

**CHKF-FM94.7
Fairchild Radio (Calgary FM) Ltd.**

**2024 Accessibility Progress Report
(Version 1)**

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1. General

1.1 About CHKF-FM94.7

Established in 1998, CHKF-FM94.7 is owned and operated by Fairchild Radio (Calgary FM) Ltd. [hereinafter referred to as “Fairchild Radio (Calgary FM)”] which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio Group Ltd. and Fairchild Radio (Vancouver FM) Ltd.

CHKF-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.

The station is located at Unit 109, 2723 – 37 Ave NE, Calgary, Alberta, T1Y 5R8

CHKF-FM94.7’s website is www.fm947.com, and it shares an app (the Fairchild Radio app) with its sister stations: Fairchild Radio Group Ltd.’s CJVB-AM1470 in Vancouver and CHKT-AM1430 in Toronto, as well as Fairchild Radio (Vancouver FM) Ltd.’s CHKG-FM96.1 in Vancouver.

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 Report.

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

To submit your feedback, please complete the [Accessibility Feedback Form](#) on our website www.fm947.com or contact:

Accessibility Support Officer, Fairchild Radio Calgary

Email: accessibility@fm947.com

Phone: 403-250-1040

Mail: Unit 109, 2723 – 37 Ave NE, Calgary, Alberta, T1Y 5R8

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

1.3 Alternative Formats

An electronic version of Fairchild Radio (Calgary FM)'s Accessibility Feedback Process, Accessibility Plan and Accessibility Progress Report, 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)

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. Summary of 2024 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 barrier, a series of actions were planned to overcome such barrier. Timeline for completing the actions was included, and the roles and responsibilities of the people involved were also listed. To track progress, many actions have a target percentage of completion according to the timeline.

The 2024 Progress Report published on June 1, 2024, as well as the upcoming 2025 Progress Report that is scheduled to publish on June 1, 2025, breaks down the identified barriers and the corresponding actions taken to address these barriers. Failure to complete the planned actions and the reasons behind are also included. The Progress Report also shares what Fairchild Radio (Calgary FM) has learned over the past 12 months through feedbacks and consultations with persons with disabilities.

As you can see in this 2024 Progress Report, Fairchild Radio (Calgary FM) has made significant achievements in identifying, removing and preventing barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities. More details are included in the following pages.

3. Barriers by Area and Action Plan

3.1 Employment

Highlights of 2023 – 2024

Fairchild Radio (Calgary FM) has major success in removing barriers as well as preventing new barriers in the area of Employment. On top of starting to reach out to the accessibility community for hiring, Fairchild Radio (Calgary FM) has been using alternative formats to communicate with job seekers. As for the current employees, Fairchild Radio (Calgary FM) set up a Health and Safety Committee last year to increase the awareness of issues regarding safety, disabilities, health and wellness among staff. Human Resources and Office Administration also contacted each staff member with disabilities to tailor-make an accommodation plan that best fits the person’s needs.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned to overcome these barriers:

3.1.1 Slightly low representation of persons with disabilities among staff (at the moment 3.5%).

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Add alternative formats such as audio files to announce hiring opportunities on our website. (Responsibility: Human Resources)	Done. Since May 2024, 100% of hiring ads posted on the radio website’s “Employment” section have included audio files to read aloud the text content.
(b) When hiring opportunities arise, send messages to the online social networks that are popular among persons with disabilities and their families. (Responsibility: Human Resources)	In progress. There were 4 hiring opportunities in 2023, all for Part Time and Full Time Reporters. Human Resources had contacted Calgary Alternative Employment Services for job advertisements, but received no response from them by the time the positions were filled.
(c) Look for more support groups and online social networks of similar	Done. Connected with Job Ability Canada for job posting and were

nature. (Responsibility: Human Resources)	informed a subscription fee is involved. Have allocated budget for subscribing Job Ability Canada’s service and will continue to look for more platforms for future job posting.
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Looking forward, will continue the 2023 - 2024 plan. Target is to increase the employment rate of persons with disabilities by 0.25% by 2024 – 2025.
(Responsibility: Human Resources)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Establish an inclusive corporate culture by launching a year-round training program for all employees called “Inclusion, Diversity, Equity and Accessibility” (IDEA). (Responsibility: Human Resources, all department heads)	Done. The IDEA committee has been formed and has regularly meetings to discuss the initiatives, activities and training programs promoting Inclusion, Diversity, Equity and Accessibility for all staff.
(b) IDEA will arrange an online Sensitivity Training featuring Richmond Centre for Disability (RCD) for executives and frontline staff in 2023 - 2024, then for all employees in 2024 - 2025. (Responsibility: Human Resources, all department heads)	Done. The online Sensitivity Training featuring RCD was successfully conducted in late May 2023 and 80% of the executives and frontline staff attended the training. The same training was then extended to all staff and presenters ahead of schedule in August 2023. As of May 31, 2024, 75% of staff and presenters have completed the Sensitivity Training. A handbook was developed from the Sensitivity Training and will be used to train event volunteers. Please see

	<p>section 3.4.5. regarding volunteer training for details.</p> <p>Other accessibility activities initiated by IDEA from June 1, 2023 to May 31, 2024 include:</p> <ul style="list-style-type: none"> • Diabetes Awareness & Wellness (November 2023) • Zero Discrimination Month (March 2024) • Workplace Safety – Tripping Hazards (April 2024) • Health and Safety Week Virtual Seminars by Canadian Centre for Occupational Health and Safety (May 2024) • Mental Health Awareness Month (May 2024 in celebration of National Accessibility Week) <p>The Human Resources staff also attended the Accessibility Professional Network organized by Rick Hansen Foundation in March 2024 to learn more about the latest development in accessibility planning.</p>
<p>(c) Incorporate accessibility planning into the annual budget. (Responsibility: Human Resources, all department heads)</p>	<p>Done. Annual budget has been set and included in the accessibility plan to meet the needs of employees with disabilities.</p>

Looking forward, continue the IDEA training program. The target is to have 100% of the employees participate in the program. (Responsibility: Human Resources, all department heads)

3.1.3 Need to create or update the individualized accommodation plans for staff with disabilities.

Action planned for 2023 – 2024	Progress as of May 31, 2024
<p>For every member of staff with disabilities, create an individualized accommodation plan. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. 100% of the staff members with disabilities have been contacted regarding the creation of an individualized accommodation plan that best fits the person, and 100% of them have received a customized accommodation plan.</p> <p>Accommodations included in these individualized accommodation plans may include:</p> <ul style="list-style-type: none"> • Special facilities and office furniture needed, such as flexible computer stand for staff to work standing up. • Rearrangement of office furniture needed. • Text to speech software needed. • WhatsApp groups for staff with hearing disability. Please refer to section 3.4.2.d regarding internal communication for details. • Parking arrangement needed. Please see section 3.7.3 regarding accessible parking for staff. • Individualized evacuation plan during emergencies. Please see section 3.2.4 regarding evacuation plan for details. • Special transportation arrangement / work from home arrangement / flexible scheduling arrangement, in unusual situations, e.g. during a snow storm. Please see section 3.7.4 regarding transportation accommodation for details.

Looking forward, will evaluate the individualized accommodation plan with the respective staff and make improvement. Target is to have an individualized accommodation plan tailor made for every member of staff with disabilities who requests it, and that the staff's input has been taken into consideration.
(Responsibility: Human Resources, Office Administration)

3.2 The Built Environment

Highlights of 2023 – 2024

In 2023 when preparing the 2023 – 2025 Accessibility Plan, Fairchild Radio (Calgary FM) had consulted with Staff Z, who is hearing impaired and has walking disability, and collected valuable feedbacks. These feedbacks were taken into consideration for improving the Built Environment and most of the actions planned to address Staff Z’s concerns are either completed or close to completion.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
(a) Add additional speakers in both recording studios. (Responsibility: Office Administration, Operations)	Done. A pair of sound-absorbing speakers have been installed. The speakers are being checked by technician regularly to make sure the sound quality is optimal.
(b) Send memo to staff to introduce the upcoming changes and highlight the benefits of upgrades. (Responsibility: Office Administration)	Done.

Looking forward, will get quotes on upgrading the sound-absorbing material for the recording studios, and set a timeline for the upgrade. (Responsibility: Office Administration, Operations)

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 2023 – 2024	Progress as of May 31, 2024
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<p>Get quotes on relocating the cabinet. (Responsibility: Office Administration, Operations)</p>	<p>Done. The built-in cabinet was removed ahead of schedule, leaving the hallway between the 3 studios to be at least 32 inches wide.</p>
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Looking forward, will check the hallway and the rest of the premise regularly to make sure there is no furniture or clutter blocking the access. (Responsibility: Office Administration, Operations)

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 2023 – 2024	Progress as of May 31, 2024
<p>(a) Propose to the building management to replace the push/pull entrance doors with automatic doors. (Responsibility: Office Administration)</p>	<p>In progress. Sent letter to the building management regarding the automatic doors, awaiting the building management’s reply.</p>
<p>(b) NEW ITEM not on 2023 – 2025 Accessibility Plan. (Responsibility: Office Administration)</p>	<p>Done. Building management has installed another “Push to Open” all gender accessible washroom in the building.</p>

Looking forward, will follow up on the automatic door proposal. (Responsibility: Office Administration)

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 2023 – 2024	Progress as of May 31, 2024
<p>(a) Consult with staff or persons who are hearing challenged and/or have</p>	<p>Done. On May 10, 2024, Office Administration consulted with Staff Z, accessing their needs, mobility</p>

walking disability. (Responsibility: Office Administration)	limitations and communication preference.
(b) Create an evacuation plan according to their needs. (Responsibility: Office Administration)	Done. Identified the accessible route and the assembly point for emergency evacuation. The route selected is wide enough for wheelchairs and free from obstacles. Visual alarm (flashing light) has been installed by the building management. Communication strategies, including visual cues, will be used, and the Health and Safety Committee members plus a few designated staff members will be assisting those in need during evacuations.
(c) Try out the plan and document the process. (Responsibility: Office Administration)	Done. The plan was tried out on May 10, 2024 as a fire drill and was participated by all staff including Staff Z. Lessons were learned and used to fine tune the evacuation plan.
(d) The final plan will be included in the company’s master emergency plan which is assessable by all employees. (Responsibility: Office Administration)	Done. The updated evacuation plan has been included in the company’s master emergency plan, and is posted on bulletin board in the office.

Looking forward, will repeat the process of 2023 – 2024, this time consult with staff or persons who have a different type of disability. (Responsibility: Office Administration)

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

Highlights of 2023 – 2024

Fairchild Radio (Calgary FM) has been working closely with a web and app design company Eseelynx Communication Ltd. (Eseelynx) to improve the digital accessibility of its website www.fm947.com and its app (the Fairchild Radio app). From June 1, 2023 to May 31, 2024, the radio website and the app have undergone major changes, making most pages easy to use for persons with visual, hearing or dexterity impairments, as well as being compatible with screen readers and other assistive technologies. Many stand-alone event web pages such as “SQ27” (March to August 2023), “Canadian Chinese Pop Music Award Voting” (December 2023 to January 2024) and “Sunshine Nation Singing Contest” (May to August 2024) were also made to meet the WCAG 2.0 AA standard.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
(a) Keep improving the web and app to meet the WCAG 2.0 AA standard and be compatible with the latest assistive technology. (Responsibility: Promotion)	In progress. Eseelynx has proposed a multi-year plan to upgrade the website and the app for \$4,000. Budget is approved and work is in progress.
(b) Make adjustment on graphic and font including but not limited to, increase the font size to 16 or 18 on the web and app, increase contrast of text, avoid putting text on top of a picture, make all icons (audio, video, photo) bigger and more prominent, make the top	In progress. Actions that are completed: <ul style="list-style-type: none"> • Changed default font size to 16 on web and app. • Added the text size adjustment function on the subpages of “Program Schedule”, “Local News”,

<p>navigation bar less crowded so the text can be bigger. (Responsibility: Promotion)</p>	<p>“National News”, “Hot Topics”, “Music Charts”, “About Us”, “Game Rules”, “Contact Us”, “Comment”, “Advertising”, “Employment”, “Accessibility” and “Privacy Policy”. Users can now adjust the font size of the text according to their preference. This feature is particularly useful for web and app users who have visual impairment.</p> <ul style="list-style-type: none"> • On website’s home page, article titles no longer appear on top of pictures. Instead, article titles appear against a crisp white background for the best contrast. • Graphic icons such as audio, video and photo have been enlarged. • Allow users to use the keyboard “Tab” button to control the top navigation menu. • Added accessibility coding such as alt-text, label and page title. • Updated the PHP version to meet the accessibility function requirement. • Created ARIA accessibility coding on web application. • Enhanced the audio function for the “Employment” page to allow the “read aloud” of job postings. <p>Actions still in progress: Redesigning the web subpages that are either graphic based or interactive in nature to enhance accessibility coding. These subpages include “DJ & News Team”, “Vote and Poll”.</p>
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Looking forward, will continue the update to make the web and app compatible with the latest assistive technology. Also plans to add a master setting function on the web and app to allow readers to set their personal preference of text size and light/dark mode for future visits. (Responsibility: Promotion)

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 2023 – 2024	Progress as of May 31, 2024
Create a PDF on how to use keyboard shortcuts to: <ul style="list-style-type: none"> • Make text bigger, increase contrast, enable captions on any web page (including our website) on Chrome and Safari. • Zoom in, zoom out and activate the Read Aloud function. (Responsibility: Promotion)	Done. “Accessibility Browser Shortcut Keys” is posted on the radio website.

Looking forward, will create a video and an article to guide audience on how to do the following on our website:

- Listen live.
- Listen to news articles.
- Watch videos.
- Send accessibility feedback.
- Get a copy of Fairchild Radio (Calgary FM)’s Accessibility Plan and the subsequent Progress Reports, and that alternative formats are available upon request.

(Responsibility: Promotion, Programming)

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 2023 – 2024	Progress report as of May 31, 2024
(a) Event registration by phone, email or in person will be accepted.	Done. 100% of the contests organized in 2023 – 2024 including “SQ27” and

<p>(Responsibility: Promotion, Office Administration)</p>	<p>“Sunshine Nation Singing Contest” accepted phone, email or in person registration. For the dinner show “Fairchild Radio Calgary 25th Anniversary Dinner”, a ticket booth was set up at the venue for those who found it inconvenient to buy tickets from our office.</p>
<p>(b) Downloadable application forms will be included in the application page, together with phone number and email address for additional assistance. (Responsibility: Promotion, Office Administration)</p>	<p>Done. The same contests mentioned above also provided a downloadable application form and contact number.</p>

Looking forward, will continue the current practice, review and improve.
 (Responsibility: Promotion, Office Administration)

3.4 Communication Not Covered by ICT (*internal & external*)

Highlights of 2023 – 2024

Fairchild Radio (Calgary FM) strives to provide multiple ways of communication to interact with people internally and externally. Large fonts and audio files have been used for internal memos and newsletters, and other formats such as braille and video with captions are standby options. Training has been provided to all staff and will be provided to event volunteers on how to communicate with persons with disabilities.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
Share with all employees the valuable information gathered from Staff Z on how to communicate with persons with hearing impairment, especially the parts about eye contact and gesture. (Responsibility: Office Administration)	<p>Done. 100% staff have received training on speaking slowing and clearly when communicating with persons with hearing impairment.</p> <p>Upon request, Fairchild Radio (Calgary FM) is ready to provide text files and videos with captions to persons with hearing impairment.</p>

Looking forward, learn from another staff or guest who has a different type of disability and share the lesson with all staff. (Responsibility: Office Administration)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
<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 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. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. Since 2024, 100% of the internal memos, newsletters and emails are issued in font size 14.</p> <p>In addition, 100% of memos and newsletters sent through email have an audio file attached.</p>
<p>(b) If the information is available only in paper format (e.g. notices 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. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. 100% of staff have been informed through the memo distributed in February 2024 that alternative formats of communication such as large print, Braille or audio format will be accessible upon request.</p>
<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. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. Please see above.</p>
<p>(d) NEW ITEM not on 2023 – 2025 Accessibility Plan. (Responsibility: Office Administration, Programming)</p>	<p>Done. WhatsApp groups created for staff with hearing disabilities, allowing them to have instant communication with other staff via text.</p>

Looking forward, will continue the current practice, review and improve.
(Responsibility: Human Resources, Office Administration)

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 2023 – 2024	Progress as of May 31, 2024
For persons with hearing impairment, instead of using sign language, will suggest to communicate in a visual format such as text or video with captions. (Responsibility: Office Administration, Promotion, Programming, News)	Done. Upon request, Fairchild Radio (Calgary FM) is ready to provide text files and videos with captions to persons with hearing impairment.

Looking forward, continue the current practice and review if other formats are available. (Responsibility: Office Administration, Promotion, Programming, News)

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 needs to be updated from time to time; also need to provide training to the rest of the staff.

Action planned for 2023 – 2024	Progress as of May 31, 2024
Will invite RCD to conduct an online Sensitivity Training for executives and frontline staff in 2023 - 2024, then for all employees in 2024 - 2025. (Responsibility: Human Resources, Office Administration)	Done. Please see section 3.1.2.b regarding Sensitivity Training for details.

Looking forward, will conduct the Sensitivity Training or other types of accessibility training in 2024 – 2025 and offer it to all staff, targeting 100% of staff and presenters to complete the training. (Responsibility: Human Resources, Office Administration)

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 2023 – 2024	Progress as of May 31, 2024
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<p>Compile training material from RCD and other organizations and provide general training to the volunteers, documenting their training. (Responsibility: Promotion, Programming)</p>	<p>In progress. A handbook was developed from RCD's online Sensitivity Training. The handbook will be used to train volunteers when opportunity arises. Will distribute the handbook to the volunteers and go through the details, then ask the volunteers to acknowledge the training by signature.</p>
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Looking forward, target 90% of our volunteers will receive training on how to interact with persons with disabilities. (Responsibility: Promotion, Programming)

3.5 The Procurement of Goods, Services, and Facilities

Highlights of 2023 – 2024

Staff Z had pointed out in 2023 that hearing on the telephone, or noticing the phone is ringing, is one of the biggest challenges for persons with hearing impairment. Per Staff Z’s suggestion, Fairchild Radio (Calgary FM) has installed a phone system that has flashing lights when the phone rings.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
(a) Install wireline and wireless telephones with high volume and flashing signal lights in the recording studios. The flashing signal lights would help draw the attention from a person who is hearing impaired. (Responsibility: Office Administration, Operations)	Done. The current telephone system has flashing signals, and the volume has been adjusted higher to draw attention.

Looking forward, will provide software to staff dealing with hearing disability upon request. (Responsibility: Office Administration, Operations)

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 2023 – 2024	Progress as of May 31, 2024
Provide professional mic and/or computers to employees with disabilities to work from home if needed. (Responsibility: Office Administration, Operations)	Done. This accommodation is based upon request. 100% of staff who needed this accommodation have been provided the necessary resources

	such as mic and recording software to work from home.
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Looking forward, will provide height adjustable monitors to staff upon request.
(Responsibility: Office Administration, Operations)

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

Highlights of 2023 – 2024

Fairchild Radio’s News Team has exceeded expectation by posting 100% of the on-air news online in text format, and 76% of these text news articles have the corresponding audio file embedded. However, the station is still catching up on including captions in its videos.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned to overcome these barriers:

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
Create article and audio/video on how to find our radio dials via Amazon’s Alexa and Google Home in English, Cantonese and Mandarin. (Responsibility: Promotion, Programming)	In progress. The article “Listen to Fairchild Radio using Voice Command” is done, and the video is scheduled to publish in June.

Looking forward, will update the above article and audio/ video if any part of the procedure has changed, or if new technology is available. (Responsibility: Promotion, Programming)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
50% of local and national news that are created by Fairchild Radio (Calgary FM) (i.e. not including subscribed news such as RTHK news) will be posted on our web and app in text format. (Responsibility: News)	Done. 100% of local and national news created by Fairchild Radio (Calgary FM) are posted on our web and app in text format.

Looking forward, will continue the current practice and look for ways to improve the appearance of the web and app news articles. (Responsibility: News)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
50% of the pre-taped (i.e. not live) videos will have captions. (Responsibility: Programming, Promotion)	In progress. Due to shortage of manpower, only 20% of the pre-taped videos produced by Fairchild Radio (Calgary FM) in 2023 – 2024 have captions. Will speed up until reaching 50%.

Looking forward, plans to increase the percentage of videos with captions to 60%. (Responsibility: Programming, Promotion)

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 2023 – 2024	Progress as of May 31, 2024
25% of local and national news that are created by Fairchild Radio (Calgary FM) (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. (Responsibility: News)	Done. 76% of the local and national news created by Fairchild Radio have the “listen” function in Cantonese and/or Mandarin.

Looking forward, will continue the current practice and target to increase the “listen” percentage to 90%. (Responsibility: News)

3.7 Transportation

Highlights of 2023 – 2024:

Fairchild Radio (Calgary FM) is located on the ground floor of an office building which offers only one accessible parking space. In the past 12 months, Fairchild Radio (Calgary FM) has successfully added one more accessible parking space in the property and will continue to demand more accessible parking through the building management. In addition, Fairchild Radio (Calgary FM) has created an extreme weather transportation accommodation plan for all staff including employees with disabilities. Such plan was tested and improved during the heavy snowstorm days in the winter of 2023/2024.

Barriers identified in the 2023-2025 Accessibility Plan and the actions planned to overcome these barriers:

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
On the company’s website, on top of the station’s address, include Google Directions on how to come to the station by car and by public transportation. (Responsibility: Promotion)	Done.

Looking forward, will 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. (Responsibility: Promotion)

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 2023 – 2024	Progress as of May 31, 2024
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Propose to the building management to add more accessible parking spaces. (Responsibility: Office Administration)	Done. The building management has designated a total of two large accessible parking spaces near the entrance of the radio station.
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Looking forward, will continue to work with the building management to add more accessible parking spaces in the property. (Responsibility: Office Administration)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
Upon request, arrange designated parking space for employees with walking disability who drive and need a parking space. (Responsibility: Human Resources, Office Administration)	Done. Building management has confirmed they can reserve extra parking space for Fairchild Radio (Calgary FM)’s staff with disabilities upon request.

Looking forward, will 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. (Responsibility: Office Administration)

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 2023 – 2024	Progress as of May 31, 2024
(a) Provide flexible scheduling. (Responsibility: Human Resources)	Done. Flexible work schedule, which cover 100% of staff, has been launched in August 2023 to fit individual staff needs.

<p>(b) Allow staff to work from home if the staff cannot get to the office. (Responsibility: Human Resources)</p>	<p>Done. 100% of staff who requested to work from home due to disabilities or medical needs were provided with the necessary equipment to work from home.</p>
<p>(c) Create a plan to arrange alternative transportation means for staff with disabilities, e.g. temporary car pool arrangement. (Responsibility: Human Resources)</p>	<p>Done. A plan has been established to accommodate staff in need of temporary carpool arrangements. The designated drivers will be eligible to claim their mileage expenses afterward.</p> <p>The plan was executed in the winter of 2023/2024 during days of heavy snowfall. Flexible scheduling plus carpool arrangement were both used to protect the staff's safety.</p>

Looking forward, will evaluate the plan and improve, documenting the progress. Target is for every employee with disabilities to have a written plan created and tried out. (Responsibility: Human Resources)

4. Consultation

On April 26, 2024, Fairchild Radio (Calgary FM) invited Volunteer E, a person who is partially sighted, to come to the station and access the facilities. Since Volunteer E serves as a guest for one of the talk shows, they understand the operation of the radio station and how the staff use the facilities.

Objectives of this consultation:

- To identify the existing barriers at Fairchild Radio (Calgary FM)'s premise from the perspective of a person with visual impairment.
- To learn what more can be done to assist persons with disabilities in terms of service and community support.

Accompanied by Terry Chan, Station Manager of Fairchild Radio (Calgary FM) as well as a member of the Accessibility Committee, Volunteer E took a walk-through of the premise and provided the following comments, inspiring the station to set future goals:

- The premise of Fairchild Radio (Calgary FM) is in most parts accessible, safe and convenient for persons with visual impairment.
- The dimmable lighting system in the studios is particularly useful, making it comfortable to read scripts and to do recordings inside.
- The lighting in the office is satisfactory overall, but if desk lights or dimmable lights can be added to some individual space, staff with visual impairment can adjust the lighting according to their needs.
- The set up of some of the workstations may not be comfortable for working long hours. Volunteer E suggested to use adjustable stand for ergonomic benefits.
- Volunteer E said they prefer to read in paper instead of from a computer screen. They suggested to print out memos in large font and post them in visible areas.

The comments provided by Volunteer E have been shared with the Accessibility Committee, and will be carefully considered, acted on and reported in the next Progress Report under "Built Environment", 'Communication Not Covered by ICT

(internal and external)” and “Procurement of Goods, Services and Facilities”. We will continue to seek Volunteer E’s advice on Fairchild Radio (Calgary FM)’s accessibility improvement.

5. Feedback

On June 1, 2022, Fairchild Radio (Calgary FM) implemented an [Accessibility Feedback Process](#) and an [Accessibility Feedback Form](#) to accept feedback about accessibility. Feedback can also be submitted by email, phone or mail. The person submitting the feedback can choose to be anonymous and all feedbacks received will be retained for 7 years.

To date, Fairchild Radio has received one feedback from an audience regarding accessing the radio station. In April 2024, an audience has won postcards of the boyband “Mirror”, but expressed they are in a physical condition that makes it difficult for them to pick up the prize from the station, and asked if the station could mail the prize to them. The audience’s request was addressed immediately and the postcards were mailed to them the next day.

In addition to Volunteer E’s consultation that was reported on section 4 “Consultation”, Fairchild Radio (Calgary FM) has collected feedbacks from staff in different occasions on the accessibility upgrades the company has done so far:

- All staff agree that after moving the cabinet and the unnecessary clutter, the hallway and the production room are more spacious and easier to move around, increasing the efficiency of work.
- A staff commented the desks of two employees are too close together, making the walkway between these two desks a little narrow. The staff suggested to relocate these two desks or change to smaller desks instead.
- Several staff commented ergonomic chairs and height adjustable tables are great for long working hours, an effective way to prevent posture-related problems.
- All staff understand they can seek accommodations from the company at any time and a customized accommodation plan will be created for them.

All of the above feedbacks have been shared with the Accessibility Committee and the related departments for consideration. They will be documented and acted on, and the progress of each item will be reflected in the next Progress Report.

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 (Calgary FM)'s accessibility, the Fairchild Radio (Calgary FM) Accessibility Committee is in charge of executing accessibility polices, 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.

Little Sunshine:

A talent contest for kids between 4 and 12 years old.

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).

SQ27:

The 27th Canadian Chinese Song-Writers Quest, which was held on August 22, 2023 at Michael J. Fox Theatre.