of procurement for goods, services, and facilities, our Accessibility Plan focuses on two key processes: internal training and procurement. We recognize that not all staff members involving in the procurement possess sufficient knowledge and skills to ensure that purchased office facilities comply with accessibility requirements. To achieve this goal, the following actions are taken:

- Actively seek input from people with disabilities and incorporate it into the review process of procurement;
- Choose venues with accessibility features for our events, such as accessible seating and parking spaces;
- Accessibility is included as one of the criteria whenever there is a need to work on location or relocate our service to new location;
- Department heads are trained to encourage the teammates to give feedback regarding accessibility.

Looking forward

- Launch a Procurement Guide which integrates the accessibility standards into the process;
- Establish training for the managers who are involved in sourcing to ensure accessibility is considered at the early stages of the procurement process;
- Compile a list of responsible contractors who hired individuals with disabilities, and explore to partner with these contractors whenever is appropriate.

3. Consultations

FTV is committed to providing equal access to our services and facilities for people with disabilities, and we aim to create an inclusive work environment for our employees. We consulted individuals with disabilities and various stakeholders, to guide our planning and actions.

- **FTV Accessibility Committee**

The committee consists of employees with disabilities and representatives from various departments, including News, Production, Promotion, Programming, Human Resources, and Administration. The committee holds regular Zoom meetings to review the progress, coordinates departmental efforts between Vancouver and Toronto offices and refines the implementation of plans.

- **Employee Consultations**

In April 2024, we conducted individual consultations with employees with disabilities to gather their feedback which served as an indicator of our progress in removing barriers. The Administration Manager met with the following employees:

	Consultation result
Employee A - Wheelchair User	They were pleased to see the enhancements made to the built environment, including the installation of lever handles for common areas and pull handles for sliding doors. Additionally, they appreciated the placement of extra beverage supplies in the lower cabinets of the pantry for easier access.
Employee B - Visually Impaired	They responded positively to the larger printed fonts used in company communications, noting that it benefits not only visually impaired colleagues but also those with presbyopia. They found the text modification tool on our updated website very helpful as it allows them to adjust the font size to suit their needs. Lastly, they proposed that adjustable lighting in the work environment could better accommodate colleagues with different sensitivities to light.
Employee C - suffering from a chronic illness	They found that the revised Job Accommodation Policy provides clearer guidelines and more comprehensive support for colleagues in need of assistance due to changes in their physical or mental conditions. Employees complimented the company for offering duty reassignments, flexible handling of work hours, and even job transfers to support them through challenging times.

In 2023, we invited accessibility experts from the Richmond Centre for Disability to conduct an on-site assessment in Vancouver office to guide us on improving the built environment. We plan to invite the RCD in 2025 for a comprehensive evaluation before publishing the second progress report. We will also continue to seek input from professional groups and the public on accessibility-related issues.

4. Feedback

4.1. Feedback Process

Feedback process is a key contributor to help us identify, remove, and prevent barriers to accessibility. Fairchild TV has established a Feedback Process, which outlines how we collect, follow up on, and respond to received feedback. Any individual can use any of the means listed below to contact FTV to provide feedback on accessibility. Individuals can provide feedback anonymously.

- Mail sent to the following address:

Fairchild Television / Talentvision

Unit 3300-4151 Hazelbridge Way

Richmond, B.C, V6X 4J7

- Submit an [Accessibility Feedback Form](#)
- Call: 833-502-2177
- Email: access@fairchildtv.com

The designated person responsible for receiving accessibility feedback is the Administration Manager.

4.2. Feedback Received

When putting the plan into action, we communicated the execution specifics to employees via emails and posted printed copies with larger fonts on bulletin boards. During the Accessibility Campaign, we distributed a series of newsletters and gathered feedback from colleagues on the staff initiatives. The feedback received was as follows:

- Employees who volunteered for the Station Tour for RCS clients responded positively, noting that it not only provided them with the opportunity to directly interact with people with disabilities but also benefited both themselves and others.
- We interviewed employees who attended the American Sign Language (ASL) workshop, and all colleagues expressed satisfaction with the workshop content. They appreciated the instructor's dynamic approach to teaching sign language and looking forward to similar workshops in the future.

For any improvements on built environment, we posted the plan details in advance and sought feedback. Last year, we received feedback from two employees as follows:

- An employee pointed out that the metal hook installed in the accessible washroom on the lower level could pose a safety risk if someone were to faint. Therefore, we replaced the metal hook with a plastic one.
- Another employee expressed concerns about the conversion of the female washroom to a gender-neutral one, as she was uncomfortable sharing the washroom with male employees. The Accessibility Committee reviewed her feedback and approached her to explain that all our washrooms, including the gender-neutral ones, are self-contained, allowing only one person at a time. This clarification alleviated her concern.

So far, we have not received any feedback from the audience or public regarding our Accessibility Plan and the progress. We welcome input from employees, viewers, and

the public in order to gather various perspectives and relevant experiences to refine our accessibility plans and review progress.

4.3. How FTV manage the received feedback?

The Administration Manager of Vancouver head office, a representative of Accessibility Plan Committee will acknowledge the receipt of all non-anonymous feedback by the same means in which it was received within 7 working days. We will then contact and follow up with the feedback provider.

FTV will ensure all the feedback we received is organized and analyzed. We will share the feedback with the Accessibility Plan Committee to make sure we can prevent and remove barriers in a timely manner. We will keep all electronic and print copies of feedback for at least 7 years upon receiving it.

FTV will also provide alternative formats for our Progress Report or Feedback Process through the above communication channels. Within 15 days of a request, a print, large print and electronic format that is compatible with adaptive technology will be provided. Within 45 days of a request, Braille and audio format will be provided.

5. Conclusion

FTV Accessibility Plan represents our ongoing commitment in collaboration with people with disabilities to creating an accessible environment and culture for employees, viewers and public. We will continue to work with stakeholders to equip FTV with the resources to eliminate and prevent barriers in order to realize our vision of accessibility - strive to build a welcoming and inclusive workplace to prove that accessibility benefits not only people with disabilities but also the entire community.

Administration Manager will report on the progress made on the Accessibility Plan to the management and Accessibility Plan Committee on a quarterly basis. FTV will submit the following reports to the Accessibility Canada Act (ACA) Commissioner and Canadian Radio-television and Telecommunications Commission (CRTC):

- Second progress report by June 1, 2025
- An updated Accessibility Plan by June 1. 2026