



ACCESSIBILITY PLAN

PROGRESS REPORT 2025

Newfoundland
Broadcasting
Company

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General

The Newfoundland Broadcasting Company remains committed to fostering an inclusive and accessible workplace for employees, clients, and partners. This report provides an update on the progress made across our six priority areas as outlined in our Accessibility Plan.

General

The Newfoundland Broadcasting Company is open to receiving feedback from employees and the public on the implementation of our Accessibility Plan. Alternative formats of this report are also available upon request, such formats include print, large print, braille, audio, electronic format, or other agreed-upon formats. Our Accessibility Plan along with our feedback mechanism were both published on May 31, 2024.

This report provides an update on the progress made across our six priority areas as outlined in our Accessibility Plan.

Contact

Attn: Lindsey Andrews General Manager

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accessibility@ntv.ca

Consultations

The Newfoundland Broadcasting Company remains committed to engaging knowledgeable partners to inform and advance our accessibility initiatives. As part of our continued efforts, we have maintained active partnerships with two key organizations: Higher Talent, a human resources consulting firm based in Newfoundland and Labrador, and InclusionNL, a provincial leader in accessibility, inclusive employment, and disability confidence.

These consultations have been instrumental in guiding the development and implementation of our Accessibility Plan. Both partners have provided tailored insights, practical recommendations, and ongoing support in the following areas:

- **Built Environment:** InclusionNL conducted an accessibility assessment of our physical workspace, identifying barriers and offering suggestions to improve access and inclusivity in our buildings. Based on their input, we implemented several modifications, such as upgraded entrances, accessible washrooms, and automatic doors. A follow-up environmental scan is scheduled for Summer 2025 to assess the impact of these changes and identify further opportunities for improvement.
- **Policy Review and Staff Training:** InclusionNL also reviewed our accessibility-related policies to ensure they align with best practices and meet legislative requirements. They will return in Summer 2025 to deliver training to new team members and continue to support the integration of accessibility considerations into daily operations and workplace culture.

- **Digital Accessibility:** Both InclusionNL and Higher Talent have provided input on our digital platforms, including the website and mobile app. Their insights were incorporated into our accessibility audits, which informed a broader strategy to redesign and future-proof our platforms in compliance with Web Content Accessibility Guidelines (WCAG) Level AA.
- **Employment and Culture:** Through our engagement with Higher Talent, we have enhanced our internal practices related to accessible hiring, onboarding, and workplace accommodations. This partnership also supports leadership development in fostering an inclusive workplace culture.

As part of our commitment to advancing accessibility, the Newfoundland Broadcasting Company attended an engagement session/consultation with the Canadian National Institute for the Blind (CNIB) organized by the Canadian Association of Broadcasters (CAB) in May of 2025. The discussion focused on a wide range of accessibility issues, from improved approaches for closed captioning and described video, to best practices in the workplace on how to create a more inclusive and accessible environment and culture. The CNIB's engagement session/consultation was led by an expert on accessibility and inclusion. It also included a panel of three individuals living with a disability. The CNIB outlined principles that we can adopt to ensure their environments are accessible, emphasizing that workplace accommodations should be individualized, proactive and respectful, as well as begin with an inclusive design. The CNIB also led a discussion on appropriate language and the stigmas surrounding disability, emphasizing that language is personal and evolving.

We view these collaborations as essential to our progress. Their expertise has not only helped us meet compliance standards but has also shaped a long-term vision for inclusion and accessibility within our organization. These ongoing relationships will continue to guide our next steps as we strive to exceed the goals outlined in our Accessibility Plan.

Feedback

The Newfoundland Broadcasting Company (NTV and OZFM) is committed to ensuring effective feedback mechanisms and promoting accessibility. To enhance this process, we established a comprehensive procedure for receiving and addressing feedback concerning the implementation of our accessibility plan, regardless of whether it is submitted anonymously or with contact information on May 31, 2024.

Our approach included the following:

- 01 Acknowledgement**
To promptly acknowledge receipt of feedback when individuals provide their name or contact information.
- 02 Welcoming Feedback**
To welcome feedback through various communication platforms utilized to engage with the public, such as online forms, email, and phone.
- 03 Adherence**
Adhere to the latest iteration of the Web Content Accessibility Guidelines (WCAG) Level AA to ensure our digital presence is accessible to all.
- 04 Alternative Feedback**
Offer the option to access the feedback process in alternative formats upon request, accommodating diverse needs and preferences.

NTV can be contacted by any of the methods listed. Examples of feedback may include accessibility topics such as closed captioning, building wheelchair access, screen reader and more.

The designated person responsible for receiving accessibility feedback is NTV's General Manager, Lindsey Andrews

Mail: 446 Logy Bay Road, St. John's, NL A1A 5C6

Email: accessibility@ntv.ca

NTV Reception Phone Line: 709-722-5015 (9-5pm Monday-Friday)

While we did not receive any feedback to our accessibility plan in the past 11 months, we will continue to monitor and respond going forward.

Employment

We continue to build an inclusive, supportive work culture where accessibility and equity are prioritized.

Progress Updates

Onboarding & Training - Accessibility training is now embedded into our onboarding process. It will be re-delivered for all new hires and available as a refresher in Summer 2025.

Policy Distribution - Our Accessibility Policies were distributed to all employees and re-circulated via email in May 2025.

Accommodation Awareness – Employees and applicants were reminded about the accommodation process through company-wide communications in May 2025.

Leadership Engagement – Over the past year, our leadership team has been deeply engaged in driving inclusion and accessibility. Senior managers have been instrumental in supporting and promoting accommodations and inclusive practices.

Collaboration with InclusionNL – We continue our partnership with InclusionNL. Their team has reviewed our policies, provided feedback on our work environment, and scheduled a return in Summer 2025 to;

- Deliver training for new staff;
- Conduct a follow-up environmental scan of our buildings;
- Review recent changes made to improve accessibility;
- Offer further consultation on embedding accessibility into employment practices.

The Built Environment

We are committed to ensuring our physical spaces are inclusive and barrier-free.

Progress

Facility Improvements: One of our buildings has been fully renovated to meet accessibility standards, including washrooms, entrances, doors, and workspaces.

- A second building has had significant improvements done recently to move towards providing more accessibility features.

Workforce Relocation - Employees have been moved from inaccessible areas to renovated spaces. Former areas have been repurposed for storage.

Renovations - The second building, previously under renovation, is now complete.

Main Building Upgrades - Renovations are tentatively scheduled to begin this summer / Fall of 2025 to improve entrances and add an accessible washroom in the newsroom area.

Long-Term Planning - We continue to assess feasibility and obtain quotes for installing an elevator and additional upgrades in our main building. A decision is expected following cost analysis tentatively scheduled for the fall of 2025.

Accessibility Features - Push bars and automatic door openers have been installed in all applicable buildings.

Information & Communication Technologies (ICT)

We aim to exceed digital accessibility standards through proactive review and upgrades.

Progress Updates

Website (ntv.ca) An accessibility audit in December 2023 recommended improvements, many of which have been implemented.

App (NTV+) An accessibility audit in December 2023 recommended improvements, many of which have been implemented.

Future-Proofing A new website is under development, which will meet or exceed all CRTC accessibility standards.

Audit-Driven Strategy Based on audit outcomes, we decided to upgrade our digital platforms rather than patch existing ones, ensuring long-term accessibility.

Vendor Collaboration We are working closely with vendors and partners to ensure accessible design in all digital products and services.

Communication (Other Than ICT)

We are committed to inclusive communication practices across all platforms and formats.

Progress Updates

Accommodation Requests - A streamlined process is now in place for requesting accommodations prior to meetings and training sessions.

Best Practices Manual: Work continues on the creation of an inclusive communication guide, with completion expected by the end of 2025. The guide will cover;

- Use of plain language;
- Accessible formatting;
- Guidelines for including alt-text and descriptive content for images;

Consistent accessibility across internal and external communications

Procurement of Goods, Services & Facilities

We are improving our procurement practices to prioritize accessibility and inclusive supplier relationships.

Progress Updates

Policy Development - Work is ongoing to develop a comprehensive accessibility-focused procurement policy. This policy will;

- Ensure accessibility criteria are included in RFPs and vendor evaluations;
- Incorporate accessibility clauses into contracts;
- Promote the use of accessible goods, services, and technologies;
- Engage suppliers from our diversity and inclusion program;
- Establish an internal checklist for buyers to assess accessibility considerations during procurement.

The policy is scheduled for completion by December 2025

Design & Delivery of Programs & Services

We aim to deliver programming that is inclusive and accessible to all Canadians.

Progress

- **Closed Captioning** - We continue to meet CRTC standards for Closed Captioning (98% accuracy for live content). Reports are submitted regularly to CRTC.
- **Website Content** - Closed Captioning availability has been expanded across video content on our website. This work is ongoing, with improvements made and further expansion planned throughout 2025.

Next Steps

- Continue partnership with InclusionNL for feedback and staff training;
- Launch the new website with built-in accessibility standards;
- Finalize the accessibility-focused procurement policy;
- Complete the inclusive communication best practices manual;
- Begin newsroom renovations hopefully before the end of 2025.

Conclusion

The Newfoundland Broadcasting Company has made meaningful progress in creating a more accessible and inclusive workplace and media environment. Through collaboration, proactive planning, and continued engagement, we are moving steadily toward meeting and exceeding the goals outlined in our Accessibility Plan.