



Crossroads Christian  
Communications Incorporated  
Accessibility Policy  
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## 1. General

Crossroads Christian Communications Incorporated, (CCCI) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing barriers.

CCCI understands our obligations under the Accessible Canada Act (ACA) and will make every effort to ensure compliance.

CCCI has prepared this accessibility plan to meet our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

Staff with disabilities will be given access to this policy and invited to provide feedback. CCCI is also committed to obtaining feedback from the disabled community.

At CCCI, the Director, People & Culture, has been designated to receive feedback about accessibility.

You can send your feedback by mail, email or phone using the contact information listed below:

**By Mail:**

Crossroads Christian Communications Inc.

1295 North Service Road

Burlington ON, L7P 0V5 Attn: Cheryl Campbell, Director, People & Culture

**Email:** [Accessibilityfeedback@crossroads.ca](mailto:Accessibilityfeedback@crossroads.ca)

**Phone:** 905-332-6400, ext. 3272

Additionally, you are welcome to share accessibility feedback on our homepage by completing the Accessibility feedback form on our website ([www.crossroads.com/accessibility](http://www.crossroads.com/accessibility)) You can also send your feedback anonymously. We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback is provided anonymously.

You can also contact us to ask for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print.

## 2. Accessibility Statement

CCCI is committed to identifying and providing barrier-free access to people with disabilities. We are also committed to the principles set out in the Accessible Canada Act (ACA) operating in a manner that respects the dignity and independence of all employees and constituents, including those with varying abilities and/or disabilities.

## 3. Consultations

We consulted with people with disabilities when preparing our accessibility plan.

Our consultations for our Accessibility Policy included employees who have identified themselves as individuals with visible or invisible disabilities. We also consulted with members of the JHSC and the People & Culture department.

Additionally, we obtained feedback from individuals who either self-identify or represent members of the deaf/blind/disabled community.

### Who we consulted

We employed verbal feedback, survey feedback, and discussion groups in the gathering of this information.

CCCI's Joint Health & Safety Committee were provided with a copy of this policy for full review. CCCI's Joint Health & Safety Committee (JHSC), in fulfillment of its duties regularly perform checks for the safety of its employees and makes recommendations to senior management regarding identification of barriers in all areas of the facility.

Feedback from staff members was also made available to this policy via JHSC worker reps to help protect their privacy. In addition, staff members who have self-identified as individuals with disabilities were also consulted.

Consultations were performed between March 2024 and February 2025. In-person consultations were held at the offices of CCCI.

### Questions asked when obtaining feedback

- What types of barriers have you faced when dealing with our organization?
- Do you have ideas about how we could remove and prevent those barriers?
- Which of those barriers do you think we should address first?
- Are you aware of who to contact should you have any Accessibility related feedback?

Types of disabilities represented: Vision, Mobility, Hearing Impaired

## 4. How We Will Use Feedback

All feedback will be presented to our JHSC who will document it, and add it to an overall plan, to be reviewed. Recommendations will be made to the Executive group, and approved initiatives will be tracked to completion. This information will be used to prepare our progress report.

## 5. Commentary on Employment

During the onboarding process, employees are encouraged to identify any barriers or special needs they may have to accommodate their disability. Any equipment needed for an employee is addressed during the onboarding process.

Should barriers be introduced at a later date, these are typically identified by employees to either a JHSC worker/manager rep or a member of the People & Culture team.

Accommodation requests are handled by our People & Culture (P&C) team. Typically, the employee or volunteer will address their concerns directly with their P&C representative. The Joint Health & Safety Committee (JHSC) team members also assist in identifying possible barriers as they pertain to health & safety.

When accessibility challenges, barriers or safety concerns are identified by JHSC workers or manager reps,

these items are reviewed by the certified JHSC members and discussed at length in our monthly meetings, and regulatory requirements for safe resolution are provided, along with possible solutions. Notations included in JHSC meeting minutes respect the privacy of the staff team member reporting the issue, and secure approval from senior management regarding the best solutions for implementation.

Annually, employees review and submit acknowledgement of acceptance and compliance with CCCI policies. The People & Culture Director maintains compliance records according to federal regulations. When identified by staff to JHSC worker rep or manager rep, they are included in the JHSC meeting minutes where the accessibility barrier is discussed, regulations are noted, and solutions options are provided for corporate input and approval.

People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

AODA Training is provided to all staff during the onboarding process along with general Health and Safety information.

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

We maintain records of the training provided, including the dates on which it was provided and the number of individuals to whom it was provided.

### Employment Feedback Analysis

The feedback we received identified that our job postings don't mention our commitment to accessibility, which would provide more inclusive language and understanding for any potential candidates.

In response, we will add text to all our job postings that mention our commitment to accessibility.

## 6. Commentary on the Built Environment

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Should staff members require the use of service animals' accommodations are made in conjunction with our P&C team.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded
- discuss with the visitor another way of providing services or facilities

CCCI provides an evac chair in case the elevator is out of service in an emergency.

### Accessibility during Emergencies

An alternate wheelchair exit has been identified for staff in wheelchairs, so they have an awareness of another option should the front entrance be blocked/impassible.

The buddy system has been deployed within departments where staff members have self-identified accessibility concerns to assist with evacuation orders.

### Built Environment Feedback Analysis

- Encouraged to learn that an evac chair is available on the third floor for use during an emergency.
- Appreciate decals being added to glass walls/doors so that glass walls and doors are easier to identify/see.

The feedback we received suggested that some doorknobs be updated to lever-style knobs on the first floor to make it easier to open.

In response, we will review which doors this suggestion applies to and the feasibility of making these changes while still ensuring security and access controls.

A secondary comment was received regarding the studio setup when guests being interviewed on our programs have disabilities that target one side of the body making conversations uncomfortable from some angles. This was immediately accommodated, and we will add more training to our staff for these types of situations.

## 7. Information and Communication Technologies

### Information and Communication Technologies Feedback Analysis

The feedback we received noted the use of small fonts in some of our communication documents. i.e. 10-12 fonts

We will ensure that all communications are accessible in digital form so that they can be enlarged for reading. Any hard copies will be available in larger font options.

## 8. Commentary on Communication, other than Information and Communication Technologies

Worker and Manager representatives of the JHSC check in regularly with their peers to ensure that their workspace is safe and barrier-free.

When a worker is experiencing challenges and shares these issues with their JHSC worker rep or manager rep, they are reported via our JHSC slack channel, discussed during the JHSC meetings, and reported within

the minutes of our meetings. These minutes are shared with senior management, along with possible resolutions/action items. Senior management provides directive regarding solutions.

All CCCI employees are connected through a general information sharing platform, Slack. In the event of an emergency CCCI will notify staff via our internal SLACK channel and will post signage for visitors.

Our accessibility feedback statement is available on our website with contact information for the Accessibility Director. Responses to concerns reported via the portal and/or directly to the Accessibility Director are provided in a timely manner.

### Accessible Communication Products and Activities

If an employee or volunteer requires accessible communication products and/or activities, these requirements are typically identified during the on-boarding process. Should the disability occur after the employee/volunteer is already engaged with the organization, these requests are addressed by a member of the P&C team.

### Communications other than Information and Communication Technologies Feedback Analysis

Feedback was submitted that our website had hard-to-read sections with small fonts and light-coloured shades under light-coloured fonts.

We will review the website referencing Website Content Accessibility Guidelines, (WCAG) for accessibility standards.

## 9. Commentary on the Procurement of Goods, Services and Facilities

### Signage in Elevator

As outlined within the Accessible Canada Act (ACA) requirements, braille signage is posted beside each of the elevator buttons, to assist blind viewers in use of the elevator.

### Wheelchair Accessibility

A wheelchair ramp is available at the front of the building and is maintained by building management.

Security staff, posted at the security desk (near the front door) are available to assist physically challenged individuals with front doors, in the event of high winds or inclement weather.

Wheelchair accessible buttons have been installed in all main areas providing accessibility from the ground floor atrium into office spaces on each level of the building. Security pass cards are needed in conjunction with the accessible buttons to gain access to restricted areas.

The JHSC team conduct regular reviews of workspaces to ensure hallways and workspaces are accessible and free of barriers that would impede workers from safe egress from building in event of an emergency.

### Procurement of Goods, Services and Facilities Feedback Analysis

We did not receive any feedback in this area of accessibility.

## 10. Commentary on the Design and Delivery of Programs and Services

Our Call centre employees are trained in how to take calls from TTY services. (Teletypewriter) They also receive training in corresponding with interpreters when the caller has a Personal Support Worker, (PSW) calling in for them.

The call centre employees deploy noise-cancelling headphones with volume adjustments for those who require higher volumes for those who have minor hearing loss.

The programs we create are closed captioned for the hearing impaired.

### Design and Delivery of Programs and Services Feedback Analysis

We received feedback that hosted events at off-site locations are not always as accessible as at our facility.

We will ensure that accessibility is part of the vetting process when booking event sites.

## 11. Commentary on Transportation

Accessible Parking spaces are available for individuals visiting our facility in compliance with federal regulations.

### Transportation Feedback Analysis

There were no identified barriers in this area of accessibility.

## 12. Annual Progress Report

In accordance with the ACA guidelines, Accessibility Progress Reports will be completed every year. The first CCCI Accessibility feedback report is due on June 1, 2025.

## 13. Conclusion

CCCI is committed to ongoing monitoring and measuring of our processes to ensure we are removing barriers. All Health and Safety concerns, including accessibility, are communicated to our Executive group regularly.

All feedback received regarding accessibility will be used to help inform and continually improve our accessibility plan.

### Budget and Resources

Accessibility expenditures are submitted in our annual budget process.

### Plan of Action Based on Feedback

Feedback provided by employees and external consultants will be reviewed, and an action plan will be developed to implement applicable improvements in priority order based on the severity of the barrier.