

**CHKG-FM96.1
Fairchild Radio (Vancouver FM) Ltd.**

**2023 – 2025 Accessibility Plan
(Version 1)**

Table of Contents

General	2
• Background of CHKG-FM96.1	2
• Contact and Alternative Formats of this Accessibility Plan	2
Executive Summary	4
• CRTC Requirement	4
• Accessibility Commissioner Requirement	4
Accessibility Summary	6
• Fairchild Radio (Vancouver FM) Accessibility Statement	6
• Accessibility Committee	6
• Accessibility Feedback Process	7
Barriers by area and Action Plan	8
A) Employment	8
B) The Built Environment	11
C) Information and Communication Technologies (ICT)	13
D) Communication Not Covered by ICT (Internal & External)	15
E) The Procurement of Goods, Services and Facilities	17
F) The Design and Delivery of Programs and Services	19
G) Transportation	21
Consultations	23
• Overview	23
• 1 st consultation	23
• 2 nd consultation	24
Budget and Resources	26
Training	27
Glossary	28

General

Background of CHKG-FM96.1

Established in 1997, CHKG-FM96.1 is owned and operated by Fairchild Radio (Vancouver FM) Ltd. [hereinafter referred to as “Fairchild Radio (Vancouver FM)”] which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio Group Ltd. and Fairchild Radio (Calgary FM) Ltd.

CHKG-FM96.1 provides quality broadcasting service to numerous ethnic communities in various languages including Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Italian, Russian, Spanish, Punjabi and more.

The station is located at unit 2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, BC, V6X 4J7

CHKG-FM96.1 shares the same office and studios, as well as some of the manpower, with its sister station Fairchild Radio Group Ltd.’s CJVB-AM1470 in Vancouver. These two stations also share the same website (www.am1470.com and www.fm961.com are an integrated website), and they both share an app (the Fairchild Radio app) with two other sister stations: Fairchild Radio (Calgary FM) Ltd.’s CHKF-FM94.7 in Calgary and Fairchild Radio Group Ltd.’s CHKT-AM1430 in Toronto.

Contact and Alternative Formats of This Accessibility Plan

You can send your feedback regarding accessibility issues, or request alternative formats of this Accessibility Plan and a description of our Feedback Process, by contacting:

Accessibility Support Officer, Fairchild Radio Vancouver

Email: accessibility@fm961.com

Phone: 604-295-1256

Mail: Fairchild Radio, unit 2090, Aberdeen Centre,
4151 Hazelbridge Way, Richmond, BC, V6X 4J7

Fairchild Radio (Vancouver FM) is committed to provide this Accessibility Plan and description of the Feedback Process in the following alternative formats:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio or other electronic format (within 45 days)

Executive Summary

CRTC Requirement

The Accessible Canada Act ("ACA") came into force on July 11, 2019. The aim of the ACA is to make Canada barrier-free for persons with disabilities by 2040, by requiring entities within federal jurisdiction, including broadcasting and telecommunications license holders, to identify, remove and prevent barriers to persons with disabilities in identified priority areas including:

- Employment
- The built environment
- Information and communication technologies
- Communication (internal & external)
- The procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation

As of April 26, 2022, broadcasting entities like Fairchild Radio (Vancouver FM) are required by the Canadian Radio-Television and Telecommunications Commission ("CRTC") to publish a Feedback Process before June 1, 2022, then publish the following:

- Accessibility Plan by June 1, 2023
- 1st Progress Report by June 1, 2024
- 2nd Progress Report by June 1, 2025

The last three will be repeated every 3 years as one cycle. Consultation with persons with disabilities is required when preparing and update the Accessibility Plan, and when preparing each year's Progress Report.

While the Feedback Process will remain on www.fm961.com at all times and all feedbacks received will be retained for 7 years, each Accessibility Plan and Progress Report will remain publicly accessible for 7 years and is available in regular print, large print, braille, audio or other electronic formats upon request.

Accessibility Commissioner Requirement

Meanwhile, the Accessibility Commissioner requires all organizations and businesses to publish an Accessibility Plan and two Progress Reports, also 3 years as one cycle on the same dates listed as above.

As a result, Fairchild Radio (Vancouver FM) will create an integrated version of multi-year Accessibility Plan, 1st Progress Report and 2nd Progress Report, 3 years as one cycle, to fulfill both requirements.

By creating and executing a multi-year Accessibility Plan like this one, Fairchild Radio (Vancouver FM) will undertake measures to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities, and that persons with disabilities will have more opportunities to participate in everyday life.

Accessibility Summary

Fairchild Radio (Vancouver FM) Accessibility Statement

Fairchild Radio (Vancouver FM) is committed to making its content available and accessible to as many people in Canada as possible. We aim to provide inclusive experiences that inform, enlighten and entertain audiences on various platforms including but not limited to radio, website and app.

We are also dedicated to offer equal employment opportunities to persons with various disabilities, and to create a built environment that is safe, convenient and barrier-free to staff and visitors with different needs.

On top of consulting with persons with disabilities on a frequent basis to identify the areas that need to be improved, we keep expanding our knowledge through the websites of ACA, CRTC and Canadian Association of Broadcasters (“CAB”), and work closely with technology specialists and app developers to ensure our web and app are compatible with the latest assistive technology.

We view our accessibility efforts as an ongoing partnership with our listeners and employees and we welcome feedback on how we can continue to improve opportunities for people with varying abilities.

If you have any comments or suggestions, please complete the Accessibility Feedback Form on our website www.fm961.com or email your concern or suggestion to accessibility@fm961.com. You can also call our Accessibility Hotline at 604-295-1256 if contacting us by phone is more convenient to you.

Accessibility Committee

Fairchild Radio (Vancouver FM) has established the Accessibility Committee in 2022 to create and execute accessibility polices, as well as collecting feedback and providing assistance to persons with disabilities.

Currently the Accessibility Committee is comprised of the following members:

- George Lee, President of Fairchild Radio Group (Committee Chair)
- Alfred Lee, Station Manager of Fairchild Radio Vancouver (in charge of Programming Content Accessibility)

- Travena Lee, Director of News & Public Affairs of Fairchild Radio Vancouver (in charge News Content Accessibility)
- Seme Ho, Promotion Director of Fairchild Radio Vancouver (in charge of Digital Accessibility)
- Emily Wu, Human Resources and Administration Director of Fairchild Radio Group (in charge of Employment Equity and Facilities Accessibility)

Plus other staff who are essential in improving Fairchild Radio (Vancouver FM)'s accessibility.

Accessibility Feedback Process

A Feedback Form that meets the WCAG 2.0 AA standard has been published in www.fm961.com. On top of an instant feedback submit form, email address and phone number for submitting feedbacks are included. The person submitting the feedback can choose to be anonymous.

If a feedback is collected via the online Feedback Form and the feedback provider has provided an email address, or if the feedback is collected through the email account accessibility@fm961.com, an automatic confirmation will be emailed back to the feedback provider to acknowledge receipt of the feedback.

If a feedback is collected by voice message and the feedback provider is willing to be contacted, there will be a call back within 5 business days.

Regardless how the feedback is collected, a representative of the Accessibility Committee will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

The feedback as well as the solution (or lack of) will be shared with the Accessibility Committee members for review purposes. If the problem cannot be solved right away, or if it is a recurring problem, the Accessibility Committee will keep the feedback on file and address it in its regular meetings. Some of the feedbacks and their solutions may be included in Fairchild Radio (Vancouver FM)'s annual Accessibility Progress Report.

Barriers by Area and Action Plan

A) Employment

Current practices and past achievements:

For Current Employees

1. Has established an Employment Equity Committee and an Employment Equity Plan to provide equal employment opportunities to persons with disabilities.
2. Review and report the employment policies and hiring procedure annually and set up a 3-year plan to remove barriers.
3. Has the Accommodation Policy and Return to Work Plan in place, and ensure all staff members including the successful job applicants are aware of Fairchild Radio (Vancouver FM)'s various policies for accommodating employees with disabilities.
4. Has successfully accommodated to the needs of many employees with disabilities over the years.
5. Organized an internal Disability Awareness Week in 2019 to educate the staff on different types of disabilities.
6. Organized a series of virtual courses in collaboration with Canadian Centre for Occupational Health & Safety in 2021, courses included "health and wellness strategies", "communication strategies" and "mental health webinar".
7. In 2022 and 2023, educated staff on various physical and mental health topics including but not limited to, "Canadian Safety Health Week", "ergonomics in the workplace", "Alzheimer's Awareness Month", "Diabetes Awareness Month", "slips, trips and falls", "Mental Illness Awareness Week".

During the Recruitment Process

8. Include a statement in every job posting to let job applicants know we will provide accommodation during the hiring process.
9. During the interviewing process, let the applicants know that accommodations related to the assessment are available on request.
10. Educate and train managers on bias-free interviewing process.
11. Allow individuals with disabilities to bring support person to interview.
12. Allocate additional time for persons with disabilities to do the skill test if needed.

Outreach Recruiting

13. Set up booth in the job fair organized by Richmond Centre for Disability (RCD) in August 2022 to attract job applicants with disabilities.

Identified barriers & the 2-year plan to overcome these barriers:

- 1. Slightly low representation of persons with disabilities among staff (at the moment 1.8%). After a consultation with Mr. Tam, a person with low vision, and Mr. Leung, Technical Assistant of RCD, we have discovered more ways to reach persons with disabilities.**

2-year plan (Responsibility: Human Resources)

2023 - 2024:

- (a) Add alternative formats (e.g. audio files) to announce hiring opportunities on our website.
- (b) Continue setting up booth at the job fair organized by RCD.
- (c) When hiring opportunities arise, work closely with RCD which provides employment services to persons with disabilities and has a large pool of job seekers with various talents.
- (d) Look for more support groups and online social networks that are popular among persons with disabilities and their families.

2024 - 2025:

Continue 2023 - 2024's plan. Target is to increase the employment rate of persons with disabilities by 0.2% by the end of the 2024 – 2025.

- 2. One of the reasons of the low representation of persons with disabilities among staff is that employees who have invisible disabilities are reluctant to disclose them to the company, mainly due to:**

- (a) Not understanding the definition and scope of disabilities;**
- (b) Don't want to be labeled.**

This makes it difficult for management to accommodate to their needs. To overcome this barrier, it is important to educate the staff on different types of disabilities, and why is it important for every member of the company to work together for an inclusive and barrier-free working environment.

2-year plan (Responsibility: Human Resources, all department heads)

2023 - 2024:

- (a) Establish an inclusive corporate culture by launching a new year-round training program for all employees called "Inclusion, Diversity, Equity and Accessibility" (IDEA). IDEA will educate and enlighten staff on the "Accessibility Standards

Canada” (ASC) established by the ACA, and how Fairchild Radio (Vancouver FM) strives to meet the standards of ASC by removing barriers on various levels.

- (b) One of the trainings provided under IDEA is the Sensitivity Training conducted by RCD during the National AccessAbility Week (May 28 to June 3, 2023). For 2023 – 2024, Fairchild Radio (Vancouver FM) will arrange online Sensitivity Training for executives and frontline staff. By making the executives and frontline staff aware of their own prejudices, both conscious and unconscious, they will be motivated to be more sensitive towards others in the workplace.
- (c) Incorporate accessibility planning into the annual budget. Set aside funding for accessibility considerations to provide materials to meet the needs of employees with disabilities.

2024 - 2025:

- (a) Continue the IDEA training program. The target is to have 100% of the employees participate in the program.
- (b) Continue RCD’s Sensitivity Training during the National AccessAbility Week 2024 (date to be announced) but this time expand the scope to all staff. The objective is to create a work environment free of prejudices and discrimination.

3. Need to create or update the individualized accommodation plans for staff with disabilities.

2-year plan (Responsibility: Human Resources, Office Administration)

2023 - 2024:

For every member of staff with disabilities, create an individualized accommodation plan including:

- (a) Special facilities and office furniture needed.
- (b) Rearrangement of office furniture needed.
- (c) Text to speech software needed.
- (d) Parking arrangement needed.
- (e) Individualized evacuation plan during emergencies.
- (f) Special transportation arrangement / work from home arrangement / flexible work schedule arrangement, in unusual situations, e.g. during a snow storm.

2024 - 2025:

Evaluate the plan with the staff and make improvement. Target is to have an individualized accommodation plan tailor made for every member of staff with disabilities, and that the staff’s input has been taken into consideration.

B) The Built Environment

Current practices and past achievements:

1. Is located in a shopping mall that has various accessibility facilities.
2. Has installed handicapped washroom in the premise.
3. Has been hosting all events in accessible venues.

Identified barriers & the 2-year plan to overcome these barriers:

- 1. After an actual walk-through consultation with Staff Y who is a Fairchild Radio Group Ltd. employee with low vision, it was pointed out that although the general office area is bright and easy to maneuver, the studio hallway, some recording studios and all washrooms need additional lighting to make the areas more suitable to the visually challenged.**

2-year plan (Responsibility: Office Administration, Operation)

2023- 2024:

- (a) Add additional lighting in the studio hallway and washrooms.
- (b) Send memo to staff to introduce the upcoming changes and highlight the benefits of upgrades.

2024 - 2025:

- (a) Add dimmable lighting in all studios.
- (b) Add floor lighting in the studio hallway in case of power outage.
- (c) Evaluate lighting needs and make any necessary adjustments. Ensure that all areas have sufficient lighting.

- 2. After consultation with Staff Y, the cables and wires under the office desks and studio workstations may post as potential hazards.**

2-year plan (Responsibility: Office Administration, Operation)

2023 - 2024:

- (a) Tighten the cables and wires under the desks and the workstations.
- (b) Ensure there are no obstacles in the hallway.

2024 - 2025:

- (a) Conduct a safety audit and make any necessary changes.

(b) Conduct a hazard assessment and implement any necessary precautions.

- 3. On top of having staff with disabilities, the office and the studios may be visited by guests, clients and listeners who have different types and levels of disability. There is a need to have an emergency / evacuation plan made for different types of disability.**

2-year plan (Responsibility: Office Administration)

2023 - 2024:

- (a) Consult with staff or persons who are visually challenged or visually impaired.
- (b) Create an evacuation plan according to their needs.
- (c) Try out the plan and document the process.
- (d) The final plan will be included in the company's master emergency plan which is accessible by all employees.

2024 - 2025:

Repeat the process of 2023 – 2024, this time consult with staff or persons who have a different type of disability.

C) Information and Communication Technologies (ICT, mainly digital accessibility)

Current practices and past achievements:

1. Has developed a website and app that focus on multi-media (alternative formats) and will continue to improve the web and an app to make them more accessible.
2. In 2022, an Accessibility Feedback Form was published on www.fm961.com to collect feedback and complaints from the general public. The Feedback Form, together with several links and pdf pages, was made to meet the WCAG 2.0 AA standard. The Feedback Form was further reviewed by a visually impaired staff of the Rick Hansen Foundation in July 2022. Their advices were taken into consideration to improve the layout.
3. Various stand-alone event web pages (e.g. Song-Writers Quest, Sunshine Nation and DJ Training Course) created starting from 2023 are gradually up to the WCAG 2.0 AA standard.

Identified barriers and the 2-year plan to overcome these barriers:

- 1. Not all elements in the web and app meet the WCAG 2.0 AA requirement, especially the pages that have a lot of graphic, hyperlinks and advertisements, or are interactive in nature. After a consultation with Mr. Tam and Mr. Leung, there are a few areas on the website that need immediate attention.**

2-year plan (Responsibility: Promotion)

2023 - 2024:

- (a) Keep improving the web and app to meet the WCAG 2.0 AA standard and be compatible with the latest assistive technology.
- (b) Make adjustment on graphic and font including but not limited to, increase the font size to 16 or 18 on the web and app, increase contrast of text, avoid putting text on top of a picture, make all icons (audio, video, photo) bigger and more prominent, make the top navigation bar less crowded so the text can be bigger.

2024 - 2025:

- (a) Ongoing update to make the web and app compatible with the latest assistive technology.
- (b) Add a master setting function on the web and app and allow readers to set their personal preference of text size and light/dark mode for future visits.

- 2. According to Mr. Tam and Mr. Leung, although many Chinese-speaking persons with disabilities use third party plug-ins like “Dragons” to surf Chinese websites, a large percentage of these web users prefer to use the built-in accessibility functions and plug-ins of their computer or browser. There is a need to provide information on how to navigate our web by using the available accessibility functions provided by different browsers and computer operation systems, and by Fairchild Radio (Vancouver FM).**

2-year plan (Responsibility: Promotion, Programming)

2023 - 2024:

Create pdf files on how to use keyboard shortcuts to:

- (a) Make text bigger, increase contrast, enable captions on any web page (including our website) on Google Chrome and Safari.
- (b) Zoom in, zoom out and activate the Read Aloud function with Microsoft Window 11’s Magnifier and Narrator.

2024 - 2025:

Create audio, video and article on how to do the following on our website:

- (a) Listen live.
- (b) Listen to news articles.
- (c) Watch videos.
- (d) Send accessibility feedback.
- (e) Get a copy of Fairchild Radio (Vancouver FM)’s Accessibility Plan and the subsequent Progress Reports, and that other formats are available upon request.

- 3. Most of the contests organized by Fairchild Radio (Vancouver FM) (e.g. Song-Writers Quest, Sunshine Nation, DJ Training Course) require online application through our web and app and it may not be convenient for persons with certain types of disability. Alternative formats will be needed.**

2-year plan (Responsibility: Promotion, Office Administration)

2023 - 2024:

- (a) Registration by phone, email or in person will be accepted.
- (b) Downloadable application forms will be included in the application page, together with phone number and email address for additional assistance.

2024 - 2025:

Continue 2023 - 2024’s plan, review and improve.

D) Communication Not Covered by ICT (*internal & external*)

Current practices and past achievements:

1. Front desk personnel are trained to interact with persons with disabilities.
2. Has been using alternative ways to communicate with persons with disabilities, from pen and pencils to telephone, email and large prints.
3. Since the last quarter of 2022, all internal memos have included audio version.

Identified Barriers and the 2-year plan to overcome these barriers:

- 1. After consultation with Staff Y who is an employee with low vision, more alternative formats of communication are needed for internal communication.**

2-year plan (Responsibility: Human Resources, Office Administration)

2023 - 2024:

- (a) Internal memos, newsletters and emails will be in larger font size and have more graphs or charts to make them more accessible. Audio option will continue to be provided for those who prefer audio communication, and both the audio and text versions will be kept on intranet for staff to access them 24/7.
- (b) If the information is available only in paper format (e.g. notices for staff posted in the pantry), upon request, it will be made available in large print in 15 days, in Braille in 45 days, or in an electronic format in 15 days.
- (c) If the information is available only in a visual format (e.g. the presenter agreement), upon request, it will be made available in an audio format in 15 days.

2024 - 2025:

Continue 2023 - 2024's plan, review and improve.

- 2. For our multicultural audience, American Sign Language and Quebec Sign Language may not suit our predominately Chinese speaking audience.**

2-year plan (Responsibility: Office Administration, Promotion, Programming, News)

2023 - 2024:

For persons with hearing impairment, instead of using sign language, will suggest to communicate in a visual format such as text files and videos with captions.

2024 - 2025:

Continue the practice and review if other formats are available.

- 3. Although training has been provided to front desk personnel and other frontline staff on how to communicate with persons with disabilities, their knowledge need to be updated from time to time; also need to provide training to the rest of the staff.**

2-year plan (Responsibility: Human Resources, Office Administration)

2023 - 2024:

Will invite RCD to conduct a Sensitivity Training for executives and frontline staff.

2024- 2025:

Continue RCD's Sensitivity Training and extend it to all staff, a big step in fostering better relationships with our diverse staff and with guests, clients and listeners.

- 4. Volunteers who help out at various events may not have proper and sufficient training on interacting with persons with disabilities.**

2-year plan (Responsibility: Promotion, Programming)

2023 - 2024:

Compile training material from RCD and other organizations and provide general training to the volunteers, and will document their training (e.g. distribute the training material to the volunteers and go through the details, then ask the volunteers to acknowledge the training by signature).

2024 - 2025:

Continue 2023 - 2024's training. Target is 90% of our volunteers have received training on how to interact with persons with disabilities.

E) The Procurement of Goods, Services, and Facilities

Current practices and past achievements:

1. Has purchased various office furniture items such as standing working stations for staff with back pain, and large monitors for staff with impaired vision.
2. Since the summer of 2022, an additional first aid kit has been placed in an easy-to-reach location in the office, so one does not need to reach overhead for it.
3. Will continue to ensure future procurement of furniture, office supplies and recording facilities have accessibility criteria incorporated by considering, “how convenient will a person with disability use this item?”

Identified Barriers and the 2-year plan to overcome these barriers:

- 1. After consultation with Staff Y who is an employee with low vision, the company will provide more assistive facilities and products to employees with visual problems.**

2-year plan (Responsibility: Office Administration, Operation)

2023 - 2024:

- (a) Provide larger monitor to employees upon request.
- (b) Provide oversized print paper with high contrast keyboards to employees upon request.
- (c) Provide anti-glare guard for the computer monitor and large print keyboard label.
- (d) Stock up individually packaged eye drops in the first aid box for staff to use.

2024 - 2025:

- (a) Provide screen reader or magnification software to staff with low vision.
- (b) Continue providing individually packaged eye drops in the first aid box.

- 2. Staff with disabilities would like to adjust their surrounding environment to meet their needs in a self-directed way.**

2-year plan (Responsibility: Office Administration, Operation)

2023 - 2024:

- (a) Get a quote on upgrading the lighting system in the recording studios by replacing the non-dimmable lights to dimmable lights, so staff members who are

visually challenged can turn up the brightness, while others who prefer a dimmer atmosphere can turn it down.

- (b) Provide professional mic and/or computers to employees with disabilities to work from home if needed.

2024 - 2025:

- (a) Execute the dimmable lights project.
- (b) Provide height adjustable monitors upon request.

F) Design and Delivery of Programs and Services (*mainly content accessibility*)

Current practices and past achievements:

Has been using multimedia to deliver the content.

Identified Barriers and a 2-year plan to overcome these barriers:

1. Audience with disabilities may not be aware of how to access our radio services.

2-year plan (Responsibility: Promotion, Programming)

2023 - 2024:

Create audio, video and article on how to find our radio dials via Amazon's Alexa, Apple's Siri and Google Home in English, Cantonese and Mandarin.

2024 - 2025:

Update the above audio, video and article if any part of the procedure has changed, or if new technology is available.

2. For members of our Chinese-speaking audience who have hearing impairment, more news in text format is needed.

2-year plan (Responsibility: News)

2023 - 2024:

50% of local and national news that are created by Fairchild Radio (Vancouver FM) (i.e. not including subscribed news such as RTHK news) will be posted on our web and app in text format.

2024 - 2025:

Continue 2023 - 2024's plan and increase the percentage to 65%.

3. For members of our Chinese-speaking audience who have hearing impairment, captions are needed in videos.

2-year plan (Responsibility: Programming, Promotion)

2023 - 2024:

50% of the pre-taped (i.e. not live) videos will have captions.

2024 - 2025:

Continue 2023 - 2024's plan and increase the percentage to 75%.

- 4. For members of our Chinese-speaking audience who have visual impairment, more audio files that describe the news articles are needed.**

2-year plan (Responsibility: News)

2023 - 2024:

25% of local and national news that are created by Fairchild Radio (Vancouver FM) (i.e. not including subscribed news such as RTHK news due to copyright issue) will have the "listen" function, and Cantonese and/or Mandarin audio files will be provided.

2024 - 2025:

Continue 2023 - 2024's plan and increase the percentage to 35%.

G) Transportation

Current practices and previous achievements:

1. Located in a shopping mall where handicapped parking is ample.
2. Various options of public transportation including Canada Line and buses to access to the shopping mall.
3. Management of Fairchild Radio (Vancouver FM) is committed to accommodate to the transportation needs of staff with disabilities.

Identified Barriers and a 2-year plan to overcome these barriers:

1. Persons with disabilities may not know the radio station is accessible.

2-year plan (Responsibility: Promotion)

2023 - 2024:

On the company's website, on top of the station's address, include Google Directions on how to come to the station by car and by public transportation.

2024 - 2025:

Add a directional map on how to reach the station from the Canada Line station, include a map showing the location of the shopping mall's main entrance, and the nearby bus stations and Canada Line station.

2. Although there are handicapped parking spaces in the shopping mall, they are mainly for visitors, not staff.

2-year plan (Responsibility: Human Resources, Office Administration)

2023 - 2024:

Upon request, arrange designated close-to-elevators parking space for employees with walking disability who drive and need a parking space.

2024 - 2025:

Evaluate the practice to decide if it is effective in assisting staff with disabilities. Target is all employees with disabilities who are qualified for a designated parking space are accommodated.

- 3. For staff members with disabilities who use public transportation, special accommodation needs to be made in extreme weather such as snow storm, or during a major transportation crisis such as bus drivers on strike.**

2-year plan (Responsibility: Human Resources)

2023 - 2024:

- (a) Provide flexible scheduling.
- (b) Allow staff to work from home if the staff cannot get to the office.
- (c) Create a plan to arrange alternative transportation means for staff with disabilities, e.g. temporary car pool arrangement.

2024 - 2025:

Evaluate the plan and improve, document the progress. Target is for every employee with disabilities to have a written plan created and tried out. The plan will include the staff's needs (e.g. need to use wheelchair or a crutch) and the staff's designated car pool driver(s).

Consultations

Overview

Fairchild Radio (Vancouver FM) is fully committed to listening to the voices of persons with disabilities and taking action with the feedback we receive. We will continue our consultation process with persons who have disabilities in all aspects of this Accessibility Plan and other major projects that we are working on.

The following sections outline how persons with disabilities were consulted in the preparation of this plan. Fairchild Radio (Vancouver FM) recognizes that consultations need to be ongoing. We are dedicated to building more relationships of trust with employees, guests, clients, listeners, and other individuals with disabilities going forward.

1st Consultation

An in-person consultation was conducted on April 6, 2023 with Mr. Tam at RCD on the topic of digital accessibility. Accompanying Mr. Tam was Mr. Leung, Technical Assistant of RCD. Others in attendance of the consultation were:

- Ms. Seme Ho, Promotion Director of Fairchild Radio Vancouver
- Ms. Winnie Yau, Promotion Manager of Fairchild Radio Vancouver
- Mr. Carleton Yuen, Account Executive of Eseelynx Communication Ltd., the web and app development company of www.fm961.com

RCD is a not-for-profit community based resource centre supporting independent living for persons with disabilities. It organizes many workshops, life skill classes and fun activities year-round, and is renowned for their employment services which connect job-seekers with disabilities with suitable employers. The Centre is equipped with computers with different types of assistive technology, so to have the consultation taken place at RCD was not only convenient to the consultant Mr. Tam, but allowed him to demonstrate how he used computer at home.

Mr. Tam was born with low vision. Now in his twenties, like other young people of his age, he surfs the internet on a daily basis with the help of assistance technology. During the consultation, Mr. Tam visited www.fm961.com and pointed out several areas including font size, icon size and layout of interactive forms are in need of improvement.

As for websites in general, Mr. Tam thinks pop up ads are often confusing for persons with low vision, especially when many pop up ads' "close the ad" icon is difficult to find.

Mr. Leung, RCD's computer expert, introduced us to the most common assistive apps and extensions used by persons with low vision. He also pointed out a few things on our website that are not user friendly to people with hand mobility issues, including but not limited to the slightly overcrowded navigation bar with drop down functions.

On top of digital accessibility, Mr. Leung also enlightened the Fairchild Radio Vancouver team the employment services RCD provides.

Thanks to Mr. Tam and Mr. Leung, this consultation was very successful. Their comments were carefully considered by Fairchild Radio (Vancouver FM) and EseeLynx Communication Ltd., and many of their suggestions were included in the "Employment" and "ICT" sections of this plan.

2nd Consultation

An in-person consultation was conducted with Staff Y who is visually challenged and has low vision since childhood. Staff Y is an employee of Fairchild Radio Group Ltd. but prefers to remain anonymous in this plan. On December 2, 2022, Staff Y was accompanied by Ms. Emily Wu, Human Resources and Administration Director of Fairchild Radio Group, to have an actual walk-through of the office and the studios. Staff Y then sat down for an in-depth discussion of Y's experience as a visually challenged member of the company.

Staff Y believes the office and the studios are in most parts accessible, safe and convenient for persons with low vision. However, the lighting of the recording studios and the washrooms can be improved, and that there are many wires and cables under the desks and the workstations that can be hazardous for the visually impaired or mobility impaired.

Staff Y also pointed out that for a person with low vision, larger monitors and higher contrast keyboards are very useful. As for internal communication, audio is more preferable to text, and graphs and charts are better than lists of numbers.

The comments provided by Staff Y are very useful in preparing the "Built Environment", "Communication Not Covered by ICT (internal & external)" and

“Procurement of Goods, Services and Facilities” sections of this plan. We will continue to seek Staff Y’s advice on Fairchild Radio (Vancouver FM)’s accessibility improvement.

Budget and Resources

2023 – 2024

Employment	
Sensitivity Training for executives and frontline staff	\$250
Training for all staff – online training with prizes as motivation	\$250
Disability job fair – posters and banners	\$100
Disability job fair – souvenirs	\$100
Disability job fair – delivery and misc.	\$50
The Built Environment	
Add additional studio hallway lighting	\$100
Add additional washroom lighting	\$50
Cable & wire ties	\$20
ICT	
Web & app improvement to meet WCAG 2.0 AA (an ongoing project)	\$1,500
Communication Not Covered by ICT	
Alternative formats such as Braille upon request	\$150
Procurement of Goods, Services and Facilities	
Purchase large monitor	\$300
Purchase oversized print letter with high contrast keyboard	\$75
Purchase Individually packaged eye drops for first aid box	\$50
Total	\$2,995

2024 - 2025

Employment	
Sensitivity Training for all staff	\$250
Training for all staff – online training with prizes as motivation	\$250
The Built Environment	
Add dimmable lighting in all studios	\$1,000
Add floor lighting in the studio hallway	\$1,000
ICT	
Web & app improvement to meet WCAG 2.0 AA (an ongoing project)	\$1,500
Create videos on the accessibility functions of Fairchild Radio web & app	\$300
Communication Not Covered by ICT	
Alternate formats such as Braille upon request	\$150
Procurement of Goods, Services and Facilities	
Purchase screen reader or magnification software	\$300
Purchase Individually packaged eye drops for first aid box	\$50
Total	\$4,800

Training

By launching the new training program “IDEA” for all staff, Fairchild Radio (Vancouver FM) has developed a training roadmap to strengthen its culture of accessibility and disability inclusion through training courses and year-round events.

The training will ensure that all employees at Fairchild Radio (Vancouver FM):

- (a) Have access to learning opportunities about accessibility that promote awareness and self-development.
- (b) Have the competencies needed to support a culture of accessibility.
- (c) Are encouraged to participate in continuous learning and have it recognized as part of their performance.

One of the highlights of IDEA is the Sensitivity Training conducted by RCD. The objective is to make the participants more aware of their own prejudices, and understand how unconscious bias can influence their thoughts, actions and decisions. Employees are encouraged to be more sensitive to others in the workplace and in all areas of their lives.

On top of training the staff, accessibility training appropriate to their duties will be provided to volunteers before they interact with the general public on behalf of Fairchild Radio (Vancouver FM) at specific events.

Fairchild Radio (Vancouver FM) will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Glossary

In alphabetical order

ACA:

Accessible Canada Act

ASC:

Accessibility Standards Canada

Accessibility:

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

Barrier:

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

CAB:

Canadian Association of Broadcasters

CRTC:

Canadian Radio-Television and Telecommunications Commission

Disability:

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

DJ Training Course:

A summer-long radio broadcasting training course organized by CJVB-AM1470 and CHKG-F96.1.

Fairchild Radio:

Fairchild Radio Group Ltd.

Fairchild Radio (Vancouver FM):

Fairchild Radio (Vancouver FM) Ltd.

Fairchild Radio Vancouver:

Fairchild Broadcasting Ltd.'s subsidiary radio stations in Vancouver, namely Fairchild Radio Group Ltd. and Fairchild Radio (Vancouver FM) Ltd.

ICT:

Information and Communication Technologies

IDEA:

"Inclusion, Diversity, Equity and Accessibility", Fairchild Radio (Vancouver FM)'s new training program for staff regarding accessibility.

RCD:

Richmond Centre for Disability

RTHK:

Radio Television Hong Kong, the public broadcasting service in Hong Kong that provides audio files of Cantonese news to Fairchild Radio (Vancouver FM).

Song-Writers Quest:

Canadian Chinese Song-Writers Quest, or SQ, an annual song-writing contest organized by CJVB-AM1470 and CHKG-FM96.1.

Sunshine Nation:

A teen talent search organized by CJVB-AM1470 and CHKG-FM96.1.