

OUTtv NETWORK INC.

Progress Report

1 June 2025



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1. General

i) Introduction

OUTtv Network Inc. (“OUTtv”) is pleased to publish our first Progress Report under the *Accessible Canada Act* following the release of our initial Accessibility Plan in 2024. This report marks a significant milestone in our commitment to creating an inclusive, barrier-free environment for our employees, stakeholders, viewers, and audiences.

At OUTtv, we believe accessibility is an ongoing journey, and this Progress Report reflects the first steps we have taken over the past year to enhance accessibility across our organization. As we embark on this multi-year process, we will continue to identify, remove, and prevent barriers to accessibilities so our stakeholders and clients can fully engage with and benefit from our services.

OUTtv is a Canadian independent broadcaster, dedicated to serving diverse Canadian audiences nationwide. Our mission is to connect, reflect, and enrich the lives of Canadians by delivering a wide range of compelling, entertaining, and high-quality programming. OUTtv is the world's first LGBTQ+ television and streaming service. Home to a compelling mix of inclusive, queer-focused content from comedy to drama, documentaries, reality, and award-winning movies. OUTtv is dedicated to telling stories by and for the community and is the world's leading provider of queer content. OUTtv Originals include *Sew Fierce*, *Drag Heals*, *Sugar Highs*, *Dating Unlocked*, *For the Love of DILFs*, *Settle Down*, *Call Me Mother*, and the documentary strand *OUTspoken*.

We are also a proud member of the Independent Broadcast Group (IBG)/Le groupe de diffuseurs indépendants (GDI), an association representing independent broadcasters across Canada in English, French, Indigenous, and numerous third languages, reflecting the rich tapestry of Canada’s population. Throughout this past year we have worked in collaboration with other IBG members with a view to preparing our respective Progress Reports for 2025.

The feedback we have received over the past year from persons with disabilities, employees, viewers, stakeholders, and accessibility experts has been invaluable in shaping this Progress Report. We remain committed to making our organization and services as inclusive, welcoming, and accessible as possible, and we look forward to continuing our work in the years to come.

ii) **OUTtv Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide OUTtv with feedback relating to accessibility and our organization, our Feedback Process, our Accessibility Plan 2024-2027, or our Progress Report please contact our Accessibility Champion who will be pleased to assist:

OUTtv Contact Information:

The Head of Business Affairs, our Accessibility Champion, is responsible for receiving all accessibility-related feedback, questions and comments. You can reach business affairs through the following methods:

Mailing address: 800 – 525 West 8th Avenue, Vancouver, BC V5Z 1C6

Phone: (604) 874-4300

Email: accessibility@outtv.ca

Requesting Alternate Formats: Accessibility Plan and Accessibility Feedback Process

Our Accessibility Plan, Progress Report, and Accessibility Feedback Process are available in alternative formats.

To request an alternate format, please contact Business Affairs using the contact details above.

Anonymous Feedback

If you prefer to remain anonymous, please do not include personal details like your name or contact information in your communications with our organization.

Any personal information you provide will remain confidential unless you explicitly consent to share it with others.

2. Accessibility Priorities – Section 5 of the Accessible Canada Act

The purpose of the *Accessible Canada Act* is to allow all Canadians, especially Canadians with disabilities, to live in a country without barriers to accessibility by 1 January 2040.

Section 5 of the *Accessible Canada Act* identifies the following areas where the identification, removal, and prevention of accessibility barriers must be pursued:

- a) Employment
- b) The built environment
- c) Information and communications technologies
- d) Communications other than information and communications technologies

- e) The procurement of goods, services, and facilities
- f) The design and delivery of programs and services
- g) Transportation
- h) Other areas designated under regulation, such as conditions of licence for broadcasters.

The following portions of our Accessibility Plan address these priority areas of accessibility

1. Employment

OUTtv is committed to building an inclusive and accessible workplace with an equal opportunity environment. During the first year of our Accessibility Plan, we focused on addressing barriers in recruitment and workplace accommodation.

Key initiatives undertaken included quarterly meetings of OUTtv's Accessibility Committee, where we discussed and finalized our accessibility objectives for the next two years, which will lay the groundwork for our next Accessibility Plan. We conducted a review, through a disability lens, of our policies, procedures, guidelines and practices with respect to recruitment, hiring processes, onboarding and employment, and updated them where necessary to ensure that accessibility is considered throughout the process.

As we move forward, OUTtv will continue to refine our approach by regularly reviewing our employment practices, identifying opportunities for improvement, and engaging with employees to ensure a welcoming, accessible environment.

Initiative	Action Taken in 2024-2025
Further develop the mandate and objectives of OUTtv's Accessibility Committee	OUTtv's Accessibility Committee met quarterly during the year, and determined OUTtv's objectives for the next two years.
Review and update of OUTtv policies, procedures, guidelines, and practices related to accessibility	We have conducted a review of OUTtv policies, procedures, guidelines and practices related to accessibility, through a disability lens, and have updated them where applicable.
Review and revise recruitment processes to ensure that job postings are accessible, interview processes are accommodating, and onboarding materials are available in multiple formats	We have reviewed and updated our recruitment processes to ensure that we are using plain language in our job postings, are posting jobs in places that are accessible. We have also ensured that our onboarding materials can be available in multiple formats.
Conduct a review of workstations at work and at home (for those working remotely) and assess accessibility and accommodation needs.	We conducted a review of workstations at work and at home, and assessed accessibility and accommodation needs.

Assess the accessibility training needs of all Departments, particularly those that have a direct impact on accessibility, such as the Human Resources Department	We have conducted an assessment of the accessibility training needs of all Departments, and have been able to provide accessibility training for 90% of Human Resources personnel to date.
Review hybrid and/or work from home accommodations for employees living with disabilities and/or requiring particular accommodations	OUTtv has continued to allow people to work from home, and makes accommodations for employees living with a disability on a case by case when it is requested.
Conduct further consultations with employees over the next three years	We conducted a voluntary internal consultation with our employees in April/May 2025. We will discuss the results of this consultation later in this report.

2. Built Environment

OUTtv is committed to creating an accessible and inclusive physical environment, ensuring that stakeholders can navigate and use our facilities independently and with ease. OUTtv occupies a limited number of offices in a co-working space, which are used part time by some of our employees. These offices are in a building that was completed in 2023, and follows all federal, provincial and municipal guidelines and codes with respect to accessibility. We have limited ability to alter signage, or make changes, but we have established a communications plan to advise persons living with disabilities of any physical limitations that exist and what accommodations can be provided.

Our master control is contracted out to a third party in Toronto, which is responsible for ensuring an accessible built environment for its employees and guests. OUTtv does not operate a studio. During the first year of our Accessibility Plan, we focused on creating a communications plan to inform employees and visitors of any physical limitations that may exist and any accommodations that can be provided, and ensuring that our organization's events and employee gatherings are held at accessible venues.

As we move forward, OUTtv will regularly assess our built environment to ensure it meets evolving accessibility needs. We remain dedicated to identifying, preventing, and eliminating barriers in our facilities to foster a truly inclusive and accessible workplace.

Initiative	Action Taken in 2024-2025
Establish a communications plan to inform employees, clients and visitors of any physical limitations that may exist and any accommodations that can be provided	We have established a communications plan to inform employees, clients and visitors of any physical limitations that exist, and what accommodations can be provided.

Ensure that our organization's events and employee gatherings are hosted at accessible venues	All our employees gatherings this past year were hosted at accessible venues, and will continue to be so in the future. We held no events this past year other than employee gatherings.
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3. Information and Communication Technologies (ICT)

OUTtv is dedicated to ensuring that our employees, customers, and stakeholders have access to information and communication technologies, regardless of their abilities. During the first year of our Accessibility Plan, we focused on finding solutions to improve the accessibility of our digital tools and apps, internal and external communications, and online platforms.

Key initiatives undertaken included conducting audits of our digital platforms, working with third-party SaaS suppliers to ensure that the roadmap for development includes improvements for accessibility, and developing resources for creating accessible content. These efforts are part of our ongoing commitment to removing barriers in our digital spaces and ensuring that users can interact with our technology with ease.

As we move forward, OUTtv will continue to assess and enhance our ICT accessibility, regularly reviewing our policies, platforms, and tools to ensure they remain aligned with best practices and the evolving needs of our employees and audience. We are committed to fostering an inclusive digital environment that promotes equal access.

Initiative	Action Taken in 2024-2025
Conduct an audit of the communications technology options available for persons with disabilities	We are continually researching new communications technologies and how they might apply to our organization's
Conduct an audit of our organization's policies and procedures for accommodating requests for use of accessible technologies	We audited our organization's policies and procedures for accommodating requests for use of accessible technologies, and made changes to ensure that the policy is clear, and the personnel responsible are aware of and can properly respond to such requests.
Conduct an audit of our web sites and web-based applications	We conducted an audit of our web sites and web-based applications to identify any barriers for users, and continue to work to ensure that those barriers are removed expeditiously.
Update websites and applications to ensure that they are accessible and comply with WCAG Guidelines	We continue to ensure that our websites and applications are accessible and comply with WCAG Guidelines.

Work with third-party suppliers of communications platforms to encourage the development of accessibility tools within the technology we use.	We continue to work with our third-party suppliers of communications platforms to encourage them to remove accessibility barriers and add new technologies to improve accessibility.
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4. Communication, Other Than ICT

OUTtv is committed to ensuring that both internal and external communications are accessible, inclusive, and reflective of the diverse needs of our audiences, employees, and partners. During the first year of our Accessibility Plan, we focused on fostering clear, respectful, and accessible communication that promotes dignity and inclusion for individuals with disabilities.

Key initiatives undertaken included developing accessible communication guidelines, and providing resources for hosting inclusive meetings.

As we move forward, OUTtv will continue to review and enhance our communication strategies, considering any feedback and evolving needs to create an inclusive and equitable environment.

Initiative	Action Taken in 2024-2025
Conduct an audit of our organization's communications tools and assess how they may be more accessible	We have audited our organization's communications tools and have made changes where necessary to ensure that we are using the most accessible ones.
Create a Policy for ensuring that virtual conference calls and meetings are conducted on accessible platforms	We have created a communications policy for ensuring that virtual conference calls and meetings are conducted on accessible platforms, such as Zoom.
Create a Policy for creating accessible documents	We have implemented a policy to ensure that all documents are accessible.
Train staff in creating accessible documents and presentations to ensure all internal and external materials are inclusive.	We have been training staff on the creation of accessible documents and presentations, to ensure that we use accessible fonts, font sizes and plain language so that all internal and external materials are inclusive. This is, and will continue to be, an ongoing process

5. Procurement of Goods, Services, and Facilities

OUTtv is dedicated to ensuring that accessibility is a priority in the procurement of goods,

services, and facilities. During the first year of our Accessibility Plan, we focused on improving procurement processes and enhancing communication with vendors to ensure accessibility considerations are integrated into operations.

Key initiatives undertaken included conducting an audit of current procurement policies, processes and procedures, and updating procurement policies to prioritize accessibility, and ensuring accessibility standards are communicated to vendors. These efforts have been crucial in ensuring that the products and services we procure meet accessibility requirements, fostering a more inclusive environment.

As we move forward, OUTtv will continue to enhance our procurement practices by regularly reviewing and updating our guidelines, contracts, and policies to ensure compliance with accessibility standards and to promote barrier-free access to goods and services.

Initiative	Action Taken in 2024-2025
Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization	We looked at current procurement processes and implemented a set of guidelines for consideration when purchasing goods or services, and when choosing venues for company events.

6. Design and Delivery of Programs and Services

OUTtv is committed to ensuring that our programs and services are designed and delivered with accessibility at the forefront, allowing for diverse needs to be met. During the first year of our Accessibility Plan, we focused on providing employees and, to some extent, third-party producers with the tools, training, and resources necessary to design and broadcast programming that reflects individuals living with disabilities and that the delivery of such programming is accessible.

Key initiatives undertaken included conducting review and assessment of programming broadcast to ensure authentic reflection of experiences of individuals living with disability, and updating our producer guidelines to include a stronger emphasis and expectation that productions produced and delivered to OUTtv will be viewed through a disability lens, throughout the actual production process, in scripts, and on the screen. These actions have been crucial in reducing barriers and improving the overall experience for customers and employees interacting with our programs and services.

As we move forward, OUTtv will continue to enhance the design and delivery of our programs and services.

Initiative	Action Taken in 2024-2025
Conduct a review and assessment of how programming content licensed for our	During the consultations we conducted with persons living with disabilities this year, we

broadcasting service(s) may be more accessible for audiences	learned a about a number of barriers to accessibility that we could mitigate to make our content more accessible for all audiences, and are making changes to our policies to ensure that content we acquire in the future does not contain those barriers.
Conduct outreach with the Disability Screen Office (DSO) to determine how best to work with content creators and producers that are living with a disability	We conducted outreach with the DSO to find out what resources are available to help us work with content creators and producers that are living with a disability.
Review and update our Guidelines for Producers to ensure that accessibility is prioritized throughout the production process.	We have reviewed our Guidelines for Producers through a disability lens and have updated them significantly to include expectations that all producers that work with OUTtv consider accessibility throughout the production process.

7. Transportation (If Applicable)

OUTtv does not provide transportation services, and as such, no barriers were identified or actions required in this area under our Accessibility Plan.

8. Licence Conditions and Requirements Under the *Broadcasting Act*:

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates and supervises broadcasting in Canada. As such, the CRTC requires broadcasters to comply with certain accessibility requirements, such as closed captioning, described video and audio description of audiovisual content (these obligations can vary depending on a broadcaster's licensing requirements).

In our Accessibility Plan we identify these requirements by providing reference to the relevant CRTC regulations, policies, orders, and decisions. As required by section 42(1) of the *Accessible Canada Act*, we have set out a list applicable conditions and requirements that OUTtv adheres to under pursuant to our broadcasting licence(s) that ensure accessibility of our broadcasting services.

Closed Captioning

1. The licensee shall caption 100% of the English- and French-language programs broadcast over the broadcast day, consistent with the approach set out in *A new policy with respect to closed captioning*, Broadcasting Public Notice CRTC 2007-54, 17 May 2007.

Described Video

1. If the licensee broadcasts four hours or more per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide a minimum of four hours of described video per broadcast week for that programming.
2. If the licensee broadcasts less than four hours per broadcast week of English- or French-language programming drawn from any of the program categories listed below, it shall, by the beginning of the fourth year of the first licence term during which this condition of licence applies, provide described video for all of that programming.
3. These requirements apply to programming drawn from the following program categories set out in Item 6 of Schedule 1 to the *Discretionary Services Regulations*, as amended from time to time: 2(b) Long-form documentary, 7 Drama and comedy, 9 Variety and 11(a) General entertainment and human interest and 11(b) Reality television, and/or to programming targeting preschool children (0-5 years of age) and children (6-12 years of age).

Audio Description

The licensee shall provide audio description for all the key elements of Canadian information programs, including news programming.

Since 2015, OUTtv has met all its obligations with respect to the condition of licence to broadcast 100% of its programming, promos and advertising with closed captions, both during the broadcast day and overnight.

OUTtv currently broadcasts more than four hours per broadcast week of English-language programming in categories 2(b), 7, 11(a), and 11(b) and is therefore required to broadcast a minimum of 4 hours of such programming with described video. OUTtv's library of programming with described video is growing, and every program that is delivered with described video is broadcast with it available.

In addition to programming with a separate described video audio track, we have also been involved in the production of programming containing Integrated Described Video, which builds the described video into the script for the program. Rather than having a track that speaks over the original sound for the production, the people on camera describe what they are doing while they are doing it. For example, if someone is demonstrating how they use a pottery wheel, rather than simply sitting down and putting the clay on the wheel, they would say, while doing it "I'm going to sit on this stool and place the clay on the centre of the wheel".

Some of the feedback we received in consultations with people with blindness or low vision while we were creating our Accessibility Plan was that a traditional described video track can be distracting, or even speak over the program's dialogue. We are therefore encouraging the

producers we work with to consider using Integrated Described Video in the hope of making our original programs more enjoyable for all.

OUTtv does not broadcast information or news programming, so provision of audio description is not applicable to our service.

Initiative	Action Taken in 2024-2025
Operate in compliance with licensing and regulatory requirements relating to closed captioning, described video and audio description.	OUTtv has continued to operate in compliance with licensing and regulatory requirements with respect to closed captioning, described video and audio description on our linear service. In addition, we are taking steps to ensure that all our content on our on-demand service is provided with closed captions.
Explore best practices within the broadcasting sector to serve persons with disabilities	OUTtv continues to research and explore best practices and new technologies in the broadcasting sector to ensure that persons with disabilities can use our services, barrier-free.

3. Consultations

In alignment with the principles of the *Accessible Canada Act*, OUTtv conducted both internal and external consultations to gather valuable feedback on our progress in implementing the Accessibility Plan. These consultations allowed us to engage directly with employees, stakeholders, and external organizations to ensure that accessibility remains a central focus in our ongoing efforts.

1) Internal Consultations

Internal Employee Consultation 2025 Update:

Building on our commitment to accessibility, we once again conducted an optional, anonymous, internal online employee accessibility survey over the course of two weeks in April/May 2025. This year, we expanded our survey to include questions about the impact of changes implemented over the past year. Employees were asked a series of 16 questions designed to identify any accessibility challenges they may have faced, provide feedback on the effectiveness of recent improvements, and offer suggestions for further enhancements.

Thirty percent (30%) of employees participated in the survey, providing valuable insights into accessibility within our organization. The results are currently being analyzed by our

Accessibility Committee and Human Resources Department to assess the effectiveness of our recent changes and determine additional steps we can take to remove and prevent barriers. While none of the respondents identified as living with a disability, they all thought that the improvements made over the last year were beneficial, and made some suggestions that we had not thought, and that we are actively working on implementing where applicable.

Moving forward, we will continue to encourage open dialogue about accessibility and actively seek input from employees on their experiences. Through regular discussions and ongoing improvements, we remain committed to fostering an inclusive and accessible workplace.

2) External Consultations with individuals living with disabilities

As part of our commitment to advancing accessibility, members of the IBG Accessibility Working Group actively engaged in a series of sessions with disability advocacy organizations in the spring of 2025. These discussions included consultations with representatives from the Disability Screen Office (DSO), the Centre for Addiction and Mental Health (CAMH), and the Broadcasting Accessibility Fund (BAF), as well as the Canadian National Institute for the Blind (CNIB). These discussions focused on a wide range of accessibility issues, from improved approaches for closed captioning and described video, best practices for accessibility in the television and film production sector, to addressing mental health challenges in the workplace. These consultations also included direct conversations with individuals living with disabilities, who provided valuable feedback to IBG Accessibility Working Group members, offering practical insights into how accessibility initiatives could be implemented and strengthened to meet community needs. Overall, these sessions reinforced the importance of accessibility for our respective organizations.

The **Disability Screen Office (DSO)** is a national, disability-led not-for-profit organization that develops opportunities for disabled creatives and advocates for a more accessible Canadian screen industry. The DSO's presentation was led by an individual living with a disability and provided valuable insights into the barriers faced by individuals with physical, sensory, and cognitive disabilities, particularly in relation to television and film production. A key focus was on the launch of the DSO's industry resource hub designed to provide essential tools, guidelines, and best practices for enhancing accessibility in the audiovisual sector, including content production. The DSO also introduced upcoming training courses aimed at equipping creative community with the knowledge and skills needed to address accessibility challenges effectively. These resources will serve as valuable assets for the sector, helping to raise awareness and promote inclusive practices. Additionally, the presentation delved into the DSO's ongoing work in advocating for accessible content and practices in an industry that has unique challenges compared to traditional office workspaces. The DSO's session concluded with a Q&A period, allowing participants to engage directly with the presenter and gain further insights into how these new resources and training initiatives will help break down accessibility barriers in the industry.

One key takeaway from this session was the ‘prevention’ part of the DSO’s mandate. Preventable accidents happen on sets or on the way home from sets when people are tired after what can be very long days. As a result of this, we have updated our Producer Guidelines to encourage all producers we work with to try and keep shoot days to 12 hours or less wherever possible. This will not only help to reduce preventable accidents that can result in disability, but will also make working on sets more accessible for creatives who have disabilities, since shorter days may be more manageable.

Another important point made in this session was that disability is widely under-reported. Many people living with a disability do not consider themselves disabled (e.g., “I am blind in one eye, but I am not disabled.”). This highlights the stigma that comes with the word ‘disabled’, which is often perceived as being ‘incapable’. This is far from the truth and we need to work harder to eradicate the stigma around disabilities of all kinds. Being counted matters, and no one should be ashamed of describing themselves as living with a disability.

The **Centre for Addiction and Mental Health (CAMH)** is Canada’s largest mental health teaching hospital and one of the world’s leading research centers in its field. CAMH’s presentation emphasized the importance of addressing mental health challenges in the workplace and how these issues intersect with broader accessibility efforts. CAMH outlined their upcoming initiatives, including new resources aimed at improving workplace mental health and reducing barriers faced by individuals with mental health conditions. The presentation also highlighted CAMH’s ongoing work in advocating for the integration of mental health considerations into broader accessibility frameworks, stressing the importance of understanding the unique challenges faced by individuals with mental health conditions in navigating media spaces. The session concluded with a Q&A period, which included a focused discussion on the mental health needs of broadcast journalists, exploring how mental health challenges uniquely affect those in the media industry and how organizations can better support them. These conversations allowed attendees to delve deeper into these critical issues and discuss how best to implement and develop mental health strategies in their organizations.

Most of OUTtv’s employees working in Human Resources attended this session, and found it illuminating. The tools that CAMH provided for recognizing mental health issues and for approaching colleagues who may be experiencing poor mental health were excellent, and all that attended the session came away with a new perspective and new tools to use for the future.

The **Broadcasting Accessibility Fund (BAF)** is an independent not-for-profit funding body that provides grants for innovative projects in English and French, to advance accessibility to broadcasting content across multiple platforms for Canadians with disabilities. BAF’s core goal is to address gaps in accessibility to broadcasting content for Canadians with disabilities, beyond what regulation already requires. BAF’s presentation was led by two individuals living with disabilities. In their presentation, the BAF outlined their strategic priorities for the upcoming year, focusing on expanding funding opportunities for initiatives that promote inclusive broadcasting and accessible content. The session highlighted the importance of collaboration

with industry stakeholders to integrate accessibility into broadcasting practices. Attendees engaged in a discussion on how BAF's funding and resources could be leveraged to address ongoing accessibility challenges and promote greater inclusion for people with disabilities in the broadcasting sector. During the presentation, one of presenters who is blind shared their experiences, offering valuable insights and practical recommendations to broadcasters on how to improve accessibility in their content. Following the presentation, the session transitioned into a Q&A period, where participants asked questions about closed captioning standards and sought advice on best practices to ensure more accurate and effective captioning. The session concluded with an engaging exchange on how BAF's initiatives and resources could further support broadcasters in creating more inclusive media content.

Building on the insights we gained from our external consultations last year, we were able to ask more focussed questions on best practices for Described Video. While this can be very subjective, it was made clear that Integrated Described Video, when properly implemented is the most inclusive (and least distracting) way to engage audiences who are blind or living with low vision. The BAF financed AMI's described video project, and the results are publicly available on AMI's site. We have worked with AMI on two productions that incorporate Integrated Described Video, and as a result we have updated our Producer Guidelines to encourage the use of Integrated Described Video.

The **Canadian National Institute for the Blind (CNIB)** is a non-profit organization that delivers innovative programs and powerful advocacy that empowers people impacted by blindness. Through their Access Labs program, CNIB offers resources and training to help individuals with vision loss and other disabilities better navigate and engage with the digital and media landscape. The CNIB's presentation was led by an expert on accessibility and inclusion. It also included a panel of three individuals living with a disability. During the session with the CNIB, the panel of individuals living with disabilities shared their personal experiences and provided valuable feedback to broadcasters on how they can improve accessibility. They emphasized the need for high-quality audio descriptions in media. They also discussed the importance of customizable accessibility features like font size and contrast settings (14 point is effective; arial font is preferred). They also focused on the role of high-contrast visuals and clear, accurate captions in improving accessibility. The session concluded with a Q&A, where participants engaged with the presenters on strategies for improving accessibility and explored how CNIB's resources and feedback could help broadcasters enhance their accessibility practices.

The importance of well executed described video was highlighted in this session. The individuals living with blindness or low vision emphasized that poorly executed described video can become another barrier when it speaks over dialogue, or contains extraneous information ("I don't need to know the colour of the newsreader's shirt."). We discussed the differences between, and quality of, integrated described video vs. a described video track added in post production, and while both can be good, it is the quality of it that is important.

Another issue that was raised is the current difficulty of discovering whether a program is available with described video on streaming services. Some services are much better than

others, and people living with blindness or low vision tend to leave the services that don't prioritize the discoverability of programs with described video. OUTtv is currently working on implementing described video on our streaming platform and we will work with our technology supplier to ensure that it is discoverable on our service.

These sessions are part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. They have helped us ask questions about accessibility in our organization and on our various services that we hadn't thought to ask before. These takeaways and key learnings were very helpful and used to implement accessibility goals in our Accessibility Plan and inform the development of this year's Accessibility Progress Report.

4. Feedback

As part of our commitment to continuous improvement, OUTtv has implemented various mechanisms for gathering feedback on accessibility barriers from both internal and external stakeholders. This feedback helps us identify, address, and prevent barriers while shaping future enhancements to our services.

External Feedback Received:

OUTtv has not received any accessibility-related feedback regarding our organization through our Accessibility Feedback Process Page. We remain committed to fostering an open and inclusive dialogue and will continue to raise awareness about our Accessibility Feedback Process Page. Our goal is to ensure that individuals are aware of the opportunity to provide feedback through this page and that our processes remain accessible, responsive, and transparent

Internal Feedback Received:

Through our internal consultation we received feedback about recent improvements to the employee benefits program that OUTtv made in the last year to improve employees' access to mental health supports. We learned that our internal communication methods used to inform employees of the changes was successful, as all the respondents were aware of the improvements. The respondents all had positive things to say about the improvements, and made some suggestions for further additions to our benefits program that we will be looking at over the next few months.

Moving forward, we will continue to encourage open dialogue about accessibility and invite all employees to contribute their experiences and suggestions. Our goal is to maintain a proactive approach to identifying and addressing accessibility issues within our organization.

Accessibility Committee:

OUTtv's Accessibility Committee meets regularly to review progress, identify potential barriers, and discuss strategies for improvement. These meetings provide an ongoing opportunity to assess accessibility initiatives, proactively address potential concerns, and ensure that accessibility remains a priority in our operations. Through this process, we continue to explore ways to enhance our feedback mechanisms and encourage greater engagement from our community.

Continuous Improvement:

We value the feedback we receive from both internal and external stakeholders, as it provides us with opportunities to further improve accessibility. We will continue to monitor feedback and take proactive steps to address any barriers that arise, ensuring that our services remain accessible and inclusive.

5. Conclusion

OUTtv thanks you for taking the time to read our first Progress Report following the publication of our 2024-2027 Accessibility Plan. As we reflect on the progress made during the first year of our Accessibility Plan, OUTtv remains committed to creating an inclusive and accessible environment for our stakeholders, employees, and clients. While we are proud of the steps we have taken, we recognize that accessibility is an ongoing journey, and we will continue to identify and address barriers in the years ahead. Together, we look forward to building a more inclusive future.