

## **Accessibility Feedback Collection and Handling Process**

(Version 3)

### **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)
- Terry Chan - Station Manager of Fairchild Radio (Calgary FM) (in charge of Programming Content Accessibility)
- Robin Lo - Assistant Station Manager of Fairchild Radio (Calgary FM) (in charge of Programming Content Accessibility)
- Phyllis Ho - News Editor of Fairchild Radio (Calgary FM) (in charge News Content 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.fm947.com](http://www.fm947.com). On top of an instant feedback submit form, email addresses ([accessibility@fm947.com](mailto:accessibility@fm947.com)) and phone number (403-250-1040) for submitting feedback are also included. The staff designated to receive feedback is the Accessibility Support Officer.

The person submitting the feedback can choose to be anonymous.

Other than anonymous feedback, Fairchild Radio will acknowledge receipt of all accessibility feedback. If a feedback is collected via the online Feedback Form, or if the feedback is collected through the email account, an email will be sent to the feedback provider to acknowledge receipt of the feedback within 3 business days.

If a feedback is collected by voice message and the feedback provider has provided a phone number, 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 email or call the feedback provider to gather more details or to provide the assistance needed. The personal information of the feedback provider will remain confidential unless the feedback provider consents to the disclosure of their personal information.

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.