

無障礙意見徵集及處理程序
Accessibility Feedback Collection and Handling Process
(Version 5)

加拿大中文電台誠意徵集意見打造無障礙廣播及服務

加拿大中文電台於 2022 年成立無障礙委員會，旨在制定和執行本台的無障礙政策，並收集意見及為殘障人士提供支援。

本文件概述了有關收集、管理及回應與無障礙相關意見的流程，以確保符合《加拿大無障礙法》（ Accessible Canada Act, ACA ）及《加拿大無障礙條例》（ Accessible Canada Regulations ）。我們正徵集所有人士對以下方面的意見，您的寶貴意見有助我們識別現有的障礙，聚焦需要改進的地方，盡全力打造一個無障礙的廣播、服務和工作環境：

- 我們的無障礙計劃
- 計劃的實施情況
- 在與本台互動時所遇到的障礙
- 我們的意見收集及處理程序

提供意見

如欲提交您的意見，請透過以下其中一種方式聯絡加拿大中文電台（溫哥華）的無障礙支援專員（ Accessibility Support Officer ）：

郵寄地址： 加拿大中文電台（溫哥華）
#2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, BC
V6X 4J7

電郵： accessibility@fm961.com

電話： 604-295-1256

網站： 於我們的官方網站 <http://www.fm961.com/>
填寫《無障礙意見表格》 [Accessibility Feedback Form](#)

替代格式

您可以透過電郵、電話或郵寄方式，要求我們提供無障礙計劃、進度報告及此意見徵集及處理程序的替代格式。請參閱上述聯絡人及聯絡方式。

- 紙本 (15 日內提供)
- 大字版 (15 日內提供)
- 電子格式 (15 日內提供)
- 音訊或盲文版 (45 日內提供)

Fairchild Radio seeks feedback on providing accessible broadcasting and services

Fairchild Radio established the Accessibility Committee in 2022 to develop and implement accessibility policies, as well as to collect feedback and provide support to individuals with disabilities.

This document outlines the process for collecting, managing, and responding to feedback regarding accessibility, in compliance with the Accessible Canada Act (ACA) and the Accessible Canada Regulations. Your feedback in the following areas are essential in helping us identify and addressing existing barriers and improve the accessibility of our broadcasts and services for all,

- Our Accessibility Plan
- The implementation of the plan
- Barriers encountered when interacting with our organization
- Our feedback process

Providing Feedback

To submit your feedback, please contact our **Accessibility Support Officer at Fairchild Radio Vancouver** by using one of the following methods,

Mailing Address: Fairchild Radio Vancouver
#2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond,
BC V6X 4J7

Email: accessibility@fm961.com

Phone: 604-295-1256

Website: [Accessibility Feedback Form](#) on our official website
<http://www.fm961.com/>

Alternative Format

You can request an alternative format of our Accessibility Plan, Progress Report and a description of our feedback process **by email, phone or mail**. Please refer to the contact person and contact information listed above.

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

無障礙意見處理程序 Accessibility Feedback Process

加拿大中文電台已在網頁 <http://www.fm961.com/> 中加設了符合 WCAG 2.0 AA 規範的「無障礙問題意見箱」，除了有能即時遞交意見的在線表格，還附上相關的電郵地址和電話號碼，而意見提供者可選擇匿名。

假如意見是經網上的「無障礙問題意見箱」表格收集而來而意見提供者有填上電郵地址，又或意見是經電郵帳號 accessibility@fm961.com 傳至，一封確認訊息將會經電郵傳送給意見提供者，以確認其意見已傳送至加拿大中文電台的相關部門。

假如意見是以電話留言的方式傳至，而意見提供者又願意被聯絡，加拿大中文電台將於 5 個工作天內回覆，以確認意見已送達。

但無論意見是以何種方式收集而來，當收到意見後，無障礙委員會的代表將詳細研究意見內容，並盡力以快捷和有效的方法解決問題。如有必要而又得到意見提供者的同意，我們有可能與對方聯絡，以收集更多資訊或提供協助。

每一項所收集到的意見將以電子或紙本形式保存至少七年。收集到的意見和後續的解決方案（或缺乏解決方案）將由無障礙委員會共同審核。假如問題無法立即解決，又或類似問題反覆出現，無障礙委員會將把意見存檔，並在常規會議中商討對策。部份公眾意見及後續的解決方案有可能被納入加拿大中文電台每年公佈的無障礙進度報告中。

A Feedback Form that meets the WCAG 2.0 AA standard has been published in <http://www.fm961.com/>. On top of an instant feedback submit form, email addresses and phone number for submitting feedbacks are also 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.

Each piece of feedback will be retained electronically or in print copies for at least 7 years. 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's annual Accessibility Progress Report.