



# Entertains Informs Empowers

## AMI Accessibility Progress Report 2026



# AMI Accessibility Progress Report

## Table of Contents

|  |    |
|--|----|
| Introduction .....                                 | 2  |
| General.....                                       | 3  |
| Alternate formats .....                            | 3  |
| Feedback Process .....                             | 3  |
| Accessibility Feedback .....                       | 4  |
| Internal Feedback .....                            | 4  |
| External Feedback .....                            | 5  |
| Consultations.....                                 | 5  |
| Internal Consultations.....                        | 5  |
| External Consultations .....                       | 5  |
| Progress to Date .....                             | 6  |
| Employment .....                                   | 6  |
| The Built Environment .....                        | 8  |
| Toronto Office .....                               | 8  |
| Montreal Office.....                               | 9  |
| Information & Communication Technologies .....     | 9  |
| Communication, other than ICT .....                | 9  |
| Procurement of Goods, Services and Facilities..... | 10 |
| Design and Delivery of Programs and Services.....  | 10 |
| Transportation .....                               | 11 |
| Requirements Under the Broadcasting Act.....       | 11 |
| Conclusion .....                                   | 11 |

# Introduction

Accessible Media Inc. (AMI), in compliance with the Accessible Canada Act, published its Feedback Process, Accessibility Plan and first Progress Report in the required timelines and are now pleased to present the second Progress Report.

This report covers the initiatives that were implemented from June 2025 to June 2026 regarding the identification and removal of accessibility barriers. It also outlines future initiatives where applicable.

AMI understands that the journey set out by the Accessible Canada Act, to be a barrier-free Canada by 2040, requires commitment and continuous effort and we completely support this initiative through every aspect of who we are and what we do.

AMI is a not-for-profit media company whose mission is to entertain, inform and empower Canadians with disabilities through the offering of relevant original content. The organization's vision is to be established as a leader in the offering of accessible content providing a voice for Canadians with disabilities through authentic storytelling, representation, and positive portrayal.

Currently, AMI has a staff of 62 permanent employees and 3 contract employees, of which 29% are persons with a disability. The Board of Directors consists of 12 individuals, of which 50% are persons with a disability.

The Accessibility Advisory Committee consists of 9 volunteer employees, 55% of whom are persons with a disability. This committee continues to work with Human Resources to consult on company policies, practices and services, related to accessibility, including reviewing and providing feedback on this report.

AMI continues to face the challenges of the changes in the broadcast industry and funding restrictions; despite these challenges, AMI remains committed to our Accessibility Plan. This report outlines the progress we have made over the past year and, although disability and accessibility are the reason AMI exists, we do understand that becoming a barrier-free workplace is an ongoing process and one that we strive to improve upon.

# General

## Alternate formats

If requested, AMI will endeavour to provide alternate formats of items, such as this document, and other applicable reports where it is reasonable to do so and will not cause undue hardship to AMI. These formats may include, but are not limited to, such communication structures as:

- Verbal or audio
- hard copy with large font type
- electronic text

## Feedback Process

AMI welcomes feedback regarding accessibility and any barriers that may be encountered by persons with disabilities.

The person responsible for receiving and responding to all accessibility feedback is the Human Resources Analyst.

Feedback can be provided to AMI in the following manner.

### **Mail to:**

Accessible Media Inc - Head Office

Corus Quay

200 – 25 Dockside Drive

Toronto, ON M5A 0B5

### **Email to:**

[accessibilityfeedback@ami.ca](mailto:accessibilityfeedback@ami.ca)

### **Online web form:**

<https://www.ami.ca/accessibility-feedback-form>

### **Phone:**

Telephone: 416-422-4222,

Toll free: 1-800-567-6755,

### **Confidentiality**

AMI will respect everyone's right to privacy and confidentiality. Information can be provided anonymously. All feedback will be managed within the Human Resources department and stored in a secure document

management system. Feedback will only be shared with individuals directly involved in improving accessibility.

### **Acknowledgement of Feedback**

When feedback is received the following actions will be taken:

1. A representative of AMI will contact the initiating party and discuss the feedback using a manner that takes into account any accessibility concerns, if identified.
2. If remedial action is required, the feedback details will be distributed to the senior management team for review.
3. Where applicable, recommendations and advice may be sought from legal representation, the accounting/financial team, accessibility consultant(s), relevant associations which serve and support persons with disabilities, and/or members of the disability communities.
4. If action is to be taken, all policies, practices and procedures documents will be updated to reflect the corrective action and distributed.
5. Once a course of action has been identified, the initiating party will be contacted to inform them of the solution.

### **How we will use your feedback**

All feedback will be taken seriously and will be used to:

- Improve our overall accessibility.
- Understand barriers that currently exist.
- Develop and design plans to eliminate the existing barriers.
- Update accessibility plans and progress reports.

## **Accessibility Feedback**

### **Internal Feedback**

Over the past year AMI has not received any formal feedback regarding accessibility through the Internal Feedback Process. However, Human Resources has gathered feedback through other means such as exit interviews, online social media posts and informal conversations.

Additionally, an Accessibility Barriers Survey was conducted with our employees this year to identify any barriers that may have been experienced

or observed in the workplace. A full account of this survey will be addressed in the 'Progress To Date' section later in this report.

## **External Feedback**

Over the past year we have not received any feedback on accessibility through the formal external process offered on our website. To ensure that we are managing accessibility appropriately we continue to survey our audience, consult with our producers and all other resources that interact with AMI regularly.

## **Consultations**

### **Internal Consultations**

#### **Who we consult with.**

AMI continues to consult with employees on organizational initiatives and events, as well as involving them in any new technology testing. The Accessibility Advisory Committee provides input on all training initiatives, new or changed policies and practices, new or updated technology changes and all formal reports required for compliancy, including this report.

### **External Consultations**

#### **Who we consult with.**

#### **AMI Research Panel**

AMI's Research Panel serves as an ongoing feedback mechanism between AMI and the community. Canadians from the disability community are invited to join and share insights and opinions on accessible technology, TV programming, media consumption and more.

#### **Third Party Accessibility Consultants**

AMI engages third-party accessibility professionals to consult on initiatives outside of the scope of the expertise provided internally when required.

#### **Media Content Consultants**

AMI continues to engage external media consultants to review our content for accessibility, quality, and relevance. The consultations are managed by the Production and Marketing and Communication teams, and the individuals involved in these processes are persons from the disability community.

# Progress to Date

In the past year we have made great strides to identify and remove barriers in the workplace. To assist us in this process, and as we receive limited feedback through our formal processes, we decided to conduct an Accessibility Barriers Survey. The survey was distributed to all internal staff and focused on the ACA's priority areas. Below describes the barriers identified in the survey, by specific category, and the actions taken to remove them.

## Employment

### Accessibility Policies

#### **Barrier Identified**

- Feedback provided in the survey indicated that there didn't seem to be opportunities for job movement in the organization for persons with a disability.

#### **Action Taken**

- AMI is a small organization with many long-term employees. The turnover rate in the past year was 1% and job opportunities are very limited. If an opportunity does open up, it is communicated and posted to ensure that everyone has access to apply equally to all positions that may be available.

### Performance Management

#### **Barrier Identified**

- The performance management process takes too long to complete when using a screen reader. The software is technically accessible; however, the system is not easy to navigate and is not intuitive.

#### **Action Taken**

- Human Resources has provided feedback to the vendor and in the interim is working on developing a work-around that will be more user friendly until the software can be advanced.

### Training and Development

#### **Barrier Identified**

- External training materials are not always accessible.
- Training webinars that provide translated transcripts are not always accessible during the webinar.

### **Action Taken**

- Human Resources has implemented a process whereby all materials for staff training are reviewed and tested for accessibility prior to distribution.
- The Accessibility Advisory Committee reviews potential training initiatives for accessibility and relevance.
- Human Resources continues to provide instructions to external training facilitators on how to conduct accessible workshops.
- If videos are used as part of the training material, closed captioning is added.
- Transcripts and all training materials are distributed to staff in advance of the training session to accommodate those requiring time to prepare.

### **Feedback Process**

#### **Barrier Identified**

- The internal feedback process is not easy to find.

#### **Action Taken**

- The internal feedback process is available through Teams under the HR channel. An updated communication will be sent out to remind staff of the process and how to access it.

### **Accommodation Process**

#### **Barrier Identified**

- Reference was made in the survey that staff need to be reminded of other's accommodation requirements, for example easy access to workstations.

#### **Action Taken**

- Human Resources will continue to provide disability and accessibility training which will include being mindful of coworker's accessibility needs.
- Regarding access to workstations, AMI's workspaces in both Montreal and Toronto are fully accessible, however certain workstations are easier to access. To ensure availability of these workstations, Human Resources is purchasing signage that will indicate those stations to be made available as needed.

### **Work Placement Program**

#### **Barrier Identified**

- AMI's Work Placement program for persons with disabilities continues to be a very positive program. As referenced in the previous progress

report, funding has and continues to be a barrier in expanding the program.

### **Action Taken**

- Human Resources actively reached out for partnerships with Heritage Canada and the Canadian Media Fund. Last year, we were granted extra funding and were able to exceed our annual placement goals.

## **The Built Environment**

AMI has now been in their new locations both in Montreal and Toronto for over a year and continues to audit both facilities on a regular basis. The barriers survey provided us with the following insights.

### **Toronto Office**

#### **Barrier Identified**

- In the Toronto office, the elevator buttons are not configured in the same place in all 4 elevators, which makes it difficult for persons with low vision to navigate.
- The automated access button to the lobby door at the Toronto office is difficult to find.
- The entrance waiting area in the lobby by the reception desk is dimly lit.
- The chairs in the lobby are very low to the ground, making it difficult for persons with mobility disabilities to use.
- Not all the washrooms in the Toronto office have automatic door openers – only the ones closest to AMI's workspace.
- The Toronto building does not have a washroom with an adult-size change table.
- Navigational signage from the front doors in Toronto to the AMI offices would be beneficial for blind/low vision visitors.

#### **Action Taken**

- AMI leases its office space and, therefore, changes made to barriers listed above would need to be approved by the facility owner. A report has been prepared and provided to the facility owner for review.
- AMI will continue to work with the facility team to address the barriers identified and assist in preparing an implementation plan.
- Regarding a washroom with an adult-size change table, the facility owner has provided AMI access to one in the building adjacent to the Toronto office.

## **Montreal Office**

### **Barrier Identified**

- Reference was made that sometimes navigating the open space in the Montreal office could be difficult for employees who are blind or low vision.

### **Action Taken**

- To ensure that the office space in Montreal is meeting the needs of the employees, an external consulting professional was engaged to complete a site audit this past year. In the final report, the AMI office space was considered very accessible. Recommendations for minor adjustments have been provided which will be reviewed and implemented over the next year.

## **Information & Communication Technologies**

Over the past year, AMI continued to review and update our Information & Communication Technologies for accessibility.

### **Barrier Identified**

- Navigation on the AMI website and the AMI Plus App are not completely intuitive.
- Third-party software and applications are not easy to navigate, including ADP, Monday.com, Teams and Broadview (Media asset management system).

### **Action Taken**

- The Technology Services and Digital departments continue to test all technologies for accessibilities by consulting with external professionals, the Accessibility Advisory Committee and internal employees.
- Human Resources has reached out to ADP, the HRIS system internally used, and provided feedback on the barriers identified. They are working with their internal teams to address the concerns.

## **Communication, other than ICT**

AMI continues to provide communication that is accessible and inclusive, meeting the needs of individuals who are unable to read, write, hear, speak, or understand information that is being presented to them.

### **Barrier Identified**

The only barrier identified in this category is that documents are not always accessible from external vendors.

### **Action Taken**

- Human Resources and the Accessibility Advisory Committee, review existing documentation for accessibility compliance and update where necessary. This is an ongoing process.
- Training on how to create accessible communication in a variety of formats was provided for staff this year and will be offered on an annual basis going forward.
- Alternative formats are available when requested, such as, large-print text, Braille versions of written material, or transcripts for screen readers.

## **Procurement of Goods, Services and Facilities**

AMI continues to work with all of the departments ensuring that accessibility is a priority in the purchase of all goods, services and facilities.

### **Barrier Identified**

- AMI needs to ensure all corporate and social events are fully accessible and inclusive. Reference was made in the survey that some activities may not be fully accessible for blind or low vision employees.

### **Action Taken**

- Human Resources and the Accessibility Advisory Committee are committed to hosting events that are fully inclusive and have a team in place to review all activities and initiatives.

## **Design and Delivery of Programs and Services**

AMI, over the past year, has continued to create high quality content for the disability community. The content is distributed on a variety of platforms and is created with Described Video, Closed Captioning, Integrated Described Video and Transcriptions. Additionally, the content is created by persons with lived experience ensuring that the stories told are authentic.

### **Barrier Identified**

- While a great number of people with disabilities were engaged in the creation of our content, the companies that we co-produce with employ individuals who may have little or no knowledge of accessibility and disability.

### **Action taken**

- The production team have increased the number of persons with disabilities involved in the creation of content in prominent production roles, in front of and behind the camera.

- Training is provided to all production personnel on Integrated Described Video. We also share numerous resources about accessible standards including graphics, language, and captions.
- Ongoing research campaigns have been implemented to determine audience awareness and content preferences.

## **Transportation**

AMI does not have anything to report under this category at this point.

## **Requirements Under the Broadcasting Act**

As previously stated in AMI's Accessibility Plan, and referenced in the first progress report, AMI's programming continues to be in compliance with the regulations of the Broadcasting Act. AMI content is offered 100% of the time with Described Video, and Closed Captioning. Content is also provided with Integrated Described Video (IDV), American Sign Language (ASL) on select titles, Transcripts and Descriptive Transcripts to accompany promos or short style videos.

## **Conclusion**

AMI has undergone significant change since its inception. Pivoting from a company that focused on the mechanics of making media accessible, to a content company that is dedicated to establishing and supporting a voice for Canadians with disabilities.

The content we create represents the interests, concerns and values of persons with disabilities across all regions of Canada. The identification and removal of accessibility barriers is demonstrated in all that we do, and the goal to being barrier free is an ongoing effort and one that is taken very seriously.

The past year has been an extremely productive one, and AMI is very proud of its role as a leader in accessibility and inclusion. Our mission and vision remain strong, and we look forward to the positive impact we will have in the future.