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## General

Crossroads Christian Communications Inc. (CCCI) is committed to making our services and facilities accessible to everyone. This report shares the progress we have made over the past year to remain focused on removing barriers, in line with our commitments under the Accessible Canada Act (ACA).

## How to Provide Feedback

To help us improve, please share your thoughts via our website's accessibility feedback form. You may choose to remain anonymous or provide contact information for a follow-up. Our Director reviews all messages and will get back to you promptly using the same method you used to reach us.

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

In compliance with regulation, our policies and progress reports are available from our website using the following link:

<https://crossroads.ca/accessibility>

## How to request alternate formats

To request a copy of our feedback process or progress report in print, large print, or accessible electronic formats, please use the contact information above. We aim to fulfill all requests as soon as possible, typically within 15–20 days

## Contact us

**BY MAIL:**

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

or by completing our Online Accessibility Feedback form on our website

<https://crossroads.ca/accessibility>

## Feedback

Since publishing our Accessibility Progress Report in June 2025, CCCI has continued to gather feedback from

- Online Feedback submissions from our website
- Guests Featured within On-Site Productions
- Employees of our organization

Feedback from all contacts remains overwhelmingly positive.

## Action Plan

Our Accessibility Action plan can be broken down into two sections:

Governance & Consultation

Technical Support & Response

## Governance & Consultation

Our leadership team regularly reviews our **Accessibility Plan** to ensure it remains a core priority.

- **Committee Integration:** Feedback from the disability community is shared with our **Joint Health & Safety Committee (JHSC)** when it pertains to a health and safety concern. It is then logged for executive action.
- **Accountability:** We actively work with facility management to resolve physical barriers. Once a solution is implemented, we follow up directly with the person who reported it. If a barrier requires long-term development, we request timelines for resolution.

## Training

We ensure our team is equipped to support an inclusive environment through the following initiatives:

- **Comprehensive Onboarding:** All new CCCI employees receive mandatory accessibility and disability awareness training as part of their orientation.
- **Certified Emergency Response:** Key personnel are certified in Standard First Aid and trained as Fire Wardens to ensure the safety of all guests and staff. This training includes the attention and care required for persons with disabilities.
- **Proactive Oversight:** Our Joint Health & Safety Committee (JHSC) is a partner in bringing attention to accessibility barriers related to health and safety concerns promptly.

## Consultations

To prepare this progress report, we consulted with persons with disabilities through structured, on-site, in-person consultations. These initiatives help us identify, remove, and prevent accessibility barriers across our organization.

### How we Consulted Persons with disabilities in preparation of the progress report

On-Site Production Consultations (the Built Environment & Design and Delivery of Services)

Throughout the reporting year, we held on-going, in-person consultations with featured studio guests who are persons with disabilities.

*Methodology:* We gathered feedback directly from these individuals during facility tours and live in-house production environments.

*Objective:* Participants provided direct input regarding any barriers presented within the physical layout of our facilities.

*Outcomes:* We systematically shared all collected feedback with our building management team to implement physical upgrades and maintain an accessible workplace environment.

### Accessibility of Consultations

Our facilities and consultations are designed for full accessibility and inclusion:

- **Physical Access:** Our offices are fully wheelchair accessible, featuring ramps at both the front and rear entrances for employees and guests.
- **Accessible Information:** All consultation documents are available in alternate formats upon request.
- **Programming Standards:** We provide Closed Captioning (CC) for various programs that we produce. We maintain strict quality control, ensuring **98% accuracy for live shows** and **100% for pre-recorded content**.

### Who We Consulted

Our accessibility feedback consultation was conducted with the following:

- **On-Site Production Featured Guests & Disability/Advocacy Groups**
- **Identified Employees with disabilities feedback**

# Accessibility Progress Report

Published: 29 May 2026

## Guests featured on Programs shot in our studios

We engaged in ongoing consultations with persons with disabilities during our in-studio productions. When guests are featured on our programs, such as *100 Huntley Street* and *See Hear Love*, they receive a full facility tour where we proactively seek their feedback on our accessibility practices.

Individuals with disabilities often share their experiences when featured within programs that are shot in our studios. Through the sharing of their experiences, it is our hope that we are able to educate our viewers about the challenges that the disabled community face.

Since publishing our Accessibility Plan (between the dates of 1 June 2025 and 31 May 2026), 103 disabled guests and 7 organizations were featured on the following in-house productions:

100 HUNTLEY STREET (97),

SEE HEAR LOVE (6),

represented the following groups within the disabled community:

- Mobility, vision, hearing, intellectual disabilities, Developmental disabilities/delays, and mental health.

The breakdown of guests by group is as follows:

Disability	Program (# disabled people consulted)
Mobility	100 Huntley Street (13)
Mental Health / PTSD/ Invisible Disabilities	100 Huntley Street (62) See Hear Love (6)
Neurodiversity /Developmental Disabilities	100 Huntley Street (15)
Deaf, deaf, Hard of Hearing, Hearing Impaired	100 Huntley Street (6)
Blind & Vision Impaired	100 Huntley Street (1)
TOTAL	103

## **- Consulted Organizations**

We engaged in ongoing consultations with disability and advocacy organizations during our in-studio productions. When guests are featured on our programs, such as *100 Huntley Street*, *See Hear Love*, they receive a full facility tour where we proactively seek their feedback on our accessibility practices.

During this reporting period, representatives from the following organizations toured our facilities and provided feedback:

- KARIS DISABILITY SERVICES, 26 March 2026 (100 HUNTLEY STREET)
- SANCTUARY MENTAL HEALTH MINISTRIES, 26 Aug 2025 (100 HUNTLEY STREET)
- WHOLE WAY HOME (BC), 11 Sept 2025 (100 HUNTLEY STREET)
- NEXT DOOR SOCIAL SPACE – COMMUNITY GARDEN, 10 Oct 2025 (100 HUNTLEY STREET)
- CHRISTIANS AGAINST POVERTY, 5 Nov 2025 (100 HUNTLEY STREET)
- DEAF COMMUNITY CHURCH, 2 Jan 2026 (100 HUNTLEY STREET)
- SOUL'S HARBOUR RESCUE MISSION, 17 Dec 2025 (100 HUNTLEY STREET)

### *Consultation Outcomes*

Feedback from these organization representatives was overwhelmingly positive, and **no accessibility barriers were identified** during the tours. Visitors specifically commended our commitment to inclusion.

### *Total Consultation Participation Metrics*

Total external participants representing the disabled community consulted (excluding CCCI personnel): **103**

Total overall participants with disabilities consulted (including both external participants and CCCI Staff): **107**

## Areas designated from Section 5 of 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:*

Inconsistencies were present within Internal Policies and Recruitment creating potential obstacles for job applicants and employees seeking accommodation.

*Progress Update:*

**Accessibility language added to job postings:** Our People and Culture (P&C) team crafted text to update our recruitment procedures to identify and address candidate accessibility needs prior to the interview stage. Postings will now include:

- We want to make sure that everyone has an equal opportunity to join our team. We encourage individuals who may require accommodations during the hiring process to let us know.
- Furthermore, to accessibility awareness into our corporate culture, we instituted a mandatory annual policy review. All personnel are now required to complete a formal acknowledgment confirming their understanding of, and commitment to, our workplace accessibility and inclusion policies.

*Barrier 2:*

Lack of training was identified regarding awareness of Emergency Response Readiness related to accessibility challenges.

*Progress Update:*

We provided specialized training to our certified First Aid, Fire Wardens, and Health & Safety teams, ensuring they are fully equipped to recognize, assist with, and address the specific safety and accommodation needs of persons with disabilities.

## 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:*

Accessible washroom facilities required soap dispenser to be at a height accessible from a wheelchair.

*Progress Update:*

JHSC advised building management of the issue. Location of soap dispenser was modified so that it can readily be accessed by all disabled individuals.

## Communication (other than Information & Communication Technologies)

*Barrier 1:*

Legacy physical signage throughout our production facilities and corporate offices lacked tactile features, making independent navigation and wayfinding difficult for visitors and personnel who are blind or partially sighted.

*Progress Update:*

We upgraded facility infrastructure by installing high-contrast, tactile signage featuring Unified English Braille (AEB) to clearly identify the location of restrooms.

## The Procurement of Goods, Services and Facilities

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

### *Barrier 1:*

Corporate events and employee engagement initiatives were occasionally hosted in off-site locations or facilities that lacked comprehensive physical accessibility features, preventing full and equal participation by all personnel.

### *Progress Update:*

We are intentional when selecting venues/facilities for off-site functions to ensure that accessibility is considered as one of the criteria. For any events featuring outdoor components, activities are specifically localized to flat, hard-surface, designated facility areas to guarantee seamless navigation and full participation for employees with mobility devices.

## 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:*

Our Team Member who oversees our websites remains vigilant in assessing them through the lens of accessibility. An assessment was needed

### *Progress Update:*

He performed an accessibility audit on all 8 sites and reported the following:

We've been using proper colour contrast and font sizing for readability as well as alt text on meaningful images. We're also using semantic HTML where possible to ensure that the structure is readable and predictable. We've paid special attention to ARIA attributes, keyboard navigation, and screen-reader compatibility as well. We have been using Lighthouse to assist in the testing of our accessibility improvements and done manual keyboard navigation tests to ensure that we are offering as smooth an experience as possible for those who need it.

## Transportation

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

## Other Progress

In addition to our core systemic updates, CCCI successfully implemented several targeted, physical and operational remediations over the reporting period to eliminate localized barriers for our guests, and personnel.

### **3. Facility Signage Upgrades (The Built Environment)**

To improve independent navigation and wayfinding within our production facilities and corporate offices, we initiated an infrastructure upgrade to replace non-tactile legacy signage. High-contrast, tactile signage featuring Unified English Braille (UEB) was installed across our premises to clearly identify all public and employee restroom locations.

### **4. Inclusive Corporate Events (Employment & The Built Environment)**

We are intentional when selecting venues/facilities for off-site functions to ensure that accessibility is considered as one of the criteria. For events utilizing outdoor spaces, activities are restricted to flat, hard-surface, designated areas of our premises to ensure seamless navigation for employees utilizing mobility devices.

## **Conclusion**

CCCI remains firmly committed to cultivating an inclusive environment and workplace that identifies and removes accessibility barriers. The technical, operational, and physical advancements documented in this second progress report demonstrate our ongoing dedication to proactive barrier removal and compliance with the Accessible Canada Act (ACA).

As we conclude this reporting period, CCCI remains attentive to ongoing accessibility issue awareness. Over the coming year, we will continue to build on our progress, launch fresh consultations with persons with disabilities, and systematically analyze all public and internal feedback gathered.

Through continuous collaboration with the disability community, advanced technology workflows, and targeted infrastructure upgrades, we will continue to elevate our accessibility standards, ensuring our programming and facilities remain welcoming and fully accessible to visitors, workers and viewers of our content.