

Accessibility Feedback Collection and Handling Process

(Version 4)

Fairchild Radio seeks feedback on providing accessible broadcasting and services to all

Fairchild Radio has established the Accessibility Committee in 2022 to create and execute accessibility policies, as well as collecting feedback and providing assistance to persons with disabilities. The Accessibility Committee is comprised of:

- George Lee - President of Fairchild Radio Group (Committee Chair)
- Winnie Wong - General Manager of Fairchild Radio Toronto (in charge of Employment Equity and Facilities Accessibility)
- River Lee - Program Director of Fairchild Radio Toronto (in charge of News and Programming Content Accessibility)
- Marina Tang - Promotion Executive of Fairchild Radio Toronto (in charge of Digital Accessibility)
- Seme Ho - Promotion Director of Fairchild Radio Vancouver (in charge of Digital Accessibility)
- Emily Wu - Human Resources and Administration Director of Fairchild Radio Group (in charge of Employment Equity and Facilities Accessibility)

Plus other staff who are essential in improving Fairchild Radio's accessibility.

Fairchild Radio is publishing its "2023-2025 Accessibility Plan" on June 1, 2023. Then on June 1, 2024 and June 1, 2025, Fairchild Radio will publish the Accessibility Plan's "First Progress Report" and the "Second Progress Report" respectively. Your feedback is needed to help us identify the barriers that need to be overcome, and how we can provide accessible broadcast and services to all.

Accessibility Feedback Process

A Feedback Form that meets the WCAG 2.0 AA standard has been published in www.am1430.com. On top of an instant feedback submit form, email addresses and phone number for submitting feedbacks are also included. The person submitting the feedback can choose to be anonymous.

If a feedback is collected via the online Feedback Form and the feedback provider has provided an email address, or if the feedback is collected through the email account accessibility@am1430.com, an automatic confirmation will be emailed back to the feedback provider to acknowledge receipt of the feedback.

If a feedback is collected by voice message and the feedback provider is willing to be contacted, there will be a call back within 5 business days.

Regardless how the feedback is collected, a representative of the Accessibility Committee will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

The feedback as well as the solution (or lack of) will be shared with the Accessibility Committee members for review purposes. If the problem cannot be solved right away, or if it is a recurring problem, the Accessibility Committee will keep the feedback on file and address it in its regular meetings. Some of the feedbacks and their solutions may be included in Fairchild Radio's annual Accessibility Progress Report.