

CBC/Radio-Canada 2023-2024

Accessibility Plan Progress Report

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1. General

Message from the President and CEO

A year has passed since we launched our first National Accessibility Plan. At its unveiling in Montreal in May 2023, many people applauded the plan, the outcome of much hard work and many consultations with people with disabilities, while also reminding us of the distance yet to go in putting it into action.

Where are we today, one year later? As an employer, we are taking steps to better represent and include people with disabilities throughout our organization. We see this inclusion in, among other things, the proportion of employees with disabilities among our new hires, which reached 11.5% in the 2023-2024 fiscal year, more than the labour force availability for our industry. The perspectives of these new employees will be invaluable in helping CBC/Radio-Canada to live up to our mandate of serving everyone in the country.

We can only achieve this commitment if we ensure our services and content are accessible to all. In the past year, Radio-Canada has experimented with text-to-speech technology for its news articles and has offered its first reporting in Quebec Sign Language. CBC is considering how it can make transcription available for all of its audio content.

We are also striving to increase and improve the representation of people with disabilities in our programming, so that the diversity of their stories come to life on our airwaves. CBC series put creatives with disabilities in the driver's seat to produce shows about being hard of hearing, experiencing depression, or living life on wheels. Radio-Canada podcasts explore the experiences of those with anxiety disorders or stuttering, and tell the stories of parathletes.

This progress is worth celebrating, but the work is far from over. We have more to do so that our teams understand the needs of people with disabilities, and we need to make sure all our efforts are anchored in a long-term perspective. Between now and the end of the plan in 2025, we must adopt the most promising practices across the organization and ensure accessibility is not merely the work of a few people, but becomes an organizational reflex, built into everything we do.

Change is well underway. We will stay the course to make CBC/Radio-Canada a model for the country's entire media and cultural industry, and a world leader in accessibility. We're breaking barriers so that all Canadians can flourish.

Catherine Tait
President and CEO
CBC/Radio-Canada



A summary of our progress

In 2023-2024, CBC/Radio-Canada began many of its commitments in the 2023-2025 National Accessibility Plan, [Breaking Barriers](#). Here are a few highlights of our actions, which we explain in more depth in this progress report:

- [Employment](#) | Created a Workplace Accommodation Specialist role in our People & Culture team. They will implement key changes to our Rule on Accommodation. These changes will eliminate some of the barriers experienced by employees (and job candidates) with disabilities.
- [Built environment](#) | Completed or started improvements to the accessibility of some of our stations. The most notable are Maison de Radio-Canada (Montreal), the Toronto Broadcast Centre, the Ottawa Broadcast Centre and the CBC Whitehorse station.
- [Information and communication technologies \(ICT\)](#) | Created a new role in the Technology & Infrastructure team. They support barrier removal in this area by developing content related to ICT for our internal *Accessibility Hub* and collaborating on the procurement of accessible ICT.
- [Communication](#) | Standardized our practice of making our all-staff virtual meetings accessible. Guidelines include closed captioning, transcriptions and recordings.
- [Procurement of goods, services and facilities](#) | Created an Accessibility Specialist role in our Supply Chain Management team. They develop resources and guidance to improve accessibility when sourcing goods and services.
- [Design and delivery of programs and services](#) | Created or acquired new content that reflects the diversity of people with disabilities living in Canada. Collaborated and worked with creators with disabilities in the media industry. Improved the accessibility of our digital products and content. Increased our capacity to support knowledge building on accessibility amongst our employees.

CBC/Radio-Canada identified opportunities to improve accessibility through consultations on developing this progress report and feedback throughout the year.

We continue our aim to be a public service media organization that is a world leader in accessibility, propelled by the contributions of people with disabilities. We invite you to provide [feedback](#) on our progress report or share the barriers you experience when dealing with us.





Feedback and contact information

You can use any of the means listed below to contact CBC/Radio-Canada to provide feedback on accessibility. Our Application Support Specialists are happy to acknowledge receipt of your feedback and follow up with you (if not anonymous). The Accessibility Lead,



who is designated to receive feedback on CBC/Radio-Canada's behalf, is responsible for oversight of this plan and the accessibility process.

These channels can also be used to request a copy of our National Accessibility Plan, progress reports or feedback process in print, large print, braille, audio format or an electronic format compatible with adaptive technology.

 Mail	Audience Relations, CBC P.O. Box 500 Station A Toronto, ON Canada, M5W 1E6
 Telephone	Toll-free (Canada only): 1-866-306-4636
 Feedback form on our websites	Accessibility feedback form
 Email	accessibility@cbc.ca

2. Employment

Two strategic objectives guide our efforts for this first three-year National Accessibility Plan:

- Improve the inclusion of employees with disabilities in our workplace.
- Increase the recruitment, retention and promotion of people with disabilities in our workforce.

Progress made in 2023-2024



Nouvelles voix, a Radio-Canada event that introduced content contributors to expertise from a range of fields who are also people with disabilities.

Improve the inclusion of employees with disabilities in our workplace

- A review of the Rule on Accommodation was completed. Implementation of the changes is in progress and is expected to launch in 2024-2025.
- A Workplace Accommodation Specialist role was created. This role will help implement the upcoming changes to the Rule on Accommodation and develop resources for employees.



- *Cap*, an employee resource group (ERG) for French-speaking employees, was launched in October 2023 at Radio-Canada. The *Abilicrew* ERG continues to support English-speaking employees.
- Different employee activities were hosted throughout the year with the theme of disability inclusion. Topics included the intersections of neurodiversity and disability at work, a lunch and learn on the intersection of blackness and disability in career growth, and addressing disability through comedy.

Measuring impact

As of March 31, 2024, 1,539 employees have completed the Disability Awareness training.

Employee engagement: In 2023-2024, we saw slight year-over-year improvements. We are closing the gap between the experiences of our employees with disabilities and overall employee engagement scores.

Increase the recruitment, retention and promotion of people with disabilities in our workforce.

- As part of its employment equity key performance indicator, CBC/Radio-Canada tracks the representation of new hires with disabilities. We continue to see progress since the launch of our plan.
- In February 2023, CBC/Radio-Canada implemented a new human resources information system, *Workday*. With the change to *Workday*, we have updated the self-identification question on disability. It now aligns with [Statistics Canada's 11 disability categories](#) in the [Canadian Survey on Disability](#).
- Employee development continues to be a key priority. We especially want to increase the participation of employees with disabilities in development initiatives. These include the Developing Emerging Leaders (DEL) program, the INSPIRE mentorship program and the EDI Development Fund.



Measuring impact

1) New hires in 13-week-plus roles self-identified as a person with a disability:

- 2021-2022 (March 31, 2022): 6.0 %
- 2022-2023 (March 31, 2023): 6.2% *
- 2023-2024 (March 31, 2024) : 11.5%

*Due to the transition to our new human resources information system in February 2023, we have actual results to Q3 2022-2023. The final quarter and year result is a projection based on the results observed in the past three years.

2) Percent of CBC/Radio-Canada workforce that self-identified as having a disability:

- 2021-2022 (March 31, 2022): 4.0%
- 2022-2023 (March 31, 2023): data unavailable during transition to new human resources information system in February 2023
- 2023-2024 (March 31, 2024): 6.9%

Challenges and lessons learned

In December 2023, the [Corporation forecast severe financial pressures](#) for the 2024–2025 fiscal year. CBC/Radio-Canada eliminated certain positions. Since then, improvements in the Corporation's overall financial position and [new funding announced in the Federal Budget 2024](#) means that significant additional reductions are not planned this year.

However, the financial situation impacts the hiring volume over the 2024–2025 fiscal year. Despite this, our commitment to reflecting diversity in our workforce continues.

We will monitor how the job cuts will impact employees with disabilities. In turn, we will continue supporting employees with disabilities and investing in their career growth.



3. Built environment

The strategic objective that guides our efforts for the built environment is:

- Improve the accessibility of our technology and infrastructure

Progress made in 2023-2024

- Since April 1, 2023, we have worked with our supplier, Adaptability Canada, to audit the accessibility of our broadcast centres in Calgary, Fredericton, Vancouver and Victoria.
- Information about the accessibility of several of our stations was published on our corporate website. These included [Edmonton](#), [Toronto](#), [Ottawa](#), [Winnipeg](#) and [Vancouver](#). More articles are in development. This will make information about the accessibility of our stations available to members of the public and employees.
- A new universal washroom was completed at the Toronto Broadcast Centre.
- All washrooms at the Maison de Radio-Canada in Montreal are now equipped with automatic door openers.
- Work has started on a major renovation at the Ottawa Broadcast Centre; it is expected to be completed in 2026. This work will improve the accessibility of the newsroom floor.
- The Whitehorse station was revitalized with improvements to accessibility. These included accessible kitchenette areas, a wheelchair-accessible shower and improved access to natural light in the workspaces.
- There are new requirements for federally regulated entities to provide barrier-free access to menstrual products. Our teams ensured that the selection of the dispensers and the height of their installation met accessibility best practices.

Challenges and lessons learned

Over the past year, we have observed that some barriers to accessibility in the built environment arise from people's lack of understanding of the impact of their behaviours instead of fixed issues. For example, placing a trash can by a door's entrance that blocks access to the automatic door opening buttons. Measures are in place for employees to report these issues; however, awareness raising needs to continue to prevent these behaviours from recurring.



Another challenge comes when the issues in the built environment are in spaces not under CBC/Radio-Canada's authority. For example, sidewalks or the availability of accessible public parking are often under municipal jurisdiction. This can also happen when barriers arise in parts of our buildings that are controlled by a landlord or a third party. For example, the elevator to the PATH underground pedestrian walkway and the food court at the Toronto Broadcast Centre. This means that we are limited to reporting issues and doing our best to remediate the situation without often having control over the outcome. We continue to work collaboratively with all parties to find creative solutions.



CBC/Radio-Canada station in Toronto.



4. Information and communication technologies

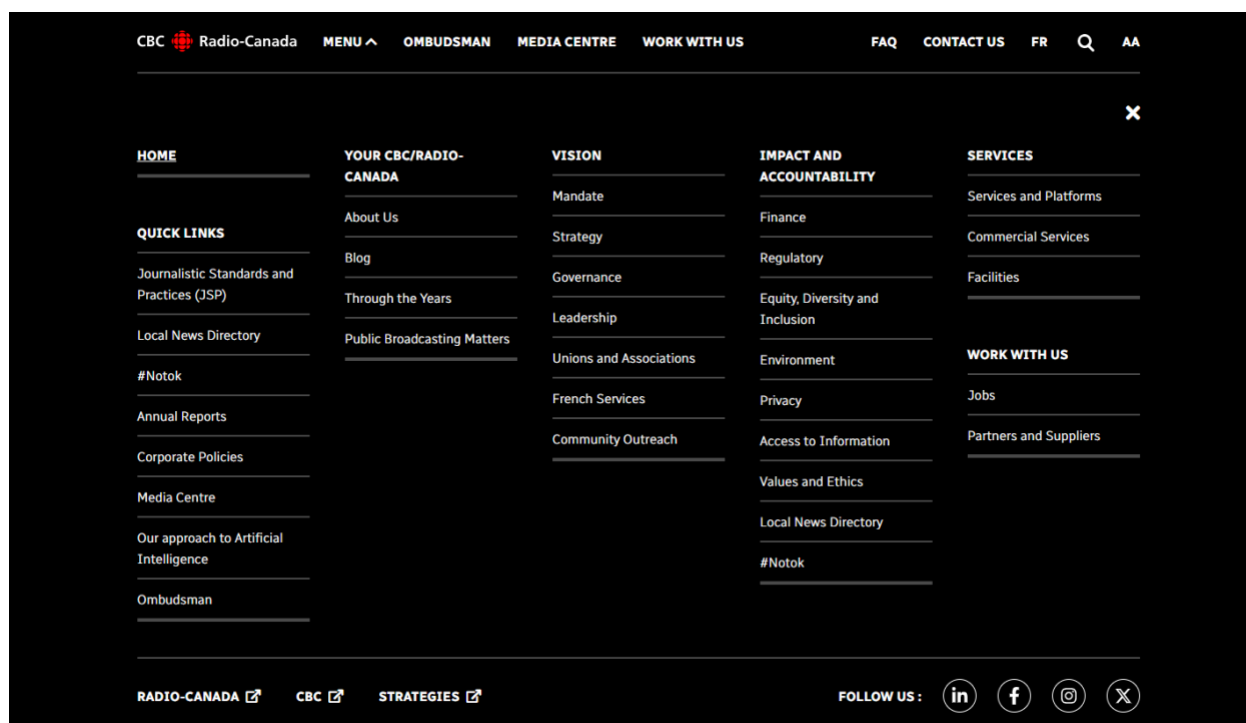
Note: In this section, we will address information and communication technologies (ICT) as they relate to our corporate website and the technology we use internally. ICT relative to our content and programming will be discussed in the section [Design and delivery of programs and services](#).

The strategic objective that guides our efforts for our ICT is:

- Improve the accessibility of our technology and infrastructure.

Progress made in 2023-2024

- In August 2023, CBC/Radio-Canada created a new role in its Technology & Infrastructure team: Advisor, Software Accessibility. They will help identify, remove and prevent barriers to our ICT.
- In 2023, our corporate website updated its menu navigation, making it more accessible.
- In January 2024, CBC/Radio-Canada added a new role to its Supply Chain Management team: Senior Specialist, Accessible Procurement. They will work with various departments to create resources, processes and guidance to improve accessibility when sourcing goods and services. Their priority will be to develop resources for the procurement of ICT.
- The creation of CBC/Radio-Canada's *Accessibility Hub* is currently underway and it is expected to be launched in mid-2024. This project aims to make accessibility best practices on various topics, including ICT, available within the organization. This Hub will contribute to developing digital accessibility skills in our workforce.



CBC/Radio-Canada updated its corporate website navigation menu, making it more accessible.

Challenges and lessons learned

We are approaching the identification, removal and prevention of barriers in ICT from a systems perspective. By specifically dedicating resources to our Technology & Infrastructure and our Supply Chain Management teams, over the next year they will work together to:

- Examine current best practices in ICT accessibility.
- Identify benchmarks that can be used to measure progress.
- Establish best practices and resources to guide departments in purchasing ICT goods and services.

The work of Accessibility Standards Canada and the Government of Canada in the area of accessible procurement informs our own efforts. Making lasting, sustained improvements to the accessibility of ICT used at CBC/Radio-Canada requires an institutional commitment and market readiness. The anticipated standards will be essential in advancing the accessibility of ICT available in the market.

We expect that, in the 2024-2025 fiscal year, we will develop CBC/Radio-Canada's roadmap to ICT accessibility and further refine our activities and measurements over the next two years of this plan.

5. Communication, other than information and communication technologies

Note: This section addresses communication for employment and the built environment. Communication for the procurement of goods, services and facilities will be addressed in [Procurement of goods, services and facilities](#). Communication for the design and delivery of programs and services (content on television, radio and/or digital platforms) will be addressed in [Design and delivery of programs and services](#).

The strategic objective that guides our efforts for communication is:

- Improve the inclusion of employees with disabilities in our workplace.

Progress made in 2023-2024



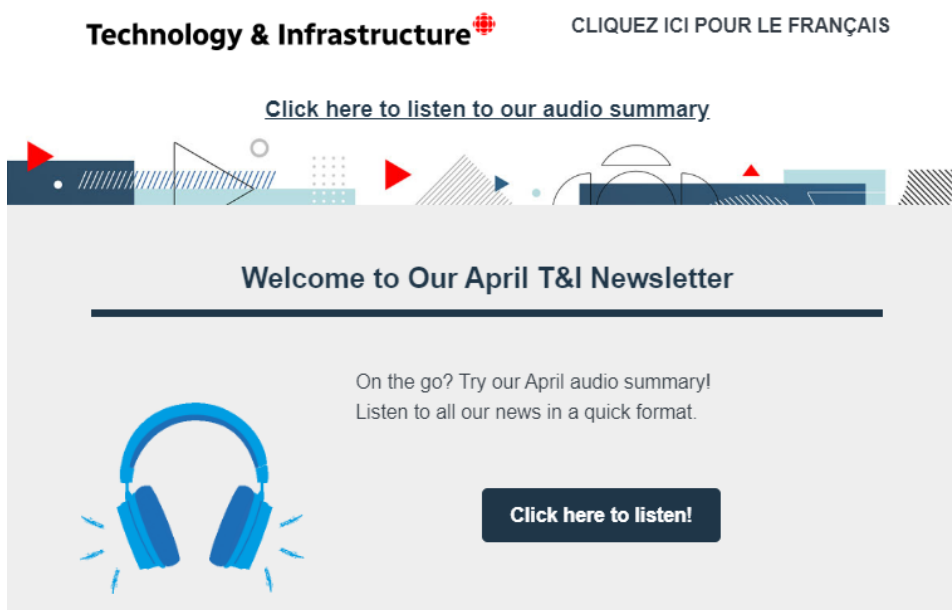
Launch of the National Indigenous Strategy, February 5, 2024

- Since April 1, 2023, CBC/Radio-Canada's all-staff virtual meetings have been provided with closed captioning in real-time. Recordings with closed captions and transcriptions are available to employees afterward.
- Colleagues have applied the lessons learned during the launch of the National Accessibility Plan toward making other national-level events accessible. Our [2023](#)



[Annual Public Meeting](#) was made available with closed captioning, American Sign Language (ASL) and Quebec Sign Language (LSQ). The same was done for the recent launch of the CBC/Radio-Canada [National Indigenous Strategy](#), and audio versions are currently being created in various Indigenous languages.

- Our colleagues in the different communications departments continue to play a vital role in implementing the National Accessibility Plan. Thanks to their collaboration, we have been able to drive increased participation in our Disability Awareness Training and organize and promote events, such as those organized by our ERGs: *Cap* and *Abilicrew*.
- The creation of CBC/Radio-Canada's *Accessibility Hub* is currently underway; it is expected to be launched in mid-2024. This project aims to make information about accessibility best practices on various topics, including communications, available within the organization. The Hub will contribute to supporting all employees in creating accessible audio, visual and text-based content.
- Our Technology & Infrastructure department began making their internal e-newsletter more accessible by providing an audio summary option. They are also including closed captioning in their department meetings and conferences.



Measuring impact

In 2023-2024,

- 100% of our virtual all-staff meetings were provided with transcriptions.
- Approximately 90% of our corporate communications outputs provided closed captioning.*

*Why isn't it 100%? The current gap in closed captioning is due to sharing content on social media from individuals, employees or our networks that was originally not captioned by the creators, or when there were technical difficulties uploading captions to some social media platforms. Closed captioning is provided for all videos posted on iO (our intranet).



Behind the Headlines, our Annual Public Meeting, was held on November 2, 2023 with simultaneous translation, American Language Sign (ASL) interpretation and closed-captioning. Photo credit: Kate Kyle.

Challenges and lessons learned

One of the main challenges we are trying to overcome as an organization is promoting knowledge sharing between teams related to best practices in making our communications and content accessible. The *Accessibility Hub* project will be a first step toward this; it is expected to be launched in mid-2024.

A lot of the information being developed for the Hub is about accessible communication, which will help us more easily share information on best practices internally. As employees start using the Hub, we expect to identify knowledge gaps and be able to create additional materials.



6. Procurement of goods, services and facilities

The strategic objectives that guide our efforts for procurement are:

- Improve the accessibility of our technology and infrastructure.
- Increase opportunities for creators with disabilities in the media industry.*

*While originally intended to mean content creators, we have expanded the interpretation of this objective to include our goal of working with suppliers from under-represented groups,¹ including people with disabilities.



Want to Be a Supplier

What You Need to Know

Procurement Policy

CBC/Radio-Canada launched a new supplier portal

Progress made in 2023-2024

- In August 2023, we launched our [Vendor Code of Conduct](#). It includes our expectation that vendors incorporate universal design principles by removing or preventing barriers that may prevent a person from autonomously using products, services, solutions or environments.
- We also launched our new [supplier portal](#). It creates more opportunities to engage with suppliers from under-represented groups, including people with disabilities.
- In 2023, we launched the sustainable procurement initiative, which outlines our approach to sustainable procurement, including social and environmental considerations. This video on our [corporate website](#) explains the initiative.

¹ 2 Under-represented groups include women, Indigenous Peoples, racialized people, people with disabilities and people from LGBTQ2+ communities. You can read more in CBC/Radio-Canada's 2022-2025 Equity, Diversity and Inclusion Plan, [Progress in Progress](#).



- In November 2023, CBC/Radio-Canada sponsored Access to Success (ATS) Demo Day. In collaboration with ATS, we also hosted a supplier education workshop, explaining how suppliers from under-represented groups can use our supplier portal and increasing the visibility of CBC/Radio-Canada procurement opportunities.
- In January 2024, we welcomed a new role to our Supply Chain Management team: Senior Specialist, Accessible Procurement. They will work with various departments to create resources, processes and guidance to improve accessibility when sourcing goods and services.

Challenges and lessons learned

We are still in the early stages of our work in this area and expect to share more on this in next year's progress report. Our work is currently focused on building our understanding of the current landscape of accessible procurement, developing priorities amongst our areas of purchase for goods and services, and, finally, collaborating with internal accessibility subject matter experts.

The work ahead of us will be to create an accessible procurement strategy for CBC/Radio-Canada and identify the tools and resources we will need to develop to better include accessibility in all aspects of our procurement process. We look forward to the work ahead.

7. Design and delivery of programs and services

The strategic objectives that guide our efforts in the design and delivery of our programs and services are:

- Create and promote content that reflects the diversity of people with disabilities living in Canada.
- Increase opportunities for creators with disabilities in the media industry.
- Increase the accessibility of our content, with a focus on digital.
- Develop accessibility knowledge and ability amongst our employees.

Progress made in 2023-2024

Create and promote content that reflects the diversity of people with disabilities living in Canada



MAJ's "L'ABC Handicaps" series features short videos that promote disability awareness for kids and youth.



We have been actively working on including more representation of people with disabilities in our content. A few projects we are particularly proud of include:

- New digital content promoting disability awareness for kids and youth is available on CBC and Radio-Canada. Check out [CBC Kids' videos for the International Day of Persons with Disabilities](#), and [MAJ's L'ABC Handicaps](#) series.
- Additional podcasts and audio content on themes related to disability are now available. Check out CBC's [Sickboy](#) podcast, which has recently passed its 100th episode milestone, and Radio-Canada's new podcast [Rares : la loterie génétique](#).
- Our journalists play a vital role in informing and enlightening all Canadians about the experiences of people with disabilities. For example, CBC's [Marketplace](#) set out to uncover barriers that people with disabilities face while travelling on airplanes, public transit, rideshares and cabs across Canada. Radio-Canada's [Téléjournal avec Claudine Bourbonnais](#) highlighted the additional challenges Canadians with disabilities face accessing accessible housing in the current housing crisis.
- Thanks to partnerships with AMI and AMI-Télé, we offer a selection of their content on [CBC Gem](#) and ICI [TOU.TV](#).
- In addition to national coverage of disability and accessibility, our local news teams are creating content. For example, CBC Saskatchewan's series, [Taking a Sitting Stand](#), and [ICI Manitoba's story on Deaf arts](#).



Sickboy, a CBC podcast determined to break down the stigma associated with illness.



Measuring impact

In the Mandate, Vision and Perception Survey, we ask participants whether or not they agree that we reflect persons with disabilities in our content.

- All CBC/Radio-Canada users: This indicator has remained stable when looking at results from the past three years.
- CBC/Radio-Canada users with disabilities: We have seen a marked improvement since the launch of our National Accessibility Plan.

These results are encouraging, and we look forward to continuing our work in this area.

Increase opportunities for creators with disabilities in the media industry

There are several ways that CBC/Radio-Canada has been actively working to increase opportunities for creators with disabilities in the media industry:

- In February 2024, CBC launched its second year of the [AccessCBC](#) program. This national initiative for Deaf and disabled creators provides training, mentorship and, on select projects, financing support to create scripted, unscripted and kids-based content.
- With its pilot project, [Les nouvelles en LSQ](#), Radio-Canada has hired its first Deaf host. This project is a digital weekly recap of national news in Quebec Sign Language.
- Radio-Canada dedicated its December 2023 edition of *Nouvelles Voix* to spotlight people with disabilities. These events aim to introduce our content creators and researchers to experts in the community from under-represented groups. They provide creators with networking and the opportunity to showcase their expertise so that they can be contacted for opportunities on future programs.
- CBC's On-Air Talent program just completed its third year. This program provides opportunities for broadcast professionals with a disability to gain training and experience as an on-air host. This year's cohort hosted the radio specials [Better Late](#), [Comedy Underdogs](#) and [Playing By Ear](#).

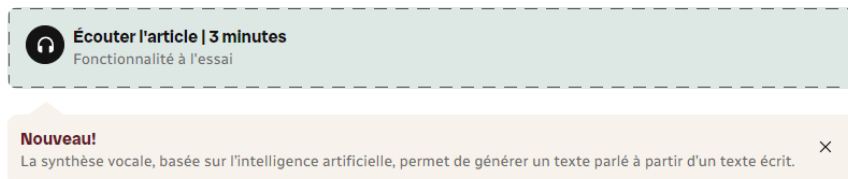
Increase the accessibility of our content, with a focus on digital

There are several ways that CBC/Radio-Canada has been working to increase the accessibility of our content. While many projects are still underway, here is a selection of work from this past year:

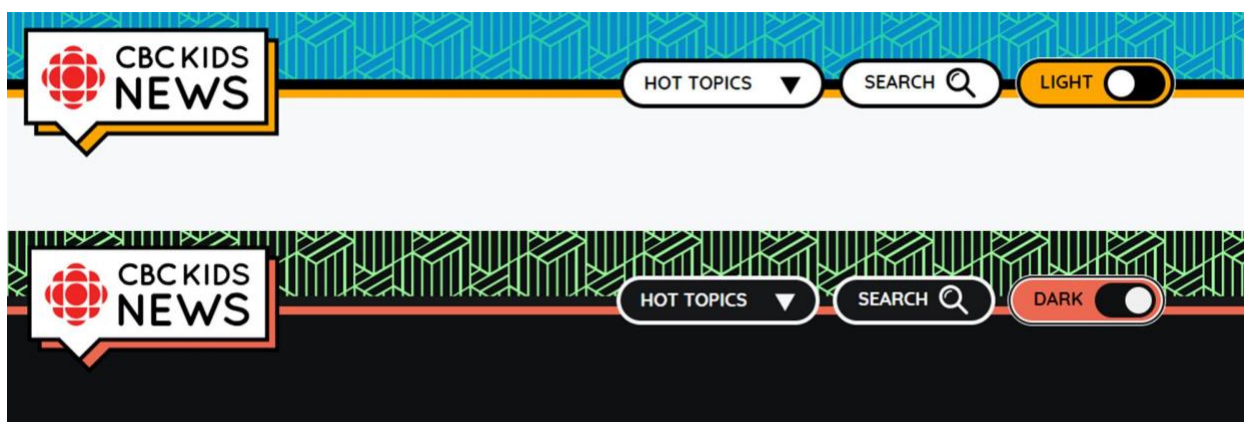


Text-based content

- Radio-Canada is currently testing text-to-speech functions, allowing people to listen to text-based news articles on its website. Text-to-speech capabilities on CBC content will be examined in the upcoming year (2024-2025).



- [CBC Kids News](#) is now available in dark mode. Some examples of other websites or apps already available in dark mode are CBC Lite, CBC News, CBC Listen, Radio-Canada *Info*, *OHdio* and *Mauril*.
- The Radio-Canada *Info* app offers simplified formats of popular news articles in the *En bref* section.
- There are a number of [continuous improvements](#) to [CBC Lite](#), particularly to improve readability and navigation.



The CBC Kids News home page is now available in both dark and light modes.

Audio content

- Projects at CBC and Radio-Canada are underway to figure out how to add more transcriptions of audio content. The results are expected to be shared in 2024.
- CBC News content is now available with transcripts for use with Alexa devices with screens.



Video content

- CBC and Radio-Canada have introduced many important improvements to the ICI TOU.TV and Gem platforms to make them more accessible to audiences navigating with assistive technology. In addition to these improvements, it is now easier for users to identify which shows are available with described video and closed captioning thanks to icons that appear on the header and show list on all platforms.
- Those using Gem and ICI TOU.TV on their computer can now style their closed captions. There are seven variables that users can customize to their preferences, including font size, text opacity and background colour.

Image-based content

- Alternative text is now a required field for all images published through CBC and Radio-Canada's primary content management systems.

Measuring impact

In 2023, CBC/Radio-Canada published its first report on closed captioning and described video availability on CBC Gem and ICI TOU.TV. This data provides important baseline information that will allow us to monitor our commitments year over year. For content uploaded to the platform during the 2022-2023 broadcast year (September 1, 2022 to August 31, 2023):

- 87.3% of French-language content on ICI TOU.TV was available with closed captions.
- 44% of French-language content on ICI TOU.TV was available with described video.
- 100% of English-language content on CBC Gem was available with closed captions.
- 50.7% of English-language content on CBC Gem was available with described video.

Full details are available in this [report filed with the Canadian Radio-television and Telecommunications Commission \(CRTC\)](#).

Develop accessibility knowledge and ability amongst our employees

Since the launch of our National Accessibility Plan in 2023, CBC/Radio-Canada has continued to invest in supporting the organization to identify, remove and prevent barriers in our service design and delivery.



- Two additional roles have been created: an additional Content Accessibility Advisor at CBC and an Advisor, Accessibility, Diversity and Inclusion at Radio-Canada. These key collaborators support the implementation of our National Accessibility Plan across the organization.
- The creation of CBC/Radio-Canada's *Accessibility Hub* is underway; it is expected to launch in mid-2024. It aims to provide accessibility best practices on various topics. There are sections of particular interest and usefulness to content creators and digital teams. This project increases knowledge sharing across the organization and supports us in creating more accessible content.
- In 2023-2024, the Accessibility Champions group at CBC organized 20 education sessions on topics related to accessibility. The group is a peer-led network of employees that organizes regular presentations; runs an internal group chat where people can ask and answer each others' accessibility questions; and promotes knowledge sharing within the organization.

Challenges and lessons learned

CBC/Radio-Canada produces a high volume of content [across many platforms](#) in Canada's two official languages (English and French) and eight Indigenous languages.²

This means that increasing the accessibility of our content requires a coordinated effort across teams: those who manage the platforms (e.g., development teams, schedulers, technical teams), those who create the content (e.g., producers, reporters), and those involved in acquisitions and independent productions.

One of our biggest challenges is the gap in standard operating procedures in some areas of content accessibility (e.g., digital platforms, sign language content). This will be a key area of work for us over the coming years as we identify these gaps and sustainable solutions.

Two examples that we are currently working on:

- Improving our processes for closed captioning for content not broadcast on television, but that is shared in other ways (e.g., video content created for our websites and apps, live streams, social media, events, meetings, training). We are examining different solutions and expect to see improvements starting in 2024-2025.

² Cree, Dehcho Dene Yati, Dëne Sųłiné (Chipewyan), Gwich'in, Inuktitut, Inuvialuktun, Sahtu Got'ine Godi and Tłıcho [Tlicho]



- Improving our processes for booking sign language interpreters for all types of content. Work is expected to be completed in spring 2024.

Identifying the types of content and platforms where these gaps exist, and then identifying possible solutions to address them will be a key area of priority for 2024-2025.



8. Transportation

Transportation is not a key area of activity for CBC/Radio-Canada.

9. Accessibility Requirements under the *Broadcasting Act*

CBC/Radio-Canada's licensed audiovisual services³ are subject to several conditions issued under the *Broadcasting Act* that relate to accessibility, specifically with respect to the provision of closed captioning, described video and audio description in its programming. The conditions that relate to the identification, removal and prevention of barriers are explained below, along with their references. There are no orders or regulations made under subsections 9(4) or 10(1) of the *Broadcasting Act* that apply to CBC/Radio-Canada and that relate to the identification, removal or prevention of barriers.

Closed Captioning

Captioning is the on-screen textual representation of the audio component of a program. It is presented as a banner, usually at the bottom of the screen, and provides a text rendition of all significant audio content, including on-screen dialogue, sound effects and non-speech information, such as the identity of speakers and their manner of speaking.⁴

CBC/Radio-Canada's licensed audiovisual services are required to:

- Caption 100% of the English- and French-language programs broadcast over the broadcast day.
- Ensure that advertising, sponsorship messages and promos in the English and French languages are captioned.
- Implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal and this captioning reaches the distributor of that signal, in its original form.

³ CBC/Radio-Canada's licensed audiovisual services consist of ICI TÉLÉ (network and stations), CBC Television (network and stations), ICI ARTV, ICI EXPLORA, ICI RDI, CBC News Network and documentary Channel.

⁴ Broadcasting Public Notice CRTC [2007-54](#), paragraph 1.



- Adhere to the Commission's quality standards for English- and French-language closed captioning.⁵

Described Video

Described video (also referred to as videodescription or described narrative) consists of a narrated description of a program's main visual elements, such as settings, costumes and body language.⁶

ICI TÉLÉ, CBC Television, ICI ARTV and documentary Channel are required to provide described video for all English- and French-language programming that is broadcast during prime time (i.e., from 7 p.m. to 11 p.m.) and that is drawn from program categories 2(b) Long-form documentary, 7 Drama and comedy, 9 Variety, 11(a) General entertainment and human interest, and 11(b) Reality television, and/or is programming targeting preschool children (0-5 years of age) and children (6-12 years of age).⁷

ICI EXPLORA, ICI RDI and CBC News Network are required, by September 1, 2025, to provide a minimum of four hours of described video per broadcast week, if the service broadcasts four hours or more per broadcast week of English- or French-language programming that is drawn from any of the program categories listed above.⁸

Audio Description

Audio description refers to announcers reading aloud the key textual and graphic information that is displayed on the screen during information programs.⁹

CBC/Radio-Canada's licensed audiovisual services are required to provide audio description for all the key elements of Canadian information programs, including news programming.¹⁰

⁵ Appendix 1 to Broadcasting Regulatory Policy CRTC [2016-436](#), conditions 9-11; Appendix 1 to Broadcasting Regulatory Policy CRTC [2023-306](#), conditions 11-14; Appendix 2 to Broadcasting Regulatory Policy CRTC [2023-306](#), conditions 7-9.

⁶ Appendix 1 to Broadcasting Regulatory Policy CRTC [2023-306](#), definition of "described video."

⁷ Appendix 3 to Broadcasting Decision CRTC [2022-165](#), condition 38.

⁸ Appendix 1 to Broadcasting Regulatory Policy CRTC [2023-306](#), condition 17; Appendix 2 to Broadcasting Regulatory Policy CRTC [2023-306](#), condition 11.

⁹ Appendix 1 to Broadcasting Regulatory Policy CRTC [2023-306](#), definition of "audio description."

¹⁰ Appendix 1 to Broadcasting Regulatory Policy CRTC [2016-436](#), condition 13; Appendix 1 to Broadcasting Regulatory Policy CRTC [2023-306](#), condition 16; Appendix 2 to Broadcasting Regulatory Policy CRTC [2023-306](#), condition 10.



10. Consultations

In the spirit of "nothing about us without us," CBC/Radio-Canada continues to consult directly with people with disabilities to inform the development of our progress report. These consultations took place between January and March 2024. Through them, we identified key drivers of positive experiences and recommendations for areas for improvement. These insights will shape our actions for 2024-2025.

What we consulted on

Our approach to consultations at CBC/Radio-Canada is to gather information on questions of strategic importance. These questions help guide the implementation of our Plan. For 2023-2024 we explored two questions:

1. What is the experience of people with disabilities when consuming our digital news content on different platforms?
2. How do people with disabilities perceive our National Accessibility Plan, *Breaking Barriers*?

Digital news content (Focus groups)

CBC/Radio-Canada collaborated with the [Return on Disability Group](#) to conduct a study that included [focus groups](#) with 48 people with disabilities across Canada to provide feedback on their experiences interacting with digital news content on the CBC and Radio-Canada apps and websites.

Perceptions of our National Accessibility Plan (Survey)

An [online survey](#) was created by CBC/Radio-Canada and sent to participants from the initial consultations to provide feedback on our National Accessibility Plan commitments. We had a total of 126 respondents. This included both the public and employees with a disability or a caregiver of someone over 18 with a disability. The surveys were available in English and French, with video segments in American Sign Language (ASL) and Quebec Sign Language (LSQ). Participants could submit their responses in writing, video or audio recordings.



Who was consulted

Focus groups on digital news (2023-2024 Participants)

Province	% of participants
Ontario	23%
Quebec	50%
Western provinces ¹¹	16.5%
Atlantic provinces ¹²	10.5%

Type of disability	% of participants
Physical	48%
Vision	25%
Hearing	23%
Cognitive	65%

Note: the total exceeds 100% because some users have more than one type of disability.

¹¹ Participants were from British Columbia, Alberta, and Manitoba

¹² Participants were from Nova Scotia, PEI, Newfoundland and Labrador.



Survey on perceptions of National Accessibility Plan (2023-2024 Participants)

Province	% of participants
Ontario	38%
Quebec	26%
Western provinces ¹³	28%
Atlantic provinces ¹⁴	4%
Territories ¹⁵	3%

Type of disability	% of participants
Physical	39%
Hearing	31%
Vision	30%
Chronic health condition or illness	28%
Mental health	27%
Neurodivergent	25%
Learning	16%
Other type	11%

¹³ Participants were from Manitoba, Saskatchewan, Alberta, British Columbia.

¹⁴ Participants were from Nova Scotia, New Brunswick, Newfoundland and Labrador.

¹⁵ Northwest Territories.



What we learned

Focus groups on digital news

What is working well

- Overall ease of navigation across the websites and applications.
- Variety and breadth of news content, including regional and local news.
- Locating and downloading apps is simple and easy for Apple and Android users.

"I was just amazed at how much news you get just from one digital [provider] like CBC."

"Since I am strictly a voice user, whoever designed these platforms, has done a good job."

Ideas for improvement

- Participants shared examples of accessibility features that would enhance their reading experiences, such as dark mode, text sizing options and reading time indications.
- Improve closed captioning availability for video content on apps and web.
- Improve awareness of the breadth of CBC and Radio-Canada offerings.
- Provide audio options for the consumption of text-based news content.
- Give users options to control the playback speed of audio and video content (e.g., speed up or slow down) and introduce time-stamps on longer-form audio and video content.
- Review pain points with location and display of advertisements.
- Implement a single login system across platforms.

"I did not see anything where you could adjust [...] the size of the text by clicking on a button."

"I like to know the reading time for an article. If I don't have the time, I can at least come back to it later."

"I didn't watch any videos because I couldn't get closed captioning on them and that's a big thing."

"I like that I can use the same login on all Radio-Canada platforms. So as a first-time user, I found it a really good idea."



Survey on perceptions of National Accessibility Plan

Participant's comments were reviewed and grouped into themes. We have included hyperlinks to sections of this progress report that directly address some of the responses from consultation participants.

"I think the plan itself is fantastic because it offers specific details and goals that are meaningful to the community."

The majority of survey participants:

- Believe that the commitments will help CBC/Radio-Canada improve their overall accessibility and inclusion.
- Feel their input during the creation of the National Accessibility Plan was reflected.
- Want CBC/Radio-Canada to regularly communicate plan progress and updates.

Transparency and accountability

"The fact that CBC is providing this platform gives people with disabilities a voice."

Survey participants encouraged us to:

- Explore ways to [collect feedback](#) more frequently and through different mechanisms.
- Update them regularly on the progress and implementation of the National Accessibility Plan.

Workplace accessibility and culture

"The plan offers support for inclusion in the workplace. This will be a huge step forward."

The majority of survey participants believe that the commitments will remove barriers to employment for people with disabilities. Participants particularly emphasized the need to:

- [Showcase a diverse range of abilities in positive roles](#), both in content production and workplace representation.
- Support an inclusive workplace through [continuous and evolving employee training and knowledge around disabilities](#) in areas such as guide dogs and mobility tools.
- Ensure representation of people with disabilities in leadership positions.



Representation and inclusivity

"I think having funding for development opportunities and retention of talent is extremely important. Looks like we are working in the right direction for both of these elements."

The majority of survey participants believe that the commitments will eliminate barriers for creators with disabilities within the media sector. Participants emphasized that they want CBC/Radio-Canada to:

- [Provide more hiring opportunities](#), especially for people with non-visible disabilities.
- Increase [representation in programming](#) in roles that don't just focus solely on physical disabilities.

Accessibility of content

I am really happy to see the significant improvements to the accessibility of content on tou.tv, both on the website and on the smartphone app. You need to keep this up.

The majority of survey participants believe that the commitments will effectively dismantle barriers to accessing CBC/Radio-Canada content. Participants want to see CBC/Radio-Canada:

- [Increase ASL and LSQ interpretation](#) in online and broadcast programming.
- [Continue improvements to closed captioning](#) and its availability on all platforms.
- Make it easier to find content available with [described video](#).
- Address issues with loud background noise in broadcasts.
- Make content about disability and accessibility easier to find.

11. Feedback

CBC/Radio-Canada welcomes feedback from employees and the public so that we can continuously address accessibility issues and improve our platforms and services. [Feedback can be submitted in both official languages](#) online, by phone or by mail.

What we heard

We received 787 pieces of feedback related to accessibility between January 1, 2023, and March 31, 2024. We've included those that were received directly through our accessibility



feedback mechanism and those received by our Audience Relations teams. These have been grouped into themes and ranked by frequency:

Closed captions - CC (39%)

- Provide more videos that include CC.
(Users reported on both apps and web)
- Synchronize live captioning with audio in live News segments.
(Users identified live CC lag time)
- Improve identification of other languages, including Indigenous languages.
(Users reported issues with CC when spoken language is not French or English)
- Use Canadian English and French spelling and terminology.
(Users reported the use of American spelling)

Described video - DV (15%)

- Provide more videos that include DV.
(Users reported on both apps and web)
- Identify shows with DV accurately.
(Users reported some had the icon but no DV)
- Correct issues with activating and deactivating DV.
(Users reported DV technical issues with turning DV on/off)

Product accessibility (13%)

- [Support dark mode](#) for both apps and web.
(Users reported it was hard to view apps and web with a white background)
- Provide users with the ability to modify text and background options.
(Users reported wanting an option for font choices and font sizes)
- Reduce interruptions in page flow for better focus and screen reader experiences.
(Users reported ads that pop up in the middle of text as being disruptive and an issue with certain screen readers)

Video and [audio](#) (11%)

- Reduce or eliminate background noise and music during interviews and dialogue.
(Users reported it making it hard to understand the speaker)



- Slow down talking speech in news reports and interviews.
(Users reported fast speech is hard to follow and understand)
- Mute or turn down the speaker's voice when there is a live translation overlay.
(Users reported a hard time understanding the translation)

Transcripts (8%)

- Provide more transcripts for podcasts, audio or video files.
(Users reported many videos did not have transcripts)
- Make it easier to find transcripts.
(Users reported that they had to contact CBC/Radio-Canada to provide them)

Representation (4%)

- A lot of people are interested in more representation on screen and with our creators.
(Users highlighted that they would like to see more neurodivergent writers and artists featured)
- There are strong opinions about the language used to refer to disabilities.

Other (11%)

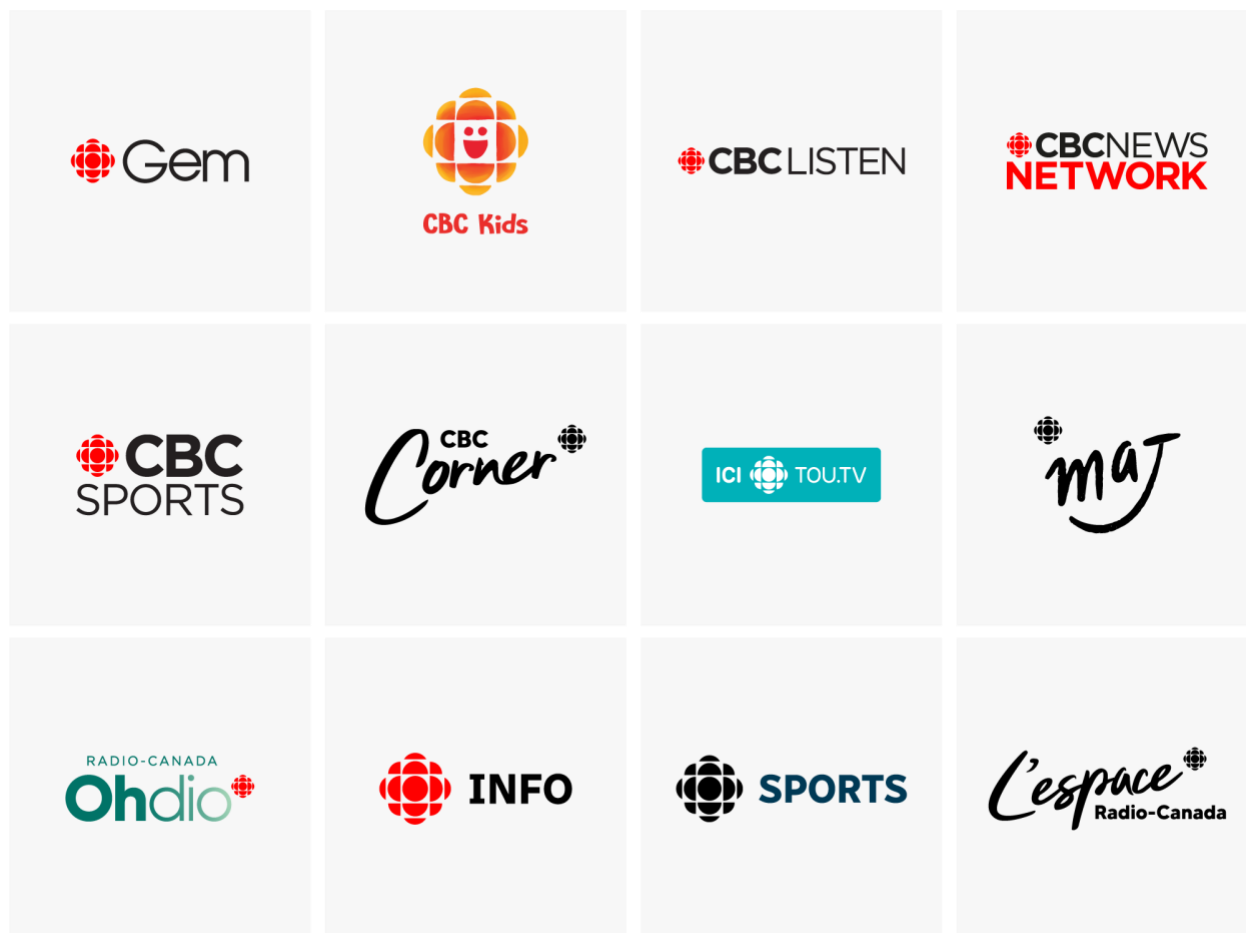
- Other useful ideas, not categorized above, were submitted.

How we addressed feedback

CBC/Radio-Canada acknowledged the receipt of all feedback, where possible. Every effort was made to pass these comments on to the different departments to resolve these issues or for strategic consideration, as relevant.



12. Discover new content



In this year's consultations, we heard from many participants that they were unaware of the breadth of content and services available through CBC/Radio-Canada. In response, we have put together a couple of pages to help you sample some of what we have to offer:

CBC Gem

- Find original and acquired scripted and unscripted programming in all genres for all audiences. Gem is available [online](#) and via [its app](#).
- Explore the [Living with a Disability collection](#).



CBC Kids

- Find safe and entertaining content – including [news](#), [videos](#) and [games](#) – for children and youth.
- Watch [Silly Paws](#), featuring Stuffie and Deaf actress Gaitrie Persaud (Simmi).

CBC Listen

- Find CBC's full podcast catalogue and listen to CBC Radio One and CBC Music shows live with select shows on-demand. CBC Listen is available [online](#) and via [its app](#).
- Browse the [selection of transcripts](#) available for a growing catalogue of podcasts and radio programs.

CBC News

- Stay current with news and current affairs locally, nationally and internationally. CBC News is available [online](#) and via [its app](#).
- Discover [CBC Lite](#), a low-bandwidth website offering text-based content in an accessible, low-data usage format.

CBC Sports

- Enjoy the latest in Canadian and international sports news. CBC Sports is available [online](#) and via [its app](#).
- Follow our athletes during the Paris 2024 and Milano-Cortina 2026 [Paralympic Games](#).

CBC Corner

- A [digital space](#) developed only for public libraries that brings together the wide variety of CBC and Radio-Canada digital offers and resources into one, single experience.
- Explore the subject [Disability & Accessibility](#) for a selection of content across our platforms.

ICI TOU.TV

- Discover Canada's largest French-language digital television platform offering a variety of video content. ICI TOU.TV is available [online](#) and via [its app](#).



- Explore the collection of content available entirely with described video in [partnership with AMI-Télé](#).

MAJ

- Find French-language news geared to young people available on their [website](#) and social networks.
- Watch the series [L'ABC Handicaps](#) exploring topics related to disability and accessibility.

Radio-Canada OHdio

- Discover the best podcasts and listen to ICI PREMIÈRE and ICI MUSIQUE programs. The app includes a range of music playlists and audiobooks. OHdio is available [online](#) and via [its app](#).
- Listen to two podcasts by creators with disabilities: [L'insolence du quotidien](#) and [Rares : la loterie génétique](#).

Radio-Canada Info

- Stay current with news and current affairs locally, nationally and internationally. Radio-Canada INFO is available [online](#) and via its [app](#).
- Discover the new text-to-speech functionalities on Radio-Canada INFO's webpage. This feature is available for select articles and allows people to listen rather than read news articles.

Radio-Canada Sports

- Explore amateur and elite sports in Canada and internationally. Radio-Canada sports is available [online](#) and via the [Radio-Canada INFO app](#) under *Sports*.
- Follow the latest [parasports](#) coverage.

L'espace Radio-Canada

- A [digital space](#) developed only for public libraries that brings together the wide variety of Radio-Canada and CBC digital offers and resources into one, single experience.
- Explore the subject [Disability & Accessibility](#) for a selection of French content across our platforms.