

**CHKG-FM96.1  
FAIRCHILD RADIO  
(VANCOUVER FM) LTD.**

**2025**

**ACCESSIBILITY  
PROGRESS  
REPORT**



**Fairchild Radio**  
**加拿大中文電台**

vancouver . calgary . toronto

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# 1. General

## 1.1. About CHKG-FM96.1

Established in 1997, CHKG-FM96.1 is operated by Fairchild Radio (Vancouver FM) Ltd. (“Fairchild Radio FM961”), a subsidiary of Fairchild Broadcasting Ltd. and a sister station to both Fairchild Radio Group Ltd. and Fairchild Radio (Calgary FM) Ltd.

As a multilingual ethnic radio station, CHKG-FM96.1 delivers high-quality programming to a diverse range of communities in languages such as Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Italian, Russian, Spanish, Punjabi, and more. The station is located at Unit 2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, British Columbia, V6X 4J7.

CHKG-FM96.1 shares office space, studio facilities, and certain staff resources with its sister station, CJVB-AM1470, operated by Fairchild Radio Group Ltd. in Vancouver. Both stations operate under an integrated digital platform, sharing the same website (accessible via [www.am1470.com](http://www.am1470.com) and [www.fm961.com](http://www.fm961.com) ) and mobile application—the Fairchild Radio app. This app is also used by two additional sister stations: CHKF-FM94.7 in Calgary, operated by Fairchild Radio (Calgary FM) Ltd., and CHKT-AM1430 in Toronto, operated by Fairchild Radio Group Ltd.

## 1.2. Accessibility Feedback Process and Contact Information

Fairchild Radio FM961 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 FM961 will acknowledge receipt of all accessibility feedback.

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

Mailing Address: Fairchild Radio Vancouver  
Unit 2090, Aberdeen Centre,  
4151 Hazelbridge Way,  
Richmond, BC, V6X 4J7  
Email: [accessibility@fm961.com](mailto:accessibility@fm961.com)  
Phone: 604-295-1256  
Website: [Accessibility Feedback Form](#) on our official  
website <http://www.fm961.com/>

Fairchild Radio FM961 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 FM961'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 FM961 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. The plan also included timelines, and target percentages of completion to track progress over time.

The 2024 Progress Report published on June 1, 2024, marked Fairchild Radio FM961'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.

Scheduled for publication on June 1, 2025, the 2025 Progress Report provides a comprehensive overview of the accessibility initiatives undertaken by Fairchild Radio FM961. It highlights the barriers identified; details the actions implemented to overcome them, and outline any adjustments made to the original plans. The report also captures valuable insights from staff, audiences, visitors, and members of the disability community, ensuring a well-rounded perspective on accessibility improvements.

In 2024-2025, despite undergoing organizational restructuring, Fairchild Radio Group 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 FM961 continued its commitment to fostering an inclusive and accessible workplace by enhancing recruitment practices, expanding staff training, and strengthening accommodation support. Alternative formats are made available to communicate with job seekers upon request, demonstrating the organization's ongoing commitment to accessibility in employment.

Below are the barriers in employment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio FM961 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.	<b>Completed.</b> <ul style="list-style-type: none"><li>• In 2024-2025, 100% of hiring advertisements posted on the radio website's "Employment" section included audio files to read aloud the text content.</li><li>• The recruitment process has been reviewed, and a comprehensive checklist has been developed to ensure that all stages of the recruitment process are accessible.</li></ul>

<p>(b) Continue setting up booth at the job fairs organized by Richmond Centre for Disability (RCD).</p>	<p><b>Modified.</b> Although there were no active vacancies during the 2024 Job Fair organized by RCD, Fairchild Radio FM961 participated in the RCD Job Fair to engage with potential candidates and promote future employment opportunities.</p> <p>We remain committed to our partnership with RCD and will continue to collaborate by sharing job postings through their platform as openings arise.</p>
<p>(c) When hiring opportunities arise, work closely with RCD.</p>	<p><b>On Track.</b></p> <ul style="list-style-type: none"> <li>• Job advertisements have been sent to contacts at RCD. RCD has been connecting Fairchild Radio FM961 to their talent pool of job seekers with disabilities.</li> <li>• 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.</li> </ul>
<p>(d) Look for more support groups and online social that are popular among persons with disabilities and their families.</p>	<p><b>On Track.</b> Due to the ongoing organizational restructuring in 2024–2025, which temporarily impacted staffing levels, we remain committed to making steady progress.</p> <p>Engagement continues with the</p>

	Richmond Centre for Disability (RCD), along with efforts to explore additional support groups and online networks, to expand our outreach, enhance inclusive hiring practices, and ensure broader access to job opportunities for individuals with disabilities.
(e) Target is to increase the employment rate of persons with disabilities by 0.2% by the end of the 2024 – 2025.	<b>Completed.</b> As of December 31, 2024, the employment rate of persons with disabilities reached 14%, representing a 44.33% increase compared to 9.7% 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><b>Completed.</b> In second-half of 2024, the following IDEA trainings were delivered to staff,</p> <ul style="list-style-type: none"> <li>• Workplace Harassment Training (September 2024) delivered to 100% of employees in the station</li> <li>• In October 2024, awareness of Braille reading was promoted via email and newsletter. 100% of employees received the materials and were given the opportunity to create their own Braille name tag.</li> <li>• Lunch &amp; Learn Session: Work Ergonomics (Dec</li> </ul>



	<p>2024) with 100% participation rate</p> <p>In addition, the following training programs are scheduled for the first-half of 2025,</p> <ul style="list-style-type: none"> <li>• Meals on Wheels Volunteer Initiative (April 2025)</li> <li>• Health &amp; Safety Webinars theme focuses on mental wellness (May 2025)</li> <li>• Webinar and Workshop conducted by Joy Beyond Vision Community (May 2025)</li> </ul>
(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 create a work environment free of prejudices and discrimination.	<p><b>Completed.</b></p> <p>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 series, newsletters focusing on mental health were distributed, and a 100% participation rate was achieved.</p>

### 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,	<p><b>On Track.</b></p> <ul style="list-style-type: none"> <li>• Individualized accommodation plans were established and evaluated with staff in 2024. The accommodation policy and supports remain active and</li> </ul>

<p>and that the staff's input has been taken into consideration</p>	<p>available to employees.</p> <ul style="list-style-type: none"> <li>• A follow-up survey was conducted between April and May 2024, during which 100% of staff were asked to provide feedback on the company's accessibility initiatives and identify any accommodation needs. No additional accommodation requests were identified as a result of the survey.</li> <li>• New hires were asked to complete self-identification questionnaires on or before their first day of work to ensure that information regarding individuals who require accommodations is up to date. In 2024-2025, 100% of new hires completed and submitted their self-identification questionnaires, and no accommodation requests were made by new hires.</li> </ul>
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### 3.2. The Build Environment

After completing the first progress report in 2024, Fairchild Radio FM961 gathered additional feedback from employees with low vision (Staff Y) as well as from employees without disabilities. This valuable input was carefully considered to help improve and balance changes in the built environment. As a result, some modifications were made to our original plan.

Below are the barriers in the built environment identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio FM961 taken during 2024-2025 to overcome these barriers:

#### 3.2.1. Staff Y pointed out that the studio hallway, some recording studios and all washrooms need additional lighting to make the areas more suitable to the visually challenged.

Action Planned for 2024-2025	2025 Update
(a) Add dimmable lighting in all studios.	<b>Modified.</b> In response to feedback requesting dimmable lighting in the studios, the existing lighting system—controlled by multiple switches—allows users to adjust brightness by selecting different combinations of lights to turn on.
(b) Add floor lighting in the studio hallway in case of power outage.	<b>Completed.</b> Emergency floor lighting has been added in the studio hallway.
(c) Evaluate lighting needs and make any necessary adjustments. Ensure that all areas have sufficient lighting.	<b>Completed.</b> Positive feedback was received from employees after replacing part of the lighting with white lights.

**3.2.2. Staff Y pointed out that the cables and wires under the office desks and studio workstations may post as potential hazards.**

<b>Action Planned for 2024-2025</b>	<b>2025 Update</b>
(a) Conduct a safety inspection and make any necessary changes.	<b>Completed.</b> Monthly inspection has been conducted by the Health and Safety representatives to ensure workplace remains safe.
(b) Conduct a hazard assessment and implement any necessary precautions.	<b>Completed.</b> Monthly audits have been conducted by members of the Health & Safety Committee to identify any safety hazards in the office. All identified hazards were addressed appropriately.

**3.2.3. 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.**

<b>Action Planned for 2024-2025</b>	<b>2025 Update</b>
Repeat the process of 2023 – 2024, this time consult with staff or persons who have a different type of disability. (a) Consult with staff or persons who have a different type of disability.	<b>Modified.</b> The initial plan was to expand consultations to include staff with different types of disabilities. However, after internal review, no additional staff members requiring accommodations were identified beyond those previously consulted. As such, the focus remained on following up with staff with visual impairments, in continuation of prior accessibility efforts. This decision reflects the company's commitment to

	<p>ensuring continuity and responsiveness to known accessibility needs. The staff consulted confirmed that no further assistance was required during emergency evacuations. Ongoing communication will be maintained to ensure that appropriate support is provided if circumstances change in the future.</p>
<p>(b) Create an evacuation plan according to their needs.</p>	<p><b>Completed.</b> Given the feedback received, visually challenged staff members indicated that additional assistance is not required during emergency evacuations. However, an assistant will be ready to support them during evacuations, if necessary.</p> <p>The evacuation plan has been adjusted to include this support provision while maintaining flexibility based on individual staff preferences.</p>
<p>(c) Try out the plan and document the process.</p>	<p><b>Completed.</b> Following consultation with the Richmond Centre for Disability (RCD), the evacuation plan was tested during a fire drill in September 2024. The drill simulated a scenario involving a person with a disability, directing them to the designated refuge area while notifying the fire department for a safe evacuation. The process was documented, and a detailed drill report has been retained.</p>

(d) The final plan will be included in the company's master emergency plan which is assessable by all employees.	<b>Completed.</b> The updated evacuation plan has been integrated into the company's master emergency plan and made accessible to all employees via the company intranet.
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### 3.3. Information and Communication Technologies (ICT, mainly digital accessibility)

Fairchild Radio FM961 has been working closely with a web and app design company Eseelynx Communication Ltd. (Eseelynx) to improve the digital accessibility of its website [www.fm961.com](http://www.fm961.com) and its app (the Fairchild Radio app). From June 1, 2024 to May 31, 2025, the radio website has undergone major changes, for example, the DJ Profile & News Team Sections has been redesigned and rebuilt, Improved Features and The AAA+ font size adjustment function has been added.

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 FM961 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.	<b>Completed.</b> <ul style="list-style-type: none"> <li>An additional \$4,700 has been proposed by Eseelynx to further enhance accessibility features on our website and app, building on last year's \$4,000 investment. The budget has been approved, and the work is currently in</li> </ul>

	<p>progress in 2025.</p> <ul style="list-style-type: none"> <li>• <b>DJ Profile &amp; News Team Sections:</b> Redesigned and rebuilt to improve accessibility.</li> <li>• <b>Accessibility Enhancements:</b> Resolved issues such as missing image alt text, low contrast, and redundant links.</li> <li>• <b>Improved Features:</b> Implemented ARIA roles, alt text for images, adjustable font sizes, and accessible form labels. External links now open in new tabs, and navigation is now keyboard-friendly.</li> <li>• Upgraded PHP version, introduced AAA+ font size adjustments, and applied various accessibility improvements across multiple pages.</li> <li>• Updated interactive and graphic-based subpages, including "Vote &amp; Poll," to enhance accessibility compliance.</li> </ul>
(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.	<b>Completed.</b> 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> <ul style="list-style-type: none"> <li>(a) Listen live.</li> <li>(b) Listen to news articles.</li> <li>(c) Watch videos.</li> <li>(d) Send accessibility feedback.</li> <li>(e) Get a copy of Fairchild Radio FM961's Accessibility Plan and the subsequent Progress Reports, and that other formats are available upon request.</li> </ul>	<p><b>Completed.</b></p> <ul style="list-style-type: none"> <li>• 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 send accessibility feedback.</li> <li>• Additionally, PDFs titled "Listen to Fairchild Radio Using Voice Command" and "Accessibility Browser Shortcut Keys" have been created.</li> <li>• A copy of Fairchild Radio FM961's Accessibility Plan and Progress Report can be downloaded from the accessibility page.</li> </ul>

**3.3.3. For contests organized by Fairchild Radio, on top of online application, alternative formats of application will be needed.**

Action Planned for 2024-2025	2025 Update
<p>Continue 2023 - 2024's plan, review and improve</p> <ul style="list-style-type: none"> <li>(a) Registration by phone, email or in person will be accepted.</li> </ul>	<p><b>Completed.</b></p> <p>100% of the contests organized in 2024 – 2025 including “DJ Training Course 2024”, “Little Sunshine 2024” and “Sunshine Nation Singing Contest 2025” accepted phone, email or in person registration.</p>
<ul style="list-style-type: none"> <li>(b) Downloadable application forms will be included in the application page, together with phone number and email address for additional assistance</li> </ul>	<p><b>Completed.</b> The same contests mentioned above also provided a downloadable application form and contact number.</p>



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

Fairchild Radio FM961 continues to uphold its commitment to accessible communication by maintaining the inclusive practices established in 2023–2024. We provide multiple ways for internal and external communication to ensure accessibility for everyone. Large fonts and audio files remain standard for internal memos and newsletters, while braille and captioned videos continue to be available as needed. Staff and event volunteers receive ongoing training on how to effectively communicate with persons with disabilities, reinforcing our dedication to creating an inclusive environment.

Below are the barriers in communication not covered by ICT (internal & external) identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio FM961 taken during 2024-2025 to overcome these barriers:

#### 3.4.1. 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
Continue 2023 - 2024's plan, review and improve. (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.	<b>Completed.</b> <ul style="list-style-type: none"><li>• 100% of internal communications, including memos, newsletters, and emails, are formatted using font size 14 to enhance readability.</li><li>• Memos and newsletters are kept on intranet for staff to access 24/7.</li><li>• Over 80% of internal memos are distributed with audio files to support diverse accessibility needs.</li></ul>
(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	<ul style="list-style-type: none"><li>• Notices have been prominently displayed on the office pantry notice board and included in the</li></ul>

available in large print in 15 days, in Braille in 45 days, or in an electronic format in 15 days.	footer of all outgoing emails, informing staff and external stakeholders that alternative formats of information are available upon request.
(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.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**3.4.2. 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><b>On Track.</b></p> <p>The practice has been continuing. Fairchild Radio FM961 has followed the 2024's practice to provide text files and videos with captions to persons with hearing impairment upon request.</p> <p>As no new requests were received, no additional formats were created during this period.</p>

**3.4.3. 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 2024-2025	2025 Update
Continue RCD's 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><b>Completed.</b> 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 2025, in order to better equip staff to support persons with disabilities.</p>

**3.4.4. 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.	<p><b>On Track.</b> 100% staff and volunteers have received training on how to interact with persons with disabilities.</p>

### 3.5. The Procurement of Goods, Services, and Facilities

During 2024–2025, Fairchild Radio FM961 prioritized accessible and inclusive procurement to meet the diverse needs of its employees. Ergonomic equipment, including larger monitors, keyboards, and standing desks, was provided to enhance comfort and productivity. Additionally, the completion of the various brightness lighting project offered greater flexibility for staff with visual sensitivities. Employee feedback has recognized these accommodation efforts, and ongoing reviews will ensure continued support for 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 FM961 taken during 2024-2025 to overcome these barriers:

#### 3.5.1. More assistive facilities and products are needed for employees with visual problems like Staff Y.

Action Planned for 2024-2025	2025 Update
(a) Provide screen reader or magnification software to staff with low vision.	<b>Modified.</b> There was no request for the item mentioned, Office Administration has set aside a budget for the procurement and has posted notification about the availability of such accommodations and resources.
(b) Continue providing individually packaged eye drops in the first aid box.	<b>Completed.</b> Individually packaged eye drops have been purchased and placed in all first aid boxes in the station.

**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
(a) Execute the dimmable lights project.	<b>Modified.</b> In response to feedback regarding studio lighting, a flexible lighting solution was implemented by replacing some lights with white lighting while retaining warm lighting in other areas. The lighting is now controlled by multiple switches, allowing users to adjust brightness by selecting the number and type of lights to turn on. This setup provides customizable lighting to accommodate various user preferences.
(b) Provide height adjustable monitors upon request.	<b>On Track.</b> <ul style="list-style-type: none"> <li>• Ergonomic standing desk has been provided to staff as requested.</li> <li>• No further improvement requests have been received to date, including requests for height-adjustable monitors. Nevertheless, the organization remains committed to accommodating employee needs and will promptly provide height-adjustable monitors upon request.</li> </ul>

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

Fairchild Radio FM961's News Team has exceeded expectation by posting 100% of the on-air news online in text format, and 35% of these text news articles have the corresponding audio file embedded. In addition, the Programming Department has included captions in 75% of the videos.

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 FM961 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's Siri and Google Home in English, Cantonese and Mandarin, if any part of the procedure has changed, or if new technology is available.	<b>Completed.</b> 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 FM961 (i.e. not including subscribed news such as RTHK news) will be posted on our web and app in text format.	<b>Completed.</b> 100% of local and national news created by Fairchild Radio FM961 has been posted on our web and app in text format.

**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.	<p><b>Delayed.</b> 75% of the videos archived on the radio website have captions.</p> <p>The company remains committed to enhancing accessibility and is actively working to expand captioning coverage to meet established requirements.</p>

**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 FM961 (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.	<p><b>Completed.</b> 50% of the local and national news created by Fairchild Radio FM961 have the "listen" function in Cantonese and/or Mandarin.</p>

### 3.7. Transportation

Fairchild Radio FM961 is located on the second floor of a shopping mall which offers accessible parking spaces, elevators and automatic door openers. Fairchild Radio FM961 has arranged special situation accommodation plan for staff members with disabilities.

Below are the barriers in transportation identified in the 2023-2025 Accessibility Plan and the actions Fairchild Radio FM961 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 Canada Line station, include a map showing the location of the shopping mall's main entrance, and the nearby bus stations and Canada Line station.	<b>Completed.</b> The article "How to Get to Fairchild Radio" can be found on the accessibility page. It includes a map and text showing directions to the station by public transit and car, highlighting the mall entrance, accessibility features inside the mall, and the locations of escalators and elevators, making it easier to reach the station.

#### 3.7.2. Although there are handicapped parking spaces in the shopping mall, they are mainly for visitors, not staff.

Action Planned for 2024-2025	2025 Update
Upon request, arrange designated close-to-elevators parking spaces for employees with walking disabilities who drive and need a parking space.  Evaluate the above practice to decide if it is effective in	<b>On Track.</b> Following discussions with the mall management, it has been confirmed that there are sufficient accessible parking spaces available to accommodate the needs of employees with disabilities.  Fairchild Radio FM961



assisting staff with disabilities. Target is all employees with disabilities who are qualified for a designated parking space are accommodated.	continues to monitor the effectiveness of this practice, ensuring that eligible employees are promptly accommodated upon request. No issues or challenges have been reported to date.
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**3.7.3. 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
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	<b>Completed.</b> After evaluating the practice, it was found that all staff members—not just those with disabilities—are aware of our flexible work schedule. In response to the severe snowfall in February 2025, flexible work arrangements were provided to all affected employees.

## 4. Consultation

Fairchild Radio FM961 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.

### 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 FM961'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 FM961'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 FM961:

- 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 <http://www.fm961.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 FM961'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 FM961'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 FM961'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 FM961'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 FM961'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 FM961 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 FM961 remains committed to proactively gathering insights from employees, visitors, and external stakeholders to support continuous improvement in its accessibility practices.

### Internal Accessibility Survey – Vancouver Office

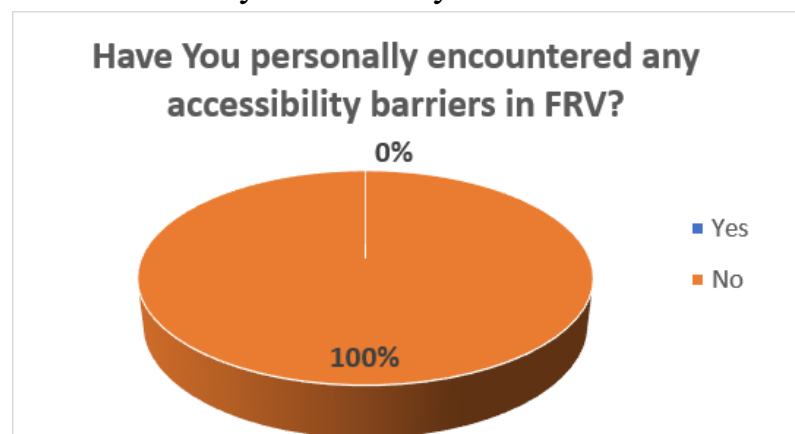
In addition to the consultation conducted with the Richmond Centre for Disability, as reported in section 4 “Consultation”, Fairchild Radio FM961 conducted an internal accessibility survey in early April. The survey was distributed to all employees, aiming to assess their experiences with accessibility, evaluate the effectiveness of current accessibility measures, identify any unmet accommodation needs and collect feedback on potential future accessibility initiatives.

### Key Findings

#### 1. Overall Accessibility Experience

- **No Barriers Encountered**

100% of respondents reported that they had not personally encountered any accessibility barriers within the Vancouver Office.

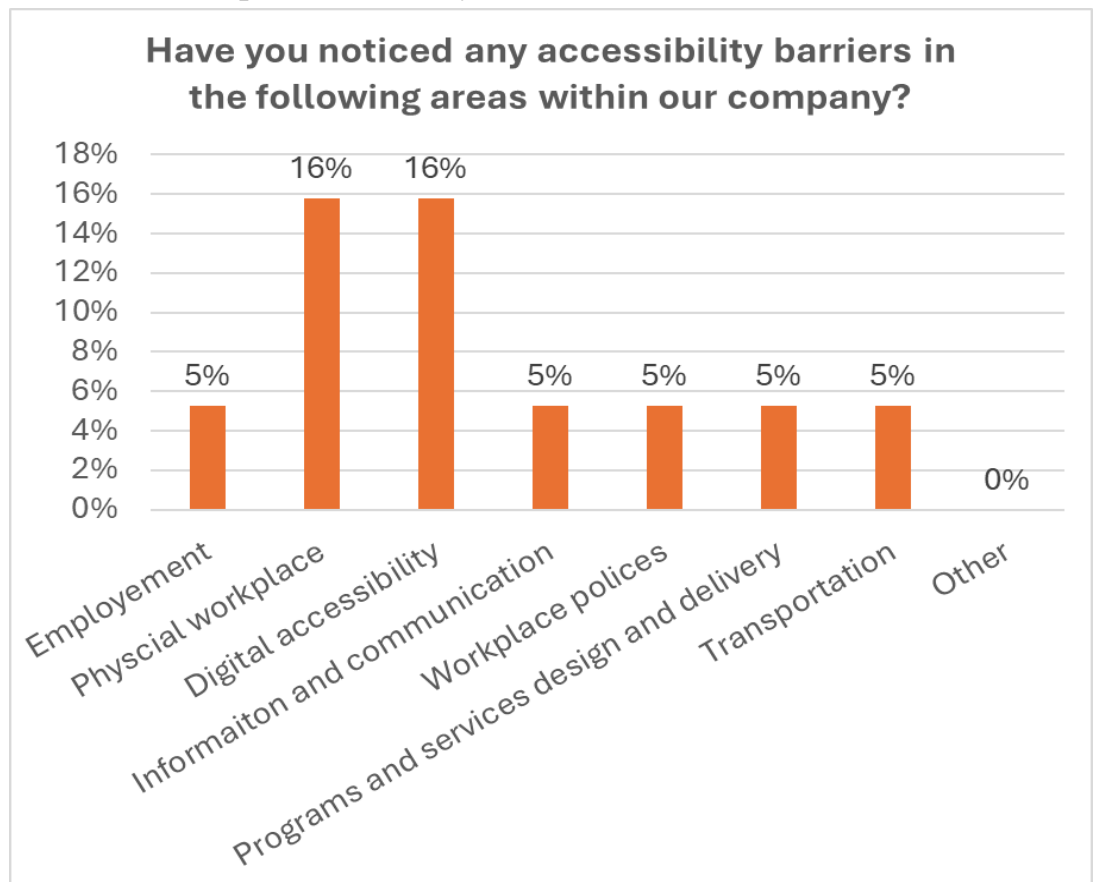


- **Minimal Accessibility Challenges Observed**

Over 90% of respondents indicated that they did not observe any accessibility barriers related to employment, information and communication, workplace policies, the design and delivery of programs and services and transportation, throughout the workplace.

However, approximately 16% identified specific challenges in physical workspace and digital accessibility, including:

- The computer and the system are too old and slow.



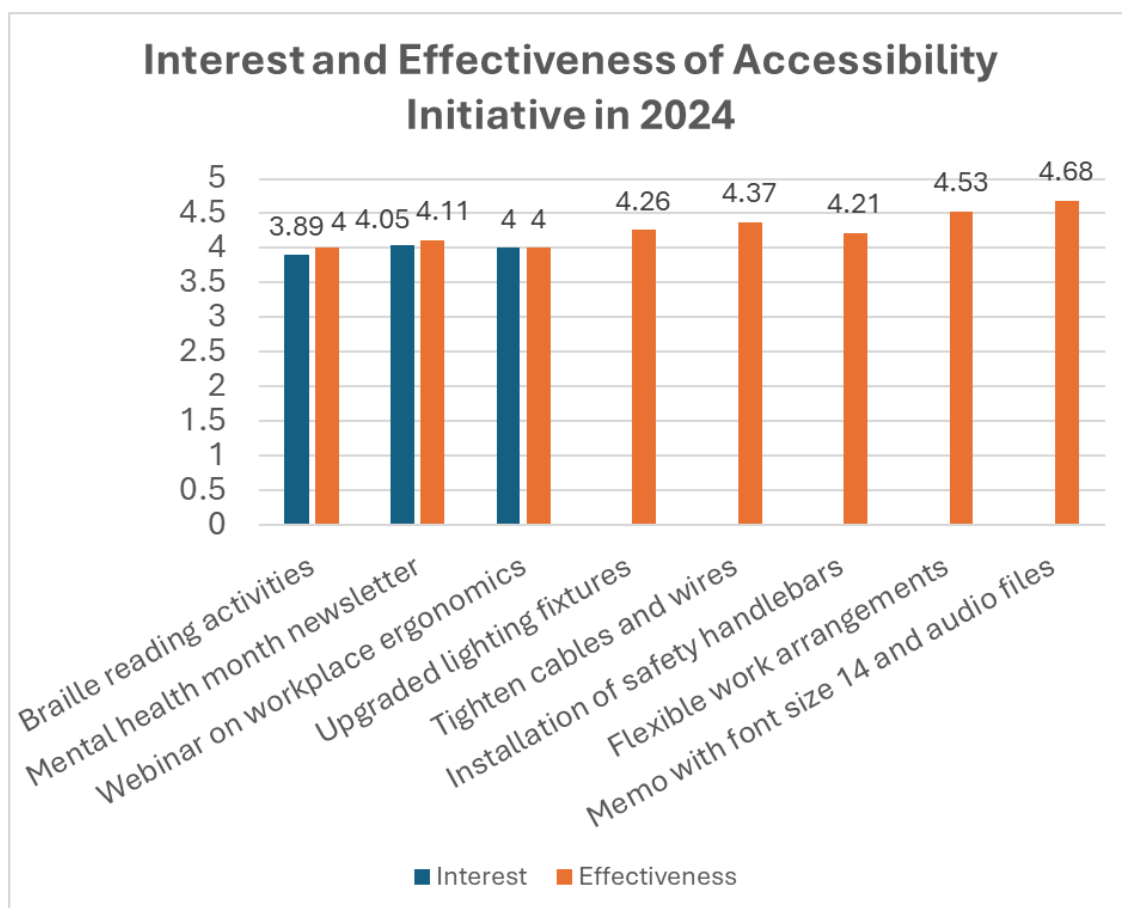
## 2. **Evaluation of Accessibility Initiatives**

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 out of 5.

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 (average rating of 4.7 out of 5).
- Flexible work arrangements for staff with medical needs. (average rating of 4.5 out of 5).
- Tightened cables and wires under desks and workstations (average rating of 4.4 out of 5).
- Upgraded lighting fixtures in the Hallway and washroom. (average rating of 4.26 out of 5).





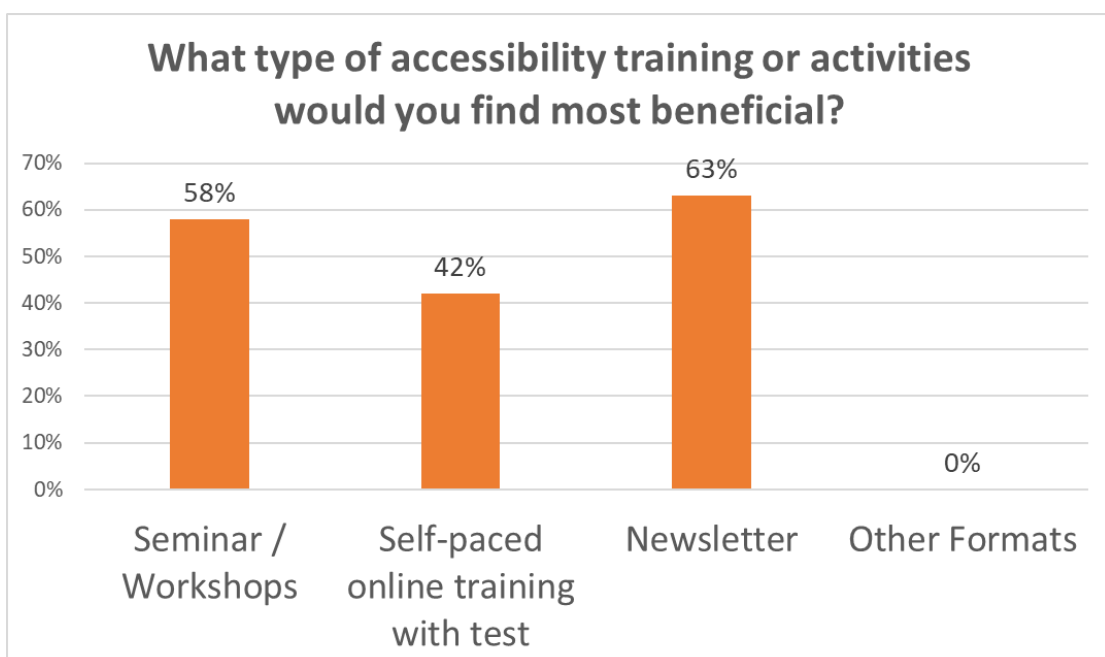
### 3. Accommodation Needs

100% of respondents indicated that they did not require accessibility-related accommodations at the time of the survey.



### 4. Preferred Formats for Accessibility Trainings

63% of respondents selected newsletters as the most beneficial format for accessibility awareness and education, followed by seminars and workshops for ongoing accessibility training (58%).



### **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 FM961'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.

### **DJ Training Course:**

A radio broadcasting training course organized by CHKG-FM961

### **Eseelynx:**

Eseelynx Communication Ltd., the web and app development company of [www.fm961.com](http://www.fm961.com)

**ICT:**

Information and Communication Technologies

**IDEA:**

“Inclusion, Diversity, Equity and Accessibility”, Fairchild Radio FM96.1’s new training program for staff regarding accessibility.

**JBVC:**

Joy Beyond Vision Community

**Little Sunshine 2024**

A radio event organized by CHKG-FM96.1

**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.

**Sunshine Nation Singing Contest 2025**

A radio singing contest organized by CHKG-FM96.1