



MULTI-YEAR ACCESSIBILITY PLAN

POLICY STATEMENT

This plan has been prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) and its associated regulations, the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.

Pursuant to section 4 of the Integrated Accessibility Standards, ZoomerMedia Limited (the “Company”) is required to have in place a multi-year accessibility plan. A multi-year accessibility plan is a plan that describes the specific short-term and long-term actions that the Company will take to meet its obligations under the Integrated Accessibility Standards. This plan covers both the actions the Company will take under the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.

The multi-year accessibility plan will be reviewed and updated at least once every five years, will be posted on the Company’s website and will be provided in an accessible format upon request.

2014-2023 MULTI-YEAR ACCESSIBILITY PLAN

Compliance Area	Action Item
<p><b>Accessibility Policy 2014</b></p>	<p>Develop, implement and maintain policies governing how the Company will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.</p>



Compliance Area	Action Item
<b>Accessibility Plan 2014</b>	Establish, implement and maintain a multi-year accessibility plan outlining the Company's strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the AODA and its regulations.
<b>Individualized Workplace Emergency Response Information 2014</b>	Ensure that employees with disabilities are provided with individualized workplace emergency response information, to be set out in the Company's individualized emergency response information form.
<b>Training – Customer Service 2014</b>	Train the Company's employees, volunteers, individuals or organizations that provide facilities, goods or services on the Company's behalf and any individual who is involved in the preparation of the Company's policies and plans regarding the requirements of the AODA and the <i>Accessibility Standards for Customer Service</i> .
<b>Assistive Devices 2014</b>	Ensure that the Company is able to accommodate the use of an assistive device by a person with a disability on the Company's premises.
<b>Guide Dogs, Other Service Animals and Support Persons 2014</b>	Ensure that guide dogs, other service animals and support persons are able to enter the Company's premises to accompany a person with a disability.
<b>Notice of Temporary Disruptions in Service. 2014</b>	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the Company's goods or services is posted.



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Compliance Area	Action Item
<b>Accessible Feedback Process 2014</b>	Ensure that the Company's feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.
<b>Accessible Formats and Communication Supports 2014</b>	Ensure that the Company is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.
<b>Accessible Website 2014</b>	Ensure that the Company's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.
<b>Training – Integrated Accessibility Standards 2014</b>	Train the Company's employees, volunteers, individuals or organizations that provide facilities, goods or services on the Company's behalf and any individual who is involved in the preparation of the Company's policies and plans regarding the requirements of the AODA and the <i>Integrated Accessibility Standards</i> .
<b>Accessibility Compliance Report 2014</b>	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade and Employment.
<b>Employment Standard - Recruitment 2015</b>	Notify job applicants of the availability of accommodations for people with disabilities throughout the recruitment process and in relation to any materials or processes used to assess or select job applicants.
<b>Employment Standard - Informing Employees of Supports 2015</b>	Notify successful job applicants and employees that accommodations for employees with disabilities are available.
<b>Employment Standard – Information and Communication Supports for Employees 2015</b>	Provide employees with information that is needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.



Compliance Area	Action Item
<b>Employment Standard – Documented Individual Accommodation Plans 2015</b>	Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in the Company's documented individual accommodation plan form.
<b>Employment Standard – Return to Work Process 2015</b>	Ensure that a return to work process for employees with disabilities is in place. To be set out in the Company's return to work plan form.
<b>Employment Standard – Performance Management, Career Development and Redeployment 2015</b>	Ensure that performance management processes and career development and redeployment opportunities take an employee's accessibility needs due to disability into account.
Compliance Area	Action Item
<b>Training 2016</b>	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .
Compliance Area	Action Item
<b>Accessibility Compliance Report 2016</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.
<b>Status Report 2016</b>	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.
<b>Training 2016</b>	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .
Compliance Area	Action Item



Compliance Area	Action Item
<b>Accessibility Compliance Report 2017</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.
<b>Status Report 2017</b>	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.
<b>Training 2017</b>	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .
<b>Accessibility Compliance Report 2017</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.
<b>Status Report 2018</b>	Prepare a status report on the progress of measures taken to implement the multi-year accessibility plan.
<b>Training 2018</b>	Ensure that any new employees are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .
<b>Accessible Website 2018</b>	Ensure that the Company's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.



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2019-2023	<p>Continue to update customer service standard implemented for Access to Customers and Employees</p> <p>Continue to update AODA Emergency and public safety training</p> <p>Continue to update AODA Training on internal policies and procedures</p> <p>Continue to /review accessibility blueprint plans to ensure compliance with AODA.</p> <p>Continue to update accessible feedback processes</p> <p>Continue to train Employees on AODA Human Rights Code</p> <p>Ensure the following are AODA compliant:</p> <ul style="list-style-type: none"> <li>· Employees and accommodation</li> <li>· Recruitment</li> <li>· Employees returning to work</li> <li>· Performance management</li> <li>· Career development</li> <li>· Redeployment</li> </ul> <p>Ensure that all existing internet websites and web content conforms with WCAG 2.0 level AA</p>

