

## **The Plan and Feedback Process**

The purpose of the Accessible Canada Act (ACA) is to create a barrier-free Canada by January 1, 2040, through the proactive identification, removal, and prevention of barriers to accessibility wherever Canadians interact with areas of federal jurisdiction.

Wild TV Inc., (the "Company") is committed to providing excellent customer service and welcomes customer input to improve the accessibility of our facility and/or services.

To request a copy of Wild TV Inc. (the "Company") the Plan in an alternate format, or to provide feedback on accessibility at Wild TV Inc., please contact:

### **In-person**

Wild TV Inc.'s office located at  
11263-180 Street  
Edmonton, AB

### **By telephone**

780-444-1512, Scott Stirling

### **By mail**

11263-180 Street  
Edmonton, AB T5S 0B4  
Attention: Scott Stirling

### **By email**

[accessibility@wildtv.ca](mailto:accessibility@wildtv.ca)

We will acknowledge all feedback within two business days (Monday to Friday) and will thereafter provide a timeframe for resolution or redress. The Company will follow up with any required action within the timeframe noted. Information on this feedback process will be readily available and will include information about what actions are required to be taken after feedback is received.

The feedback may consist of a suggestion, compliment or complaint relating to the accessibility of our facilities and/or services. We will consult the individual providing the feedback to determine what is the most accessible or appropriate alternate format or accessible communication support.

For individuals that would like to remain anonymous please do not include your email or any other contact information in your feedback letter or form.

We welcome your feedback. Let us know how we're doing on meeting your accessibility needs – and how you think we could improve.

## **Our Commitment**

The Company is committed to ensuring equal access and participation to all people. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility.

This Plan outlines the actions the Company will take between 2024 and 2027. We are committed to identifying, removing, and preventing barriers to employment; our physical environment, information and communication technologies; communication; procurement of goods and services; and within the design and delivery of our programs and services.

The Company is committed to meeting the principles and requirements outlined in the ACA and to meeting the accessibility needs of people with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable regulations.

## **Consultation**

To help create the Plan, the Company reviewed best practices, solicited feedback on our programs, and consulted with customers, employees, and external organizations.

## **Our Three-Year Plan**

The Three-Year Plan addresses our accessibility improvement plans for employment, information communication technologies, communication, the procurement of goods, services and facilities, the design and the design and delivery of programs and services. Transportation has not been included in this review as it does not apply to services the Company provides.

### ***Short-term***

Continue to solicit feedback from our viewers.

We will ensure we communicate with people with disabilities in ways that take into account their disability, and we will work with the person with disabilities to determine what method of communication works for them.

Review the effectiveness of current Closed-Captioning offerings.

Review the effectiveness of current Described Video offerings.

Increase awareness of the accommodation process for job applicants.

Increase manager and employee awareness of accommodation processes available for employees.

### ***Medium-term***

Evaluate the effectiveness of accommodation opportunities for job applicants.

Promote accessibility services, and alternate options and methods of communications to increase awareness and usage.

Research accessibility best practices and technologies that enhance program viewership for people with disabilities.

Review web functionality for compliance and adequate accessibility features.  
Adopt universal design principles and best practices in digital accessibility.  
Continue to evaluate current and future remote work opportunities.

### ***Long-term***

Ensure any future office relocations consider accessibility of facilities as a key step in location evaluation.

Use feedback and consultations with persons with disabilities to ensure accessibility processes.  
Review the possibility of offering ASL and described video on non live event programming and any other technologies that enhance program viewership for people with disabilities.

### **Review and Update**

The Company will review and update the Plan at least every three years.