

**CHKF-FM94.7
FAIRCHILD RADIO
(CALGARY FM) LTD.**

2025

**ACCESSIBILITY
PROGRESS
REPORT**



Fairchild Radio
加拿大中文電台

vancouver . calgary . toronto

Table of Contents

1. General	3
1.1. About CHKF-FM94.7	3
1.2. Accessibility Feedback Process and Contact Information	3
1.3. Availability of Alternative Formats	4
2. Executive Summary of 2025 Progress Report	5
3. Areas in Section 5 of the Accessible Canada Act (ACA)	6
3.1. Employment	6
3.2. The Build Environment	10
3.3. Information and Communication Technologies (ICT, mainly digital accessibility)	13
3.4. Communication Not Covered by ICT (Internal & External)	16
3.5. The Procurement of Goods, Services, and Facilities	20
3.6. Design and Delivery of Programs and Services (mainly content accessibility)	21
3.7. Transportation	23
4. Consultation	26
5. Feedback	30
6. Glossary	36

1. General

1.1. About CHKF-FM94.7

Established in 1998, CHKF-FM94.7 is owned and operated by Fairchild Radio (Calgary FM) Ltd. (“Fairchild Radio (Calgary FM)”), a subsidiary of Fairchild Broadcasting Ltd. The station operates alongside its sister stations, Fairchild Radio (Vancouver FM) Ltd. and Fairchild Radio Group Ltd.

CHKF-FM94.7 is committed to providing high-quality, multilingual broadcasting services to a diverse range of ethnic communities. Its programming features content in Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Italian, Russian, Laotian, Thai, Punjabi, Hindi, Hungarian and more.

The station is located at Unit 109, 2723 – 37 Ave NE, Calgary, Alberta, T1Y 5R8. For more information, please visit www.fm947.com. CHKF-FM94.7 also shares the Fairchild Radio mobile application with its sister stations, including CJVB-AM1470 and CHKG-FM961 in Vancouver, and CHKT-AM1430 in Toronto.

1.2. Accessibility Feedback Process and Contact Information

Fairchild Radio (Calgary FM) has an established [Accessibility Feedback Process](#) to accept feedback relating to accessibility issues as well as the content in its published Accessibility Plan and Progress Reports.

Feedback can be submitted anonymously. Other than the anonymous feedback, Fairchild Radio will acknowledge receipt of all accessibility feedback.

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

Unit 109, 2723 – 37 Ave NE,
Calgary, Alberta, T1Y 5R8
Email: accessibility@fm947.com
Phone: 403-250-1040
Website: [Accessibility Feedback Form](#) on our official
website <http://www.fm947.com/>

Fairchild Radio is committed to reviewing and replying to all feedback received and taking steps to address the barriers identified.

1.3. Availability of Alternative Formats

An electronic version of Fairchild Radio's Accessibility Feedback Process, Accessibility Plan and Accessibility Progress Reports, all designed to meet the WCAG 2.0 AA standard, can be downloaded from our website:

[Accessibility Feedback Collection and Handling Process \(Version 4\)](#)

[2023-2025 Accessibility Plan \(version 1\)](#)

[2024 Accessibility Progress Report \(Version 1\)](#)

2025 Accessibility Progress Report

Each Accessibility Plan and Progress Report will remain publicly accessible for 7 years and is available in alternative formats. You can request an alternative format of the above **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)
- Braille (within 45 days)
- Audio or other electronic format (within 45 days)

2. Executive Summary of 2025 Progress Report

Fairchild Radio (Calgary FM) published its first multi-year [Accessibility Plan](#) on June 1, 2023 in accordance with the requirements of the Accessible Canada Act (ACA). In this plan, a number of barriers were identified in each of the following areas:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication Not Covered by ICT
- The Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services
- Transportation

For each identified barrier, specific actions were outlined to address or remove the barrier. The plan also included timelines, assigned responsibilities, and, where applicable, target percentages of completion to track progress over time.

The 2024 Progress Report, published on June 1, 2024, marked Fairchild Radio (Calgary FM)'s first formal update following the release of the Accessibility Plan. It provided a detailed overview of early actions taken to address barriers and highlighted initial successes, ongoing challenges, and lessons learned through consultations with persons with disabilities. This report helped shape priorities and adjustments for the 2024–2025 planning period.

This 2025 Progress Report, scheduled for publication on June 1, 2025, builds on the foundation laid in the previous two years and presents a comprehensive update on the implementation of accessibility initiatives. It outlines actions completed during the reporting period, explains any delays or adjustments, and reflects input gathered from staff, audiences, visitors and members of the disability community.

As detailed in the following sections, Fairchild Radio (Calgary FM) continues to make meaningful progress in identifying, removing, and preventing barriers to ensure that its goods, services, facilities, employment practices, communications, and physical environments are accessible to all.

3. Areas in Section 5 of the Accessible Canada Act (ACA)

3.1. Employment

In 2024–2025, Fairchild Radio (Calgary FM) continued its commitment to fostering an inclusive and accessible workplace by enhancing recruitment practices, expanding staff training, and strengthening accommodation support.

The recruitment process was reviewed to ensure full accessibility, including the use of audio files, clear accommodation messaging included in all job postings, and established partnerships to reach a wider and more diverse talent pool. To promote a stigma-free environment, IDEA training programs were delivered with high participation rates. Individualized accommodation plans were also implemented and evaluated in collaboration with staff, with additional support provided to pregnant employees, such as reserved parking and improved mobility space.

These efforts reflect Fairchild Radio (Calgary FM)’s proactive approach to building a more equitable, supportive, and accessible work environment for all employees through employment practices.

Below are the barriers in employment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

3.1.1. Slightly low representation of persons with disabilities among staff

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan on the following areas: (a) Add alternative formats (e.g. audio files) to announce hiring opportunities on our website.	Completed. <ul style="list-style-type: none"> 100% of hiring opportunities posted in the "Employment" section of the radio station's website have been accompanied by audio files to read aloud the text content. The recruitment process has been reviewed, and a comprehensive checklist has been developed to ensure that all stages of the recruitment process are accessible.
(b) When hiring opportunities arise, send messages to the online social networks that are popular among persons with disabilities and their families.	On Track. <ul style="list-style-type: none"> Accessibility and accommodations have been explicitly emphasized throughout 100% of the recruitment process, including job postings and interviews, with clear messaging that accommodations are available upon request.
(c) Look for more support groups and online social networks of similar nature.	<ul style="list-style-type: none"> Ongoing efforts are underway to explore collaboration opportunities with disability support centres to further expand the reach of future job postings.
(d) Target is to increase the employment rate of persons with disabilities by 0.25% by the end of the 2024 – 2025.	Completed. As of December 31, 2024, the employment rate of persons with disabilities increased to 4%, representing a rise from 3.5% in 2023.

3.1.2. Employees who have invisible disabilities are reluctant to disclose their condition to the company because they don't want to be labelled.

Action Planned for 2024-2025	2025 Update
(a) Continue the IDEA training program. The target is to have 100% of the employees participate in the program.	<p>Completed. In second-half of 2024, the following IDEA trainings were delivered to staff,</p> <ul style="list-style-type: none"> • Workplace Harassment Training (September 2024) with 100% participation rate • Braille Reading (October 2024) with 100% participation rate • Lunch & Learn Session: Work Ergonomics (Dec 2024) with 100% participation rate <p>In addition, the following training programs are scheduled for the first-half of 2025,</p> <ul style="list-style-type: none"> • Meals on Wheels Volunteer Initiative (April 2025) • Health & Safety Webinars (May 2025) • Webinar and Workshop conducted by Joy Beyond Vision Community (May 2025)
(b) Continue the 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	<p>Completed. In recognition of National AccessAbility Week 2024, the training initiative was expanded from a single session to a Mental Health Awareness Month series. Throughout the</p>

create a work environment free of prejudices and discrimination.	series, four newsletters focusing on mental health were distributed, and a 100% participation rate was achieved.
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3.1.3. Need to create or update the individualized accommodation plans for staff with disabilities.

Action Planned for 2024-2025	2025 Update
Evaluate the individualized accommodation 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	<p>On Track.</p> <ul style="list-style-type: none"> Individualized accommodation plans were established and evaluated with staff in 2024. The accommodation policy and supports remain active and available to employees. In 2024, additional accommodations were provided to support staff who were pregnant. To enhance comfort and mobility, two chairs outside the on-air room were removed to create additional space. Furthermore, two parking spaces were allocated specifically for the use of the pregnant staff.

3.2. The Build Environment

During 2024-2025, Fairchild Radio (Calgary FM) continued to take a proactive approach to minimize hazards, improve the accessibility and safety of its built environment to better support employees and visitors with disabilities.

Obstructions to studio access were resolved with the removal of a built-in cabinet, and monthly inspections were introduced to ensure pathways remain clear. Although plans to upgrade sound-absorbing materials were found to be cost-prohibitive, regular inspections were implemented to maintain acoustic quality and accessibility. Despite ongoing follow-up, no progress was made on the installation of automatic doors, and the matter has been closed unless further updates arise from building management.

While no new accommodation requests have been received, emergency planning and regular review remains a priority, the evacuation plan was updated to strengthen the company's evacuation procedures in assisting persons with disabilities during emergency situations. These ongoing efforts demonstrate Fairchild Radio (Calgary FM)'s commitment to maintaining a safe and inclusive office environment for all staff and visitors.

Below are the barriers in the built environment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

3.2.1. Staff Z pointed out that the recording studios' sound-absorbing material should be upgraded as it will help control the reverberant sound pressure levels within an enclosed environment. Also, extra speakers can be added to the recording studios for better sound quality.

Action Planned for 2024-2025	2025 Update
(a) Get quotes on upgrading the sound-absorbing material for the recording studios.	Modified. Following preliminary research, it was noticed that upgrading the sound-absorbing materials would be cost-prohibitive. As an alternative, arrangements have been made for a technician to conduct regular weekly inspections to ensure that the recording studios continue to operate effectively and meet current acoustic and accessibility needs.
(b) Set a timeline for the upgrade.	

3.2.2. Staff Z pointed out that access to the studios is partially blocked by a built-in cabinet, thus not convenient for persons using a walker or a wheelchair.

Action Planned for 2024-2025	2025 Update
(a) Remove the built-in cabinet and move it to another location.	Completed. The built-in cabinet was removed in last year.
(b) Check the hallway and the rest of the premise regularly to make sure there is no furniture or clutter blocking the access.	On Track. Regular monthly assessments have been carried out to ensure that access to the studios remains unobstructed at all times.

3.2.3. Staff Z mentioned the building’s entrances do not have automatic doors, making it difficult for persons with walking disability or someone who uses wheelchair to enter the building.

Action Planned for 2024-2025	2025 Update
Follow up on the automatic doors proposal.	Closed. Despite repeated follow-up efforts with building management, no response has been received to date, and there has been no indication of interest or action on their part. As this matter is beyond our control and the likelihood of approval appears limited, it has been decided to close this item at this time, unless further developments arise.

3.2.4. 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.

Action Planned for 2024-2025	2025 Update
Repeat the process of 2023 – 2024, this time consult with staff or persons who have a different type of disability.	Modified. The Health and Safety Committee member has been designated to assist staff and guests with disabilities during emergency situations. In line with this, the emergency response and evacuation procedures have been modified to ensure accessibility and provide appropriate support when needed.

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

Fairchild Radio (Calgary FM) has made substantial progress in enhancing digital accessibility across its platforms in 2024–2025.

Website and app components were improved to meet WCAG 2.0 AA standards, with features such as alt text, ARIA roles, keyboard-friendly navigation, and adjustable font sizes now available. A new master setting function were also available to allow users to customize their viewing preferences. To further support accessibility, audio-visual guides was created to help users navigate digital content and access services. Contests were also made more inclusive by offering alternative registration formats to better support all users, including those with disabilities.

Below are the barriers in information and communication technologies (ICT, mainly digital accessibility) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

3.3.1. Not all elements in the web and app meet the WCAG 2.0 AA requirement, especially pages that have a lot of graphics, hyperlinks and advertisements, or are interactive in nature.

Action Planned for 2024-2025	2025 Update
(a) Ongoing update to make the web and app compatible with the latest assistive technology.	Completed. <ul style="list-style-type: none">• DJ Profile & News Team Sections: Redesigned and rebuilt to improve accessibility.• Accessibility Enhancements: Resolved issues such as missing image alt text, low contrast, and redundant links.• Improved Features: Implemented ARIA roles,

	<p>alt text for images, adjustable font sizes, and accessible form labels. External links now open in new tabs, and navigation is now keyboard-friendly.</p> <ul style="list-style-type: none"> • Upgraded PHP version, introduced AAA+ font size adjustments, and applied various accessibility improvements across multiple pages. • Updated interactive and graphic-based subpages, including "Vote & Poll," to enhance accessibility compliance.
(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.	Completed. The AAA+ font size adjustment function has been added to both the web and app, and contrast issues have been improved to meet accessibility contrast standards on both platforms.

3.3.2. Information on how to use the available accessibility functions provided by different browsers and computer operations systems to navigate the radio website is needed.

Action Planned for 2024-2025	2025 Update
<p>Create audio, video and article on how to do the following on our website:</p> <p>(a) Listen live.</p> <p>(b) Listen to news articles.</p> <p>(c) Watch videos.</p> <p>(d) Send accessibility feedback.</p>	<p>Completed.</p> <ul style="list-style-type: none"> • The video "How to Listen to Radio Using Alexa and Google Home" has been created. It covers how to listen live, access news articles, watch videos, and

(e) Get a copy of Fairchild Radio's Accessibility Plan and the subsequent Progress Reports, and that other formats are available upon request.	<p>send accessibility feedback.</p> <ul style="list-style-type: none"> • Additionally, PDFs titled "Listen to Fairchild Radio Using Voice Command" and "Accessibility Browser Shortcut Keys" have been created. • A copy of Fairchild Radio's Accessibility Plan and Progress Report can be downloaded from the accessibility page.
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3.3.3. For contests organized or sponsored by Fairchild Radio (Calgary FM), on top of online application, alternative formats of application will be needed.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan, review and improve (a) Registration by phone, email or in person will be accepted.	Completed. 100% registrations submitted by phone, email or in person were accepted.
(b) Downloadable application forms will be included in the application page, together with phone number and email address for additional assistance	Completed. 100% Downloadable application forms have been made available on the application page, together with the company's contact phone number and email address to offer additional assistance.
(c) NEW. Improve the accessibility arrangement for gifts delivery	Completed. For giveaway promotions, audience who are unable to collect their gifts in person due to accessibility considerations are offered a mailing service, ensuring equitable participation and access to all promotional benefits.

3.4. Communication Not Covered by ICT (Internal & External)

Fairchild Radio (Calgary FM) enhanced the accessibility of its internal and external communications through a variety of inclusive formats. All internal communications are now available in larger font and accompanied by audio versions, with alternative formats provided upon request.

In addition, Fairchild Radio (Calgary FM) remains prepared to accommodate communication needs beyond traditional digital formats, including providing audio alternatives for visually presented content and captioned videos for individuals with hearing impairments. These initiatives ensure that communication across the organization is both inclusive and responsive to a diverse audience.

Below are the barriers in communication not covered by ICT (internal & external) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

3.4.1. Staff Z said when personal hearing aids are being used, ambient noise in the environment could be exaggerated. Therefore, it is necessary to allow a person with hearing disability to have more space, preferably a quieter space, in the setting of a meeting. Also, eye contact and gesture are extremely important, so all rooms should have sufficient lighting.

Action Planned for 2024-2025	2025 Update
Learn from another staff or guest who has a different type of disability and share the lessons with all staff.	Completed. Online webinars and workshops have been conducted to help staff gain firsthand insight into the challenges faced by individuals with visual impairments and to enhance their ability to communicate with them effectively.

3.4.2. More alternative formats of communication are needed for internal communication, in order to accommodate to different types of disabilities.

Action Planned for 2024-2025	2025 Update
<p>Continue 2023 - 2024's plan, review and improve.</p> <p>(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.</p>	<p>Completed.</p> <ul style="list-style-type: none"> • 100% of internal communications, including memos, newsletters, and emails, are formatted using font size 14 to enhance readability. • Over 80% of internal memos are distributed with audio files to support diverse accessibility needs. • Memos and newsletters are kept on intranet for staff to access 24/7.
<p>(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.</p>	<ul style="list-style-type: none"> • Notices have been prominently displayed on the office pantry notice board and included in the footer of all outgoing emails, informing staff and external stakeholders that alternative formats of information are available upon request.
<p>(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.</p>	<ul style="list-style-type: none"> • A memo was distributed to all staff summarizing the accessibility initiatives implemented in 2024 and outlining plans for 2025. The memo also reiterated that alternative formats of company information may be requested if required.

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

Action Planned for 2024-2025	2025 Update
Continue the practice and review if other formats are available.	<p>On Track.</p> <p>The practice has been continuing. No staff in the company have identified any accessibility needs to date, and no accessibility-related concerns have been reported in relation to interactions with individuals throughout the year.</p> <p>Fairchild Radio (Calgary FM) is prepared to provide text files and captioned videos to individuals with hearing impairments, upon request.</p>

3.4.4. 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.

Action Planned for 2024-2025	2025 Update
Continue the 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.	<p>Completed.</p> <p>Please refer to section 3.1.2 (b) for further details on Sensitivity Training.</p> <p>To further enhance staff communication capabilities, a training session and workshop focused on effective communication with individuals who are visually impaired is scheduled for May</p>

	2025, in order to better equip staff to support persons with disabilities.
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3.4.5. Volunteers who help out at various events may not have proper and sufficient training on interacting with persons with disabilities.

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's training. Target is 90% of our volunteers have received training on how to interact with persons with disabilities.	On Track. Over 90% volunteers have received training on how to interact with persons with disabilities.

3.5. The Procurement of Goods, Services, and Facilities

During 2024–2025, Fairchild Radio (Calgary FM) emphasised accessible and inclusive procurement practices to support the diverse needs of its staff. Assistive software was made available to employees with hearing disabilities to help address communication barriers, particularly with phone use. In addition, height-adjustable monitors were provided upon request, allowing staff to modify their workstations to better suit their physical needs and comfort.

These accommodation efforts were acknowledged through employee feedback and remain under review to better support staff accessibility needs.

Below are the barriers in the procurement of goods, services, and facilities identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

3.5.1. Staff Z explained that communication by phone is particularly challenging for a person with hearing disability, but certain assistive facilities would help.

Action Planned for 2024-2025	2025 Update
Upon request, provide software to staff dealing with hearing disability.	On Track. The practice remains in place, with software provided to staff with hearing disabilities upon request.

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

Action Planned for 2024-2025	2025 Update
Provide height adjustable monitors upon request.	On Track. The practice remains in place, with height adjustable monitors provided to staff upon request.

3.6. Design and Delivery of Programs and Services (mainly content accessibility)

Fairchild Radio (Calgary FM) is dedicated to delivering inclusive programs to all members of the community. Key advancements were made this year in ensuring that all programs and services are accessible to audiences with disabilities.

In 2024–2025, over 80% of local and national news was published in text format to support individuals with hearing impairments, and more than 90% of these news items included a "listen" function. Instructional materials were developed to guide audience in accessing services through voice assistants and smart devices. Furthermore, 75% of pre-taped videos were captioned, and efforts are ongoing to ensure multimedia content remains accessible across languages and formats.

Below are the barriers in design and delivery of programs and services (mainly content accessibility) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

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

Action Planned for 2024-2025	2025 Update
Update the audio, video and article on Amazon's Alexa, Apple' Siri and Google Home in English, Cantonese and Mandarin, if any part of the procedure has changed, or if new technology is available.	Completed. The video on "How to Listen to Radio Using Alexa and Google Home" has been created. The video covers how to listen live, access news articles, watch videos, and send accessibility feedback. Additionally, the article "Listen to Fairchild Radio Using Voice Command" has also been created.

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

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 65% of local and national news that are created by Fairchild Radio (i.e. not including subscribed news such as RTHK news) will be posted on our web and app in text format.	Completed. 80% of local and national news content produced by Fairchild Radio has been published on both the company website and mobile application in text format, ensuring accessibility for a broader audience.

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

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 75% of the pre-taped (i.e. not live) videos will have captions.	Completed. 75% of pre-taped videos have been captioned.

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

Action Planned for 2024-2025	2025 Update
Continue 2023 - 2024's plan and increase the percentage to 35% of local and national news that are created by Fairchild Radio (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.	Completed. 90% local and national news that are created by Fairchild Radio includes the "listen" function.

3.7. Transportation

In 2024–2025, Fairchild Radio (Calgary FM) implemented several measures to address transportation-related accessibility barriers. A directional map was published on the company’s website to guide public transit users and individuals with mobility impairments in locating the station. With Indigo now overseeing parking operations, the option to assign or reserve additional accessible parking spaces was not available. The company continues to monitor the situation and explore potential advocacy efforts or alternative solutions. Nevertheless, a transparent process was introduced to allocate the limited parking spaces, with priority given to staff with accessibility needs.

Flexible work and carpooling arrangements remained in place and under continuous review. A written transportation accommodation plan was also established for employees with disabilities. However, no requests for accessibility-related transportation support were reported during the year.

Below are the barriers in transportation identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio (Calgary FM) taken during 2024-2025 to overcome these barriers:

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

Action Planned for 2024-2025	2025 Update
Add a directional map on how to reach the station from the Calgary Transit, include a map showing the location of the building’s main entrance, and the nearby bus stations and Calgary Transit.	Completed. A directional map has been made available on the company’s website to assist individuals in reaching the station using various modes of transportation.

3.7.2. Staff Z commented that there is only one handicapped parking space at the South entrance of the property. More accessible parking is needed.

Action Planned for 2024-2025	2025 Update
Follow up and continue to work with building management on the additional handicapped parking spaces proposal.	<p>Modified. Despite multiple follow-up requests, no response has been received from building management.</p> <p>Parking operations have since been taken over by Indigo, which currently does not offer the option to assign or reserve additional accessible parking spaces. The situation will continue to be monitored, and potential advocacy efforts or alternative solutions will be explored to better support accessibility needs.</p>

3.7.3. Even if more handicapped parking slots are added, they are mainly for visitors, not staff.

Action Planned for 2024-2025	2025 Update
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.	<p>On Track. A fair and transparent procedure was implemented to allocate the limited parking spaces, with priority granted to staff with accessibility needs.</p>

3.7.4. 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. Also need to provide transportation accommodation to staff with special medical needs.

Action Planned for 2024-2025	2025 Update
<p>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 his or her designated car pool driver(s).</p>	<p>On Track. The plan has been established and implemented, and the practice continues to be carried out on an ongoing basis.</p> <p>No staff in the company have identified any accessibility needs, and no accessibility-related concerns have been reported in relation to individuals they have interacted with during the year.</p>

4. Consultation

Fairchild Radio conducted accessibility consultations with individuals from the Richmond Centre for Disability (RCD) to support its efforts in identifying and removing barriers for individuals with disabilities, particularly those with low vision.

Although the consultation was conducted in Vancouver, the Calgary Office's website design was based on that of the Vancouver site. Therefore, the findings and recommendations from the consultation are also applicable to the Calgary Office.

When We Consulted

- **April 6, 2023:** Initial in-person consultation was conducted to identify barriers that individuals with low vision may encounter while using the internet.
- **June 13, 2024:** Follow-up in-person consultation was held to assess improvements made to Fairchild Radio's website and mobile app for individuals with low vision or other types of disabilities.

The 2023 consultation occurred during the early development of Fairchild Radio's accessibility strategy. The 2024 follow-up took place after the first phase improvements had been implemented.

Whom We Consulted

Two representatives from Richmond Centre for Disability (RCD), Mr. Tam and Mr. Leung, were consulted. While the names and position of these participants are included here with their permission, no additional identifying information is provided to respect privacy. The disabilities represented in these consultations were primarily related to low vision.

Representatives from Fairchild Radio:

- 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.fm947.com.

Representatives from Richmond Centre for Disability (RCD):

- Mr. Tam, an individual born with low vision.
- Mr. Leung, the Technical Assistant of RCD who assists people of various types and levels of disabilities on computer and assistive technologies.

How We Consulted

The consultation was conducted in-person at Richmond Centre for Disability's facilities, located in the Greater Vancouver Area, British Columbia. This method was selected to allow participants to directly interact with Fairchild Radio's web and app interfaces using their own accessibility tools or settings. The setting allowed for live demonstrations, real-time feedback, and open discussions. All consultation sessions were conducted in an accessible environment, ensuring that participants were comfortable and able to use their own assistive devices where needed.

What We Consulted On

The consultations focused on the accessibility of Fairchild Radio's website and mobile application. The following topics were discussed:

- Font and icon size
- Layout and spacing of interactive forms
- Ease of navigation and usability for those with hand mobility impairments
- Accessibility features such as adjustable font size and audio playback options
- Visual clarity of images and spacing of captions
- Impact of pop-up advertisements and flashing graphics on navigation

Participants were asked to review both the desktop and mobile versions of Fairchild Radio's digital platforms and provide feedback, especially on the new accessibility functions, based on their real-time user experience.

Key feedback received:

Follow-up on the 2023 Consultation:

- Default font sizes were improved since the 2023 consultation.
- New font size adjustment icons were added on the right-hand side of the screen, allowing web users to adjust font size according to their own

preferences. However, on the mobile app, the icon is placed at the top of the screen among other function icons, making it less noticeable.

- The “Listen to Audio News” icon was more noticeable on the app compared to the website. On the app, the icon was placed in an empty space, whereas on the web, it appeared at the end of the news headline, making it easier to overlook.
- The spacing of photos and text on both website and app has been improved. However, the line spacing for photo captions still requires further improvement.
- The new application form for the 2024 DJ Training Course was found to be easy to navigate and accessible. It was deemed user-friendly for individuals with low vision or hand mobility limitations.

Additional Consultation:

Beyond the follow-up review, Mr. Carleton Yuen of EseeLynx Communication presented several popular English and Chinese websites to Mr. Tam to solicit feedback for future enhancements of Fairchild Radio’s digital platforms. Key feedback included:

- Pop-up ads and flashing GIFs were seen as disruptive and not accessibility-friendly.
- Non-prominent color choices for graphics and text were noted to reduce readability and overall usability.

Results Summary

The feedback received greatly contributed to the enhancement of Fairchild Radio’s digital accessibility. Improvements already implemented in 2024 based on the consultation results in 2023, including:

- Larger default font sizes and adjustable font size features.
- Improved visibility of “Listen to Audio News” icons.
- Less crowded layout and better spacing on both web and mobile platforms.
- A more accessible application form for training courses.

Considerations for further improvement are being explored based on the suggestions received in 2024, including:

- Further enhancement of the visibility of font size adjustment and “Listen to Audio News” icons, and ensure the color is prominent.
- Further enhancement of caption spacing

- Redesigning pop-up content to ensure critical information included in the slider, the pop-up ad banners and the TV screen are not lost when pop-up blockers are enabled.
- Avoiding the use of flashing graphics and ensuring sufficient color contrast.

The consultation lasted less than an hour, and we thank Mr. Tam and Mr. Leung for their valuable insights and significant contributions to the development of a more inclusive digital platform for all users, particularly individuals with vision impairments.

5. Feedback

Fairchild Radio (Calgary FM) implemented its [Accessibility Feedback Process](#) and [Accessibility Feedback Form](#) on June 1, 2022, to facilitate the collection of feedback related to accessibility. Feedback may also be submitted via email, telephone, or mail. Individuals may choose to provide their name or remain anonymous when submitting feedback. All submissions will be retained for a minimum period of seven years.

As of the reporting date, no accessibility feedback has been received through the above feedback process. Nevertheless, Fairchild Radio (Calgary FM) remains committed to proactively gathering insights from employees, visitors, and external stakeholders to support continuous improvement in its accessibility practices.

Internal Accessibility Survey – Calgary Office

In addition to the consultation conducted with the Richmond Centre for Disability, as reported in section 4 “Consultation”, Fairchild Radio (Calgary FM) conducted an internal accessibility survey in early April. The purpose of this survey was to access employees’ experiences with accessibility, evaluate the effectiveness of current accessibility measures, identify any unmet accommodation needs, and gather input on potential future accessibility initiatives.

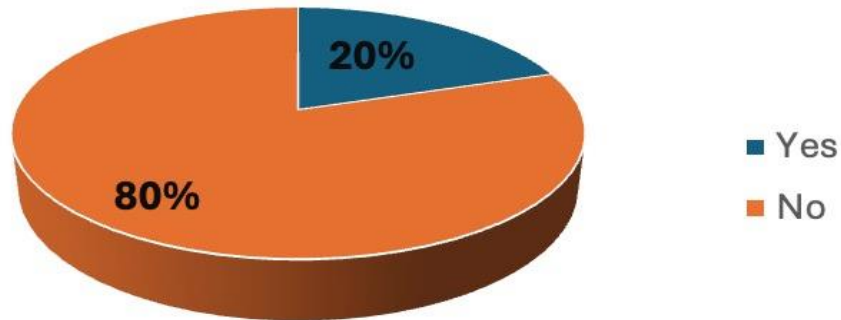
Key Findings

1. Overall Accessibility Experience

- **Barriers Encountered**

- 80% of respondents indicated they had not personally encountered any accessibility barriers within the Calgary office.
- The remaining 20% reported barriers related to visibility, accessibility, and commuting during the night shift. Specific concerns included:
 - Lack of parking passes during night shifts
 - Frozen roads during winter months
 - Poor street lighting, which was only resolved after an extended delay (approximately six months)

Have you personally encountered any accessibility barriers in FRC?

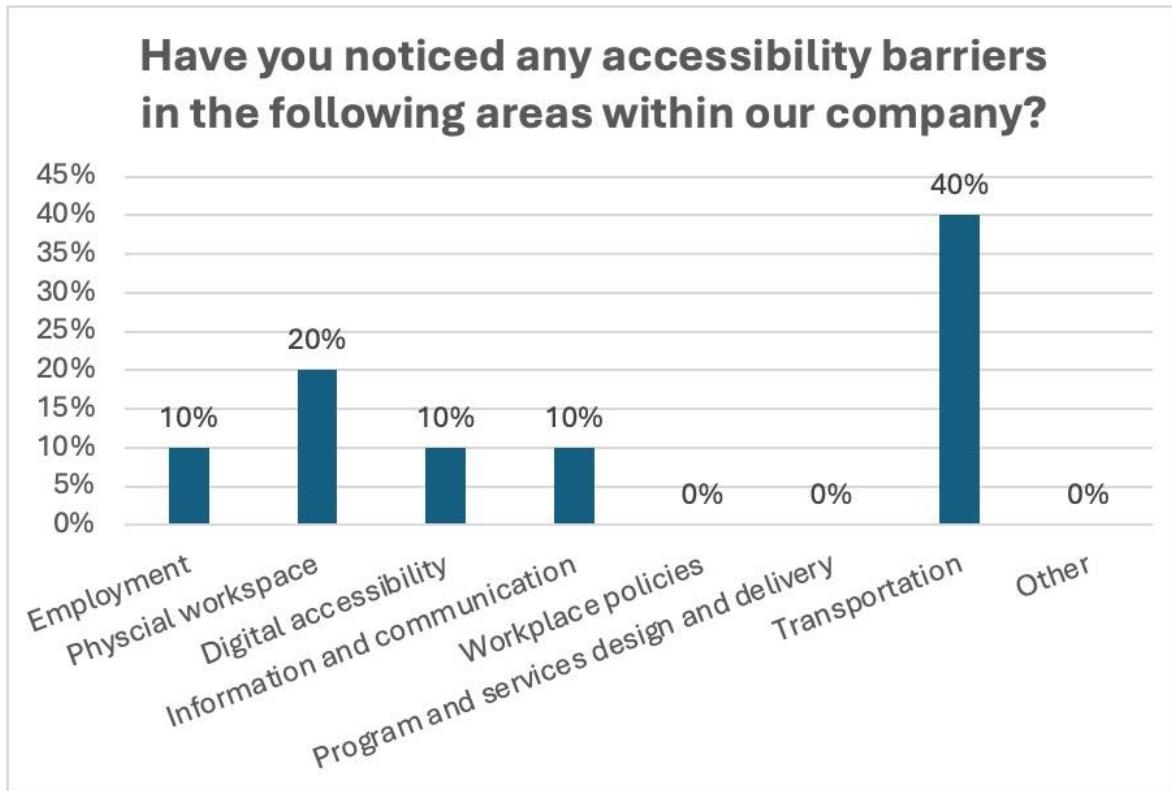


- **Accessibility Challenges Observed**

100% of respondents stated that they had not observed any accessibility barriers related to workplace policies or the design and delivery of programs and services.

However, respondents did identify accessibility challenges across Transportation (40%), Physical Workspace (20%), Employment, Digital Accessibility and Communication (10%), key issues included:

- Insufficient parking space
- Limited functionality and user-friendliness of the email system (Eseelynx)
- Lack of Microsoft Word software
- Repeated issue of working night shifts without a parking pass, frozen roads during winter months and poor street lighting



2. Evaluation of Accessibility Initiatives

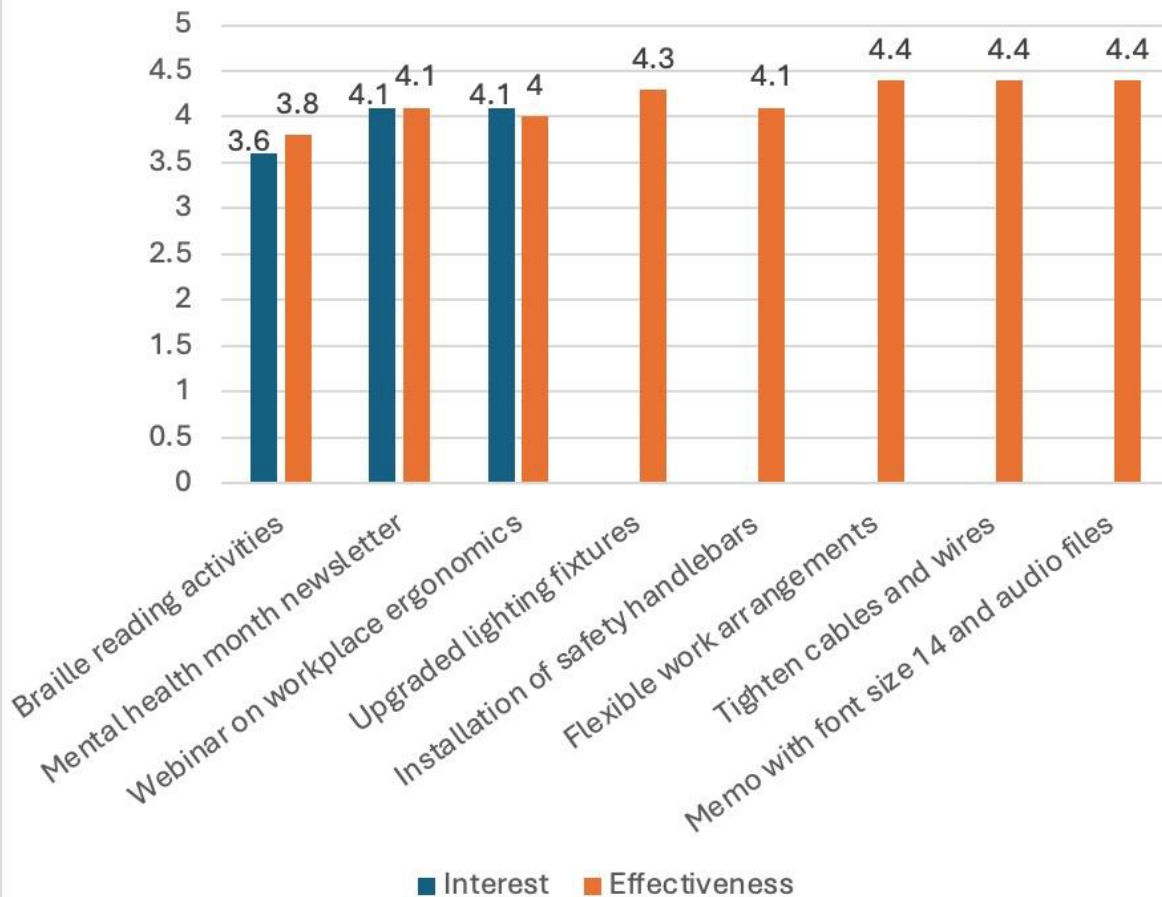
Staff expressed particular interest in the 2024 accessibility-related activities, including:

- *Mental Health Month Newsletter* and *Workplace Ergonomics Webinar*, which achieved an average satisfaction rating exceeding 4.1 out of 5.
- Staff noted the relevance of the mental health topic, especially given increasing work pressures, and described the ergonomics webinar as informative and practical.

Additionally, positive feedback was received regarding various accessibility enhancement and measures introduced to date, especially the following:

- Internal communications (memos, newsletters, emails) issued in font size 14 and supplemented with audio files, flexible work arrangements for staff with medical needs and tighten cables and wires under the desks and workstations (average rating of 4.4 out of 5).
- Upgraded lighting fixtures (average rating of 4.3 out of 5). Respondents specifically noted that the lighting in the hallways and washrooms were effective and satisfactory.

Interest and Effectiveness of Accessibility Initiatives in 2024



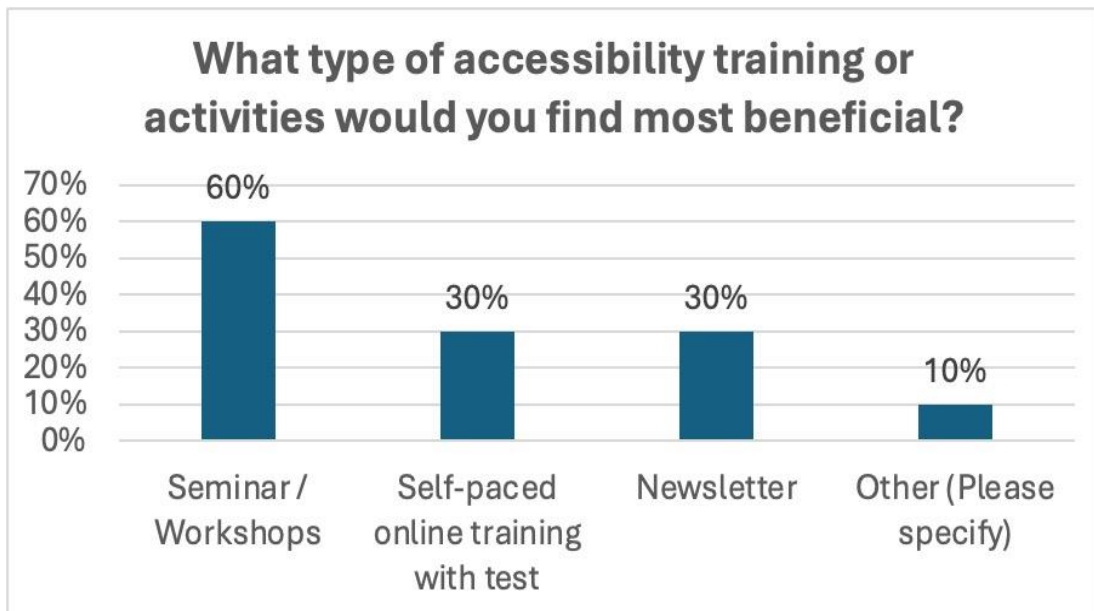
3. Accommodation Needs

90% of respondents reported that they did not require accommodations at the time of the survey. One respondent (10%) recommended the provision of a parking pass for night shift employees.



4. Preferred Formats for Accessibility Trainings

60% of respondents selected seminars and workshops as the most beneficial format for accessibility training, 10% selected "Other", but did not specify a preferred format.



5. Additional Feedback

30% of respondents provided additional feedback to further improve accessibility, including:

- Conduct ergonomic assessments for all workstations and continue updating office ergonomics.
- Some track lights have malfunctioned, and the lighting fixtures in two studios and the production room should be upgraded.
- Addition of a storage room.
- Reorganize exposed cables and wires to eliminate safety hazards.
- Repair or upgrade the entry door locks and consider replacing with automatic doors.
- Upgrade computer systems, including the installation of Microsoft Word to support daily operations.

Next Step

All feedback has been shared with the Accessibility Committee and relevant departments for review and follow-up. Issues identified through the survey will be carefully considered, and appropriate actions will be taken to address them where feasible. Furthermore, these findings will be formally documented and, where applicable, integrated into the next Accessibility Plan to ensure continuous improvement in creating an inclusive and barrier-free workplace.

6. Glossary

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.

Accessibility Committee:

Established in 2022 and comprised of management as well as staff who are essential in improving Fairchild Radio's accessibility, the Fairchild Radio Accessibility Committee is in charge of executing accessibility policies, collecting feedback and providing assistance to persons with disabilities.

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.

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.

Eseelynx:

Eseelynx Communication Ltd., the web and app development company of www.fm947.com

ICT:

Information and Communication Technologies

IDEA:

“Inclusion, Diversity, Equity and Accessibility”, Fairchild Radio (Calgary FM)’s new training program for staff regarding accessibility.

JBVC:

Joy Beyond Vision Community

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 (Calgary FM).