



ACA, Progress Report, The Miracle Channel Association (Miracle Channel) 2026-06-01, Version 1

## 2026 ACCESSIBILITY PLAN PROGRESS REPORT

### GENERAL

#### Executive Summary

The Miracle Channel Association (Miracle Channel) is a Canadian broadcast and media organization committed to identifying and providing an environment free from barriers for all persons, including clients, employees, job applicants, suppliers, and visitors.

Miracle Channel serves various communities and operates multiple facilities in Alberta and Manitoba and online media platforms in Canada. We aim to enhance accessibility through initiatives like community support, accessible hiring practices, and comprehensive feedback mechanisms.

This Accessibility Progress Report describes the progress Miracle Channel has made in the last year to implement the Accessibility Plan as it relates to barriers in employment, communication, the built environment, and the use of goods, services and transportation.

#### Contact Information

- Designated Contact for Feedback: Daphne Wiebe, Director of Finance & Human Resources
- Address: 10 – 450 31 St N, Lethbridge AB, T1H 3Z3
- Phone: 403-380-3399
- Email: HR@miraclechannel.ca

The accessibility plan is offered in the following formats upon request within 45 days:

- Print
- Large print
- Audio, and
- Electronic
- Electronic publication of the accessibility plan meets the requirements of Level AA conformance as set out in the *Web Content Accessibility Guidelines* (WCAG).

#### Definitions

**Barrier:** Any obstacle whether physical, architectural, technological, attitudinal, that would prevent or hinder a person with a disability, including a physical, mental, intellectual, cognitive, learning, communication or sensory disability, or a functional limitation, from participating in society.

**Disability:** Any physical, mental, intellectual, cognitive, learning communication or sensory limitation or functional limitation that can be a barrier to participation in society.

## Accessibility Plan

The accessibility plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. The accessibility plan was prepared and published by June 1, 2024 and will be updated triennially, or sooner if necessary.

The accessibility plan includes an invitation to all people, including people with disabilities, to provide feedback on an ongoing basis. The Miracle Channel Association adheres to all requirements made by regulations in the development and ongoing maintenance of the accessibility plan.

The accessibility plan is available in print, large print, audio, and electronic formats, upon request within 45 days. Electronic publication of the accessibility plan meets the requirements of Level AA conformance as set out in the Web Content Accessibility Guidelines (WCAG).

Anonymous requests can be made by phone, email or via the Accessibility Feedback form.

## Feedback Collection Process

Miracle Channel welcomes feedback from all people including employees, viewers, clients and members of the public regarding the accessibility plan and any barriers that may be met by persons with disabilities. Our Accessibility Plan is posted on Miracle Channel's website, [miraclechannel.ca](http://miraclechannel.ca) which is accessible from the home page. Other channels offered include online platforms, physical forms at our locations and direct communication via email. Feedback identifying barriers are welcomed from clients, employees, job applicants, suppliers, and visitors.

External feedback provided by individuals receive acknowledgement of their feedback along with any resulting actions. Feedback can be submitted view the form posted on our website or by obtaining a physical copy of the feedback form from any of our locations or with a mail-in request to:

The Miracle Channel  
Human Resources  
10, 450 31 St N, Lethbridge AB T1H 3Z3  
[HR@miraclechannel.ca](mailto:HR@miraclechannel.ca)

Internal feedback is welcomed from employees regarding the accessibility plan and any barrier that may be met by persons with disabilities. Our feedback form is available to employees 24/7 via The Miracle Channel Association's internal communication channels. Employees who submit feedback internally can expect to receive acknowledgement of their feedback, along with any resulting actions and/or timelines based on the concerns or complaints that are identified and presented. All feedback remains confidential unless the employee consents to the disclosure of their personal information.

Directors and managers are required to notify Miracle Channel's Human Resources department and detail any feedback received on accessibility issues in their respective location.

Individuals are free to submit feedback in any of the formats listed above based on their comfort level. The feedback process is published in accordance with the applicable legislation. If any changes to the Accessibility Plan or feedback process are published as soon as possible with notice of any changes

reported to the Accessibility Commissioner. The person information of feedback providers remains confidential in accordance with all applicable privacy laws.

## PROGRESS ON MIRACLE CHANNEL'S ACCESSIBILITY PLAN

### Employment

We promote equitable hiring practices and accommodate disabilities in our employment policies.

Hiring and onboarding materials were reviewed for accessibility and bias and updated to include accessibility commitments. Accommodations were made available for potential new hires and current employees upon request.

### Built Environment

Our goal is to hold regular reviews to identify and mitigate physical barriers in our facilities and provide recommendations to management on how to eliminate the barriers. Reasonable timelines will be determined for eliminating barriers when identified.

An accessibility audit was conducted at one of our facilities and changes were made. We also improved signage and wayfinding within the facility using high contrast visuals.

### Information and Communication Technologies (ICT) and Communication:

We aim to ensure our technology and communication methods are accessible to all people. Our goal is to identify barriers and provide management with recommendations for their elimination. Reasonable timelines will be determined for eliminating barriers when identified.

Plain language guides were developed for key public documents while also ensuring that Miracle Channel's website content meets WCAG 2.1 Level AA standards. Miracle Channel continues to use live captioning for select digital video programming.

A pilot program for accessible remote work tools was started. Accessible media players with keyboard navigation support were installed and implemented. Studio equipment was also audited for usability by persons with disabilities. An internal accessibility checklist for event and production teams was introduced to employees to utilize.

We also improved the HTML structure for screen readers and tested with NVDA and VoiceOver. Miracle Channel's website now offers an Accessibility section in the footer that links to Miracle Channel's Accessibility Plan, Feedback Form and Progress Reports.

### Procurement of Goods, Services, and Facilities:

Consultations with staff, clients, and viewers are essential for ensuring that procurement processes are accessible. Our goal is to identify barriers and provide management with recommendations for their elimination. Reasonable timelines will be determined for eliminating barriers when identified. In the absence of any feedback, either formal or informal, no barriers were identified.

#### Programs and Advertising Services:

Ensuring accessible design and delivery of our programs and services. Our goal is to identify barriers and provide management with recommendations for their elimination. Reasonable timelines will be determined for eliminating barriers when identified. In the absence of any feedback, either formal or informal, no barriers were identified.

#### Transportation:

Assessing and addressing transportation barriers for improved accessibility. Our goal is to identify barriers and provide management with recommendations for their elimination. Reasonable timelines will be determined for eliminating barriers when identified. In the absence of any feedback, either formal or informal, no barriers were identified.

Feedback identifying barriers are welcomed from clients, employees, job applicants, suppliers, and visitors.

### CONSULTATIONS

Miracle Channel reached out to organizations that represent people working with a disability to learn how to facilitate and support people with disabilities as a best practice.

We also conducted formal and information consultations including:

- A virtual focus group that was held in October 2024 with individuals from the disability community, including Miracle Channel audience members and one current employee with a disability.
- A feedback survey was distributed via email in addition to being available on Miracle Channel's website between November 2024 and February 2025.
- Feedback options were incorporated during team accessibility training sessions.

Feedback themes included:

- Website readability and screen reader compatibility
- Navigating challenges in studio spaces for visitors with mobility impairments
- Lack of visible accessibility information on TV programming

The insights and feedback gathered from these consultations shaped our upgrades to signage, web content and employee training procedures.

### CONSIDERATION

Miracle Channel continues to welcome feedback which is reviewed regularly to improve accessibility as an important part of making our organization and community better.

Miracle Channel has made progress in areas of accessibility and will continue looking for opportunities to obtain feedback to improve accessibility.