

# FAIRCHILD RADIO (VANCOUVER FM) LTD.

## Accessibility Plan 2026-2028

FAIRCHILD RADIO (VANCOUVER FM) LTD. Accessibility Plan 2026–2028 outlines the organization’s commitments under the Accessible Canada Act to identify, remove, and prevent barriers across its operations. The plan establishes clear priorities and actions in employment, the built environment, information and communication technologies, communications, program delivery, procurement, and transportation. It reflects Fairchild Radio FM961’s commitment to continuous improvement, accountability, and equitable access for employees, listeners, and the public. Through this plan, the organization reaffirms its support for a barrier-free Canada by 2040.

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Richmond, BC V6X 4J7

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# 1. General

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## Background of CHKG-FM96.1

FAIRCHILD RADIO (VANCOUVER FM) LTD. CHKG- FM96.1 is [hereinafter referred to as “Fairchild Radio (Vancouver FM)”] a long-standing, federally regulated ethnic radio station that has proudly served diverse communities in multiple languages—including Cantonese, Mandarin, Vietnamese, Korean, and Tagalog—since 1997. Fairchild Radio (Vancouver FM) is a subsidiary of Fairchild Broadcasting Ltd. The station is a sister company to both Fairchild Radio Group Ltd. CHKT-AM1430 and Fairchild Radio (Calgary FM) Ltd. CHKF-FM94.7.

### **Our studios and offices are located at:**

Unit 2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, British Columbia, V6X 4J7.

Fairchild Radio (Vancouver FM) operates its office space, studio facilities, and staffing resources as part of Fairchild Radio Group Ltd.’s Vancouver operations. The station functions on an integrated digital platform, with online content accessible through [www.fm961.com](http://www.fm961.com) and the Fairchild Radio mobile application. Our commitment to inclusion goes beyond simple rules; it's about building a respectful culture in everything we broadcast and every interaction we have.

The Fairchild Radio app is also used by our sister stations CHKF-FM94.7 in Calgary and CHKT-AM1430 in Toronto, providing listeners with seamless access to multilingual programming across Canada.

## Accessibility Feedback Process and Contact Information

Fairchild Radio (Vancouver FM) welcomes feedback from employees, listeners, and members of the public regarding accessibility barriers or suggestions for improvement. Feedback also helps us evaluate the accessibility of our **Accessibility Plan** and **Progress Reports**.

Feedback may be submitted **anonymously** or with contact information. Non-anonymous feedback will be **acknowledged** in the same format in which it was received. All feedback is carefully reviewed by our **Accessibility Support Officer**, who ensures that appropriate actions are taken and documented.

## How to Submit Feedback

### Mail:

Accessibility Support Officer  
Fairchild Radio Vancouver  
Unit 2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, BC V6X 4J7

**Email:** [accessibility@fm961.com](mailto:accessibility@fm961.com)

**Phone:** 604-295-1256

**Website:** [Accessibility Feedback Form](#) available at [www.fm961.com](http://www.fm961.com)

Fairchild Radio (Vancouver FM) is committed to reviewing all feedback, taking timely steps to address barriers, and incorporating the insights into our future accessibility initiatives.

## Availability of Alternative Formats

Fairchild Radio (Vancouver FM) ensures that all accessibility-related documents are available in multiple formats to meet the needs of all users.

Electronic versions of the following documents — designed to meet **WCAG 2.0 AA** standards and adheres to the Standard on Accessibility of ICT Products and Services— can be downloaded from our website at [www.fm961.com](http://www.fm961.com):

- *Accessibility Feedback Collection and Handling Process (Version 5)*
- *Accessibility Plan 2026–2028 (Version 1)*

Each Accessibility Plan and Progress Report will remain publicly available for **seven years** from the date of publication.

If you require any of these documents in an alternative format, please contact the **Accessibility Support Officer** using the contact information above. Fairchild Radio (Vancouver FM) will provide materials within the following timelines:

- **Print or Large Print or Electronic (Digital) formats:** within 15 days
- **Braille or Audio formats:** within 45 days

**Land Acknowledgement:** Our head office and studios are located on the traditional, ancestral, and unceded territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Sḵwḵwú7mesh (Squamish), and səliləwtəł (Tsleil-Waututh) Nations. We acknowledge and respect their enduring presence here.

## 2. Executive Summary

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The Accessible Canada Act (ACA) sets a national goal of achieving a barrier-free Canada by 2040. As a federally regulated broadcaster, Fairchild Radio (Vancouver FM) is committed to supporting this goal through its 2026–2028 Accessibility Plan. This accessibility plan outlines the actions we will take over the next three years to identify, remove, and prevent barriers across all seven ACA priority areas.

- 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

### Regulatory Framework

Broadcasting organizations must follow accessibility requirements set by both the Canadian Radio-Television and Telecommunications Commission (CRTC) and the Accessibility Commissioner. These requirements include maintaining:

- A Feedback Process
- A Multi-Year Accessibility Plan
- A First Progress Report
- A Second Progress Report

To meet requirements from both the CRTC and the Accessibility Commissioner under one coordinated process. This is the start of Cycle 2 for us; we will follow a unified three-year reporting cycle:

#### Cycle 2 (2026–2028)

- 2026 Accessibility Plan
- 2027 First Progress Report
- 2028 Second Progress Report

## Where We've Been (2023–2025)

This 2026–2028 plan builds directly on the successful work of our first cycle. Key things we accomplished include:

- **2023:** We published our first formal Accessibility Plan and launched a dedicated way for the public to send us feedback.
- **2024:** We improved our websites and apps to meet WCAG 2.0 AA standards and provided company-wide training on how to communicate inclusively.
- **2025:** We made ergonomic adjustments in the workplace (like adjustable desks) and officially partnered with groups like the Richmond Centre for Disability (RCD) and the Joy Beyond Vision Community (JBVC) to help us audit our platforms.

The initial documents were published between 2022 and 2025. All published Accessibility Plans and Progress Reports will also remain available for seven years in regular print, large print, braille, audio, or accessible electronic formats upon request.

## Our Commitment: Broadcasting Without Barriers

Fairchild Radio (Vancouver FM) is fundamentally committed to ensuring that all aspects of our organization—including our services, facilities, programming, employment practices, and communication channels—are fully **accessible to everyone**. We are dedicated to providing equitable access and maintaining a broadcasting environment where persons with disabilities can participate completely and without barriers. This dedication is rooted in the belief that accessible broadcasting not only serves the community better but also supports full participation from our employees, listeners, and visitors. This principle will guide our work as we execute our three-year accessibility plan.

Our comprehensive approach to achieving this goal is grounded in four key principles:

1. **Build Together:** Persons with disabilities were directly consulted to help identify existing barriers and guide our accessibility priorities for the upcoming three years.
2. **Continuous Improvement:** We recognize that accessibility is an ongoing commitment that must evolve with new insights, technologies, and the changing needs of our community, ensuring our plan remains dynamic.

3. **Integration and Accountability:** All departments share responsibility for driving and tracking accessibility outcomes outlined in the plan, with expert oversight provided by the dedicated Accessibility Office.
4. **Transparency:** We commit to welcoming feedback at any time and communicating both the achievements and the identified gaps in our progress through annual reports on the three-year plan's execution.

Through this detailed three-year plan, Fairchild Radio (Vancouver FM) reaffirms its dedication to equitable access, inclusive practices, and creating a broadcasting environment where everyone can participate fully and independently.

## 3. Fairchild Radio Accessibility Statement

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Fairchild Radio (Vancouver FM) is committed to providing accessible, inclusive, and barrier-free experiences for our listeners, employees, volunteers, and visitors. This commitment spans across all aspects of our operations, including radio broadcasting, digital platforms, our physical workplace environment, and public-facing communications.

As a federally regulated employer, Fairchild Radio (Vancouver FM) aligns its accessibility efforts with the Accessible Canada Act (ACA) and adheres to the Standard on Accessibility of ICT Products and Services. We are actively identifying, removing, and preventing accessibility barriers across our services and facilities.

In addition to consultations with persons with disabilities to understand real-world accessibility challenges, we continuously expand our knowledge through guidance from the ACA, CRTC, and the Canadian Association of Broadcasters (CAB). We also work closely with technology specialists and developers to ensure our website and mobile app remain compatible with assistive technologies such as screen readers, keyboard navigation tools, and voice-command devices.

Between 2023 and 2025, Fairchild Radio (Vancouver FM) implemented several key accessibility enhancements. In the area of inclusive employment, we increased the representation of persons with disabilities in our workforce from 9.7% to 14%, supported by equity-focused recruitment strategies, partnerships with disability-focused organizations, and individualized workplace accommodations. Our built environment was improved through upgraded floor lighting in the studio hallway, and emergency evacuation supports, while ongoing accessibility inspections helped us identify and address safety risks. We have also taken significant steps to improve digital and communication accessibility. Our website and mobile app support keyboard navigation and font resizing. Most news articles and select radio programs are available in text format, and selected multimedia content includes captions or transcripts. For interactive services such as contest registration, we offer alternative access via phone, email, or in-person formats. Public documents can be provided upon request in large print, audio, electronic, or Braille formats.

Despite these advancements, we acknowledge that some barriers may still exist. Certain digital content may not yet fully comply with WCAG 2.1 Level AA standards, and some interactive web elements or legacy documents may pose challenges for users relying on specific assistive technologies. Employees responsible for website

content, communication materials, digital documents, and procurement of external digital services may have limited knowledge of digital accessibility requirements and best practices. The workplace may have limited accessible wayfinding features, which can create navigation challenges for staff and visitors with vision loss or low vision. These areas are being actively addressed through ongoing system reviews, testing, staff training, and phased upgrades, as outlined in our 2026–2028 Accessibility Plan.

We welcome all feedback on accessibility and are committed to providing alternative formats of our public materials upon request. If you have any comments or suggestions, please complete the [Accessibility Feedback Form](#) on our website [www.fm961.com](http://www.fm961.com) or email your concern or suggestion to [accessibility@fm961.com](mailto: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 at Fairchild Radio (Vancouver FM) is a shared and ongoing commitment. We value every opportunity to learn, improve, and better serve the diverse needs of our audience and community.

## 4. Accessibility Leadership and Feedback

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### The Accessibility Committee and I.D.E.A. Team

The Accessibility Committee and the **I.D.E.A. Team** (Inclusion, Diversity, Equity, and Accessibility) are the engine behind these changes. These teams are overseen by our Director of Human Resources & Administration, who is also our official Accessibility Officer and reports directly to the Vice President and General Manager. The Team handles everything from planning and running projects across departments, to managing staff feedback and conducting regular check-ins.

This 2026–2028 Plan is based on widespread consultation, ensuring we heard from a diverse group of stakeholders, including key internal departments: HR, Programming, News, I.T Promotion, and Operations.

Each member contributes expertise relevant to their role and assists in identifying barriers, planning improvements, and monitoring ongoing progress.

Roles represented on the Accessibility Committee include:

- Management – Act as role models for inclusive behaviour, promote open communication and problem-solving. Provides oversight, aligns accessibility initiatives with organizational priorities, and ensures accountability.
- Human Resources Representative – Oversees recruitment, onboarding, accommodations, and employee training related to accessibility.
- Programming Representative – Integrates accessibility considerations into program development, listener services, and overall content delivery.
- News Department Representative – Ensures news content and related communications are accessible, support captioning and alternative text practices, and identifies barriers within newsroom operations.
- I.T Promotion Representative – Oversees the digital accessibility of all I.T. promotional materials. This includes ensuring all online content, digital tools, and promotional campaigns (e.g., website updates, instructional videos) are designed and developed in accordance with relevant accessibility standards (e.g., WCAG).
- Administrative Staff Representative – Offers insight into daily interactions with visitors and listeners, helping ensure accessibility at public-facing touchpoints.

## How We Listened (Consultation)

### How we gathered input:

- Leadership meetings to secure the necessary resources.
- Annual employee surveys with specific questions on workplace accessibility and accommodation.
- In-depth interviews with external partners like RCD and JBVC regarding the accessibility of our broadcast content and mobile platforms.

### Your Feedback is Welcome

We value your input on any barriers you encounter and suggestions for improvement. Your feedback helps us shape this Plan and our next steps.

Method	Details
<b>Email</b>	<a href="mailto:accessibility@fm961.com">accessibility@fm961.com</a> (Supports attachments up to 55MB)
<b>Phone</b>	604-295-1256
<b>Mail</b>	Accessibility Office, FAIRCHILD RADIO (VANCOUVER FM) LTD., Unit 2090, 4151 Hazelbridge Way, Richmond, BC V6X 4J7
<b>Online</b>	Use the dedicated, accessible web form on the FAIRCHILD RADIO (VANCOUVER FM) LTD. FM961 website <a href="http://www.fm961.com">www.fm961.com</a> .

**Note:** You may choose to submit information anonymously. Please be advised that selecting anonymity precludes the Accessibility Committee from conducting follow-up contact or providing direct confirmation of resolution.

### Feedback Handling and Resolution Protocol

Our protocol for receiving and addressing accessibility feedback is as follows:

**(a) Online Form (with contact information provided)**

- Automatic email confirmation will be sent.
- Follow-up contact will be made within **5 business days**.

**(b) Email (sent to [accessibility@fm961.com](mailto:accessibility@fm961.com))**

- Automatic email confirmation will be sent.
- Follow-up contact will be made within **5 business days**.

**(c) Voice Message / Phone Call**

- No automated confirmation is available.
- A representative will return the call within **5 business days**.

## Review and Reporting

- (a) A designated representative of the Accessibility Committee is responsible for reviewing all submitted feedback and initiating resolution actions in a timely and efficient manner.
- (b) If the provider has granted contact permission, the representative may reach out to gather supplementary information or to provide specific assistance.
- (c) All feedback, along with the implemented solution (or the documented rationale for non-resolution), is formally shared with the **Accessibility Committee members** for comprehensive review.
- (d) Persistent or recurring issues will be formally documented, placed on file, and prioritized for discussion during the Committee's regular meetings.
- (e) Select cases of feedback and their corresponding resolutions may be incorporated into Fairchild Radio (Vancouver FM) Ltd.'s **annual Accessibility Progress Report**.

## 5. Identifying Barriers and Our Action Plan (2026–2028)

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This section details the barriers we've committed to removing and the concrete steps we'll take in the seven areas required by the ACA.

### A. Employment

#### What we are doing

1. Job postings and recruitment processes are designed to be accessible, with alternative formats available and accommodations clearly offered at every stage.
2. We work with disability organizations, such as the Richmond Centre for Disability, and continue to expand outreach to reach more candidates with disabilities.
3. All employees receive accessibility and awareness training, and individualized accommodation plans are in place and reviewed with staff as needed.

#### What happens next

1. Simplify accommodations: Make the accommodation process easier to understand and clearly communicate roles and responsibilities.
2. Standardize accessibility messaging: Include clear accessibility statements and contact information across all hiring and communication channels.
3. Expand accessible onboarding and partnerships: Provide accessible onboarding materials and strengthen partnerships with disability organizations to support inclusive hiring.

#### Barriers Identified

- Accessibility levels of workstations and individualized accommodation measures can be further monitored and enhanced for people with disabilities
- Potential applicant hesitation due to limited awareness of the organization's accommodation and accessibility support practices.
- Onboarding materials are not consistently accessible to all new hires, especially those who benefit from non-visual formats.
- Employees and applicants may hesitate to voluntarily self-identify due to

privacy concerns or limited understanding of its purpose.

- Limited outreach to attract diverse talent with disabilities.

## Planned Action

### 2026-2027

- Review and improve the accommodation request process to enhance accessibility, clarity, and ease of use for employees and managers.
- Develop clearer guidelines outlining roles and responsibilities throughout the accommodation process.
- Provide accommodation and inclusive hiring training to managers, with a target of 50% manager participation annually.
- Conduct periodic reviews of workstation accessibility needs and accommodation measures to identify opportunities for improvement.
- Promote awareness of available workplace accommodations throughout the recruitment process.
- Aim to increase voluntary self-identification participation rates by 20%.
- Develop accessible onboarding materials, including audio versions and screen-reader-friendly digital documents.
- Review onboarding materials to ensure alignment with accessibility best practices and accessible formatting standards.
- Consult with community partners to better understand recruitment barriers experienced by persons with disabilities.

### 2027-2028

- Continue improving the accommodation request process and increase manager participation in accommodation and inclusive hiring training to 80% annually.
- Increase visibility of accommodation commitments across recruitment channels to support a 40% increase in voluntary self-identification rates.
- Continue improving onboarding accessibility through employee feedback and periodic accessibility reviews.
- Update onboarding materials as needed to maintain accessibility and usability standards.
- Maintain participation in disability-focused recruitment and outreach initiatives annually.
- Document and implement one process improvement based on feedback from RCD/JBVC regarding candidate barriers.

## B. The Built Environment

### What we are doing

1. Conduct regular safety checks and inspections throughout the workplace.
2. Ensure timely resolution of any identified hazards or risks.
3. Developed an evacuation plan based on feedback from RCD regarding the needs of employees / guests with disabilities.

### What happens next

1. Enhance workplace accessibility and safety to support all employees and visitors.
2. Ensure ergonomic equipment, signage, and entry systems comply with accessibility standards and meet staff needs.

#### Barriers Identified

- Lack of a clear and timely process for sourcing, approving, and installing specialized office equipment may result in delays or inconsistencies in fulfilling workplace accommodation requests.
- Glass doors and transparent partitions lack necessary visual/tactile contrast and markings.
- Lack of accessible wayfinding within the office space, particularly for low-vision and blind staff/visitors.
- Standard push-button door hardware may be difficult for some users.

#### Planned Action

##### 2026-2027

- Establish a phased timeline to adjust the customized accommodation office equipment (e.g., adjustable desks, specialized chairs, ergonomic input devices) is available within 30 days of request.
- Add safety markings to all glass doors and glass walls so people don't accidentally walk into them. 34–38 inches from the floor (around waist or chest height) and 60–64 inches from the floor (around eye level)
- Install tactile office signage, including nameplates with high-contrast text and Braille on office doors, plan and source vendors for both tactile signage to improve navigation and accessibility.

- Plan and source vendors to install wave-activated (touchless) door openers at the main entrance and high-traffic access points.

### 2027-2028

- Purchased office furniture and technology pools, ensuring ergonomic equipment upgrade timeline finalized. 100% of requests met within the 30-day timeframe.
- Maintain and monitor all safety markings on glass doors and glass walls to ensure 100% ongoing compliance with accessibility standards.
- Complete installation of tactile office signage and ensure effective wayfinding support for all users.
- Complete installation of automatic door openers at the main entrance and expand to other high-traffic doors where applicable.

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

### What we are doing

1. Collaborated with Eseelynx Communication Ltd. to improve the digital accessibility of the website and the Fairchild Radio app.
2. Implemented major updates, including redesigned DJ Profile and News Team sections, enhanced features, and the addition of the AAA+ font size adjustment function.

### What happens next

1. Conduct regular accessibility reviews and updates to the website and app, ensuring ongoing compliance with WCAG 2.1 AA and EN 301 549 standards.
2. Implement accessibility checks for all new content and enhance features such as alt text, keyboard navigation, and Night Mode.
3. Provide staff training and use feedback to continuously improve digital accessibility and user experience.

### Barriers Identified

- Some website and mobile app content (e.g., images, ads, and interactive forms) may still be difficult for users relying on assistive technologies.
- Accessibility features added in previous updates may not cover all new or

changing digital content.

- Parts of the website, the app, the Collaboration System, intranet do not fully meet WCAG 2.1 AA standards (e.g., contrast issues, non-descriptive links, inconsistent heading structure, missing alt text).
- Users may experience reduced usability if digital content is not regularly reviewed for accessibility.
- The website currently does not offer a Night Mode/Dark Mode option, which may affect users with light sensitivity or low-vision contrast needs.
- Staff may have limited awareness of accessible digital content practices.

## Planned Action

### 2026-2027

- Conduct accessibility reviews to identify gaps in images, forms, and interactive elements; begin improving alt text and labels.
- Develop and introduce an accessibility checklist for new content; begin aligning updates with WCAG 2.1 AA standards and EN 301 549 standards.
- Conduct regular and quarterly accessibility reviews; begin tracking issues using analytics and user feedback.
- Establish a half-yearly monitoring and reporting process for accessibility compliance.
- Assess feasibility and design requirements for Night/Dark Mode.
- Develop and deliver digital accessibility training for employees involved in creating, managing, reviewing, publishing, or procuring digital content and technologies. Training topics will include accessible content structure, plain language, colour contrast, inclusive design principles, and digital accessibility best practices.
- Provide digital accessibility training to relevant employees, including staff responsible for website content, communications materials, online recruitment content, digital documents, and procurement of external digital services.
- Maintain training records and schedule refresher training to support ongoing awareness and compliance efforts.

### 2027-2028

- Complete enhancement of alt text, labels, and ensure all interactive elements are fully keyboard-accessible and screen reader compatible.
- Fully implement and enforce the accessibility checklist; ensure the company

website, intranet, and collaboration system are updated to comply with WCAG 2.1 AA and EN 301 549 standards.

- Strengthen monitoring process and proactively resolve issues; refine user experience based on data and feedback.
- Maintain ongoing monitoring and continuous improvement to ensure sustained compliance.
- Implement and launch Night Mode/Dark Mode feature.
- Provide training to new join staff (If any) on digital accessibility, including but not limited to colour contrast, plain language, content structure, and inclusive design.

## D. Communication (Other Than ICT)

### What we are doing

1. Provides multiple accessible communication formats, including large-font and audio internal memos, newsletters, Braille, and captioned videos as needed.
2. Offers ongoing training to staff and event volunteers on effective communication with persons with disabilities, supporting an inclusive environment.

### What happens next

1. Review and update internal and external forms and signage to meet accessibility and plain-language standards.
2. Provide ongoing, enhanced training for front-facing staff on adaptive technology use and personalized communication.
3. Implement a multilingual protocol to handle accessibility feedback, ensuring timely responses for all language requests.

### Barriers Identified

- Some infrequently used documents may not consistently meet accessibility formatting standards, which may affect font size consistency and overall document accessibility.
- Signage sometimes relies on color alone (e.g., red/green) to convey information or lacks necessary text/symbols.

- New staff may have limited awareness of accessible communication methods and tools that support individuals with disabilities.

## Planned Action

### 2026-2027

- Review and update infrequently used documents to improve consistency in accessible formatting standards, including the use of a minimum 14-point sans-serif font (e.g., Arial or Noto Sans) and plain-language principles. Target completion of updates for all new and key documents by Q2 2027, and maintain an Accessibility Action Register to monitor progress and compliance
- Develop and implement bilingual, high-contrast signage templates using internationally recognized symbols that do not rely solely on colour, and deploy across all locations by Q4 2026.
- Plan and enhance annual refresher training for front-facing staff, focusing on advanced communication scenarios, adaptive technologies and personalized communication approaches.

### 2027-2028

- Continue applying accessibility standards to all newly created documents and maintain ongoing monitoring through the Accessibility Action Register to ensure sustained compliance.
- Continue applying standardized signage templates for all new signage to ensure consistency and accessibility across locations.
- Ensure 100% of reception and administrative staff complete advanced training by Q2 2028 and annually thereafter, reinforcing consistent use of appropriate communication methods.

## E. Design and Delivery of Programs and Services

### What we are doing

1. Over 50% of news content text news articles with corresponding audio files.
2. Expand captioning to 50% of video content to enhance accessibility.
3. Monitor and review digital content regularly to ensure ongoing accessibility improvements.

## What happens next

1. Expand multilingual text-to-speech functionality for the majority of website feature articles published in Cantonese, Mandarin, and English.
2. Provide closed captions or transcripts for news and most social media video content to improve accessibility for individuals who are deaf or hard of hearing.
3. Ongoing monitoring and updating of digital content to maintain accessibility standards.

### Barriers Identified

- Text-heavy online program content may be difficult for low-vision or learning-disabled users.
- Deaf and hard-of-hearing audiences lack consistent captions across multimedia content.

### Planned Action

#### 2026-2027

- Begin integrating Text-to-Speech (TTS) functionality for the majority of feature articles in Cantonese, Mandarin, and English; achieve at least 30% coverage by Q2 2027.
- Provide closed captions or transcripts for news content and social media videos using human-verified or high-quality AI tools; achieve at least 40% captioning rate by Q2 2027.

#### 2027-2028

- Expand and promote TTS functionality to at least 60% of for the majority of feature and news content by Q2 2028.
- Increase captioning coverage to at least 60% of news content and social media videos by Q2 2028, ensuring improved consistency and quality.

## F. Procurement of Goods, Services, and Facilities

### What we are doing

1. Prioritized accessible and inclusive procurement practices to meet the diverse needs of employees.
2. Provided ergonomic equipment, including larger monitors, keyboards, and standing desks, to enhance comfort and productivity.
3. Completed a variable-brightness lighting project to provide greater flexibility for staff with visual sensitivities

### What happens next

1. Strengthen accessibility requirements in procurement processes.
2. Provide ongoing training to relevant staff.
3. Respond promptly to accommodation needs.

### Barriers Identified

- Accessibility criteria are not formally integrated into purchasing decisions.
- Accessibility reviews are not consistently included in the procurement process for digital products and services.
- Lack of internal staff knowledge on assessing accessible products and services.

### Planned Action

#### 2026-2027

- Update the procurement policy to include accessibility requirements as a standard evaluation criterion and introduce a mandatory “Accessibility Checklist” for all major IT and furniture purchases, with the policy and checklist fully implemented by Q2 2027.
- Provide annual mandatory accessible-procurement training to all relevant purchasing, technology, and operations staff, achieving at least 50% training completion by Q1 2027.
- Include accessibility checks and ICT accessibility standard reviews to the purchasing process for digital products and services.
- Consult with staff, including employees with disabilities, during procurement and workstation setup processes, ensuring 100% of consultations are documented where applicable.

**2027-2028**

- Maintain and enforce the updated procurement policy and Accessibility Checklist across all applicable purchases to ensure consistent compliance.
- Continue annual mandatory training and increase completion rates to at least 80% of relevant staff by Q2 2028.
- Maintain timely procurement processes to ensure 100% of accommodation requests are reviewed and responded to within 20 business days.
- Continue to ensure consistent staff consultation and maintain 100% documentation of consultations in procurement and workstation setup processes.

**G. Transportation****What we are doing**

1. Successfully published the article “How to Get to Fairchild Radio” on the Accessibility Page of our website to provide clearer directions and guidance.
2. Ensured the information is presented in a clear and easy-to-understand format, with printed copies available at the Front Desk for public access.
3. Proactively reviewing concerns regarding insufficient accessible parking spaces.

**What happens next**

1. Regularly review and update the “How to Get to Fairchild Radio” article based on feedback and newly identified situations.
2. Increase the frequency of accessibility support training for all staff.
3. Provide regular refresher accessibility training for front desk staff.

**Barriers Identified**

- Visitors may rely on existing accessibility information, but current materials (e.g., article, map) may lack enhanced formats such as audio, video, or interactive features.
- Visitors may encounter unexpected situations (e.g., slippery floors, locked entrances) and require additional support despite knowing directions.
- Inconsistent staff knowledge on assisting visitors with mobility needs upon arrival.

## Planned Action

### 2026-2027

- Review and update existing accessibility article “How to Get to Fairchild Radio” and map content; identify gaps and develop enhanced formats (e.g., audio, video, interactive map).
- Incorporate contingency guidance into updated materials, including alternative routes, entrances, and contact information for assistance.
- Establish a standard response procedure for all staff; conduct refresher accessibility training (starting Q1 2027) with practical scenarios.

### 2027-2028

- Republish updated accessibility article and map online by Q4 2027, including enhanced formats and improved user guidance.
- Ensure all published materials clearly communicate contingency options; monitor feedback and refine guidance as needed.
- Reinforce training through ongoing refreshers; ensure consistent application of procedures when assisting visitors, including those with service animals.

## 6. Consultations

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Fairchild Radio (Vancouver FM961) maintained an ongoing and inclusive consultation process to support the development of the 2026–2029 Accessibility Plan. Feedback was gathered through several internal channels to ensure that the voices of staff and management were meaningfully represented in identifying barriers and shaping effective actions.

### 6.1. Internal

Input was collected through post-event surveys, newsletter feedback surveys, and the annual event feedback survey, encouraging employees to share their experiences and accessibility suggestions throughout the year. Additional insights were gathered from Executive Meetings, Employment Equity Meetings, and Accessibility Meetings, where management discussed progress, reviewed challenges, and proposed strategies for improvement.

We place strong confidence in the quality of this feedback, as it comes directly from our core users — employees with diverse disabilities and accessibility needs — who experience and understand our workplace on a daily basis. Their lived experiences provide authentic insights that guide realistic and meaningful improvements across our operations.

Fairchild Radio (Vancouver FM961) remains committed to this collaborative approach, ensuring that accessibility planning continues to be informed by the perspectives of those who best understand the importance of an inclusive and equitable workplace.

### 6.2. External

Richmond Centre of Disability (RCD): We worked closely with Richmond Centre for Disability (RCD). In addition to a site visit conducted in 2024, we engaged in more in-depth discussions in 2025, particularly regarding the experiences of persons with disabilities during job fairs. These consultations provided valuable insights that informed the development of our 2026–2028 Accessibility Plan. We are confident that this collaboration will continue and look forward to building an even stronger and more meaningful partnership with RCD.

Joy Beyond Vision Community (JBVC): In May 2025, Fairchild Radio (Vancouver FM961) participated in a national accessibility workshop and consultation session coordinated by the Toronto office in collaboration with Joy Beyond Vision Community (JBVC), an organization dedicated to supporting individuals who are blind or partially sighted. The consultation provided an opportunity to better understand accessibility barriers experienced by persons with vision loss and to identify practical measures that can improve accessibility within the workplace environment.

The consultation focused on barriers related to the physical environment and workplace wayfinding, including lighting conditions, signage visibility and placement, navigation throughout shared workspaces, emergency exit accessibility, and the presence of physical obstacles that may impact safe and independent movement within the workplace. Recommendations also included considerations related to tactile wayfinding supports, improving visibility in key areas, and creating clearer pathways within office spaces.

Key findings and recommendations from the consultation were shared with Fairchild Radio (Vancouver FM961) to support internal review and ongoing accessibility planning efforts. The insights gained through this consultation informed discussions regarding potential improvements to workplace accessibility, including enhancing signage clarity, improving lighting consistency in common areas, reducing physical obstructions, and reviewing emergency preparedness procedures to better support employees and visitors with disabilities.

Participation in this consultation and knowledge-sharing initiative strengthened Fairchild Radio (Vancouver FM961)'s understanding of accessibility barriers and supported the organization's ongoing commitment to identifying, preventing, and removing barriers to accessibility in the workplace.

## 7. Budget and Resources

### Budget 2026 – 2027

<b>Employment</b>	
Training fee for new Human Resources Staff and Management team.	\$600
Training all staff – online training with prizes as motivation	\$500
Disability job fair – posters and banners	\$200
Disability job fair – souvenirs	\$200
Disability job fair – delivery and misc.	\$100
Event / Workshop participation fee and misc.	\$300
<b>The Built Environment</b>	
Add safety marking on the current glass's doors	\$1,500
Invite guest speakers for webinar or disability organization to do the walk through	\$700
Copier with accessible function	\$2,500
<b>Information and Communication Technologies</b>	
Web & app improvement to meet WCAG 2.1 AA and EN 301 549 standards	\$25,000
<b>Communication Not Covered by ICT</b>	
Alternative formats such as Braille upon request	\$150
<b>Procurement of Goods, Services and Facilities</b>	
Purchase monitor stand	\$400
Purchase Ergonomic Desk Chair	\$2,000
Purchase adjustable desk (If needed)	\$800
<b>Total</b>	<b>\$34,950</b>

**Budget 2027 – 2028**

<b>Employment</b>	
Sensitivity Training for all staff	\$300
Training for all staff – online training with prizes as motivation	\$250
Consultation Fee	\$500
<b>The Built Environment</b>	
Replacement and tough up on the current glass's doors	\$2,000
Installation of tactile office signage	\$1,500
Installation of Automatic Door	\$6,000
<b>Information and Communication Technologies</b>	
Web & app improvement to meet WCAG 2.1 AA and EN 301 549 standards (Maintenance + update)	\$15,000
<b>Communication Not Covered by ICT</b>	
Alternate formats such as Braille upon request	\$150
<b>Procurement of Goods, Services and Facilities</b>	
Purchase Ergonomic Desk Chair	\$1,500
Purchase Computer and Monitor	\$2,500
Purchase adjustable desk (If needed)	\$800
<b>Total</b>	<b>\$30,500</b>

## 8. Glossary

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### In alphabetical order

**ACA:**

Accessible Canada Act

**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 Telecommunication

**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.

**Fairchild Radio (Vancouver FM):**

Fairchild Radio (Vancouver FM) Ltd.

**I.D.E.A Team:**

"Inclusion, Diversity, Equity and Accessibility," Fairchild Radio (Vancouver FM) formed Committee

**ICT:**

Information and Communication Technologies

**JBVC:**

Joy Beyond Vision Community

**RCD:**

Richmond Centre for Disability

**WCAG 2.0 AA Standard:**

An earlier version of the WCAG standard that sets accessibility requirements for web content to ensure usability for people with disabilities.

**WCAG 2.1 AA Standard:**

An internationally recognized accessibility standard for digital content. WCAG 2.1 AA outlines requirements to ensure websites, applications, and digital tools are accessible to people with disabilities.