



## 2026 to 2028 Accessibility Plan

Updated on December 16<sup>th</sup>, 2025

**TELEFILM  
CANADA**

# Contents

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<b>2026 to 2028 Accessibility Plan</b>	<b>1</b>
<b>How to use this document</b>	<b>3</b>
<b>Telefilm Canada’s accessibility plan</b>	<b>4</b>
• <b>General</b>	<b>5</b>
• Our commitment to accessibility	6
• About Telefilm	6
• How to contact us and share feedback	7
• Alternate formats	8
• Definitions	9
• <b>Consultations</b>	<b>10</b>
• Staff with disabilities	12
• Disability Screen Office	13
• <b>Barriers identified</b>	<b>14</b>
<b>Achievements in 2025</b>	<b>18</b>
<b>Our accessibility actions 2026-2028</b>	<b>21</b>
• <b>Employment</b>	<b>22</b>
• <b>The built environment</b>	<b>23</b>
• <b>Information and communication technologies (ICT)</b>	<b>25</b>
• <b>Communication, other than information and communication technologies</b>	<b>27</b>
• <b>The procurement of goods, services and facilities</b>	<b>29</b>
• <b>The design and delivery of programs and services</b>	<b>30</b>
• <b>Transportation</b>	<b>32</b>
<b>Conclusion</b>	<b>33</b>
<b>Annexe A</b>	<b>34</b>

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# How to use this document

**As a federally regulated organization, Telefilm is required to prepare and publish an accessibility plan, under the Accessible Canada Act (ACA) every 3 years.**

The plan must explain how Telefilm is identifying, removing, and preventing accessibility barriers over the 3 years the plan is active, specifically 2026, 2027 and 2028. That is the purpose of this document. This plan is organized into the headings required by the Accessible Canada Act.

You can choose to read the entire plan, or go straight to the sections you're most interested in.

If you need this report in a different format, [please find out how to ask for alternative formats \(jumps to section in the document\)](#).





# Telefilm Canada's accessibility plan

# General



### **Our 2026-2028 Accessibility Plan shows our commitment to improve accessibility at Telefilm and within the audiovisual industry in Canada.**

This document outlines the barriers we have identified and lists our plans to remove those barriers. We have included information about the consultations we held with people who have disabilities, and how they informed our plan. We also explained and shared our mechanism for receiving feedback on an ongoing basis.

## **Our commitment to accessibility**

Telefilm Canada (“**Telefilm**”) is established as a partner of choice within Canada’s audiovisual industry. We are committed to fostering an industry that promotes a culture of respect, dignity and inclusivity. We acknowledge that Canadian creators of underrepresented identities and creators with disabilities face more challenges in getting funding, career development opportunities, training, and education.

We want Telefilm to be as accessible as possible to our staff, partners, and the public. People with disabilities are the experts on their own experience of accessibility. That is why we want people with disabilities to be at the centre of this work. We will continue to consult with people with disabilities and learn from their experiences. We will look for and address any future accessibility barriers.

As part of our commitment to always do better for people who have disabilities in Canada’s audiovisual industry, Telefilm developed the [2023-2025 Accessibility Plan](#). Progress reports in [2023](#) and [2024](#) provided updates on our progress towards goals we set in our 2023-2025 plan. This updated 2026-2028 Accessibility Plan builds on the good work we started to improve accessibility in Canada’s audiovisual industry.

## **About Telefilm**

As a Partner of Choice, Telefilm Canada is a Crown corporation dedicated to the success of Canada’s audiovisual industry, fostering access and excellence by delivering programs that support cultural resonance and audience engagement. Through the lens of equity, inclusivity and sustainability, Telefilm bolsters dynamic companies and a range of creative talent at home and around the world. Telefilm also makes recommendations regarding the certification of audiovisual coproduction treaties to the Department of Canadian Heritage and administers the programs of the Canada Media Fund. Launched in 2012, the Talent Fund raises private donations which principally support emerging talent.

If you’d like to learn more about Telefilm, [go to our website](#).

## How to contact us and share feedback

Telefilm invites comments, feedback, and questions, including those submitted anonymously, from our staff, partners, and the public.

### What can I give feedback about?

You can give feedback about:

- this accessibility plan and
- barriers you have encountered when interacting with Telefilm

Feedback can be given confidentially and anonymously. An Equity, Diversity, Inclusion and Accessibility Advisor, or another designated staff member, will acknowledge receipt of your feedback through the same way that you contacted Telefilm. We will follow up with you within 5 business days (unless you submitted a comment anonymously). The response time by mail can take longer depending on postal delays. Your comments or questions will then be forwarded to the appropriate department. We are committed to reviewing the feedback we receive and taking steps to address barriers identified through your comments and questions.

### How will my feedback be used?

Your feedback will be shared with and considered by the teams responsible for accessibility at Telefilm. Feedback may also be shared with the department who can best address it. It may be actioned while the current accessibility plan is in place, or it may be considered for a future plan. Plans are developed and published every 3 years.

We will summarize your feedback and explain how it was used in our progress reports, and we will keep it on file for at least seven years.

### How can I give feedback?

If you would like to share your feedback with us, you can contact our Equity, Diversity, Inclusion and Accessibility Advisor in the following ways:

- **Email:**  
[accessibilite\\_accessibility@telefilm.ca](mailto:accessibilite_accessibility@telefilm.ca)
- **Phone:** 1-800-567-0890 (toll-free)
  - Hours of operation:  
9:00am to 5:00pm (Eastern Time)
- **Mail:** Telefilm Canada  
700 René-Lévesque Blvd. West, Suite 1000  
Montreal, Quebec H3B 1X8
- **Social media:**
  - [Link to X](#)
  - [Link to Facebook](#)
  - [Link to Instagram](#)

## Alternate formats

If you would like this accessibility plan or a description of our feedback process in alternative formats, please contact our Equity, Diversity, Inclusion and Accessibility Advisor using any of the following ways:

- **Email:**  
[accessibilite\\_accessibility@telefilm.ca](mailto:accessibilite_accessibility@telefilm.ca)
- **Phone:** 1-800-567-0890 (toll-free)
  - Hours of operation:  
9:00am to 5:00pm (Eastern Time)
- **Mail:** Telefilm Canada  
700 René-Lévesque Blvd. West, Suite 1000  
Montreal, Quebec H3B 1X8
- **Social media:**
  - [Link to X](#)
  - [Link to Facebook](#)
  - [Link to Instagram](#)

## When alternate formats will be ready

We will provide alternate formats as quickly as possible. At the latest, the following alternative formats are available upon request within the timelines outlined in the ACA:

- Within 15 calendar days of request:
  - **Print**
  - **Large print** (increased font size)
- Within 45 calendar days of request:
  - **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
  - **Audio** (a recording of someone reading the text out loud)

Our accessibility plan is available in an electronic format compatible with assistive technology. It can be [downloaded here](#).

## Definitions

The following definitions apply throughout this accessibility plan:

**Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

**Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

**Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Source for definitions above:  
[Accessible Canada Act \(justice.gc.ca\)](https://www.justice.gc.ca)

**Crown corporation:** Public sector organizations that are owned (entirely or partly) by the government but who are structured as an independent organization. In Telefilm's context, it refers to a crown corporation owned by the federal government of Canada.

**Audiovisual industry:** The business of making and distributing commercial content for different types of screens, like television, video games, film, and social media. This includes the visual and audio components of screen content that may be creative or technical.

**Underrepresented or underserved identities:** A group(s) whose representation is lower in a particular group, area, or category than in the general population. These groups of people often face more barriers, racism, colonialism, sexism, transphobia, violence, disadvantages, and other forms of discrimination than well represented or well served communities/identities. Some examples of underrepresented and underserved identities are Indigenous people, racialized people, and 2SLGBTQIA+ people.

**Intersectional identities:** A framework that describes the ways that a person experiences barriers because of who they are. These barriers are often faced by people who have more than one underrepresented identity. For example, a person with a disability who is also queer and Indigenous. Or people who are women and newcomers. When these identities come together, the barriers they experience also intersect. This can create unique barriers or disadvantages.

**2SLGBTQIA+:** **2S** at the front, recognizes Two-Spirit people as the first 2SLGBTQI+ communities. **L** is for Lesbian, **G** - Gay, **B** – Bisexual, **T** – Transgender, **Q** – Queer, **I** – Intersex, considers sex characteristics beyond sexual orientation, gender identity and gender expression. **+** is inclusive of people who identify as part of sexual and gender diverse communities, who use additional terminologies. [Definition from the federal 2SLGBTQIA+ Action Plan](#)

**Neurodivergence:** A concept that recognizes there is no one "normal" way for a brain to work. Neurodivergence acknowledges and respects different ways that our brains work instead of thinking of them as a deficit. Examples of some neurodivergent conditions are autism, ADHD, and learning disabilities like dyslexia and dyscalculia.

# Consultations



## Telefilm is committed to listening to and prioritizing the concerns of people with disabilities.

To meet this commitment and to develop this plan, Telefilm consulted staff with disabilities and one disability organization, a Canadian non-profit organization called the Disability Screen Office (**DSO**). We will also continue to engage with people with disabilities and disability organizations as we take on new projects and partnerships. We hired an accessibility consultant, Left Turn Right Turn (**LTRT**), to facilitate our consultations.

The barriers and actions in this plan were informed by what we learned through:

- an anonymous online survey for staff with disabilities
- one-on-one interviews with staff
- a virtual interview with a Canadian disability organization called the Disability Screen Office (DSO)

The actions listed in this accessibility plan reflect what we heard in our consultations with people who have disabilities and a disability organization. The actions we have chosen to take are a result of listening to the ideas, priorities, and experiences shared during our consultations.



# Staff with disabilities

We consulted staff with disabilities through a survey and one-on-one interviews that were developed and facilitated by our accessibility consultant, LTRT. The survey and interviews were optional for all staff. The survey was offered on an online survey platform in both French and English. The interviews were completed virtually and were offered in both French and English. In early fall 2025, staff were given one and a half weeks to complete the survey.

Our accessibility consultant made the survey and interviews accessible by:

- **hosting** the survey on an accessible online platform
- **allowing** respondents to save their responses and edit their responses
- **providing** the option for staff to contact our consultant if they want to share their feedback in an alternative format
- **ensuring** the survey was concise and written in plain language
- **sharing** the interview format and instructions in advance
- **offering** interview participants the option to provide additional feedback after the interview was complete
- **hosting** the interviews on Microsoft Teams and allowing interview participants to participate however they felt most comfortable (camera on/off, using the chat feature, speaking verbally)

We received fifteen complete survey responses. Of that, nine respondents identified as a person with a disability. Three people did not identify as having a disability but said they are close to someone who has a disability. The three remaining respondents did not identify as a person with a disability or preferred not to answer. This is a representative number of responses, and we appreciate the thoughtful comments and helpful insights we received.

After the survey, we interviewed some staff to collect additional feedback. People with disabilities and people who are close to a person with a disability participated in the interviews. In the employee survey and one-on-one interviews, we heard that staff notice a general improvement in the awareness of accessibility at Telefilm. Employees notice that plain language is used in more Telefilm communications. Positive feedback was shared about the experience of requesting accommodations with managers. Employees felt their personal relationship with managers was helpful during the process. They also shared that trust between employees and their managers is strong. The questions asked during the consultations process can be found in [Annex A](#).

## Disability Screen Office

The Disability Screen Office (DSO) is an organization with a mission to create opportunities for creatives with disabilities and to advocate for a more accessible Canadian screen industry.

Telefilm has been building a relationship with the DSO over the last few years. We planned a virtual meeting with them in September 2025 to gather their feedback about the accessibility of the industry in general. We also wanted to get ideas for how Telefilm could improve accessibility, based on their knowledge of barriers and accessibility success stories within the industry.

We made our consultation meeting accessible by:

- **Ensuring** it was hosted on an accessible platform
- **Sharing** the topic of the discussion in advance

The DSO identified barriers in the screen industry such as:

- The audiovisual industry lacks disability representation
- People with disabilities don't always know about the accessibility options of programs, funding, and events
- Applicants with disabilities don't always know about the availability of accommodations and additional funding for people with disabilities

Our conversation with the DSO was helpful to learn about what other peer organizations are doing and where barriers continue to exist. We also learned about important considerations for Telefilm as we continue to improve accessibility and support people with disabilities in the screen industry. The DSO's external viewpoint is valuable, and we look forward to our ongoing relationship.

# Barriers identified



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## Barriers identified (continued)

Barriers were identified through consultations with staff (employee survey and interviews), consultation with the DSO, and through work on the development of this plan. The barriers identified are:

### Employment barriers

- Lack of clarity in the accommodations process for candidates and new staff during the hiring and onboarding processes.
- Information on the accommodation process for staff is not clear and/or not clearly communicated to staff or managers. In addition, the process is sometimes overwhelming for the person requesting the accommodation.
- A general lack of understanding and awareness of invisible disabilities and neurodivergence. As such, people who are neurodivergent may experience barriers in the job application and hiring process. They may also experience barriers to career progression.
- Lack of an awareness or understanding of the reality of people with intersectional identities. Barriers faced by people with disabilities can be compounded by the additional challenges experienced by those with intersecting identities.
- Staff with disabilities are not always consulted on disability and accessibility related issues in the context of organisational projects.

### Built environment barriers

- In certain offices, there is a lack of accessible workstations.
- In certain offices, workstations are not set up in a predictable, consistent way.
- In certain offices, open office plans are used which can contribute to sensory overwhelm.
- The desk booking policy or procedure is not effectively communicated nor used in a consistent way. People with disabilities often rely on booking desks in advance or booking specific desks based on their needs.
- Braille signage is not provided in some offices.
- In certain offices, kitchen supplies are not always stored at a lower, accessible height.
- The Toronto office has a lift, which is used at the building entrance and to access the accessible washroom. However, there are barriers to using the lift that prevent accessible use of it.
- The lock of the accessible washroom in Toronto is difficult to use.
- For certain offices, personal storage space is limited or not available, which means that staff cannot store their work tools (laptop, etc.) in the office between office days. Transporting these items each day can be a barrier for staff with disabilities.

## Information and communication technology (ICT) barriers

- Funding applicants may face barriers on Dialogue, the platform used for applications. Barriers include a lack of prompts and support tools.
- There is no process in place to consistently review, maximize, and implement accessibility related tools on social media platforms. As a result, barriers may exist for people with disabilities who interact with Telefilm's social media content.
- Support tools are not available on Telefilm's website.

## Communication barriers, other than information technology and communication technology

- Staff may not be informed of specific changes to accessibility that impact them.
- Accessibility features and considerations for Telefilm funding opportunities are not communicated to people with disabilities.
- Some of Telefilm's social media posts have accessibility barriers, such as a lack of alternative text on images.

- Some filmmakers face barriers when communicating with Telefilm, such as confusion with reaching the right people at the organization.
- There is no established process to meet requests for materials in alternative formats.
- Steps have been taken to increase the use of plain language. However, barriers continue to exist where communication is written in complicated language.
- We do not consistently provide Indigenous sign language interpretation. We are unsure if this creates a barrier for some people with disabilities.

## Procurement of goods, services and facilities barriers

- The procurement process and policy have recently been updated. The new policy and the procurement process are clearer. However, staff have not yet received formal training about the changes.
- There is no plan or schedule for reviewing the relevance of procurement processes and to stay up to date with best practices in accessible procurement.

## The design and delivery of programs and services barriers

- People with disabilities are not consistently informed about the funding and program opportunities for them at Telefilm.
- Events may not always be accessible for people with different disabilities. Events might also not consider accessibility across the entire experience. (e.g. registration, attending the event, leaving the event).
- The existing feedback mechanism for our programs and services only targets funding recipients. It does not ask for feedback from potential applicants who did not apply and applicants who did not receive funding.
- The existing feedback mechanism does not specifically ask for feedback about any accessibility barriers that were experienced.
- Contract agreements between Telefilm and funding recipients are complicated and difficult to understand.

## Transportation barriers

- People with disabilities who are also from an underserved community could experience more barriers to getting to the office.
- Each of Telefilm's four offices has different levels of accessibility related to transportation. There is no collated information available to staff or visitors about the different transportation options available and their accessibility features or barriers.



# Achievements in 2025

In this section we highlight the barriers that were addressed in 2025. For information regarding the activities completed in 2023 and 2024, please refer to the respective progress reports.

## Employment

### Achievements in 2025

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In our previous plan, we identified that Telefilm's staff lacks representation of people with disabilities. We developed a plan to gather more detailed data about staff, such as whether they identify as a person with a disability. We did this through an updated confidential employee self-identification questionnaire. A communication plan was launched to explain the process to staff and highlight the importance of the initiative. The results of the self-identification questionnaire indicate that the number of staff who identify as having a disability is higher than previously estimated, and now more closely reflects the prevalence observed within the Canadian population.

Accessibility accommodations are offered at each step of the recruitment, hiring, and onboarding process. This is also explicitly indicated on the careers page of the website.

The onboarding process has been clarified and documented in the employee human resources (**HR**) portal. This provides more direct and clear access to resources required for new staff members.

Each of these actions have helped to encourage more people with disabilities to apply for jobs at Telefilm and for current staff to self-identify as a person with a disability. We know that barriers continue to exist, and we are committed to addressing more barriers through this plan.

## The built environment

### Achievements in 2025

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In our previous plan we identified various barriers in our offices. We have made progress on addressing many of these barriers through office relocations for certain locations, specifically the Halifax and Vancouver offices. When considering these office relocations, accessibility was an important factor. The consultations in our previous plan were helpful in identifying key areas for improvement, such as access to public transportation, adjustable office furniture, accessible washrooms, accessible kitchens, and quiet, low sensory spaces.

While we understand some barriers continue to exist in our offices, we look forward to our Montreal office move in early 2026, which will address many barriers. We also look forward to continuing to evaluate the accessibility of our Halifax, Toronto, and Vancouver offices so all staff can enjoy an accessible workplace.

## Information and communication technologies (ICT)

### Achievements in 2025

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While improvements have been made to our website, we identified during the development of our previous plan that barriers continued to exist. The website has since been updated with more accessibility features such as a button to adjust text size.

Digital accessibility training was delivered to all IT team members to fill accessibility knowledge gaps. Workshops after the training were also provided to identify potential improvements to the Dialogue platform. Dialogue is Telefilm's online portal for filmmakers to apply for funding.

## The procurement of goods, services and facilities

### Achievements in 2025

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The procurement policy and processes were updated in 2025, including accessibility considerations. In addition, the service contract was updated to incorporate more plain language concepts and to structure the document in a clearer and simpler format.



# Our accessibility actions 2026-2028

Telefilm is dedicated to inclusion, beyond following legislation such as the Accessible Canada Act. However, our obligations under the Accessible Canada Act give us the chance to reiterate our values of inclusion through the different initiatives we implement with our staff and partners.

## Employment

Telefilm employs over 200 people across four provinces in Canada. Our staff follow a hybrid work model that allows them flexibility regarding work location. Each week, staff work remotely and from one of our four office locations. We understand that working remotely and working in the office each have advantages and barriers for different people. To address this and the needs of the organization, we are continuing to enhance our hybrid work model and provide support for staff to optimize how they work, both in the office and remotely.

## Focus and actions for 2026 to 2028

Over the next three years, Telefilm will improve employment accessibility by removing attitudinal barriers identified, making hiring and onboarding practices more inclusive and simplifying how workplace accommodations are addressed. For additional information regarding Employment barriers identified, refer to the in [Barriers Identified](#) section.

To do this, we will take the following actions:

Table 1 – Employment goals

#	Goals	Timeline
1	Telefilm will finish updating the employment contract to make it clearer, simpler, and easier to read.	2026
2.1	Create a plan for yearly mandatory disability training for all staff. The plan will explain what topics to cover, like invisible disabilities and neurodivergence.	2026
2.2	Determine if specialized disability training is needed for leadership roles and HR staff involved in accommodations.	2027
3.1	Create a clear step-by-step guide to accommodations for staff. We will aim to make the process easier and faster.	2026
3.2	Look at the most common accommodation requests and try to remove recurring barriers.	2027
4	Telefilm will consider how disability and other identities overlap when reviewing policies, and address barriers when possible.	Ongoing
5	Plan consultations with staff with disabilities to find barriers in hiring and career growth. After the consultations, a timeline will be set for reviewing results and making changes.	2028

## The built environment

Telefilm has offices in Halifax, Toronto, and Vancouver and the head office is in Montreal. Staff, suppliers, and partners all use our offices. We are aware of various barriers in our offices and have taken steps to address many of these barriers. Our Halifax office relocated in 2024, and the Vancouver office relocated in 2025. We are in the process of moving our Montreal office to a new location, which will be completed in January 2026. For additional information regarding Built Environment barriers identified, refer to the in [Barriers Identified](#) section.

Telefilm also hosts industry events. Barriers and actions related to our events are [in the design and delivery of programs and services section of this plan](#).

## Focus and actions for 2026 to 2028

Over the next three years, we will improve physical accessibility by regularly assessing spaces, addressing barriers, and incorporating inclusive design features to support accessibility, safety, and usability for everyone.

To do this, we will take the following actions:

Table 2 – Built environment goals

#	Goals	Timeline
6	Continuously improve accessibility in all offices where barriers are found, using best practices, relevant standards, and feedback from staff with disabilities.	Ongoing
7	Communicate to staff when barriers have been removed.	Ongoing
8	A desk booking procedure exists but is not consistent across all locations. Review of the system is underway (2025). Analyze and possibly revise the booking system (2026).	2026
9.1	All reservable workstations in the Montreal office will be accessible and adjustable for different needs.	2026
9.2	Accommodations for workstation setups remain available. Create a communications plan to remind staff about workstation accommodation options.	2026

## Our accessibility actions 2026-2028 (continued)

Table 2 – Built environment goals (continued)

#	Goals	Timeline
10.1	Implement accessible signage for Montreal head office (including Braille and other features).	2026
10.2	Assess possibility of accessible signage for long-term office locations.	2028
11	As required and when possible, reorganize kitchen cabinets to make items easier to reach (lower height).	2027
12.1	Create a document listing the known barriers and accessible features at each office. This document will become a resource for staff to share accessibility information with visitors.	2026
12.2	Systematically provide accessibility information to anyone visiting our offices.	2027
13.1	Toronto: Work with building owner to add signage at entrance lift with instructions for assistance (including when receptionist is unavailable).	2026
13.2	Toronto: Replace lock on accessible washroom with one that is easy to use and requires little force.	2026
13.4	Toronto: Evaluate options for storage space for staff. The goal is to make it possible for staff to leave work tools (laptop, etc.) in the office between office days to remove barriers to commuting.	2028
13.5	Toronto: Evaluate options for improving accessibility and ergonomics of workstations.	–

## Information and communication technologies (ICT)

Telefilm uses different digital tools and technologies to do its work and meet the needs of the organization. These include our online portal for funding and program applicants (called Dialogue), our social media platforms, and our public websites:

- [Telefilm’s website](#)
- [The Talent Fund’s website](#)
- [Rendezvous with Canada’s website](#)

While we have taken steps to make these tools and technologies more accessible, we know more work is needed. Telefilm will be taking actions to making more accessibility improvements to its ICT over the next three years. For additional information regarding ICT barriers identified, refer to the in [Barriers Identified](#) section.

### Focus and actions for 2026 to 2028

Over the next three years, Telefilm will improve the accessibility of our information and communication technologies (ICT) by updating our processes or technologies, reviewing best practices for guidance, and using technology to make the work environment more accessible.

To do this, we will take the following actions:

Table 3 – ICT goals

#	Goals	Timeline
14	As part of an <a href="#">action in the built environment section</a> to reduce barriers related to open office plans, we will offer noise-cancelling headphones to all staff.	2026
15	As part of the <a href="#">action in the built environment section</a> to improve the adjustability of workstations, Telefilm will equip reservable office workstations with an external webcam. The external camera will help staff with disabilities who require adjustable elements on their workstation.	2026
16	A chat bot for the Telefilm website will be piloted. In 2026 and 2027, we will do user testing and begin to plan the launch of the chat bot.	2026-2027

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## Our accessibility actions 2026-2028 (continued)

Table 3 – ICT goals (continued)

#	Goals	Timeline
17	At least once each year, Telefilm will review current best practices and trends on social platforms that could maximize accessibility. After, we will decide if the identified changes can be implemented and if training is needed.	Ongoing
18	We will continue to apply what we learned from previous reviews of Dialogue; the IT platform used by industry partners. At the same time, we will identify if further review is needed and make a plan to do so. We aim to make using Dialogue more intuitive and to provide more prompts and support tools for users with disabilities.	Ongoing

## Communication, other than information and communication technologies

Communication is a big part of our work. Most of our communications are about our work and the promotion of projects by creative partners we support. We communicate with Canadians in the audiovisual industry and the public through news releases, videos, social media, advisories, and frequently asked questions (**FAQs**).

For additional information regarding Communication barriers identified, refer to the in [Barriers Identified](#) section.

### Focus and actions for 2026 to 2028

Over the next three years, we will make our communications more accessible by making them simpler to understand by using plain and clear language. In addition, we will communicate our accessibility initiatives both internally and externally.

To do this, we will take the following actions:

Table 4 – Communication, other than information and communication technologies goals

#	Goals	Timeline
19.1	Create a plan to communicate the accessibility features of our funding programs. This plan will include how often to communicate this information and the communication methods that will be used.	2026
19.2	Communicate the accessibility features of our funding programs to creatives and disability organizations in the industry.  This will include which funding opportunities have accessibility considerations, such as additional supports for projects by creatives with disabilities.	2026
20	Create a strategy to ensure we include alt-text on all social media images published moving forward in both French and English.	2026
21	Provide a contact person/department that stakeholders and filmmakers with disabilities can reach out to with questions. Clearly communicate this information on the website.	2026

## Our accessibility actions 2026-2028 (continued)

Table 4 – Communication, other than information and communication technologies goals (continued)

#	Goals	Timeline
22	Once support resources have been identified, evaluate creating a Support web page for clients, partners and creators seeking accommodations.	2028
23	Evaluate and determine which alternative formats might be needed for our different types of documents (policies, guidelines, external communication). We will also look for a supplier who can develop these formats.	2027
24	Incorporate learnings from the plain language training that was completed in Fall 2025 into our work. We will continue to incorporate plain language into internal and external documents and communications, where functionality is available.	2026
25	Investigate if there is a need to provide Indigenous sign language where we currently provide American sign language and Quebec sign language. We will also explore if offering Indigenous sign language interpretation as an accommodation is more appropriate.	2027

## The procurement of goods, services and facilities

Telefilm uses applications, goods and services purchased from external vendors to support our operations and services. For additional information regarding Procurement barriers identified, refer to the in [Barriers Identified](#) section.

## Focus and actions for 2026 to 2028

Over the next three years, Telefilm will improve the accessibility of our procurement processes by identifying if staff need additional training about accessible procurement, thinking about ways to monitor accessible procurement, and aligning with best practices.

To do this, we will take the following actions:

Table 5 – The procurement of goods, services and facilities goals

#	Goals	Timeline
26	Review the updates we made to the procurement process and determine if specialized training is needed. If so, we will develop a plan to provide that training.	2026
27	Assess the feasibility of monitoring the number or proportion of procurements that have accessibility initiatives within them.	2027
28	Review our procurement process for alignment with the most current best practices in accessibility.	2027

## The design and delivery of programs and services

Telefilm supports creatives in the audiovisual industry by providing funding and other initiatives. We also promote the work of creatives we support and spread awareness about Canadian film, television and digital media productions. We are often involved in awards galas, festivals, film markets and other industry events.

For additional information regarding Programs and Services barriers identified, refer to the in [Barriers Identified](#) section.

### Focus and actions for 2026 to 2028

Over the next three years, we will improve the accessibility of our programs and services by focusing on communicating the availability and accessibility of our programs, services, and events, making our events more accessible, and gathering feedback about the accessibility of our programs and services.

To do this, we will take the following actions:

Table 6 – The procurement of goods, services and facilities goals

#	Goals	Timeline
29.1	Review the supports currently available for applicants with disabilities. If supports are missing or need improvement, we will create a plan to provide additional help. This may include additional funds or resources to help individuals complete their application, access documents, and carry out related tasks.	2026
29.2	Once we have a range of options for supports, we will develop a procedure and create a reference document to launch in 2028.	2028
29.3	Train program agents who assist applicants and clients with disabilities. The training will cover available procedures, tools, and resources, and provide knowledge about various disabilities and potential needs.	2028
30	We have already started to improve the accessibility of contract agreements for funding recipients by using plain language. We will continue this progress and aim to have an updated agreement template by the end of this plan.	2028

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## Our accessibility actions 2026-2028 (continued)

Table 6 – The procurement of goods, services and facilities goals (continued)

#	Goals	Timeline
31	Explore options for a survey to gather feedback from: <ul style="list-style-type: none"><li>• People who were interested but did not apply due to barriers.</li><li>• People who applied but were not successful.</li><li>• People who applied, attended, or received funding.</li></ul>	2026
31.1	Implement the survey and ensure it is available and communicated at different stages of applications, events, and programs.	2028
32	Create an accessible event resource for internal use that we can use to help ensure all our events are as accessible as possible.	2027
33	Brainstorm how to transform this resource into something we can share with event partners.	2028

## Transportation

In our previous accessibility plan, we did not include a section about transportation, as we do not provide transportation services. We have since learned of the expectation to include barriers our staff, event participants, clients, and partners experience getting to our offices and events. In developing this plan, we considered the different ways people get to the office and our events.

For additional information regarding Transportation barriers identified, refer to the in [Barriers Identified](#) section.

### Focus and actions for 2026 to 2028

Over the next three years, Telefilm will improve transportation accessibility by identifying barriers for people from underserved communities and making plans to remove the barriers and by understanding the current state of accessibility at each Telefilm office.

To do this, we will take the following actions:

Table 7 – Transportation goals

#	Goals	Timeline
34	Telefilm will continue to consider accessible transportation options in any future office location/relocation decisions.	Ongoing
35	Review the transportation options for each office and their accessibility features and barriers. We will use the information we learn to develop a resource for staff, new hires, visitors, or any other person who plans to visit a Telefilm office and who may experience barriers to transportation. The availability and purpose of the finished resource will be communicated to all staff.	2027

# Conclusion

**Telefilm is committed to becoming a more accessible and inclusive organization. We continue to work on identifying, removing, and preventing current and future barriers to accessibility. As a national organization that supports people across Canada’s audiovisual industry, we believe accessibility must be a priority in all our work. Through ongoing learning and collaboration, we aim to make our programs, services, and workplaces welcoming, inclusive and accessible to everyone.**

We also realize that disability is fluid and view accessibility as a process, instead of an outcome. Therefore, we will continue to revisit our accessibility plan on an annual basis to ensure that barriers to accessibility are being addressed. We will work to meet the needs of our staff and partners with disabilities, and we will continue to improve accessibility moving forward.

As part of this work, we will continue to welcome feedback about accessibility at Telefilm from our staff, partners, and the public. You can share your feedback with us through email, telephone, mail, and social media. This feedback will help us to prioritize what accessibility initiatives to do first and will lead to improved accessibility for everyone. We will publish a progress report by December 31 of 2026 and 2027. Each progress report will highlight what actions we have taken to address the barriers in this plan for the associated year. Each progress report will also explain how we consulted people with disabilities and summarize their feedback. In 2028, we will develop our next accessibility plan.

# Annexe A

Staff were asked the following questions during the consultation process:

1. Do you identify as a person with a disability?
2. What type of disability do you have?
3. What has been your general experience, positive and negative, about the accessibility of Telefilm?
4. Have you personally encountered accessibility barriers as an employee at Telefilm? If so, can you describe those barriers?
5. Have you noticed any other barriers to accessibility at Telefilm that don't affect you but might affect other people with disabilities (e.g. other employees, partners)? If so, can you describe those barriers?
6. Do you have any opinions about Telefilm's 2023-2025 Accessibility Plan? If so, can you describe those opinions?
7. Have you noticed any progress related to accessibility since Telefilm published the 2023-2025 Accessibility Plan?
8. Do you have any ideas for how accessibility could be improved at Telefilm?
9. Is there anything else about accessibility that you want to share with Telefilm?

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