

# **CINA RADIO GROUP Year 1 Accessibility - Progress Report**

## **General**

The below report details the progress made by CINA Radio Group as obligated by, and in support of the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR), in support of the goal of creating a barrier-free Canada by January 1<sup>st</sup>, 2040.

The below updates detail the excellent progress made by the CINA Radio Group in implementing the goals of our 3-year accessibility plan.

## **How to provide feedback (Recommended subheading)**

Please send your feedback to our Accessibility Champion.

***Position title of the person at your organization who is responsible for receiving accessibility-related feedback. Operations Assistant.***

You can send your feedback by email, phone or mail using the contact information listed below.

Phone: 416-777-1650 Ext. 4

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

Mail: Attn: Accessibility Champion, CINA Radio Group, 65 International Blvd., Suite 200, Etobicoke, ON M9W 6L9

For more information on how you can send your feedback, see our feedback process description:

CINA Radio: [Accessibility – CINA RADIO \(1650 AM\)](#)

Flow 98.7 FM: [Accessibility | FLOW 98.7FM](#)

CINA FM 102.3 WINDSOR: [Accessibility - Radio CINA](#)

## **How to request alternate formats**

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and

audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

### **Contact us:**

Contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

- Email: [accessibility@flow987.com](mailto:accessibility@flow987.com)
- Phone: 416-498-4987 ext. 6
- Mail: 65 International Blvd., Unit 200 Toronto, ON M9W 6L9

### **Feedback**

We received feedback from people living with disabilities regarding the challenges they encounter when interacting with The CINA Radio Group services. In total we have received responses from 8 people living with disabilities. Our Accessibility Committee also conducted extensive online and in person consultations with CINA Radio Group employees.

Our respondents preferred to remain anonymous, the tone of the feedback was generally positive, and respondents provided useful suggestions on how CINA Radio Group can improve our implementation of the goals outlined in our action plan.

A summary of the received feedback and its application to Section 5 of the ACA is below:

- **Employment:**  
Feedback focused on ensuring that job applications are accessible to all peoples. Respondents also encouraged our training initiatives for staff members to continue.
- **The Built Environment:**  
Ensuring accessible parking spaces, ramp access and elevators are available at the organization facilities was the primary focus of the feedback.
- **Information and Communication technologies (ICT):**  
Ensuring our broadcasts are compatible with current assisted listening technologies available to the public was the most common response from our survey participants. Maintaining a clear radio broadcast and encouraging on air to speak clearly was also mentioned
- **Communications, other than ICT:**  
Ensuring phone messages are saved digitally to allow for employees with disabilities more options to hear the message was a big concern. Ensuring people with assistance

devices/tools can be freely used in the office/using programs like Zoom for team meetings was a popular suggestion. Otherwise feedback was already covered in

- **Procurement of Goods, Services, and Facilities:**

Feedback related to this section was relatively light, primarily all respondents agreed, sources that offer consideration for accessibility options should be used as opposed to other providers.

- **Design and Delivery of Programs and Services:**

Respondents largely repeated points made in the ICT section.

- **Transportation**

Section not relevant to CINA Raio Group

Feedback application and implementation:

The CINA Radio Group Accessibility Committee has been tasked with assessing all feedback and making recommendations on: Implementing the Action plan as previously laid out in the CINA Radio Group Accessibility Plan, advising on improvements to existing policy/plans and advising on updates to the action plan based on feedback and challenges that arise during implementation of the Action Plan.

The Accessibility Committee conducted consultations with representatives from DeafBlind Ontario, for advice and recommendations on updating the CINA Radio Group's websites and services to better accommodate the use of programs and devices used by people with disabilities. Consultations with DeafBlind Ontario provided guidance on ways the Accessibility Committee can address other issues raised through our consultations.

While much of the CINA Radio Group Accessibility Plan is able to be implemented at a low cost, valuable lessons were learned regarding pricing of services used to assist people with disabilities engage with and navigate websites and documents, as well as the training costs for staff members. The budgetary pressures caused by these new costs and how best to implement them were some challenges which were encountered while implementing the CINA Radio group Accessibility Plan Accessibility plan.

Staff training is progressing well with a 100% participation rate. The training provides invaluable insight and highlighting different perspectives which has greatly assisted in the effectiveness of reviews, audits and creation of new policy as per the CINA RADIO Group Accessibility Plan.

## Consultations

CINA Radio Group consulted with several persons with disabilities to ensure their voices, experiences, and perspectives are meaningfully reflected. Through a series of consultations, interviews, and collaborative workshops, individuals with diverse disabilities contributed valuable insights which were integral to identifying challenges, and co-creating recommendations for better implementation of the CINA Radio group Action Plan.

- We consulted through *(check all that apply)*:
    - ☐ Survey(s) (online / print)
    - ☒ Discussion groups (online / in-person)
    - ☐ Other *(specify)*: \_\_\_\_\_
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Dates / time periods of consultations: In person discussions are on going throughout the year. Online discussions were held May – July 2024, Apr – May 2025

- Locations of our consultations (if in-person): 65 International Blvd,. Unit 200
- We asked participants the following questions:
  1. What progress has the organization made in addressing the barriers identified in the ACA? (explanation of ACA provided on request)
  2. Do you agree with CINA Radio's Accessibility plan? Can you identify any barriers that should be addressed?
  3. How would you rate CINA Radio group's success in implementing the Accessibility Action Plan?

We made our consultations accessible by:

- **(Examples: (check all that apply))**
  - ☒ Ensuring our venue was wheelchair-accessible
  - ☐ Consultation documents were available in accessible formats
  - ☐ Provided sign language interpreters on request
  - ☐ Provided closed captioning on request

✓Other (please specify): Online discussions were conducted over an accessible friendly communication platform – Zoom.

### Who we consulted:

#### We consulted (check all that apply):

✓ Individuals with disabilities

*\*To protect individuals' privacy, do not list the names of individuals who participated in your consultations unless they participated as "experts".*

✓ Disability organizations

List the names of the organizations: DeafBlind Ontario

✓ Accessibility experts

List the names and fields of expertise (e.g., built environment) of the experts The Built Environment, Information and Communication technologies

✓ Disability experts

List the names of the experts Tracey Veldhuis

- Total number of participants (not including members of our organization): 8
- Number of participants with disabilities: 6
- Types of disabilities represented: Mobility, vision, hearing and intellectual disabilities.

### **Areas in section 5 of the Accessible Canada Act (ACA)**

#### **Employment**

We have made the following progress in removing the barriers identified in our accessibility plan:

- 1. Review and update hiring and retention processes in relation to persons living with disabilities.
- 2. Review and develop the mandate and objectives of CINA Radio Group's Accessibility Committee.
- 3. Ensure that all staff receive accessibility training over the next three years.

Barrier 1: Some job postings were not compatible with disability assistance programs to aid in reading the posting.

Progress Update: We have ensured our postings are available on accessibility program friendly websites. We have also added text to our posting confirming our commitment to accessibility and inclusion/ equal opportunity employment.

Barrier 2: Ensuring budget priorities for staff member accessibility.

Progress Update: A plan was devised to ensure proper staff training according to the Accessibility Plan. Training is proceeding according to our accessibility plan, and we expect to have all staff trained by the end year.

### **The built environment** *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan: Review and assess our organization's facilities to determine what additional measures can be undertaken to enhance accessibility, such as signage and entryways.

Barrier 1: Door hinges can be stiff/hard to open

Progress Update: Our Building Maintenance Manager has increased maintenance on doors to ensure ease of access to our facilities; while also ensuring accessibility the ramp remains clear of obstructions that may hinder or prevent use of the ramp.

Barrier 2: Light bulbs in building signs were not as bright, or difficult to see in an emergency.

Progress Update: Light bulbs in building signs have all been changed.

### **Information and communication technologies** *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan

Barrier 1: Our audit of our communications technology found areas where updates needed to be made to our systems to ensure compatibility with technology used by persons with disabilities.

Progress Update: Updates have been made to our audio streaming services within the first year of publishing our accessibility plan, to ensure compatibility with assisted listening devices.

Barrier 2: An audit of policy and procedures for accommodation of accessible technologies found a need for a formalized company wide policy.

Progress Update: A new company wide policy has been established directing all online meetings to be held on assistance device friendly platforms such as Zoom, and all in person meetings

held must make all necessary accommodations for staff member who need to use assistance devices.

### **Communication, other than information and communication technologies**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our phone systems didn't all have voice mail emailing enabled, font types/sizes used in emails were not always easy to read.

Progress Update: All company phone systems have been enabled to allow for voice mails to be emailed to the intended recipient. A new policy has also been enacted where font type and size have been made standard for all company communications.

Barrier 2: An audit of policy and procedures for accommodation of accessible technologies found a need for a formalized company wide policy.

Progress Update: A new company wide policy has been established directing all online meetings to be held on assistance device friendly platforms such as Zoom, and all in person meetings held must make all necessary accommodations for staff member who need to use assistance devices.

### **The procurement of goods, services and facilities** *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Procurement policies didn't consider accessibility options for procurement or ways to increase accessibility within the organization.

Progress Update: Within four months of publishing the station accessibility plan policies were implemented to ensure that accessibility is factored into the organization's procurement policies, such as requiring deliveries to be brought into the company rather than being left outside the front door.

### **The design and delivery of programs and services** *(Required heading)*

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: A early review of policy regarding accessibility found areas for potential improvements to audio content.

Progress Update: As per the accessibility plan potential area for improvement and have marked them for future review and policy development at the two-year mark of the implementation of the CINA Radio group's accessibility plan.

### **Transportation**

This area of accommodation and accessibility is not relevant to CINA Radio Group. We therefore have no comments for this section.

### **Conclusion**

The CINA Radio Group will build off the successful implementation of the first year of our Accessibility report. Starting immediately the CINA Radio Group will begin working towards the implementation of all actions to remove or prevent the barriers as outlined in the 'Year 2' sections of our Accessibility plan. To accomplish this the CINA Radio group will continue to take feedback on the subject of accessibility and how improvements can be made to our facilities and services from both members of the public and internal staff members. The feedback has proven to be an invaluable guide in implementing the Year 1 goals of our Accessibility plan. Use of feedback will continue to be a major ongoing aspect in the future implantation of our accessibility plan, updates of which will be reported on annually.