

**CHKG-FM96.1  
Fairchild Radio (Vancouver FM) Ltd.**

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

**Table of Contents**

<b>1. General</b> .....	2
1.1 About CHKG-FM96.1.....	2
1.2 Accessibility Feedback Process and Contact Information.....	2
1.3 Alternative Formats .....	3
<b>2. Summary of 2024 Progress Report</b> .....	4
<b>3. Barriers by area and Action Plan</b> .....	5
3.1 Employment.....	5
3.2 The Built Environment.....	10
3.3 Information and Communication Technologies (ICT).....	13
3.4 Communication Not Covered by ICT (Internal & External).....	17
3.5 The Procurement of Goods, Services and Facilities.....	20
3.6 The Design and Delivery of Programs and Services.....	22
3.7 Transportation.....	24
<b>4. Consultation</b> .....	26
<b>5. Feedback</b> .....	28
<b>6. Glossary</b> .....	30

## 1. General

### 1.1 About CHKG-FM96.1

Established in 1997, CHKG-FM96.1 is owned and operated by Fairchild Radio (Vancouver FM) Ltd. [hereinafter referred to as “Fairchild Radio (Vancouver FM)”] which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio Group Ltd. and Fairchild Radio (Calgary FM) Ltd.

CHKG-FM96.1 provides quality broadcasting service to numerous ethnic communities in various languages including Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Italian, Russian, Spanish, Punjabi and more.

The station is located at unit 2090, Aberdeen Centre, 4151 Hazelbridge Way, Richmond, BC, V6X 4J7

CHKG-FM96.1 shares the same office and studios, as well as some of the manpower, with its sister station Fairchild Radio Group Ltd.’s CJVB-AM1470 in Vancouver. These two stations also share the same website ([www.am1470.com](http://www.am1470.com) and [www.fm961.com](http://www.fm961.com) are an integrated website), and they both share an app (the Fairchild Radio app) with two other sister stations: Fairchild Radio (Calgary FM) Ltd.’s CHKF-FM94.7 in Calgary and Fairchild Radio Group Ltd.’s CHKT-AM1430 in Toronto.

### 1.2 Accessibility Feedback Process and Contact Information

Fairchild Radio (Vancouver 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 (Vancouver FM) will acknowledge receipt of all accessibility feedback.

To submit your feedback, please complete the [Accessibility Feedback Form](#) on our website [www.fm961.com](http://www.fm961.com) or contact:

Accessibility Support Officer, Fairchild Radio Vancouver

Email: [accessibility@fm961.com](mailto:accessibility@fm961.com)

Phone: 604-295-1256

Mail: Fairchild Radio, unit 2090, Aberdeen Centre,  
4151 Hazelbridge Way, Richmond, BC, V6X 4J7

Fairchild Radio (Vancouver 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 (Vancouver 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 \(Version 3\)](#)

[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 (Vancouver 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 (Vancouver 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 (Vancouver 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 (Vancouver FM) has major success in removing barriers as well as preventing new barriers in the area of Employment. On top of reaching out to the accessibility community for hiring, Fairchild Radio (Vancouver FM) has been using alternative formats to communicate with job seekers. As for the current employees, Fairchild Radio (Vancouver FM) has consulted with 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 1.8%).

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)	<b>Done.</b> 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) Continue setting up booth at job fairs organized by Richmond Centre (RCD) for Disability. (Responsibility: Human Resources)	<b>Modified.</b> We did not have any job openings when RCD organized their job fair in August 2023. However, we participated in WorkBC's job fair in June 2023 and answered a lot of questions from job seekers with different challenges and disabilities.
(c) When hiring opportunities arise, work closely with RCD. (Responsibility: Human Resources)	<b>Done.</b> Job advertisements have been sent to contacts at RCD. RCD has been connecting Fairchild Radio (Vancouver FM) to their talent pool of job seekers with disabilities.

<p>(d) Look for more support groups and online social networks that are popular among persons with disabilities and their families. (Responsibility: Human Resources)</p>	<p><b>Done.</b> In 2023, joined the “Employment &amp; Empowerment Project”, a government funded project that assists young workers facing significant barriers and connects them to potential employers.</p>
---	--

**Looking forward,** will continue the 2023 - 2024 plan. Target is to increase the employment rate of persons with disabilities by 0.2% 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.**

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
<p>(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)</p>	<p><b>Done.</b> The IDEA committee has been formed and has regular meetings to discuss the initiatives, activities and training programs promoting Inclusion, Diversity, Equity and Accessibility for all staff.</p>
<p>(b) IDEA will arrange an online Sensitivity Training featuring RCD for executives and frontline staff in 2023 - 2024, then for all employees in 2024 - 2025. (Responsibility: Human Resources, all department heads)</p>	<p><b>Done.</b> The online Sensitivity Training featuring RCD was successfully conducted in late May 2023 and 100% of the executives and frontline staff attended the training.</p> <p>The same training was then extended to all staff and presenters ahead of schedule in August 2023. As of May 31, 2024, 100% of staff and presenters have completed the Sensitivity Training.</p> <p>A handbook was developed from the Sensitivity Training and has been used</p>

	<p>to train event volunteers. Please see section 3.4.4. 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"> <li>• Diabetes Awareness &amp; Wellness (November 2023)</li> <li>• Zero Discrimination Month (March 2024)</li> <li>• Workplace Safety – Tripping Hazards (April 2024)</li> <li>• Health and Safety Week Virtual Seminars by Canadian Centre for Occupational Health and Safety (May 2024)</li> <li>• Mental Health Awareness Month (May 2024 in celebration of National Accessibility Week)</li> </ul> <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><b>Done.</b> 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.**

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
<p>For every member of staff with disabilities, create an individualized accommodation plan. (Responsibility: Human Resources, Office Administration)</p>	<p><b>Done.</b> 100% of the staff members with disabilities have been contacted regarding the creation of an individualized accommodation plan that best fits the person. 50% of these staff have requested and received an individualized accommodation plan, while the remaining 50% have not requested any accommodations at the moment. The company respects the staff’s choice to have, or not to have, the accommodations and is committed to provide any types of accommodation needed.</p> <p>Accommodations included in these individualized accommodation plans include:</p> <ul style="list-style-type: none"> <li>• Special facilities and office furniture needed.</li> <li>• Rearrangement of office furniture needed.</li> <li>• Text to speech software needed.</li> <li>• Individualized evacuation plan during emergencies. Please see section 3.2.3 regarding evacuation plan for details.</li> <li>• Special transportation arrangement / work from home arrangement / flexible scheduling arrangement, in unusual situations, e.g. mental health issues and mobility problems. Please see section 3.7.3 regarding transportation accommodation for details.</li> </ul>



**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

When preparing the 2023 – 2025 Accessibility Plan, Fairchild Radio (Vancouver FM) had consulted an employee who has low vision (Staff Y) and collected valuable feedbacks. These feedbacks were taken into consideration for improving the Built Environment and most of the actions planned to address Staff Y’s concerns are either completed or very close to completion.

#### Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
(a) Install additional lighting in the studio hallway and washrooms. (Responsibility: Office Administration)	<b>Done.</b> 100% of the lighting fixtures in the studio hallway and washrooms have been upgraded to create a brighter environment.
(b) Send memo to staff to introduce the upcoming changes and highlight the benefits of upgrades. (Responsibility: Office Administration)	<b>Done.</b>
(c) <b>NEW ITEM</b> not on 2023 – 2025 Accessibility Plan (Responsibility: Office Administration)	<b>Done.</b> Braille washroom sign has been installed for the male, female and accessibility washrooms.

**Looking forward,** will add dimmable lighting in all studios, and floor lighting in the studio hallway in case of power outage. Will also evaluate the lighting needs and make any necessary adjustments to ensure all areas have sufficient lighting (Responsibility: Office Administration, Operations)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Tighten the cables and wires under the desks and the workstations. (Responsibility: Office Administration, Operations)	<b>In progress.</b> 50% of the desks and workstations have cable management kits. The rest 50% will be completed in early 2025.
(b) Ensure there are no obstacles in the hallway. (Responsibility: Office Administration, Operations)	<b>Done.</b> Monthly audits are performed by our Health & Safety Committee member to inspect for any safety hazard around the office. All safety hazards will be dealt with accordingly.

**Looking forward**, will complete the cables and wires decluttering project, and will continue to monitor the situation to make sure the working environment is safe for all. (Responsibility: Office Administration, Operations)

**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.**

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Consult with staff or persons who are visually challenged. (Responsibility: Office Administration)	<b>Modified.</b> The visually challenged staff have mentioned they do not need assistance during emergency evacuations. As a result, Office Administration contacted RCD in May 2023 on proper evacuation protocol for persons living with a mobility disability.
(b) Create an evacuation plan according to their needs. (Responsibility: Office Administration)	<b>Done.</b> Since Fairchild Radio (Vancouver FM) is located on the second floor of a shopping mall, RCD suggested to have the person with mobility disabilities to wait at the designated area near the evacuation

	<p>stairwell for emergency first responders to aid their evacuation. Office Administration then reconfirmed the protocol with the mall management.</p>
<p>(c) Try out the plan and document the process. (Responsibility: Office Administration)</p>	<p><b>Done.</b> An Office Administration staff posed as a person using a wheelchair tested the protocol during a scheduled fire drill in September 2023. During the evacuation, a trained member of the Emergency Management Team assisted the person using a wheelchair to the designated waiting spot, and stayed with the person until help arrived.</p> <p>The evacuation was further reviewed by the consultant this year, Mr. A, who uses a wheelchair. Please refer to section 4 “Consultation” for details.</p>
<p>(d) The final plan will be included in the company’s master emergency plan which is assessable by all employees. (Responsibility: Office Administration)</p>	<p><b>Done.</b></p>

**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 (Vancouver 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.fm961.com](http://www.fm961.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)	<b>In progress.</b> 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	<b>In progress.</b>  <b>Actions that are completed:</b> <ul style="list-style-type: none"> <li>• Changed default font size to 16 on web and app.</li> <li>• Added the text size adjustment function on the subpages of “Program Schedule”, “Local News”,</li> </ul>

<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"> <li>• 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.</li> <li>• Graphic icons such as audio, video and photo have been enlarged.</li> <li>• Allow users to use the keyboard “Tab” button to control the top navigation menu.</li> <li>• Added accessibility coding such as alt-text, label and page title.</li> <li>• Updated the PHP version to meet the accessibility function requirement.</li> <li>• Created ARIA accessibility coding on web application.</li> <li>• Enhanced the audio function for the “Employment” page to allow the “read aloud” of job postings.</li> </ul> <p><b>Actions still in progress:</b>          Redesigning the web subpages that are either graphic based or interactive in nature to enhance accessibility coding. These subpages include “DJ Profiles”, “News Team”, “Vote and Poll”.</p>
---	---

**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"> <li>• Make text bigger, increase contrast, enable captions on any web page (including our website) on Chrome and Safari.</li> <li>• Zoom in, zoom out and activate the Read Aloud function.</li> </ul> (Responsibility: Promotion)	<b>Done.</b> <a href="#">“Accessibility Browser Shortcut Keys”</a> 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 (Vancouver 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 by Fairchild Radio, 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.	<b>Done.</b> 100% of the contests organized in 2023 – 2024 including “SQ27”, “DJ

CHKG-FM961 2024 Accessibility Progress Report

<p>(Responsibility: Promotion, Office Administration)</p>	<p>Training Course”, “Little Sunshine” and “Sunshine Nation Singing Contest” accepted phone, email or in person registration.</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><b>Done.</b> The same contests mentioned above also provided a downloadable application form and contact number.</p>

**Looking forward**, will continue 2023 - 2024’s plan, review and improve.  
 (Responsibility: Promotion, Office Administration)



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

#### Highlights of 2023 – 2024

Fairchild Radio (Vancouver 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 as well as 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 More 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><b>Done.</b> 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><b>Done.</b> 100% of staff have been informed through the memo distributed in May 2023 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><b>Done.</b> Please see above.</p>
--	---------------------------------------

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

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

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
<p>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)</p>	<p><b>Done.</b> Upon request, Fairchild Radio (Vancouver FM) is ready to provide text files and videos with captions to persons with hearing impairment.</p>

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

**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.**

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
<p>Will invite RCD to conduct an online Sensitivity Training for executives and frontline staff in 2023 - 2024, then for all employees in 2024 - 2025.</p>	<p><b>Done.</b> Please see section 3.1.2.b regarding Sensitivity Training for details.</p>

(Responsibility: Human Resources, Office Administration)	
--	--

**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)

**3.4.4 Volunteers who help out at various events may not have proper and sufficient training on interacting with persons with disabilities.**

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
Compile training material from RCD and other organizations and provide general training to the volunteers, documenting their training. (Responsibility: Promotion, Programming)	<b>Done.</b> A handbook was developed from RCD’s online Sensitivity Training. The handbook was used when training the event volunteers of “SQ27” on Aug 22, 2023. 100% of the “SQ27” volunteers had acknowledged the training by signature.

**Looking forward**, will continue current practice of training. Target is 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 Y, Fairchild Radio’s Accessibility Consultant when preparing the 2023 – 2025 Accessibility Plan, had pointed out that the brightness level in many areas of the station is not ideal for persons with low vision like himself. In the past 12 months, Fairchild Radio (Vancouver FM) has upgraded the lighting system in the common area as well as many recording studios.

**Barriers identified in the 2023-2025 Accessibility Plan and the actions planned 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 2023 – 2024	Progress as of May 31, 2024
(a) Provide larger monitor to employees upon request. (Responsibility: Office Administration)	<b>Done.</b> Although there is 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) Provide oversized print paper with high contrast keyboards to employees upon request. (Responsibility: Office Administration)	<b>Done.</b> Please see above.
(c) Provide anti-glare guard for the computer monitor and large print keyboard label. (Responsibility: Office Administration)	<b>Done.</b> Please see above.
(d) Stock up individually packaged eye drops in the first aid box for staff to use. (Responsibility: Office Administration)	<b>Done.</b> Individually packaged eye drops have been purchased and placed in all first aid boxes in the station.

**Looking forward**, will provide screen reader or magnification software to staff with low vision, and will continue to provide individually packaged eye drops in the first aid box. (Responsibility: Office Administration)

**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
(a) Get a quote on upgrading the lighting system in the recording studios by replacing the non-dimmable lights to dimmable lights, so staff members who are visually challenged can turn up the brightness, while others who prefer a dimmer atmosphere can turn it down. (Responsibility: Office Administration, Operations)	<b>Modified.</b> 100% of the lighting system in the AM on-air, FM on-air and other recording studios have two sets of lights for staff to adjust the brightness. Dimmable lights will be implemented if the current lighting settings are insufficient.
(b) Provide professional mic and/or computers to employees with disabilities to work from home if needed. (Responsibility: Office Administration, Operations)	<b>Done.</b> This accommodation is based upon request. 100% of staff who needed this accommodation have been provided the necessary resources to work from home.

**Looking forward**, will monitor the use of two sets of lights and see if it is enough to accommodate the staff with disabilities. The dimmable lights project will be executed if needed. Will also 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 26% of these text news articles have the corresponding audio file embedded. In addition, the Programming Department has included captions in 65% of the videos (not including the Facebook Live and YouTube Live videos, nor the TV commercials).

**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)	<b>In progress.</b> The article <a href="#">“Listen to Fairchild Radio using Voice Command”</a> 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 (Vancouver FM) (i.e. not including subscribed news such as RTHK news)	<b>Done.</b> 100% of local and national news created by Fairchild Radio (Vancouver FM) are posted on our web and app in text format.

will be posted on our web and app in text format. (Responsibility: News)	
--	--

**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)	<b>Done.</b> Not including the Facebook Live or YouTube Live videos, nor the TV commercials, 65% of the videos archived on the radio website have captions.

**Looking forward**, plans to increase the percentage of videos with captions to 75%. (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 (Vancouver 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)	<b>Done.</b> 26% of the local and national news created by Fairchild Radio have the “listen” function in Cantonese and/or Mandarin.

**Looking forward**, increase the “listen” percentage to 35%. (Responsibility: News)

### 3.7 Transportation

#### Highlights of 2023 – 2024:

Fairchild Radio (Vancouver FM) is located on the second floor of a shopping mall which offers accessible parking spaces, elevators and automatic door openers. In the past 12 months, Fairchild Radio (Vancouver FM) has been focusing on creating a special situation transportation accommodation plan for staff members with disabilities.

#### 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 bus. (Responsibility: Promotion)	Done.

**Looking forward**, will add a directional map on how to reach the radio station from the street, include a map showing the location of the shopping mall’s main entrance, and the nearby bus stations and Canada Line station. (Responsibility: Promotion)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Upon request, arrange designated close-to-elevators parking spaces for employees with walking disabilities who drive and need a parking space. (Responsibility: Human Resources, Office Administration)	Done. All current employees who have requested a parking space have already been accommodated. In the past 12 months, there was no request from staff with mobility disabilities for a parking space that is closer to the elevator. Should Fairchild Radio



	(Vancouver FM) receive such a request, accommodations can be arranged immediately.
--	--

**Looking forward**, evaluate the current practice to decide if it is effective in assisting staff with disabilities. (Responsibility: Human Resources, Office Administration)

**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.**

<b>Action planned for 2023 – 2024</b>	<b>Progress as of May 31, 2024</b>
(a) Provide flexible scheduling. (Responsibility: Human Resources)	<b>Done.</b> Flexible work schedule, which cover 100% of staff, has been launched in August 2023 to fit individual staff needs.
(b) Allow staff to work from home if the staff cannot get to the office. (Responsibility: Human Resources)	<b>Done.</b> 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.
(c) Create a plan to arrange alternative transportation means for staff with disabilities, e.g. temporary car pool arrangement. (Responsibility: Human Resources)	<b>Done.</b> 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.

**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

Fairchild Radio (Vancouver FM) reached out to RCD to request an onsite consultation. Guest A, a RCD staff using a wheelchair, was invited to our radio station at a day and time that was convenient to them. On April 5, 2024. Guest A came to the station by car and parked their car at the accessible parking space. Jeffrey So of Fairchild Radio's Office Administration Department greeted Guest A at the front door, and guided Guest A to our station and toured all areas of the facilities.

Objectives of this consultation:

- To identify the existing barriers at Fairchild Radio's premise from the perspective of a person with mobility issues.
- To review the emergency evacuation plan tailor made for persons using a wheelchair.
- To learn what more can be done to assist persons with disabilities in terms of service and community support.

Guest A commented that overall, the premise is easy to maneuver for a wheelchair user, yet there are small improvements that could be made to make the place safer and more convenient. Guest A provided the following feedbacks that inspired Fairchild Radio (Vancouver FM) to set future goals:

- Most doors at the station (especially the front door) are quite heavy and would be difficult to open for individuals using a wheelchair or living with a mobility disability in their upper body. They suggested we could use doors that can be open by pressing a button, or doors with motion sensor technology.
- A lot of corners at the station could benefit from a convex mirror. It will benefit everyone, especially individuals using a wheelchair.
- The windows on the doors are too small and too high. Windows on doors need to be bigger and extend further down to enhance visibility on both sides. This will allow the wheelchair users to see someone is on the other side of the door and also allow them to be seen.

- It would be beneficial to install a button in the accessible washroom to alert the receptionist in case of an emergency or if the individual needs help.

The comments provided by Guest A have been shared with the Accessibility Committee, and will be carefully considered, acted on and reported in the next Progress Report under “Built Environment” and “Procurement of Goods, Services and Facilities”. We will continue to seek Guest A’s advice on Fairchild Radio’s accessibility improvement.

## 5. Feedback

On June 1, 2022, Fairchild Radio (Vancouver 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 (Vancouver FM) has received one feedback from an audience who is a wheelchair user. During the Mother's Day Cookbook Giveaway in May 2024, the audience asked via WhatsApp if we could mail the cookbook to them so they wouldn't need to pick up from the station. The audience's request was addressed immediately and the cookbook was mailed to them the following day.

In addition to Guest A's consultation that was reported on section 4 "Consultation", Fairchild Radio (Vancouver FM) has collected feedbacks via a survey done with 29 staff on May 9, 2024 on the accessibility upgrades the company has done so far:

- A majority of staff are aware that many accessibility accommodations are available upon request. For example, 55% of staff understand they can request memos in large font; 66% of staff are aware alternative formats of emails and memos are available; 69% of staff know they can find individually packaged eyedrops in the first aid boxes.
- While most staff think making the studio hallway and the washrooms brighter will benefit the visually impaired, a staff member questioned if the cool tone lightbulbs used in the accessible washroom may be too harsh for individuals with sensitive eyes. The staff recommended changing them to warm tone lightbulbs like those used in the other washrooms. Another staff also suggested to change the metal clothing hook to a plastic hook for safety concern.
- For the pantry, a staff commented the first aid box should be moved to an area that individuals using a wheelchair can reach, and a notice in large font can be placed on the memo board to inform staff that alternative formats of memos are available upon request.
- As for the plan to install dimmable lighting in the recording studios in 2024 - 2025, the opinion is mixed. 41.5% of staff think it is a good idea while 41.5% of staff think it is not. Some staff worry the dimmable lighting may create electric issues in the

studios for the amount of electricity it draws, and that it may cause static noise, affecting individuals with sensitive hearing.

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's accessibility, the Fairchild Radio (Vancouver FM) 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.fm961.com](http://www.fm961.com)

**ICT:**

Information and Communication Technologies

**IDEA:**

"Inclusion, Diversity, Equity and Accessibility", Fairchild Radio'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.

**SQ27:**

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