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# General

The following progress report has been prepared to meet the organizations’ obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This report provides updates on the progress our organization has made in implementing its accessibility plan.

## How to Provide Feedback

You can submit your feedback anonymously. However, we may be able to serve you better if you provide your name, phone number, and email address. This information will not be shared with any third party. By contacting us, you agree to the collection, use and storage of your personal information provided to us to respond to you and improve our services.

The designated person responsible for receiving accessibility feedback is:  
Cheryl Campbell (Director, People & Culture)

For additional information or accessible format requests or to provide us with feedback regarding accessibility, please contact us using one of the following methods:  
For more information on how you can send your feedback, see our feedback process description on our website using the following link:

[https://crossroads.ca/ccessibility/](https://crossroads.ca/accessibility/)

## How to request alternate formats

You can use the contact information listed above to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Print, large print or electronic formats may take up to 15-20 days.

## Contact us

**By Mail:**Crossroads Christian Communications Inc.

Box 5100

Burlington, ON, L7R 4M2 Attn: Cheryl Campbell, Director, People & Culture

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

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

**Or by completing the Accessibility feedback form on our website**:

[Accessibility Policy - Crossroads Christian Communications Inc.](https://crossroads.ca/accessibility/)

# Feedback

During the drafting and implementation of our accessibility plan, consultations were conducted with two distinct groups of individuals with disabilities: Employees, and External Contacts: Crossroads guests visiting our offices and studios.

Over the course of the past year since publishing our Accessibility plan, viewers had the opportunity to submit feedback through the Accessibility link, and from guests featured on programs that were produced in our studios. These featured guests included representatives from KARIS Disability Services, Indwell, Cardus, Portico Care Centre, Sanctuary Mental Health, The Raw Carrot, Hope Church Toronto West and Faith & Wheelpower Ministries.

Feedback received to date has been positive, reporting no barriers experienced by individuals with disabilities. We are very pleased that the understanding and focus on accessibility gained through the Accessibility Plan process has resulted in our facility and services providing a welcoming environment for our employees and guests.

Resulting Actions

The Accessibility Plan was reviewed with our leadership team to ensure they prioritize the importance of continuous priority of our Accessibility efforts.

The feedback from the disabled community provided during the drafting and implementation process was also shared with the Joint Health & Safety Committee (JHSC) by the Accessibility Director.

At Crossroads, JHSC monthly meetings, consultation feedback was discussed at length, items were included as action items in monthly minutes, and correspondence was provided to Executive management and building management. Corrective action implementation plans and/or resolution/removal of barriers were shared with the original respondents. Where resolution required additional consultation and/or development, timelines for implementation were planned.

We greatly value the feedback received from viewers and visitors to our offices and are intentional in asking about their experiences. When/if new barriers are identified, this information is shared with the JHSC, who actively work toward the removal of those barriers.

Training

Accessibility and disability training is included within the onboarding process for all new employees.

Fire warden training has recently been completed for all designated employees, with an emphasis on how to assist employees and/or visitors with disabilities. The buddy system continues to be employed to ensure safe egress in the event of an emergency, with designated individuals responsible for assisting employees/visitors who may require assistance.

Recertification for Standard First Aid has been completed for designated team members, in conjunction with others in our facility, to expand the scope of people who can assist during an emergency.

JHSC remains committed to ensuring that all identified barriers or safety concerns are addressed in a timely manner.

Consultations

As a charity with less than 100 employees, Crossroads opted to conduct a two-phase consultation. In Phase 1, we re-engaged with the same small group of employees with visible or invisible disabilities who provided feedback during the creation of our Accessibility Plan.

Our Joint Health & Safety Team reviewed the Accessibility Plan, provided accessibility feedback from employees and reviewed the progress report.

In Phase 2, we initiated feedback from disabled individuals who were featured within our in-house productions and visited our studios for their taping day.

How we Consulted Persons with disabilities in preparation for the progress report

Utilizing the consultation phases, we met with individuals with disabilities.

**Consultations with the phase 1 group** (employees) were ongoing throughout the year, following up on items and recommendations, notifying them of how their feedback to assist individuals with disabilities was put into an action plan.

This group was also asked to review the Accessibility Plan (posted on the main page of our website) and provide comments if they identified any barriers within the following areas:

* Employment
* The Built Environment
* Information and communication technologies
* Communication (other than information and communication technologies)
* Procurement of goods and services and facilities
* Design and delivery of programs and services
* Transportation

They were also asked to identify issues (when working from the office) promptly to either their JHSC representative/manager or the Director responsible for Accessibility.

**Consultations with Phase 2 group** (visitors/program guests with disabilities) were ongoing throughout the year (based on when guests were to be featured on programs). Similar questions were asked of this group after an employee led guided tour of our facilities.

Feedback provided from the tours and in-person discussions with Phase 2 guests was provided to the JHSC.

## Accessibility of Consultation

As an equal opportunity employer, our facilities are wheelchair accessible, ensuring that employees and visitors are easily able to access our facility using the wheelchair ramp at the front (and rear) of the building.

During our consultations, documentation was available in accessible formats.

## Who We Consulted

Our accessibility feedback consultation was conducted with the following (see bolded entries):

**Individuals with Disabilities**

Two groups of individuals with disabilities were consulted.

**Phase 1: Consultation with Disabled Employees**Five employees, with visible (mobility, hearing impaired, sight impaired) and invisible disabilities, were consulted.

**Phase 2: Guests featured on Programs produced in our studios**Individuals with disabilities are featured on a regular basis within programs that are shot in our studios and share their experiences.

Breakdown: 91 disabled guests were featured on HUNTLEY STREET (67) and SEE HEAR LOVE (24 representing the following groups within the disabled community:  
- Mobility, vision, hearing, intellectual disabilities, developmental disabilities/delays, and mental health.

|  |  |
| --- | --- |
| **Disability** | **Program (# disabled people consulted)** |
| Mobility- 22 | 100 Huntley Street (20)  See Hear Love (2) |
| Mental Health/PTSD/Invisible Disabilities - 34 | 100 Huntley Street: 20 See Hear Love: 14 |
| Neurodiversity/Developmental Disabilities - 28 | 100 Huntley Street: 21  See Hear Love 7 |
| Deaf, deaf, Hard of Hearing, Hearing Impaired -4 | 100 Huntley Street: 4  See Hear Love 0 |
| Blind & Vision Impaired -3 | 100 Huntley Street: 2  See Hear Love 1 |
| TOTAL | 91 |

Supporting individuals with disabilities – increasing awareness (February 25, 2025)

**Disability Organizations**

When guests are featured on any of our in-studio productions, facility tours are included. As a result, individuals representing the following organizations have had the opportunity to tour our facility and provide feedback:

· KARIS DISABILITY SERVICES

· INDWELL HOUSING FOR DISABLED

· SANCTUARY MENTAL HEALTH

· PORTICO CARE CENTRE

· THE RAW CARROT, INNERKIP

· CARDUS

· HOPE CHURCH, TORONTO WEST

· FAITH & WHEELPOWER MINISTRIES

No barriers were reported from the tours provided to the above-mentioned groups. Each group provided positive feedback regarding our commitment to accessibility. They were pleased about our level of commitment to accessibility, given that our own team creates closed captioning for programs.

Total number of participants (not including members of our organization): 91

Number of participants with disabilities (guests, JHSC, employees): 101

# Areas designated from Section 5 of the Accessible Canada Act

Employment:  
We have made the following progress in removing the barriers associated with employment as identified in our accessibility plan:

Barrier 1:  
 Ensure that accessibility concerns are documented and part of Crossroads' policies and procedures

Progress Update:   
The People & Culture team continue to refine our processes to ensure that accessibility concerns/needs of potential employees are addressed prior to an interview.  
Crossroads remains committed to accessibility and inclusion in all our hiring practices. Employees review Crossroads policies annually and acknowledge their understanding and agreement by signature.  
  
Barrier 2:   
Encourage all employees to be actively focused and working toward removing accessibility barriers, while ensuring that we have trained Health & Safety/ Standard First Aid representatives available who are fully aware of accessibility issues.

Progress Update:   
During our March 2025 Director’s meeting, accessibility was an agenda item for discussion of strategic planning, and for the purpose of increasing awareness for directors and managers. We reviewed what some barriers might be for various initiatives so that they can identify and assist with the removal of these barriers.

Fire warden training refresher courses were provided in March 2025. Designated employees were certified (and/or re-certified) with Standard First Aid. All JHSC team members’ certifications are current.

## The Built Environment

We have made the following progress in removing the barriers within the built environment as identified in our accessibility plan:

Barrier 1:   
Providing an alternate egress from facility in event that the front entrance (where ramp is located) is blocked.

Progress Update:   
Alternate safe egress plan has been formulated for individuals working on the first and third floors. The buddy system has been deployed, with employees identified to assist those requiring assistance for safe egress.

Barrier 2:   
Automatic door buttons were missing from the accessible washroom on the first floor.   
Progress Update  
Automatic door buttons were installed on the first-floor accessible washroom within 48 hours of the issue being reported.

#### Barrier 3:

Glass walls within the building were hard to identify for individuals with vision challenges.  
Progress Update  
Decals were added to all glass walls and doors to help people identify them.

Barrier 4:  
Round door handles are often difficult for individuals with mobility challenges to open.

Progress Update  
The majority of round doorknobs have been replaced with lever style knobs with the remaining few noted in our renovation plans.

## Information and Communication Technology

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1:

Ensure that all YouTube content is accessible.

Progress Update:  
We have confirmed that our viewers can sign up for accessible assists that provide access to our YouTube content.

Barrier 2:

Our website needs to be WCAG compliant to support accessibility.

Progress Update:

We are using an open-source plugin called “Lighthouse” which identifies accessibility issues on websites. We are also using ChatGPT to find potential issues.

## Communication (other than Information & Communication Technologies)

No barriers were identified in our accessibility plan related to communication (other than Information & Communication technologies) within our accessibility plan.

## The Procurement of Goods, Services and Facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

#### Barrier 1:

Our current process for evaluating external production locations (venues) does not include an accessibility checklist.

#### Progress Update:

A checklist has been discussed with those who are procuring external production locations to ensure that accessibility is top of mind.

## The Design and Delivery of Programs and Services

We have made the following progress in removing the barriers identified in our accessibility plan:

#### Barrier 1:

Historically, accessibility has not always been considered when new policies, programs and services are being developed.

#### Progress Update:

A recommendation has been made to executive management that we continue to incorporate disability consultation to review our practices and procedures to ensure that we don’t create any new barriers through their implementation. The group identified within Phase 1 of Employee Feedback Consultation could be utilized in this fashion.  
  
Since our regulations stipulate submission of an Annual Accessibility Progress Reports, and a review/revision to be supplied regularly for our Accessibility Plan, consultation feedback for policies, programs and services will be incorporated into our annual consultations.

## Transportation

No barriers were identified in our accessibility plan related to transportation.

# Other Progress

Crossroads remains committed to removing barriers and has increased awareness for our leadership, employees, and guests of our facility. In addition, we have researched how our content can be accessed online with CC services provided by platforms such as YouTube.

# Conclusion

Crossroads is committed to ongoing monitoring and measuring of our progress to ensure we are removing existing barriers as they are identified and preventing new barriers from being introduced.

We continue to encourage viewers and visitors to our office to provide feedback using the mechanisms provided.

Accessibility feedback is regularly shared by the designated employee with our JHSC, our operations team and building management.

Crossroads is committed to providing our next Progress Report annually on or before 1 June 2026.