



# ZOOMERMEDIA LIMITED

Accessibility Plan 2026- 2028

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## *1. Company Background and Accessibility Plan Contact Details*

Founded in 2008, ZoomerMedia Limited (ZML) is a diversified media company operating across television, radio, print, digital, and streaming platforms. ZoomerMedia develops and delivers content, services, and experiences across multiple platforms and brands, including television broadcasting, radio broadcasting, digital media, and original programming production.

ZoomerMedia recognizes the importance of creating an inclusive and accessible environment for employees, audiences, guests, vendors, and members of the public. The organization is committed to identifying, removing, and preventing barriers to accessibility in accordance with the Accessible Canada Act (ACA).

This Accessibility Plan outlines ZoomerMedia’s ongoing commitments and initiatives for the 2026–2028 reporting cycle.

To obtain additional information, provide accessibility feedback, or request alternate formats of this plan, please contact:

**ZoomerMedia Limited**

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Email: [hr@zoomer.ca](mailto:hr@zoomer.ca)

Subject Line: Accessibility Plan Inquiry

Accessibility feedback pages are also available through ZoomerMedia brand websites, including:

<https://www.classicalfm.ca/contact-us>

<https://www.zoomerradio.ca/contact-us>

<https://www.visiontv.ca/accessibility-feedback/>

<https://www.onetv.ca/accessibility-feedback/>

<https://www.joytv.ca/accessibility-feedback/>

<https://faithtelevision.ca/accessibility-feedback/>

## *2. ZoomerMedia Limited Accessibility Plan 2026*

ZoomerMedia is committed to fostering an accessible, inclusive, and respectful environment for employees, audiences, and the public. The organization recognizes that accessibility is an ongoing process requiring continuous improvement, consultation, and proactive planning.

Since the publication of its 2023–2026 Accessibility Plan, ZoomerMedia has continued to advance accessibility initiatives across employment practices, physical workspaces, digital platforms, and broadcasting operations. Accessibility training, consultations with accessibility organizations and individuals with lived experience, and ongoing accessibility improvements have informed the development of this updated plan.

This plan outlines actions ZoomerMedia will continue to take to identify, remove, and prevent barriers across the organization between 2026 and 2028.

### *2.1 Accessibility Statement*

ZoomerMedia is committed to meeting the accessibility needs of persons with disabilities in a timely and respectful manner. In accordance with the Accessible Canada Act, ZoomerMedia will continue to work toward creating an environment that:

- Respects the dignity and independence of persons with disabilities

- Promotes equal opportunity and participation
- Supports accessibility and inclusion across employment, facilities, technology, communications, and services
- Incorporates accessibility considerations into organizational decision-making and operational practices
- Identifies and removes barriers proactively wherever feasible

ZoomerMedia recognizes that accessibility benefits all individuals and is committed to continuous improvement across its workplaces, services, and platforms.

## *2.2 Definitions:*

For the purposes of this plan, disability has the meaning outlined under the Accessible Canada Act and the Canadian Human Rights Act.

A disability includes physical, mental, intellectual, cognitive, learning, communication, sensory, or functional impairments — whether permanent, temporary, episodic, or visible/invisible — that may hinder full and equal participation in society.

A barrier means anything that hinders the full and equal participation of persons with disabilities, including physical, architectural, technological, attitudinal, communication, or systemic barriers.

## *2.2 Consultation & Feedback*

ZoomerMedia is committed to ongoing consultation with persons with disabilities and organizations with expertise in accessibility.

Consultation activities conducted during previous reporting periods included:

- Accessibility consultations with the Broadcasting Accessibility Fund (BAF)
- Accessibility consultations with the Disability Screen Office (DSO)
- Employee engagement and workplace feedback
- Audience and viewer accessibility feedback
- Accessibility reviews and audits conducted by external organizations

Consultation feedback has informed accessibility planning related to:

- Workplace practices
- Accessibility training
- Digital accessibility
- Broadcasting accessibility
- Accessibility across platforms and services

ZoomerMedia will continue to maintain accessible feedback mechanisms and encourage employees, audiences, and members of the public to identify accessibility barriers and provide recommendations for improvement.

Feedback may be submitted through:

- Email correspondence
- Website accessibility feedback forms
- Audience feedback channels
- Employee communications and consultations

Alternate formats of this Accessibility Plan and related accessibility documents are available upon request.

## *3. Areas Reviewed*

### *3.1 Employment*

ZoomerMedia recognizes the importance of accessible and inclusive employment practices throughout the employee lifecycle, including recruitment, onboarding, accommodation, training, communication, and career development.

Accessibility considerations continue to be incorporated into hiring and workplace practices to support equal participation and reduce barriers for employees and applicants with disabilities.

Current practices include:

- Accessibility and accommodation language in job postings
- Accommodation support during recruitment and onboarding
- Accessibility policy acknowledgements during onboarding
- Organization-wide accessibility training initiatives
- Flexible communication methods and accessible meeting practices where appropriate

#### *3.1.1 Actions to Address Barriers in Employment*

Between 2026 and 2028, ZoomerMedia will continue to:

- Maintain and monitor organization-wide accessibility training initiatives
- Continue offering accommodations throughout recruitment and employment processes
- Review onboarding and accommodation practices regularly to identify improvements
- Promote accessible communication methods, including captioned meetings and text-based communication tools where appropriate
- Continue reviewing workplace policies and practices to support accessibility and inclusion
- Encourage managers and employees to identify and address workplace barriers proactively
- Assess opportunities to improve accessibility within internal systems and workplace technologies where feasible

### *3.2 The Built Environment*

ZoomerMedia is committed to maintaining safe, accessible, and inclusive physical work environments for employees, visitors, audiences, and vendors.

Accessibility reviews and audits have identified opportunities to improve physical accessibility across facilities, including entrances, washrooms, parking areas, signage, emergency procedures, and common areas.

The organization continues to work with property management and external accessibility experts where required to prioritize and implement accessibility improvements.

### *3.2.1 Actions to Address Barriers in the Built Environment*

Between 2026 and 2028, ZoomerMedia will continue to:

- Improve accessibility within reception and entrance areas
- Review accessibility of parking areas and accessible parking locations
- Continue upgrades to washroom accessibility features where feasible
- Install or enhance visual emergency notification systems and accessible evacuation information
- Improve signage and wayfinding accessibility within facilities
- Continue considering accessibility requirements during workplace planning and renovations
- Conduct ongoing reviews of physical accessibility barriers and prioritize improvements based on operational feasibility and impact

### *3.3 Information and Communication Technologies (ICT)*

ZoomerMedia recognizes the importance of accessible digital platforms, technologies, and communication systems.

Since the publication of the 2023–2026 Accessibility Plan, ZoomerMedia has completed significant website accessibility improvements across corporate and broadcasting websites using recognized accessibility standards and best practices, including the Web Content Accessibility Guidelines (WCAG).

Website redevelopment initiatives were undertaken to improve accessibility, usability, navigation, and compatibility with assistive technologies. Accessibility considerations continue to inform ongoing digital development, streaming platform reviews, and internal technology assessments.

ZoomerMedia continues to monitor and improve accessibility across websites, streaming platforms, and digital services to support accessible user experiences across platforms.

#### *3.3.1 Actions to Address Barriers Information in and Communication Technologies (ICT)*

Between 2026 and 2028, ZoomerMedia will continue to:

- Maintain and monitor website accessibility aligned with WCAG standards
- Continue reviewing digital platforms and technologies to identify accessibility barriers and opportunities for improvement
- Monitor accessibility across broadcast, streaming, and digital platforms
- Continue assessing accessibility capabilities of internal technologies and systems where feasible
- Encourage accessibility considerations during future digital development projects
- Continue working toward consistent accessibility experiences across platforms and services wherever operationally feasible

### *3.4 Communication (other than ICT)*

ZoomerMedia is committed to providing accessible communication methods and materials for employees, audiences, and members of the public.

The organization continues to review internal and external communications to support accessibility and inclusive communication practices.

### *3.4.1 Actions to Address Barriers to Communication*

Between 2026 and 2028, ZoomerMedia will continue to:

- Review internal and external communications for accessibility and plain-language considerations
- Provide alternate formats upon request where feasible
- Maintain accessibility-related feedback channels
- Continue evaluating communication methods and technologies that support accessibility
- Encourage inclusive and accessible communication practices across the organization

### *3.5 Procurement*

ZoomerMedia recognizes the importance of considering accessibility during procurement and vendor engagement processes.

Accessibility considerations continue to be incorporated into procurement templates and vendor discussions where appropriate.

#### *3.5.1 Actions to Address Barriers to Procurement*

Between 2026 and 2028, ZoomerMedia will continue to:

- Include accessibility considerations in procurement processes where feasible
- Encourage vendors and service providers to identify accessibility compatibility of goods and services
- Continue reviewing procurement practices to support accessibility objectives

### *3.6 The Design and Delivery of Programs and Services; Broadcasting Act Requirement*

ZoomerMedia remains committed to meeting applicable broadcasting accessibility requirements and improving accessibility across its programs, services, and platforms.

The organization continues to maintain compliance with CRTC accessibility requirements, including obligations related to closed captioning and described video.

Feedback from audiences, accessibility organizations, and individuals with lived experience continues to inform accessibility improvements across programming and digital platforms.

### *3.6.1 Actions to Address Barriers to the Design and Delivery of Programs and Services*

Between 2026 and 2028, ZoomerMedia will continue to:

- Maintain compliance with applicable CRTC accessibility requirements
- Continue monitoring closed captioning and described video accessibility across platforms
- Continue submitting required program logs and regulatory reporting
- Track and respond to accessibility-related audience feedback
- Explore technologies and operational practices that may improve accessibility across broadcasting and digital services
- Continue working toward consistent accessibility experiences across broadcast and digital platforms wherever feasible
- Encourage accessibility considerations during content development and service planning processes

### *3.7 Transportation*

Transportation is not currently applicable to ZoomerMedia's operations

## *4. Monitoring, Reporting, and Accountability*

ZoomerMedia recognizes that accessibility is an ongoing process requiring regular review, monitoring, and continuous improvement.

To support accountability and progress, ZoomerMedia will continue to:

- Publish accessibility progress reports as required under the Accessible Canada Act
- Monitor accessibility initiatives and implementation progress
- Review feedback received through accessibility consultation and feedback channels
- Continue consulting with persons with disabilities and accessibility organizations
- Identify opportunities to improve accessibility practices across the organization

Accessibility priorities and initiatives may continue to evolve throughout the reporting cycle based on operational requirements, consultations, accessibility reviews, and emerging best practices.

## *5. Ongoing Commitment*

ZoomerMedia remains committed to creating an accessible and inclusive environment for employees, audiences, and the public. The organization recognizes that accessibility is an ongoing journey requiring collaboration, consultation, and continuous improvement.

Through ongoing accessibility initiatives, consultations, training, and operational reviews, ZoomerMedia will continue working to identify, remove, and prevent barriers across the organization. ZoomerMedia will continue to monitor progress, act on accessibility feedback, and work toward improving accessibility across its workplaces, facilities, services, and digital platforms throughout the 2026–2028 Accessibility Plan cycle