

KNOWLEDGE NETWORK CORPORATION

ACCESSIBILITY PLAN 2024-2027

Progress Report

1 June 2025

**BRITISH
COLUMBIA'S**

**Knowledge
Network:**

Knowledge Network Corporation

Progress Report

1 June 2025

1. General

i) Introduction

Knowledge Network Corporation (Knowledge Network) 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, engaged partners, and viewers.

At Knowledge Network, 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 viewers and engaged partners can fully engage with and benefit from our services.

Knowledge Network is a Canadian independent broadcaster, dedicated to serving diverse Canadian audiences on television throughout the province of British Columbia and on streaming platforms across Canada. We provide viewers with trusted, free, and commercial-free content that enriches minds, fosters understanding, and contributes to a connected and more informed society. We offer a diverse range of curated content including commercial-free documentaries, arts and culture, drama and children's programs. Our passion for sharing stories that inform and inspire supports B.C.'s independent production community through the commissioning of documentary programs.

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 diversity of Canada's population. 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, 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) **Knowledge Network's Contact Information, Feedback Process and Alternative Format Requests**

If you would like to provide Knowledge Network 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:

Knowledge Network Contact Information:

Glenna Pollon, Director of Government Relations and Communications, is our accessibility lead responsible for receiving all accessibility-related feedback, questions and comments. You can reach Glenna the following methods:

Mailing address: 4355 Mathissi Place, Burnaby B.C. V5G 4S8

Toll-free: [1-877-456-6988](tel:1-877-456-6988)

Email: info@knowledge.ca

Online Form: [Accessibility Feedback | Knowledge.ca](#)

Requesting Alternate Formats: Accessibility Plan, Progress Report, 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 Glenna Pollon 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

Knowledge Network 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 incorporating accessibility considerations into our planning for key projects and initiatives and addressing barriers in recruitment and onboarding.

Key initiatives undertaken included enhancing accessibility in our recruitment processes and initiating a review and update of Knowledge Network's policies, procedures, guidelines and practices related to accessibility.

As we move forward, Knowledge Network 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 Knowledge Network's Accessibility Committee	Year 1 - Established Terms of Reference for Accessibility Committee with a clear mandate and objectives.
Tap into networks to share employment opportunities that reach people with disabilities.	Year 1 - Established connections and relationships with the Open Door Group, Richmond Centre for Disability and Work B.C.
Review and update of Knowledge Network's policies, procedures, guidelines, and practices related to accessibility	Year 1 - Started the review of Knowledge Network policies and conducted research of best practices related to accessibility supports for employees. Year 2 – in progress.
Review and revise recruitment processes to ensure that job postings are accessible	Year 2 – in progress.

and interview processes are accommodating.	
Provide training and resources for senior managers to be leaders for accessibility and support a workplace culture of access & inclusion.	Year 2 – in progress.

2. Built Environment

Knowledge Network is committed to creating an accessible and inclusive physical environment, ensuring that employees and guests can navigate our workplace and screening event environments. As a tenant in a building owned and operated by the British Columbia Institute of Technology (BCIT), Knowledge Network does not control the building and built facilities for our employees and visitors. During the first year of our Accessibility Plan, we focused on identifying resources to inform employees and visitors about the accessibility of our building.

Key initiatives undertaken included circulating to employees a map that highlights the accessible parking spaces around the building, elevator, first aid stations and security desk support. As we move forward, Knowledge Network will continue dialogue and engagement with BCIT and the other tenants in the building to create environments that are accessible and that promote safety, comfort, and independence for individuals with varying needs.

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.	Year 1 - Made available for employees and visitors a detailed map that highlights accessibility features in our workplace.
Work with venue partners to maximize accessibility for events.	Year 2 - in progress.

3. Information and Communication Technologies (ICT)

Knowledge Network is dedicated to ensuring that our employees, viewers, and engaged partners have access to information and communication technologies, regardless of their abilities. During the first year of our Accessibility Plan, we laid the groundwork for actions we have committed to in Years 2 and 3 of our Accessibility Plan.

These actions have been incorporated into business planning to ensure resources are dedicated to this work. 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.

Initiative	Action Taken in 2024-2025
Update corporate website to ensure it is accessible and comply with WCAG Guidelines	Year 2 - in progress. The new corporate website is currently in development to be compliant with WCAG Guidelines.
Conduct an audit of communications technologies and options available for persons with disabilities.	Year 3 - in progress.
Review and assess accessible technology and resources, including assistive devices and software that enhance digital accessibility (ie. screen readers, text to speech software, adaptive keyboards, and touchscreen assistive technologies).	Year 3 - in progress.

4. Communication, Other Than ICT

Knowledge Network 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. Key initiatives to support an inclusive and equitable environment are currently in progress.

Initiative	Action Taken in 2024-2025
Develop guidelines for creating accessible documents.	Year 2 - in progress.
Train staff in creating accessible documents and presentations to ensure internal and external materials are inclusive.	Year 3 - in progress.

5. Procurement of Goods, Services, and Facilities

Knowledge Network is dedicated to ensuring that accessibility is a priority in the procurement of goods, services, and facilities. Key initiatives are currently in progress to enhance our procurement practices.

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.	Year 3 - in progress.

6. Design and Delivery of Programs and Services

Knowledge Network 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 the development phase of our streaming platform's redesign to ensure the experience is accessible.

Key initiatives undertaken included working with an accessibility consultant to develop a strategy for digital accessibility including WCAG compliance. These actions are crucial in reducing barriers and improving the overall experience for viewers interacting with our streaming programming service.

Initiative	Action Taken in 2024-2025
Conduct a review of the content available on our streaming services and determine how accessibility may be enhanced.	Year 1 - As part of the major renewal of Knowledge Network's corporate website and streaming platforms, a comprehensive framework for an accessible user experience was developed. This foundational work for the streaming platforms was conducted with a digital accessibility consultant and will move into production and testing next year.
Conduct a review and assessment of accessibility features that can be adopted (broadcast and streaming) to make content licensed for our service more accessible for audiences.	Year 2 - in progress.

Conduct outreach with the Disability Screen Office (DSO) to determine how to enhance the accessibility of our commissioning practices for independent producers who are living with a disability.	Year 3 - in progress.
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7. Transportation (If Applicable)

Knowledge Network 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. Knowledge Network's conditions of license related to accessibility include:

- Closed-captioning - caption 100% of programs and promos broadcast over the broadcast day,
- Described video - provide, in the first year of the new licence term (2023/24), a minimum of four hours of described video per broadcast week for programming that is drawn from existing program categories identified for described video and broadcast during prime time, and to increase incrementally the amount of described video for such programming by three additional hours per broadcast week for each subsequent broadcast year of that licence term.

We strive to meet these requirements during each broadcast year. The external consultations with individuals living with disabilities provided important insights and recommendations on how we can improve accessibility of our broadcast content.

Initiative	Action Taken in 2024-2025
Operate in compliance with licensing and regulatory requirements relating to closed captioning and described video.	Year 1 - Closed captioning requirements are being met. Hours of described video per broadcast week are increasing with significant investments being made to

	add described video to prime time programming on our television and streaming services.
Explore best practices within the broadcasting sector to serve persons with disabilities.	Year 2 and Year 3 - in progress.

3. Consultations

In alignment with the principles of the *Accessible Canada Act*, Knowledge Network 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, engaged partners and viewers to ensure that accessibility remains a central focus in our ongoing efforts.

1) Internal Consultations

Internal Employee Consultation 2025 Update

In 2024, Knowledge Network conducted an internal online consultation with employees to identify and address accessibility barriers within our organization. This consultation was instructive and helped inform our actions for this year's progress report. The findings are detailed in our 2024 Accessibility Plan. We have decided that it would be appropriate for our organization to conduct this type of internal consultation every two years, with the next one planned for our 2026 Progress Report.

In preparation for this year's Accessibility Progress Report, we sent an organization-wide email reiterating Knowledge Network's commitment to creating an inclusive workplace and encouraging employees to share feedback on accessibility using our Feedback Process Page or in whatever way is most comfortable to them. For example, feedback could be shared through their supervisor, our Human Resource department, or anonymously through our feedback process page. Since our initial consultation, we have continued to build on our efforts to identify, remove, and prevent barriers to accessibility, and we remain committed to encouraging open communication with all employees.

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.

Members of Knowledge Network's Accessibility Committee actively participated in the sessions which provided a deeper understanding of the experiences of people living with a disability and offered essential guidance on how we might enhance our organization to better serve their needs. In addition, members of our programing team participated in the session by the Disability Screen Office (DSO) to inform how we support and extend our outreach to B.C.'s disabled creative documentary community.

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.

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.

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.

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.

These sessions are part of our ongoing commitment to learning from and collaborating with persons with disabilities, experts in the area, and stakeholders. 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.

The consultations informed our current and future actions as we continue to evaluate, adapt, and enhance the accessibility of our broadcast service and workplace environment.

4. Feedback

As part of our commitment to continuous improvement, Knowledge Network 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. The following outlines feedback received through Knowledge Network Corporation's Feedback Process Page:

External Feedback Received:

While feedback was received through our Accessibility Feedback Form, the majority of comments were not related to accessibility. We will continue to ensure that individuals are aware of the opportunity to provide feedback through this page and that our processes remain accessible, responsive, and transparent.

- What we heard: Three viewers found it difficult to find/turn on closed captions on our streaming service.
- What we did: Ensured our Audience Relations team has detailed information to share with viewers. Incorporated this feedback into the design of our new streaming platform.

Internal Feedback Received:

Knowledge Network has not received any internal accessibility-related feedback regarding our organization. We remain committed to fostering an open and inclusive dialogue and will continue to raise awareness about our Accessibility Feedback Process Page for employees and the public.

Accessibility Committee:

Knowledge Network also meets regularly with its Accessibility Committee 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

Knowledge Network 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, Knowledge Network remains committed to creating an inclusive and accessible environment for our viewers, employees, and engaged partners. 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.