

CHKT-AM1430
Fairchild Radio Group Ltd.

2024 Accessibility Progress Report
(Version 1)

Table of Contents

1. General	2
1.1 About CHKT-AM1430.....	2
1.2 Accessibility Feedback Process and Contact Information.....	2
1.3 Alternative Formats	3
2. Summary of 2024 Progress Report	4
3. Barriers by area and Action Plan	5
3.1 Employment.....	5
3.2 The Built Environment.....	10
3.3 Information and Communication Technologies (ICT).....	14
3.4 Communication Not Covered by ICT (Internal & External).....	18
3.5 The Procurement of Goods, Services and Facilities.....	21
3.6 The Design and Delivery of Programs and Services.....	23
3.7 Transportation.....	25
4. Consultation	28
5. Feedback	30
6. Glossary	31

1. General

1.1 About CHKT-AM1430

Established in 1997, CHKT-AM1430 is owned and operated by Fairchild Radio Group Ltd. (hereinafter “Fairchild Radio”) which is a subsidiary of Fairchild Broadcasting Ltd. and a sister station of Fairchild Radio (Vancouver FM) Ltd. and Fairchild Radio (Calgary FM) Ltd.

Fairchild Radio Group Ltd. also owns CJVB-AM1470 in Vancouver.

CHKT-AM1430 provides quality broadcasting service to numerous ethnic communities in various languages including Cantonese, Mandarin, Thai, Macedonian, Cambodian, Laotian, Vietnamese, Russian, Hungarian, Korean, Italian, Polish, Romanian, East Indian, Filipino and Spanish.

The station is located at 151 Esna Park Drive, Unit 26-29, Markham, Ontario, L3R 3B1

CHKT-AM1430’s website is www.am1430.com, and it shares an app (the Fairchild Radio app) with its sister stations: Fairchild Radio’s CJVB-AM1470 in Vancouver, Fairchild Radio (Vancouver FM) Ltd.’s CHKG-FM961 in Vancouver, as well as Fairchild Radio (Calgary FM) Ltd.’s CHKF-FM94.7 in Calgary.

1.2 Accessibility Feedback Process and Contact Information

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

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

To submit your feedback, please complete the [Accessibility Feedback Form](#) on our website <http://www.am1430.com/> or contact:

Accessibility Support Officer, Fairchild Radio Toronto

Email: accessibility@am1430.com

Phone: 905-415-6288

Mail: Fairchild Radio, 151 Esna Park Drive, Unit 26-29,
Markham, Ontario, L3R 3B1

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

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

[2023 – 2025 Accessibility Plan \(Version 1\)](#)

2024 Accessibility Progress Report (Version 1)

Each Accessibility Plan and Progress Report will remain publicly accessible for 7 years and is available in alternative formats. You can request an alternative format of the above by email, phone or mail. Please refer to the contact person and contact information listed above.

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio or other electronic format (within 45 days)

2. Summary of 2024 Progress Report

Fairchild Radio 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 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 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 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 has been using alternative formats to communicate with job seekers. As for the current employees, Fairchild Radio has consulted with every 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 2%).

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Add alternative formats such as audio files to announce hiring opportunities on our website. (Responsibility: Human Resources)	Done. Since May 2024, 100% of hiring ads posted on the radio website’s “Employment” section have included audio files to read aloud the text content.
(b) When hiring opportunities arise, send messages to the online social networks that are popular among persons with disabilities and their families. (Responsibility: Human Resources)	Done. There were 3 hiring opportunities in the year 2023: Full Time HR & Administration Assistant; Part Time Office Assistant; Part Time Account Executive. For these 3 postings, 66% of the job advertisements were posted on the recruitment websites for persons with disabilities such as “Discovery Ability Network” by the Ontario Chamber of Commerce, which connects businesses to the under-tapped talent pool of job

	seekers with different levels of disabilities.
(c) Look for more support groups and online social networks of similar nature. (Responsibility: Human Resources)	Done. Connected with “Woodgreen”, an organization that assists mature workers as well as persons with disabilities for future job posting. Will continue to look for similar support groups.

Looking forward, will continue the 2023 - 2024 plan. Target is to increase the employment rate of persons with disabilities by 0.5% by 2024 – 2025.
(Responsibility: Human Resources)

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

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

	<p>A handbook was developed from the Sensitivity Training and will be used 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"> • Diabetes Awareness & Wellness (November 2023) • Zero Discrimination Month (March 2024) • Workplace Safety – Tripping Hazards (April 2024) • Health and Safety Week Virtual Seminars by Canadian Centre for Occupational Health and Safety (May 2024) • Mental Health Awareness Month (May 2024 in celebration of National Accessibility Week) <p>The Human Resources staff also attended the Accessibility Professional Network organized by Rick Hansen Foundation in March 2024 to learn more about the latest development in accessibility planning.</p>
<p>(c) Incorporate accessibility planning into the annual budget. (Responsibility: Human Resources, all department heads)</p>	<p>Done. Annual budget has been set and included in the accessibility plan to meet the needs of employees with disabilities.</p>

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

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
<p>For every member of staff with disabilities, create an individualized accommodation plan. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. 100% of the staff members with disabilities have been contacted regarding the creation of an individualized accommodation plan that best fits the person. 66% of these staff have requested and received an individualized accommodation plan, while the remaining 34% 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"> • Special facilities and office furniture needed. • Rearrangement of office furniture needed. • Text to speech software needed. • Parking arrangement needed. Please see section 3.7.2 regarding parking for staff with disabilities. • Individualized evacuation plan during emergencies. Please see section 3.2.5 regarding evacuation plan for details. • Special transportation arrangement / work from home arrangement / flexible scheduling arrangement, in unusual situations. Please see

	section 3.7.3 regarding transportation accommodations for details.
--	--

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

3.2 The Built Environment

Highlights of 2023 – 2024

When preparing the 2023 – 2025 Accessibility Plan, Fairchild Radio had consulted an employee who has spinal disability (Staff X) and collected valuable feedbacks. These feedbacks were taken into consideration for improving the Built Environment and most of the actions planned to address Staff X’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 X pointed out that his workstation is too far from the entrance.

Action planned for 2023 – 2024	Progress as of May 31, 2024
Rearrange office workstations so that Staff X’s workstation is closer to the entrance of the office. (Responsibility: Office Administration, Operations)	Done. Workstations were rearranged to make it easier for Staff X to move around in the office. Consulted with Staff X in early April, 2024 and he is satisfied with the current location of his workspace.

Looking forward, will conduct regular assessment to ensure the workstations are accessible to Staff X as well as other staff with disabilities, and make any necessary changes to improve accessibility. (Responsibility: Office Administration, Operations)

3.2.2 Staff X also observed the washrooms and the studio area do not have adequate safety features such as handlebars to support a staff with spinal or walking disability.

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Install safety handlebars in washrooms as needed to support the needs of Staff X and other employees with similar disabilities.	In progress. Budget has been approved to install safety handlebars in both male and female washrooms. Waiting for the vendor to start the

(Responsibility: Office Administration, Operations)	installation work. Expect to be completed by end of May, 2024.
(b) Ensure the handlebars are securely mounted and can support the weight of these employees. (Responsibility: Office Administration, Operations)	In progress. Please see above.

Looking forward, will conduct regular assessment to ensure the safety feature is appropriate and effective, any if other types of safety features are needed.
(Responsibility: Office Administration, Operations)

3.2.3 Staff X suggested to improve the lighting in the washroom, storage room and electricity room to make these areas more accessible.

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Install extra lighting in the storage room and electricity room to support Staff X and other employees’ mobility. (Responsibility: Office Administration, Operations)	Done. Lighting fixtures in the storage room, electricity room and small conference room have been upgraded to create a brighter environment, which supports the mobility of Staff X and other employees.
(b) Ensure the lighting is appropriate for individual needs. (Responsibility: Office Administration, Operations)	Done. Please see above.
(c) NEW ITEM not on 2023 – 2025 Accessibility Plan (Responsibility: Office Administration)	Done. Braille washroom sign has been installed for both male and female washrooms.

Looking forward, will maintain and adjust lighting as needed, and will conduct regular assessment to ensure the lighting remains adequate and effective.
(Responsibility: Office Administration, Operations)

3.2.4 The clutter of cables and wires under the office desks and studio workstations may post as potential hazards to staff and guests with mobility disabilities.

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Conduct an inspection to identify cables and wires that are not properly secured and may pose hazards. (Responsibility: Office Administration, Operations)	Done.
(b) Use cable ties, wire organizers and other tools to secure the cables, and organize wires under desks and workstations. (Responsibility: Office Administration, Operations)	Done.

Looking forward, will conduct regular assessment to ensure that cables and wires under office desks and studio workstations are organized and hazards are minimized. Will also consider a more substantial technological solution such as wireless technology to eliminate potential hazards. (Responsibility: Office Administration, Operations)

3.2.5 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 X to develop an emergency / evacuation plan that is appropriate for persons with spinal disability or walking disability. (Responsibility: Office Administration)	<p>Done. Conducted meetings with Staff X to discuss the specific needs of persons with spinal or walking disabilities. Gathered valuable information on the challenges they face and the particular assistance they will need during an emergency.</p> <p>Conducted a thorough assessment of the building and its facilities identifying accessible exits, potential barriers, and</p>

	areas where additional support might be needed.
(b) Ensure that there are trained personnel who know how to assist Staff X and other employees with similar disabilities during an emergency evacuation. (Responsibility: Office Administration)	Done. Assistance to the individuals with disabilities during emergency evacuations will be provided by trained personnel from the Health & Safety Committee.
(c) Try out the plan and document the process. (Responsibility: Office Administration)	Done. Conducted emergency drills that include scenarios involving individuals with spinal or walking disabilities. Evaluated the effectiveness of the evacuation plan and made necessary adjustments based on feedback.
(d) The final plan will be included in the company’s master emergency plan which is accessible by all employees. (Responsibility: Office Administration)	Done. Developed clear, concise instructions for individuals with disabilities and trained personnel, outlining the steps they should take during an emergency. The instructions are available in multiple formats such as written and verbal.

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 has been working closely with a web and app design company Eseelynx Communication Ltd. (Eseelynx) to improve the digital accessibility of its website www.am1430.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) and “Canadian Chinese Pop Music Award Voting” (December 2023 to January 2024) and “Sunshine Generation Singing Contest” (May to August 2024) were also made to meet the WCAG 2.0 AA standard.

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

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

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

<p>navigation bar less crowded so the text can be bigger. (Responsibility: Promotion)</p>	<p>“National News”, “Hot Topics”, “Music Charts”, “About Us”, “Game Rules”, “Contact Us”, “Comment”, “Advertising”, “Employment”, “Accessibility” and “Privacy Policy”. Users can now adjust the font size of the text according to their preference. This feature is particularly useful for web and app users who have visual impairment.</p> <ul style="list-style-type: none"> • On website’s home page, article titles no longer appear on top of pictures. Instead, article titles appear against a crisp white background for the best contrast. • Graphic icons such as audio, video and photo have been enlarged. • Allow users to use the keyboard “Tab” button to control the top navigation menu. • Added accessibility coding such as alt-text, label and page title. • Updated the PHP version to meet the accessibility function requirement. • Created ARIA accessibility coding on web application. • Enhanced the audio function for the “Employment” page to allow the “read aloud” of job postings. <p>Actions still in progress: Redesigning the web subpages that are either graphic based or interactive in nature to enhance accessibility coding. These subpages include “DJ 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
<p>Create a PDF on how to use keyboard shortcuts to:</p> <ul style="list-style-type: none"> • Make text bigger, increase contrast, enable captions on any web page (including our website) on Chrome and Safari. • Zoom in, zoom out and activate the Read Aloud function. <p>(Responsibility: Promotion)</p>	<p>Done. “Accessibility Browser Shortcut Keys” is posted on the radio website.</p>

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’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
<p>(a) Event registration by phone, email or in person will be accepted.</p>	<p>Done. 100% of the contests organized in 2023 – 2024 including “SQ27”, “Golden Oldies Singing Contest”, “DJ</p>

(Responsibility: Promotion, Office Administration)	Training Course” and “Sunshine Generation Singing Contest” accepted phone, email or in person registration.
(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)	Done. The same contests mentioned above also provided a downloadable plication form and contact number.

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

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

Highlights of 2023 – 2024

Fairchild Radio 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 on how to communicate with persons with disabilities, and the same training will be provided to volunteers when the opportunity arises.

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>Done. Since 2024, 100% of the internal memos, newsletters and emails are issued in font size 14.</p> <p>In addition, 100% of memos and newsletters sent through email have an audio file attached.</p>
<p>(b) If the information is available only in paper format (e.g. notices posted in the pantry), upon request, it will be made available in large print in 15 days, in Braille in 45 days, or in an electronic format in 15 days. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. 100% of staff have been informed through the memo distributed in February 2024 that alternative formats of communication such as large print, Braille or audio format will be accessible upon request.</p>

<p>(c) If the information is available only in a visual format (e.g. the presenter agreement), upon request, it will be made available in an audio format in 15 days. (Responsibility: Human Resources, Office Administration)</p>	<p>Done. Please see above.</p>
--	---------------------------------------

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.

Action planned for 2023 – 2024	Progress as of May 31, 2024
<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>Done. Upon request, Fairchild Radio 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.

Action planned for 2023 – 2024	Progress as of May 31, 2024
<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>Done. 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 80% 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.

Action planned for 2023 – 2024	Progress as of May 31, 2024
Compile training material from RCD and other organizations and provide general training to the volunteers, documenting their training. (Responsibility: Promotion, Programming)	In progress. A handbook was developed from RCD’s online Sensitivity Training. The first event that will involve volunteers will be the “Carefirst Radiothon” on June 6, 2024. Will distribute the handbook to the volunteers and go through the details, then ask the volunteers to acknowledge the training by signature.

Looking forward, will continue the current 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 X, Fairchild Radio’s Accessibility Consultant when preparing the 2023 – 2025 Accessibility Plan, had pointed out that ergonomic chairs would make a lot of difference for persons with spine disability like him. Per Staff X’s suggestions, ergonomic chairs were purchased for Staff X and other employees with similar challenges. In addition, Fairchild Radio upgraded the lighting system to accommodate the visually impaired.

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

3.5.1 Staff X’s workstation is not configured to support proper posture and to reduce strain.

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Conduct an ergonomic workstation assessment for Staff X and other employees with similar disabilities, and make necessary changes to support proper posture and reduce strain on the spine. (Responsibility: Office Administration, Operations)	Done. Ergonomic chair (with support pillow, foot rest and reclining back) has been replaced for Staff X and other staff with similar disabilities. In addition, standing desk converter, stand riser and adjustable lamp have been purchased for staff to use upon request.
(b) Ensure that the workstation can be adjusted to suit Staff X’s needs. (Responsibility: Office Administration, Operations)	Done. Staff X is satisfied with the current working environment.

Looking forward, will provide additional ergonomic furniture and equipment such as specialized chairs and keyboards to support Staff X’s comfort and wellbeing. In addition, will conduct assessment as needed and make necessary changes to ensure a productive and comfortable working environment for all employees with disabilities. (Responsibility: Office Administration, Operations)

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
(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)	Done. 5 out of the 6 studios have dimmable lighting installed. Staff who are visually challenged can use any of these studios with dimmable lights.
(b) Provide professional mic and/or computers to employees with disabilities to work from home if needed. (Responsibility: Office Administration, Operations)	Done. 100% of staff who need to work from home due to medical needs are provided with professional computers upon request.

Looking forward, will provide height adjustable monitors or ergonomic chairs 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 42% of these text news articles have the corresponding audio file embedded. However, when it comes to providing captions to videos, Fairchild Radio is slightly behind schedule but is working hard to catch up.

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

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

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

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

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

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

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

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

Action planned for 2023 – 2024	Progress as of May 31, 2024
50% of the pre-taped (i.e. not live) videos will have captions. (Responsibility: Programming, Promotion)	In progress. Slightly behind schedule due to shortage of manpower. Started adding captions to videos in February 2024. Will speed up until reaching 50%.

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 (i.e. not including subscribed news such as RTHK news due to copyright issue) will have the “listen” function, and Cantonese and/or Mandarin audio files will be provided. (Responsibility: News)	Done. 42% of the local and national news created by Fairchild Radio have the “listen” function. Although exceeded expectation, only Cantonese news can be embedded. At the moment, working with EseeLynx to install the Mandarin "listen" function. Expected to finish in June 2024.

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

3.7 Transportation

Highlights of 2023 – 2024:

Fairchild Radio is located on the ground floor of an office building. Unfortunately, the building does not have any accessible parking space. Fairchild Radio has been pressuring the property management to allocate a reasonable number of accessible parking spaces in the property. Meanwhile, Fairchild Radio is reserving two side-by-side parking spaces for persons with disabilities whenever they come to the station.

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 parking lot. It will also highlight which entrance is wide enough for wheelchair users. (Responsibility: Promotion)

3.7.2 There is no handicapped parking space in the building, so it is not convenient for guests and visitors with disabilities to access to the station by car.

Action planned for 2023 – 2024	Progress as of May 31, 2024
(a) Designate more parking spaces for persons with disabilities and make sure they are located close to the entrance. (Responsibility: Office Administration)	In Progress. Email has been sent to property management of the building in mid-April to demand designated accessible parking spaces within the property. Awaiting the landlord’s response.

	For the time being, a temporary accommodation plan of reserving and marking two regular parking spaces for individuals with disabilities has been implemented.
(b) Ensure the designated parking spaces are properly marked and maintained. (Responsibility: Office Administration)	Done. Please see above.

Looking forward, to continue working the property management on the allocation of disabled parking spaces. In addition, will evaluate if the addition of designated parking spaces is effective in assisting staff with disabilities. Target is all employees with disabilities who are qualified for a designated parking space are accommodated. (Responsibility: Office Administration)

3.7.3 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 2023 – 2024	Progress as of May 31, 2024
(a) Provide flexible scheduling. (Responsibility: Human Resources)	Done. Flexible work schedule, which cover 100% of staff, has been launched in August 2023 to fit individual staff needs.
(b) Allow staff to work from home if the staff cannot get to the office. (Responsibility: Human Resources)	Done. 100% of staff who requested to work from home due to disabilities or medical needs were provided with the necessary equipment to work from home.
(c) Create a plan to arrange alternative transportation means for staff with disabilities, e.g. temporary car pool arrangement. (Responsibility: Human Resources)	Done. A plan has been established to accommodate staff in need of temporary carpool arrangements.

	The designated drivers will be eligible to claim their mileage expenses afterward.
--	--

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

From June 1, 2023 to May 31, 2024, Fairchild Radio reached out to three accessibility service organizations for consultation. Unfortunately, none of them offer consultation services.

The management then invited Staff X, an anonymous full-time employee with spine disability who served as our Accessibility Consultant for the 2023 – 2025 Accessibility Plan, to provide consultation again. The objectives of this consultation (the 2024 consultation) were to evaluate the effectiveness of the improvements made in the past year, as well as identifying new barriers that were unnoticed in the previous consultation.

The consultation took place in-person on April 24, 2024 during Staff X's work hours. Staff X was accompanied by Eunice Wong, Human Resources and Administration Assistant who is a member of the IDEA Committee to have a walk-through of the office and the studios.

During the 2024 consultation, Staff X praised Fairchild Radio for taking their previous suggestions seriously, executing most of the ideas proposed by them. They especially found the rearrangement of furniture, the clearing up of the cables and wires under their desk, and the newly purchased ergonomical chair very helpful. They also commented the improved lighting would benefit staff and visitors of various disabilities.

Furthermore, Staff X made the following suggestions that inspired the station to set future goals:

- The workstation lighting may not always be sufficient. Staff X suggested adding table lamps to ensure optimal brightness throughout the day.
- The position of staff X's computer monitor is too low, which could lead to poor posture and strain on the cervical (neck) and lumbar (lower back) spine. A monitor stand riser is recommended for spine protection.
- Based on the recommendation from Staff X's chiropractor, ergonomic chair is most effective in protecting the spine.

- There are few trash bins in the corridor, which could pose a tripping hazard for staff. Relocation of trash bins will contribute to a safer environment.
- The small washroom size makes it difficult for individuals using walkers or wheelchairs to maneuver comfortably. Installing handrails on the toilet door can assist with door opening and closing, providing added support and stability for those with mobility challenges.
- The faucet switch is suggested to be extended to make it more accessible for individuals with dexterity disabilities.
- One of the recording rooms lacks adequate lighting, it is recommended to replace the lightbulbs for better visibility.

The comments provided by Staff X 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 Staff X’s advice on Fairchild Radio’s accessibility improvement.

5. Feedback

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

To date, Fairchild Radio has not received any accessibility feedback via the above feedback process. Nevertheless, Fairchild Radio strives to collect feedback and comments from staff, visitors and external advisors to support the ongoing development and implementation of its accessibility practices.

In addition to Staff X's consultation that was reported on section 4 "Consultation", Fairchild Radio has done an internal survey in early May with 38 staff on the accessibility upgrades the company has done so far, as well as the future projects the company can work on next. Findings of the survey and feedback received include:

- A majority of staff are aware of the accessibility improvements the company has made in the office area and have a favorable opinion of them. For example, 84% of the staff believe the upgrade of the lighting fixtures in the storage room and the small conference room would benefit everyone, including individuals with visual impairment; 92% of the staff think the safety handlebars installed in the male and female washrooms are key in preventing falls and other types of accidents in an isolated space such as the washroom.
- Some staff questioned whether the front door and the entrance area are big enough for mobility scooters, and suggested the company to look into that.
- Another staff suggested controlling the office noise level may be helpful to the persons using hearing aids.
- A few staff members also suggested to invest in the company's software upgrade, so video conferencing and information sharing can be more efficient for the staff working from home due to accessibility or medical reasons.

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 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 CHKT-AM1430.

Eseelynx

Eseelynx Communication Ltd., the web and app development company of www.am1430.com

ICT:

Information and Communication Technologies

IDEA:

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

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