

## 加拿大中文電台無障礙聲明

加拿大中文電台承諾為聽眾、員工、義工及訪客提供無障礙、共融和便利的服務體驗。此承諾涵蓋我們所有的業務範疇，包括廣播節目、數碼平台、工作環境及對外溝通。

作為一間受聯邦監管的僱主，加拿大中文電台的無障礙工作符合 Accessible Canada Act (ACA)，並遵循 Standard on Accessibility of ICT Products and Services。我們正積極識別、消除並預防影響無障礙的障礙，涵蓋我們提供的所有服務和設施。

除了定期與身心障礙人士進行諮詢，以了解實際使用過程中的無障礙挑戰外，我們亦持續透過 ACA、Canadian Radio-television and Telecommunications Commission (CRTC) 以及 Canadian Association of Broadcasters (CAB) 等機構的資料不斷進修。我們亦與科技專家和應用程式開發商緊密合作，確保公司網站和流動應用程式持續與各類輔助科技兼容，例如螢幕閱讀器、鍵盤操作導航工具及語音指令設備。

在 2023 至 2025 年期間，加拿大中文電台推行多項重要的無障礙改善措施。就共融就業方面，我們透過多元化招聘策略、與身心障礙人士社群組織的合作及個人化工作場所調整，成功將公司內身心障礙員工的比例從 9.7% 提升至 14%。我們亦改善了實體工作環境，包括優化標示、照明及緊急疏散系統，並透過定期無障礙檢查來識別並處理安全風險。

在數碼和溝通無障礙方面，我們的網站與流動應用程式已支援鍵盤導航、字型放大，大部分新聞內容及部分電台節目提供文字版本，部分多媒體內容亦

提供字幕 或文字稿。對於互動服務 ( 如活動報名 )，我們亦提供電話、電郵及親身辦理報名等替代渠道。根據要求，所有公開文件亦可提供大字版、音訊版、電子版 或點字版本。

儘管已作出多項改善，我們亦認知仍存在部分障礙。例如，部分數碼內容可能尚未完全符合 WCAG 2.1 AA 級別標準；部分互動功能或舊有文件可能對依賴特定輔助技術的使用者造成挑戰；另外，負責網站內容、通訊材料、數碼文件以及外部數碼服務採購的員工，可能對數碼無障礙要求及最佳做法的認識有限。工作場所內的無障礙導向設施亦可能不足，這可能會為視力受損或低視力的員工及訪客在導航時帶來困難。這些問題已納入我們的 2026–2028 年無障礙計劃，並正透過持續檢討、測試、員工培訓及分階段升級來解決。

我們誠邀公眾就無障礙事宜提供意見，並樂意按要求提供替代格式的公開資料。如果你有任何意見，請填寫我們網站 <http://www.fm961.com> 上的 [無障礙問題意見箱](#) 或通過電子郵件將你的疑慮或建議發送給 [accessibility@fm961.com](mailto:accessibility@fm961.com)。如果用電話溝通對你來說更方便，歡迎致電我們的無障礙服務專線 604-295-1256 與我們聯絡。

加拿大中文電台視無障礙為一項長期承諾。我們重視每一位使用者的意見與建議，並持續努力提升服務質素，以更好地服務不同能力及背景的社群。

## **Fairchild Radio Accessibility Statement**

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.