

Accessibility Plan

Updated May 29, 2026

Accessibility Plan

TVO Media Education Group (TVO) presents its Updated Accessibility Plan, in alignment with the Accessible Canada Act (2019) (the “ACA”) and in accordance with the CRTC Accessibility Reporting (the “Regulations”). As an organization committed to inclusivity and equal access for all, we recognize the importance of providing accessible content and services to individuals with disabilities. TVO’s Updated Accessibility Plan outlines our progress as well as strategies and initiatives to enhance accessibility, ensuring that our programming, services, and products reach and serve a diverse audience.

The Accessible Canada Act, which came into effect July 2019, seeks to create a barrier-free Canada by setting accessibility standards for organizations in various sectors, including broadcasting. It aims to promote and protect the rights of individuals with disabilities, fostering a society that values and supports their inclusion. At TVO, we are dedicated to embracing the principles and requirements of this legislation.

For over fifty years, TVO has served as the Ontario Government’s partner in educational communications, leveraging technology to bring new learning opportunities to communities across the province. Everything we do is rooted in our education mandate and the unique opportunity we have to provide content not found anywhere else in the Canadian broadcasting system.

TVO’s updated Accessibility Plan is a comprehensive roadmap that outlines our commitments, objectives, and actions to improve accessibility within our organization in accordance with the ACA and the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). By implementing this updated plan, we aim to remove barriers and provide equal opportunities for individuals with disabilities to engage with our content and services.

By implementing our updated Accessibility Plan, we will not only meet the requirements of the Accessible Canada Act but also create a more inclusive broadcasting environment that celebrates the diversity of our audience. We are committed to monitoring our progress, reviewing our accessibility measures, and adjusting as needed to ensure continuous improvement.

General

If you wish to request TVO’s Accessibility Plan in an alternative format, or provide feedback, TVO can be reached by:

Mail:

Accessibility Officer
TVO Media Education Group
Box 200, Station Q
Toronto, Ontario
M4T 2T1 Canada

Telephone:

Main reception: 1-800-613-0513 or 416 484 2600

Customer Service: 1-800-463-6886 or 416-484-2665

Email:

accessibility@tvo.org

asktvo@tvo.org

Consultations

TVO engaged in various internal and external processes to develop the accessibility plan. Consultations assisted in engaging the principles of the AODA and ACA into action through discussions with and review by persons of disabilities, including Accessible Media Inc. (AMI), the Oakville Accessibility Advisory Committee, the Canadian National Institute for the Blind (CNIB), and the Alliance for Equality of Blind Canadians (AEBC). Additionally, the vendor contracted to support our compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 AA is comprised of a diverse team of engineers, programmers, eLearning experts, and consultants, many of whom have disabilities themselves.

TVO will continue to actively collaborate with disability organizations, advocacy groups, and experts to gather feedback, stay informed about emerging accessibility trends, and continuously improve our accessibility initiatives.

Employment

TVO is committed to creating an equitable workplace with a culture of inclusion in which every employee feels welcome, valued, respected, and included, with no barriers or limitations to where they can contribute and what they can achieve.

We believe in creating a workforce that reflects the diversity of the public we serve through equity in attracting, hiring, promoting and leadership opportunities for all employees and the full talent pool. We are continually reviewing our policies and our actions to identify and take action to address discriminatory practices so that we can take immediate action to address them.

TVO provides accommodation to employees and applicants with disabilities, including assistive technology, modified workstations, and accessible meeting spaces. We will also work with external organizations to provide accessibility-related accommodations as needed.

TVO informs employees about its policies that support employees with disabilities, including accommodation policies that address individual accessibility needs.

TVO communicates the availability of accommodations to employees, candidates, and the public throughout the recruitment process. Applicants selected for assessment or interviews are informed that accommodations are available, and successful candidates are notified of TVO's policies for supporting employees with disabilities. If a selected applicant requests an accommodation, TVO will consult with them and provide or arrange suitable support based on their accessibility needs.

TVO provides individualized workplace emergency response information to employees with disabilities as follows:

- If the disability is such that individualized information is necessary, the employer is aware of the need for accommodation due to the employee's disability.
- If an employee who receives individualized workplace emergency response information needs assistance, TVO will, with the employee's consent, provide that information to the person designated to assist them.
- As soon as practical, after becoming aware of the need for accommodation due to the employee's disability.

The individualized workplace emergency response information is reviewed when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when the employer reviews its general emergency response policies.

Training

TVO provides ongoing training and resources to our employees, fostering awareness and understanding of accessibility principles, best practices, and requirements. This enables us to better serve our audience and integrate accessibility into our daily operations.

Developers, content creators, and IT staff receive training on WCAG 2.2. All employees complete Accessibility Standards for Customer Service training, and educators receive accessibility awareness training for accessible program and course delivery.

In addition, TVO's commitment to Diversity, Equity and Inclusion promotes a sense of belonging in our organization. The development of the program has also included training sessions in intersectionality and unconscious biases at all levels.

Upon request, TVO provides educational or training resources or materials in an accessible format that considers accessibility needs due to the disability of the employee.

Training records are maintained and updated.

The Built Environment

TVO has 13 locations across Ontario, Canada (10 of which are owned and 3 of which are leased).

Although TVO is a tenant in its office building, we aim to ensure equal access and usability for all individuals, regardless of their abilities or disabilities, and strive to eliminate barriers and promote inclusivity, allowing everyone to navigate and use the built environment independently and with dignity. The office building and our occupied floors include the following to remove barriers:

- Accessible entrances, ramps, and elevators help people who use wheelchairs or other mobility aids move through the space.
- Designated accessible parking spaces are provided.
- Accessible pathways and clear circulation routes including corridors and hallways wide enough to accommodate wheelchairs.
- Ramps and elevators to access different levels, with appropriate signage and wayfinding aids for individuals with visual impairments.
- Accessible restrooms are available on each level of TVO's office, including space for wheelchair maneuverability, grab bars, and accessible sinks.
- Signage and information are provided in both visual and tactile formats. Braille and tactile signage are provided at and in the elevators.
- Spaces have been designed to accommodate assistive devices such as wheelchairs, walkers, or mobility aids. This includes ramps, elevators, and adjustable workstations.
- The Emergency Evacuation Plan ensures the safe evacuation of individuals with disabilities during emergencies.

The current state of accessibility across our other built environment of spaces (transmitter sites) differs as accessibility requirements vary depending on local building codes, regulations, standards, and year of construction.

Prevention of barriers is our primary goal, and work is ongoing to remove barriers within existing spaces. We are actively engaged in identifying, removing, and preventing barriers through various means including removing obstructions from interior paths, improving ease of entrance, and deploying our ergonomics policy for safe, efficient workspaces and for the prevention of ergonomic hazards.

Information and Communication Technologies (ICT)

TVO ensures that information and communication technology systems are accessible to individuals with disabilities. By adopting inclusive design principles and implementing accessibility standards, TVO enhances the usability and availability of its digital resources for all users.

TVO's compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA, throughout the development and maintenance of its ICT systems, ensures that all digital content, including websites, documents, mobile applications and multimedia, is accessible to individuals with disabilities.

TVO regularly monitors and evaluates the accessibility of its ICT systems and regularly performs periodic accessibility audits and testing to identify and address any accessibility gaps or issues. These audits and tests include automated and manual accessibility checks of its digital platforms to ensure accessibility issues are identified and remediated in a timely manner. TVO has established a maintenance plan and continues to update its development and testing practices as technologies and accessibility standards evolve, supporting sustained compliance over time.

By implementing this updated Accessibility Plan for ICT, TVO ensures that its digital resources are accessible to individuals with disabilities, promoting inclusivity, and equal access to information. Regular reviews, monitoring, and continuous improvement support TVO's commitment to maintaining and enhancing accessibility.

Communication and feedback processes (other than ICT)

Continuous and regular evaluation and feedback from users with disabilities help identify areas for improvement and ensure ongoing accessibility in accordance with TVO's feedback processes filed with the CRTC on June 1, 2022.

TVO communicates its accessibility policies and procedures to all employees and the public. Upon request, accessible formats of all documents and information will be provided, including braille, large print, audio, and electronic formats.

TVO actively seeks feedback from individuals with disabilities to ensure that our products and services meet their needs. We have established accessible channels for communication and a feedback mechanism to receive comments, suggestions, and complaints related to accessibility. By ensuring that individuals with disabilities can reach out to us, provide input, and seek assistance regarding accessibility-related matters, we are able to use the information to continuously improve our accessibility practices.

Requests for an alternate format of our documents or feedback may be provided by telephone, in writing, electronically through our online form, electronically through email, in person, or through other reasonable methods. Feedback may be submitted anonymously.

The form requests the following information:

- Name and contact information, if not submitting anonymously
- The nature of the complaint

- A description of the issue
- Contact preference, if not submitting anonymously

Except for anonymous feedback, TVO will acknowledge receipt of all accessibility feedback.

If the form is completed over the phone, the call will be handled and the form completed by the Manager of External Communications.

Once a feedback form is received, TVO's Customer Relations department logs it centrally and sends it to the Director, Corporate Communications, who forwards it to the appropriate TVO team or manager for review and resolution.

Personal information contained in the form will be used for the purpose of responding to the request.

The Manager of External Communications or the Director, Corporate Communications, will update the customer on the status of the complaint and provide a response once any required investigation is complete.

Procurement of Goods and Services

TVO ensures that all new products and services purchased or developed are accessible to individuals with disabilities. TVO includes accessibility requirements in procurement processes and works with vendors to ensure that they understand and meet our accessibility standards.

When procuring products or services, consideration is given to accessibility requirements and ensures that they are included in procurement processes with vendors.

Design and Delivery of Programs and Services

At TVO, we strive to tell diverse stories, and to have the public see themselves in the stories we tell and in the content we produce. We are committed to being increasingly discerning about the images, content, and resources we provide to the public; and to ensuring they align with our belief in, and commitment to, dismantling unjust systems.

TVO strives to offer accessible programming across our broadcast and digital platforms, including closed captioning, audio description, and described video. We recognize the importance of making our content available to all viewers, regardless of their abilities. Accessibility considerations are integrated into both production and distribution workflows, supporting inclusive access across broadcast, streaming platforms, and web-based content.

Closed Captioning: 100% of TVO content is captioned 100% of the time for Broadcast, with ongoing monitoring to ensure captioning quality and accuracy. TVO also makes all content on its streaming platforms available with closed captioning. TVO uses the same high standards of closed captioning for online content as it does for broadcast.

Audio Description: TVO's on-screen hosts are trained in-house for audio description e.g., hosts will describe what is on-screen (charts, graphs, etc.) and read aloud any text slides that are used. Producers can also re-voice segments when the description is not satisfactory. Additionally, when graphics or visuals are used, TVO ensures that they are compliant and do not have competing words, etc.

Described Video: TVO currently averages 91 hours of described video per week on broadcast. TVO provides described video for programming broadcast between 7 p.m. and 11 p.m. (prime time), seven days a week in accordance with TVO's Broadcast license, and for acquired programming outside prime time when available. TVO is preparing for CRTC accessibility requirements, including broader described video expectations for scripted programming and better search and discoverability across digital platforms. Wherever described video exists for broadcast content, TVO also provides described video on its TVO-owned digital platforms and on supported third-party platforms. For content that does not contain described video, TVO offers described text alternative files for TVO's online platforms.

Audio Transcripts: TVO is expanding transcripts for audio-only content and leverages third-party platform capabilities where available.

Diversity: At TVO, our strategic focus is to reflect diversity of cultures and viewpoints in all our content and programming. As such, we are discerning the images, content and learning resources we provide, and we take great care to ensure that communities are represented accurately and are celebrated.

TVO understands that it is essential that all children see themselves in the media they consume. As such, we take great care to ensure that our programming features characters with different genders, body sizes, economic backgrounds, and challenges, and that they represent as many cultures as possible. TVOkids' approval of casting includes a prioritization of diverse lead characters/hosts, as well as all on-camera children's performers.

TVO's documentaries have a strong record of commissions and acquisitions featuring diverse stories that broaden the perspective of our viewers. We prioritize documentaries featuring underrepresented groups, including disability communities, as well as documentaries that highlight diverse histories, cultures, art, and geographic regions. Our Diversity Policy will include a quantitative benchmark to reflect these commissioning requirements.

Transportation

TVO is not affected by the Transportation Standard but has ensured that staff are aware of any future changes and positive impact to public transportation.

Accessibility Plan Review

TVO will review and update this Accessibility Plan annually to keep it current and relevant. TVO will also continue to file accessibility progress reports under the CRTC Accessibility Reporting Regulations and the Accessibility for Ontarians with Disabilities Act, demonstrating its ongoing efforts to gather input from employees, customers, and external organizations, identify areas for improvement, and remove accessibility barriers.

Through this plan, TVO reaffirms its commitment to ensuring that all individuals, including persons with disabilities, can access its products and services. We will continue working to remove barriers and strengthen our accessibility practices.

Accessibility remains integral to TVO's values, mission, and operations, and we will continue to improve access to our services for individuals with disabilities.

May 2026