

# FAIRCHILD RADIO (CALGRAY FM) LTD.

## ACCESSIBILITY PLAN (2026-2028)

FAIRCHILD RADIO (CALGARY FM) LTD.

Unit 109, 2737 37 Ave. NE

Calgary, Alberta, Canada

T1Y 5R8

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Contact: Email: [accessibility@fm947.com](mailto:accessibility@fm947.com)

Phone: 403-250-1040



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# 1. General

## Background of CHKG-FM94.7

Established in 1998, Calgary FM94.7 is owned and operated by Fairchild Radio (Calgary FM) Ltd. which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio Group Ltd. and Fairchild Radio (Vancouver FM) Ltd.

Calgary FM94.7 provides quality broadcasting service to numerous ethnic communities in various languages including Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Italian, Russian, Laotian, Thai, Punjabi, Hindi, Hungarian and more.

Calgary FM94.7's website is [www.fm947.com](http://www.fm947.com), and it shares an app (the Fairchild Radio app) with its sister stations: Fairchild Radio Group Ltd.'s CHKT-AM1430 in Toronto and Fairchild Radio (Vancouver FM) Ltd.'s CHKGF96.1 in Vancouver.

## Contact and Alternative Format

We welcome feedback on accessibility and are committed to providing alternative formats of our public materials upon request. To share accessibility feedback or request alternative formats of this Accessibility Plan, please contact:

- Accessibility Support Officer, Fairchild Radio (Calgary FM)
- Email: [accessibility@fm947.com](mailto:accessibility@fm947.com)
- Phone: 403-250-1040
- Mail: Unit 109, 2723 – 37 Ave NE, Calgary, AB T1Y 5R8
- Website: [www.fm947.com](http://www.fm947.com) ([Accessibility Feedback Form](#))

This Accessibility Plan and feedback process are available in print, large print, or digital formats within 15 days, and in Braille or audio formats within 45 days.

## 2. Executive Summary

The Accessible Canada Act (ACA) sets a national goal of achieving a barrier-free Canada by 2040. As a federally regulated broadcaster, Calgary FM94.7 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 the seven priority areas identified under the ACA:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than information and communication technologies
- The procurement of goods, services, and facilities
- The design and delivery of programs and services
- Transportation

### **Regulatory Framework**

Broadcasting organizations must comply with accessibility requirements established 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 align with the reporting requirements of both the CRTC and the Accessibility Commissioner through one coordinated process, this marks the beginning of our second reporting cycle. We will follow a unified three-year reporting cycle as outlined below:

## **Cycle 2 (2026–2028)**

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

Calgary FM94.7 developed this Accessibility Plan in accordance with the Accessible Canada Act to identify, remove, and prevent barriers within our workplace and services. Through employee feedback and consultations with persons with disabilities, we identified barriers related to our physical office environment, employment and accommodation processes, communication practices, and digital platforms, including our website and mobile application.

Over the next three years, we will focus on improving physical accessibility within our office, strengthening accommodation procedures for employees, enhancing accessibility awareness and training for staff, and improving our digital platforms to better align with accessibility standards. We will also continue expanding accessible and alternative formats for our programming and public communications to better support audiences with diverse accessibility needs.

Calgary FM94.7 is committed to ongoing review, continuous improvement, and meaningful engagement with persons with disabilities as we implement this Accessibility Plan.

### 3. Accessibility Statement

Calgary FM94.7 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, Calgary FM94.7 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 Calgary 94.7 implemented several key accessibility enhancements. In the area of inclusive employment, we increased the representation of persons with disabilities in our workforce from 3.5% to 4%, supported by equity-focused recruitment strategies, partnerships with disability-focused organizations, and individualized workplace accommodations. Our built environment was improved through upgraded signage, lighting, 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. Within our built environment, select equipment—such as printer or furniture in shared spaces—may not yet meet all accessibility needs. 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.fm947.com](http://www.fm947.com) or email your concern or suggestion to [accessibility@fm947.com](mailto:accessibility@fm947.com). You can also call our Accessibility Hotline at 403-250-1040 if contacting us by phone is more convenient to you.

Accessibility at Calgary FM94.7 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 Committee

To support the implementation of this Accessibility Plan, Calgary FM94.7 has established an Accessibility Committee composed of representatives from key operational areas. 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 Representative – 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, supports captioning and alternative text practices, and identifies barriers within newsroom operations.
- Administrative Staff Representative – Offers insight into daily interactions with visitors and listeners, helping ensure accessibility at public-facing touchpoints.

The Committee meets regularly to review progress, gather and evaluate feedback, and coordinate ongoing updates to this Accessibility Plan.

### 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.
- Public feedback will be gathered continuously through our audiences, listeners, and visitors regarding accessibility experiences, concerns, and suggestions.

- In-depth interviews with external partners 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@fm947.com">accessibility@fm947.com</a>
<b>Phone</b>	403-250-1040
<b>Mail</b>	Unit 109, 2723 – 37 Ave NE, Calgary, AB T1Y 5R8
<b>Online</b>	Use the dedicated, accessible web form on the FAIRCHILD RADIO (CALGARY FM) LTD. FM947 website <a href="https://www.fm947.com/accessibility.php">https://www.fm947.com/accessibility.php</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@fm947.com](mailto:accessibility@fm947.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's annual Accessibility Progress Report.

## 5. Focus Areas and Action Plan

### A) Employment

#### *What we're doing*

Calgary FM94.7 has introduced several policies, programs, practices, and services to remove previously identified barriers, prevent new barriers from emerging, and enhance accessibility within our workplace. Below are some of the key initiatives:

- Recruitment processes updated to ensure accessibility, including audio job postings, clear accommodation messaging, and partnerships to reach diverse talent pools.
- IDEA training programs have been delivered since 2023 to promote a stigma-free and inclusive workplace. Key initiatives include:
  - A newsletter recognizing the International Day for the Elimination of Racial Discrimination, helping raise awareness of equity and inclusion.
  - An Accessibility Survey to gather employee feedback on accessibility needs and opportunities for improvement.
  - An Accessibility Training and Balloon Twisting Workshop in partnership with JBVC 樂明視障團, fostering hands-on learning and inclusion.
  - A four-week Mental Health Awareness newsletter series supporting psychological well-being in the workplace.
- Individualized accommodation plans implemented and evaluated, with additional support provided to pregnant employees (reserved parking, improved mobility space).
- 100% of HR and administrative staff participated in assistive technologies webinar and learned how emerging technologies can support the workplace and employees with disabilities.

#### *What happens next*

Three core objectives shape our approach for this three-year accessibility plan:

1. Strengthen partnerships with disability organizations to support inclusive hiring.
2. Improve access to workplace accommodations and adaptive tools.
3. Review and update recruitment materials to improve accessibility, use more inclusive language, and ensure accommodation information is clearly communicated to applicants.

### ***Key Barriers Identified***

- Limited outreach to attract diverse talent with disabilities.
- The workplace accommodation process is not clearly understood or consistently applied by managers. Limited awareness of available accommodation options may result in uncertainty when requests arise, and the absence of visible leadership commitment may discourage employees from seeking support.
- Some job postings and recruitment materials may not consistently use accessible formats, inclusive language, or clearly communicate accommodation availability to applicants.
- Low participation in voluntary self-identification due to limited understanding of its purpose.

### ***Actions/Initiatives Planned***

- Expand recruitment outreach by building partnerships with community organizations, employment agencies, and advocacy groups that support persons with disabilities.
- Participate in inclusive job fairs and community hiring events focused on accessibility and disability employment.
- Review and enhance job postings to ensure accessibility and inclusive language, including clear accommodation statements in all recruitment materials.
- Provide training for hiring managers on inclusive recruitment practices, accessibility awareness, and bias-free interviewing techniques.
- Increase employee awareness about the purpose and benefit of self-identification.

- Ensure forms are accessible and easy to complete.

### ***Timelines and Measures***

#### ***2026-2027***

- Review and simplify the voluntary self-identification form.
- Establish partnerships with community organizations and employment agencies that support persons with disabilities.
- Review and update job postings to include inclusive language and clear accommodation statements.
- Promote job opportunities through accessible and diverse recruitment platforms.
- Provide inclusive recruitment and accessibility training for managers and supervisors. 50% of managers complete training.

#### ***2027-2028***

- Increase in self-identification on voluntary forms by 20%.
- Conduct annual reviews of recruitment materials and hiring practices to ensure inclusive language, accessible formats, and accommodation statements remain current and effective.
- Provide advanced inclusive hiring, accommodation, and accessibility training for managers and supervisors, with a target of 75% of managers completing the training.

## **B) The Build Environment**

### ***What we're doing***

Calgary FM94.7 has introduced measures and workplace practices to improve physical accessibility, support safe navigation, and reduce barriers within its office and shared spaces. Below are some of the key initiatives:

- Obstructions removed and monthly inspections introduced to ensure pathways remain clear and accessible.
- Emergency evacuation plan updated to support employees and visitors with disabilities.

- Door hardware upgraded to lever-style handles and low-force closers to improve usability.

### ***What happens next***

Three core objectives shape our approach for this three-year accessibility plan:

- Continue improving the accessibility of the built environment to support safe, independent movement for staff and visitors.
- Continuously improve workplace accessibility by identifying and removing physical barriers through practical and gradual improvements that support accessibility needs.
- To better understand visitors' experiences and identify accessibility barriers that may affect access, comfort, or participation.

### ***Key Barriers Identified***

- Visitors with vision impairments or first-time guests may find it difficult to identify rooms or navigate hallways.
- The current office and studio spaces can be further enhanced to ensure consistent accessibility throughout all operational areas, such as for people with visual impairments.
- Reception counter height may not be ideal for wheelchair users or visitors with limited reach.
- Employees may be unaware of the adaptive tools or ergonomic equipment available to them, or how to request such accommodations. The absence of a clearly defined and well-communicated process may lead to delays in accessing needed supports and reduce confidence in the accommodation system.

### ***Actions/Initiatives Planned***

- Install high-contrast, large-print room signs (e.g., Reception, Studio, and Meeting Room). Add Tactile/Braille labels to key rooms to support independent navigation.
- Provide clipboard at reception and ensure staff are trained annually on accessible reception etiquette.

- A visitor accessibility feedback form will also be created to gather input on visitor experience and identify any barriers.
- Create a small equipment inventory (e.g., ergonomic chairs, adjustable desks, screen magnifiers, high-contrast keyboards). Work with IT to ensure compatibility of adaptive technologies (e.g., screen readers, speech-to-text).

### ***Timelines and Measures***

#### ***2026-2027***

- Install high-contrast, large-print signage and tactile/Braille labels for key areas such as Reception, Studios, and Meeting Rooms.
- Provide an accessible clipboard at reception and deliver accessible customer service and reception etiquette training to front desk staff.
- Develop and launch a visitor accessibility feedback form to gather feedback on visitor experiences and identify accessibility barriers.

#### ***2027-2028***

- Review visitor feedback collected through the accessibility feedback form and identify areas for improvement.
- Update signage, reception practices, or visitor support measures based on feedback received and accessibility needs identified.
- Provide refresher training to reception staff to reinforce accessible communication and visitor support practices.
- Develop a small inventory of accessible and ergonomic equipment (e.g., ergonomic chairs, adjustable desks, screen magnifiers, and high-contrast keyboards) to support accommodation needs.

## **C) Information & Communication Technologies (ICT)**

### ***What we're doing***

Calgary FM94.7 has introduced practices and improvements aimed at enhancing the accessibility of its website, digital content, and online services, while working to prevent new digital barriers. Below are some of the key initiatives:

- Website and app updated to meet WCAG 2.0 AA standards, including alt text, ARIA roles, keyboard navigation, adjustable fonts, and a master settings function.
- Staff computers gradually upgraded over three years, with new hardware, faster software, and improved accessibility features.

### ***What happens next***

Two core objectives shape our approach for this three-year accessibility plan:

- Enhance the accessibility of our website and digital platforms in alignment with CAN/ASC-EN 301 549:2024 / WCAG 2.1 AA.
- Strengthen governance, training, and publishing practices to ensure digital accessibility is built into our ongoing operations.

### ***Key Barriers Identified***

- 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).
- Live video content on YouTube may not be accessible to viewers who are Deaf or hard of hearing when captions are unavailable.
- Staff may not consistently follow accessibility standards when posting content.
- For employees involved in the development, maintenance, and/or purchasing of digital technologies, there is a lack of regular training on the fundamentals of digital technology accessibility.

### ***Actions/Initiatives Planned***

- Add accessibility checks in to the process for publishing digital content and updating web pages.
- Improve accessibility for videos, online media, and downloadable documents, including using captions where appropriate.
- Provide digital accessibility training for relevant staff and require accessibility checks before publishing materials.

- Conduct regular accessibility reviews and publish digital accessibility compliance updates as required.

### ***Timelines and Measures***

#### ***2026-2027***

- Confirm scope under federal Phase 1 requirements and adopt CAN/ASC-EN 301 549:2024 / WCAG 2.1 AA as the working benchmark by 2026.
- Complete baseline accessibility review of priority web pages and digital documents.
- Minimum 80% of pre-taped videos have captions.
- 30% of public-facing documents reviewed using built-in accessibility checkers.

#### ***2027-2028***

- Complete required staff training by December 5, 2027. Remediate priority WCAG 2.1 AA issues identified in the baseline review.
- Ensure newly published or updated web pages and digital documents align with ICT standard requirements by December 5, 2028.
- 100% of pre-taped videos have captions.
- Minimum 30% of leisure program livestreams have auto-generated captions enabled.
- 50% of public-facing documents reviewed using accessibility checkers.
- Publish and maintain required digital accessibility statement.

## **D) Communication (Other than ICT)**

### ***What we're doing***

Calgary FM94.7 has introduced communication practices to improve the accessibility of internal and external information sharing, including non-digital and verbal communications. Below are some of the key initiatives:

- Internal communications provided in larger font and audio formats, with alternative formats available upon request.
- Audio alternatives and captioned videos made available for visually and hearing-impaired staff and audiences.
- Online workshops and webinars conducted to increase staff awareness and improve communication with individuals with disabilities.

### ***What happens next***

Three core objectives shape our approach for this three-year accessibility plan:

- Improve the clarity and accessibility of internal and external communications.
- Review and update internal and external forms and signage to meet accessibility and plain-language standards.
- Provide ongoing, enhanced training for front-facing staff on adaptive technology use and personalized communication.

### ***Key Barriers Identified***

- Internal Communication (Staff): Verbal-only communication during meetings may exclude employees who benefit from clear written summaries.
- In-Person & Phone Communication (Reception + Studio Guests): Visitors with hearing, speech, or cognitive disabilities may not receive clear, accessible support during in-person visits or phone calls.

### ***Actions/Initiatives Planned***

- Internal Communication (Staff): Offer written meeting summaries or bullet-point notes for all-staff monthly meetings.
- In-Person & Phone Communication (Reception + Studio Guests): Train reception staff on accessible customer service, including:
  - speaking clearly at a moderate pace
  - offering written information when helpful
  - using simple language

## ***Timelines and Measures***

### ***2026-2027***

- Internal Communication (Staff): All monthly staff meetings include written summaries.
- Continue to provide alternative communication formats upon request, ensuring timely responses consistent with established standards (e.g., large print, Braille, electronic, or audio formats).
- Deliver refresher sessions on accessibility awareness and sensitivity for both new and existing employees, with an emphasis on communication etiquette and respectful interaction with persons with disabilities.
- In-Person & Phone Communication (Reception + Studio Guests): All reception staff complete annual accessibility training.

### ***2027-2028***

- In-Person & Phone Communication (Reception + Studio Guests): Visitor feedback indicates improved satisfaction with in-person support.
- Review and update turnaround timelines for alternative-format requests based on feedback and best practices.
- Continue offering updated learning materials via e-modules or workshops, ensuring staff maintain an informed and empathetic approach in their daily roles.

## **E) The Procurement of Goods, Services and Facilities**

### ***What we're doing***

Calgary FM94.7 has introduced procurement practices that consider accessibility when purchasing goods, services, and facilities-related items, with the goal of reducing the risk of introducing new barriers. Below are some of the key initiatives:

- Upgraded the phone system with accessibility features provided for employees with hearing impairments to support communication.

- Height-adjustable monitors and ergonomic devices made available, including proactive provision of ergonomic mice for staff with wrist discomfort.
- Approximately 60% of staff now equipped with accessibility-support monitor stands, improving comfort and productivity.

### ***What happens next***

Three core objectives shape our approach for this three-year accessibility plan:

- Integrate accessibility considerations into procurement processes.
- Reduce the risk of introducing new barriers through purchasing decisions.
- Improve staff awareness and effective use of Windows 11 accessibility features through training and support.

### ***Key Barriers Identified***

- Accessibility is not consistently considered when purchasing new equipment, software, signage, or furniture.
- Some products (e.g., office chairs, audio equipment, software, and signage) may unintentionally create new barriers for staff or visitors.
- Vendors may not understand accessibility requirements unless clearly stated.
- Although accessibility functions are available on office computers using the Windows 11 system, many staff members lack sufficient awareness or knowledge of how to use these features effectively.

### ***Actions/Initiatives Planned***

- Add accessibility requirements (simple checklist) to all purchase requests—for example:
  - software compatible with screen readers
  - door handles, lighting, and furniture that support mobility access
- Ask vendors whether their products meet basic accessibility standards and record responses.

- Train staff involved in procurement to evaluate accessibility options and ask appropriate questions.
- Update procurement practices to consider accessibility when purchasing digital products or services.

### ***Timelines and Measures***

#### **2026-2027**

- Provide accessibility awareness and inclusive procurement training to employees involved in purchasing decisions, with at least 50% of relevant staff completing the training by the end of 2027.
- Begin reviewing procurement practices and purchasing procedures to incorporate accessibility considerations for digital products and services.
- Educate staff on the accessibility functions embedded in the Windows 11 operating system to ensure these tools are effectively utilized.

#### **2027-2028**

- Fully integrate accessibility considerations into procurement practices for digital products and services, including evaluating accessibility features and asking vendors appropriate accessibility-related questions during the purchasing process.
- Increase training participation so that 100% of relevant staff involved in procurement have completed accessibility and inclusive purchasing training by the end of 2028.

## **F) The Design and Delivery of Programs and Services**

### ***What we're doing***

Calgary FM94.7 has introduced accessibility considerations into the planning and delivery of its programming and listener services to support inclusive access for diverse audiences. Below are some of the key initiatives:

- Over 80% of local and national news published in text format, with more than 90% including a “listen” function.
- Instructional materials developed for accessing services through voice assistants and smart devices.
- 75% of pre-taped videos captioned, with ongoing efforts to maintain accessible multimedia across languages and formats.

### ***What happens next***

Two core objectives shape our approach for this three-year accessibility plan:

- Improve the accessibility and clarity of on-air content and listener services.
- Ensure programs and services are designed with accessibility in mind from the outset.

### ***Key Barriers Identified***

- For listeners who are hard of hearing, rapid speech and overlapping voices can significantly reduce clarity and comprehension.
- Listeners with language or auditory barriers would benefit from additional language options and accessible audio functions.
- For people with certain visual conditions, social media post for important public service announcements are not readable.

### ***Actions/Initiatives Planned***

- Maintain moderate speaking pace.
- Use high-contrast social media posts for important public service announcements.
- Provide training to Programming, News, and Promotions Teams in inclusive communication, plain-language scripting, and accessibility in broadcasting.

### ***Timelines and Measures***

#### ***2026-2027***

- By Year 2027, encourage on-air hosts to use clear and accessible communication practices during programs.

- Ensure all the social media post for important public service announcements are with high-contrast.

### *2027-2028*

- Review and keep monitoring the speaking speed of program content to make sure that it is listener-friendly especially for those with hearing difficulties.
- Review audience feedback to refine language style for improved accessibility and engagement.

## **G) Transportation**

### *What we're doing*

Calgary FM94.7 has introduced practices to support accessible transportation and building access for staff and visitors, including coordination with building management where applicable. Below are some of the key initiatives:

- Directional maps published online to guide visitors with mobility or transit needs.
- Designated parking allocated to managers, with all staff provided additional one month reserved parking during winter months (Nov–May).

### *What happens next*

Two core objectives shape our approach for this three-year accessibility plan:

- Improve access to information about transportation and building entry for staff and visitors.
- Address transportation-related barriers in collaboration with building management and partners.

### *Key Barriers Identified*

- Limited availability of parking passes, particularly during winter months and for employees working evening or night shifts.

- Visitors or staff with disabilities may face difficulty arriving at or entering the building.

### ***Actions/Initiatives Planned***

- The company to purchase additional parking passes during winter months to improve parking access for staff with accessibility and safety needs.
- Work with building management to ensure:
  - entrances remain clear of snow/ice
  - accessible doors and pathways are in good condition

### ***Timelines and Measures***

#### ***2026-2027***

- One additional parking pass will be provided for a six-month winter period.
- Annual review with building management on accessibility-related issues (doors, snow removal, ramps).

#### ***2027-2028***

- Continue to provide one additional parking pass will continue to be provided for a six-month winter period.
- Annual review with building management on accessibility-related issues (doors, snow removal, ramps).

## 6. Consultation

Calgary FM94.7 continued to support accessibility awareness and consultation efforts through participation in accessibility-related webinars, workshops, and internal discussions. During the reporting period, Calgary FM94.7 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 Calgary FM94.7 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 Calgary FM94.7'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

Items	2026-2027	2027-2028
<b>Employment</b> <ul style="list-style-type: none"> <li>Workplace accommodation training for Managers</li> </ul>	\$500	\$500
<b>The Built Environment</b> <ul style="list-style-type: none"> <li>High contrast room signs</li> <li>Door closer</li> <li>Lever door handle</li> </ul>	\$900	\$700
<b>ICT</b> <ul style="list-style-type: none"> <li>Upgrade website and app to WCAG2.1</li> <li>Software for generating captions</li> </ul>	\$10,500	\$10,500
<b>Communication</b> <ul style="list-style-type: none"> <li>Annual accessibility training for reception staff</li> <li>Alternative formats such as Braille upon request</li> </ul>	\$350	\$200
<b>The Design and Delivery of Programs and Services</b> <ul style="list-style-type: none"> <li>Training for full-time presenters</li> </ul>	-	\$300
<b>Transportation</b> <ul style="list-style-type: none"> <li>Parking pass for winter months (6 months)</li> </ul>	\$536	\$536
<b>Total:</b>	\$12,786	\$12,736

## 8. The 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.

**Fairchild Radio (Calgary FM):**

Fairchild Radio (Calgary FM) Ltd.

**Fairchild Radio Vancouver:**

Fairchild Radio (Calgary FM)'s sister 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 (Calgary FM)'s new training program for staff regarding accessibility since 2023.

**JBVC:**

Joy Beyond Vision Community (JBVC)

**WCAG 2.1 AA**

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.