



Coastal Community Radio Co-operative Limited CKOA-FM

2024 Accessibility Plan Progress Report

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General

This station has developed an Accessibility Plan in accordance with the Telecom and Broadcasting Regulatory Policy ([CRTC 2021-215](#)) The Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations. These regulations were developed by the CRTC to comply with the Accessible Canada Act ([S.C. 2019, c. 10](#)).

At CKOA 89.7FM we want to work with our community to ensure that we are not only accessible, but actively welcoming and effectively empowering our entire community.

As a community radio station, we believe that our obligation to promote and empower accessibility is fundamental to our spirit. The Community sector exists specifically to reflect and amplify our local communities:

CRTC Campus and Community Radio Policy ([Broadcast Regulatory Policy CRTC 2010-499](#))

The Commission considers that campus and community radio distinguishes itself by virtue of its place in the communities served, reflection of the communities' needs and values, and the requirement for volunteers in programming and other aspects of station operations.

As federally regulated broadcasters our station operates in a space governed by several Acts of Parliament to ensure fair and equitable access. Our Accessibility Plan compliments our compliance with other pieces of legislation such as the [Employment Equity Act](#) and the [Canadian Human Rights Act](#). We are uniquely positioned as a federally regulated industry which offers public access, and volunteering in key and critical areas, doing so in a way which empowers our community is key to our mission and purpose.

Contact Information and Feedback Process

This station invites feedback from our community on how to improve our plan and best serve the community. We allow anonymous feedback. The CRTC will be notified of any changes to our feedback process within 48 hours of us publishing any change, and the notification will include a link to the latest version.

To ensure that the feedback is appropriately received and incorporated into our review of the plan we have designated an Accessibility Officer: Bette Lou Aucoin. You can also contact them directly at this email address: accessibility@coastalradio.ca

We will be welcoming feedback in the following formats:

- By calling our main phone number 902-284-2562
- Or by emailing our designated email address for accessibility queries here: accessibility@coastalradio.ca If submitting by email please indicate if you would like the feedback to be made anonymous.
- By mail: Coastal Community Radio Cooperative Limited
Attn: Accessibility Representative
170 George St, Suite 101
Sydney, NS B1P 1J2

In accordance with the regulation requiring us to electronically publish, we have published our feedback process alongside our accessibility plan on our website at this address: <https://coastalradio.ca/accessibility/>. The plan can be identified on our website by clicking the Home drop down and selecting accessibility. This link clearly indicates that we are soliciting feedback in clear, simple, and concise language.

The placement and readability of the feedback process for our plan on our website is in a format that meets the requirements of Level AA conformance that are set out in the Web Content Accessibility Guidelines.

This station is also happy to provide an accessible form of our feedback process in the following ways:

- By calling our main phone number 902-284-2562
- Or by emailing our designated email address for accessibility queries here:
accessibility@coastalradio.ca
- By mail: Coastal Community Radio Cooperative Limited
Attn: Accessibility Representative
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Alternative Formats

CKOA-FM will endeavor to provide alternative formats upon request for all policies, bylaws and Annual General Meeting materials including but not limited to:

Braille, closed captioning, described video (i.e.: for slide presentations), e-text, and large print.

CKOA-FM will also endeavor to provide adaptative technologies to assist volunteers in the production of their programming including but not limited to text-to-speech, voice to text, screen readers, screen magnifiers, and refreshable braille displays.

This station will make our accessibility plan available in the following alternative formats upon request:

- print,
- large print,
- braille,
- audio format,
- electronic format that is compatible with adaptive technology

For formats not listed above, we will enter into an agreement with the individual requesting the format and make all reasonable efforts to accommodate them.

Notifying of Alternative Formats

This station will prominently list on the webpage for our accessibility plan the alternative formats that are available. The availability of alternative formats will also be included in our other promotion for the plan.

How to Access Alternative Formats

This station requires that requests be made in one of the following ways:

- By calling our main phone number 902-284-2562
- Or by emailing our designated email address for accessibility queries here:
accessibility@coastalradio.ca
- By mail: Coastal Community Radio Cooperative Limited
Attn: Accessibility Representative

170 George St, Suite 101

Sydney, NS B1P 1J2

This station will make a reasonable effort to provide the alternative format as soon as feasible. For Braille, or an audio format the request will be fulfilled within 45 days of the day of the request.

For all other formats they will be provided within 15 days of the date of the request, unless otherwise agreed to by the station and the requester.

Definitions

The following definitions apply throughout this plan:

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Areas Described Under Section 5 of The Accessible Canada Act

2.1 Employment

It is the intention of the Board of Coastal Community Radio Co-operative Limited. to ensure the treatment of all its employees in a manner consistent with the Human Rights Code and with the principles of natural justice. With respect to the treatment of paid and volunteer staff, employees or service providers, the Board will strive to create employment conditions that are fair and dignified.

Accessibility Employment Goals

- Coastal Community Radio employees will receive training on the fundamental principles of accessible communications, which includes understanding alternate formats and their responsibilities in accommodating such requests. This training will ensure that our employees have the knowledge and skills to effectively meet the needs of individuals who require accessible communication formats.
- Coastal Community Radio will review its recruitment and hiring process to find and remove accessibility barriers for job applicants.
- Coastal Community Radio will publish and share guidelines on how employees and applicants with disabilities can request accommodation.
- Coastal Community Radio will include information in job postings about how applicants can request and receive accommodation during the hiring process.

Completed and In Progress 2024

- Coastal Community Radio has reviewed and updated our external job posting site with an accessibility commitment statement and information for employees to request alternative formats.
- A question has been added to the phone screen process to ask all candidates if they require any alternative formats or accommodations.
- The Coastal Community Radio Employee Handbook will be updated to include a Diversity Equity & Inclusion commitment statement and an accessibility and confidentiality statement to enhance self-identifying with new and existing employees.

2.2 The Built Environment

Coastal Community Radio's main office and studio are located on the main floor in a newly renovated building in Sydney that is completely accessible. Employees, volunteers and the public have barrier free access to the office and studio.

Accessibility Built Goals

- Coastal Community Radio will continually review all feedback from employees, volunteers and the public regarding improvements that could be implemented to make our built environment more accessible
- Coastal Community Radio will continue to proactively incorporate accessibility considerations into any plans for future renovations or new space acquisitions

Completed and In Progress 2024

- No changes were identified in 2024 to the built environment

2.3 Information and Communication Technologies (ICT)

Addressing ICT-related barriers will help Coastal Community Radio act on the ACA's principles. Ensuring that Coastal Community Radio's internal and external technology tools, including our internal and external websites, are accessible will help employees and customers have barrier-free access to full and equal participation in society.

Accessibility ICT Goals

- Coastal Community Radio will research, evaluate, and review its communication equipment and technologies to identify barriers and make plans to make them accessible.

Completed and In Progress 2024

- Our IT and technical department is currently reviewing our standardized headsets for those who may require additional accessible headsets for accommodation purposes.
- Coastal Community Radio has completed an evaluation of our external website and added enhancements to the accessibility page that includes information on Accessibility Feedback for employees, customers and volunteers and how to submit requests.

2.4 Communication Other Than ICT

Coastal Community Radio recognizes that communication must be clear, direct, and easy to understand as well as the importance of providing equitable access to all our communications. We continuously investigate improvements in the ways we interact with employees, clients, volunteers, our audiences and the general public. We are committed to ensuring our communications are accessible and inclusive of everyone.

Accessibility Communication Goals

- Coastal Community Radio will provide awareness training to its staff for alternate forms of accessibility communication and how to accommodate such requests.

- Coastal Community Radio will ensure information in alternative formats is available upon request where possible.
- Coastal Community Radio will develop working relationships with people with disabilities and organizations that support people with disabilities to better understand potential barriers in our communications.

Completed and In Progress 2024

- Coastal Community Radio's Employee handbook is currently being updated to include information on alternative forms of accessibility communication
- Coastal Community Radio will be reaching out to organizations that support people with disabilities during the summer of 2025 to discuss barriers to accessibility

2.5 The Procurement of Goods, Services and Facilities

Addressing procurement-based barriers will help Coastal Community Radio act on the ACA's principles. It will help make sure that all persons have barrier-free access to full and equal participation in society. Coastal Community Radio buys various products and services to support our work and employees. We use a system of rules and guidelines to ensure we buy competitively priced products, and services for the best value for money. We are dedicated to ensuring the products and services we buy are as accessible as possible.

Accessibility Procurement Goals

- Coastal Community Radio will develop a Procurement Policy that will ensure that accessibility assessment is a requirement with respect to all vendors chosen and inventory procured

Completed and In Progress 2024

- Development of a procurement policy is currently in progress that will include checklists for accessibility considerations

2.6 The Design and Delivery of Programs and Services

As a community radio broadcasting co-operative, engagement with our audiences and the public at large is an important aspect of our company. We are committed to creating a better, more inclusive, and equitable environment for everyone, including people with disabilities. With this, we have a continuous improvement mindset, particularly for accessibility, when considering the design and delivery of our programs and services.

Design and Delivery Goals

- Coastal Community Radio will focus more on accessibility and the effects on people with disabilities when we are creating or implementing new programs or policies

Completed and In Progress 2024

- Coastal Community Radio is continuously investigating means to improve and implement best practices in our programs, policies, processes, services and products.

2.7 Transportation

While no specific barriers related to transportation were identified, in the spirit of continuous improvement, we are dedicated to regularly reviewing our travel policy and communications about transportation to ensure they are barrier-free.

Consultations

CKOA 89.7FM consulted with employees, volunteers and board members who have disabilities on our Accessibility Progress Report and throughout the year. PSA's went to air on our station providing opportunities for community members to engage in our consultation process. CKOA 89.7FM also reached out to several organizations within the community for feedback on our accessibility plan.

All were provided the opportunity to participate throughout the year and CKOA 89.7FM has created a company culture to ensure that they were able to communicate their feedback efficiently and effectively.

CKOA 89.7FM has a great opportunity and commitment to enhance and improve its partnerships with external organizations that support people with disabilities to better improve our process, policies and activities to ensure we are doing our very best to reduce and limit any barriers in our workplace. CKOA 89.7FM is committed and dedicated to focus our attention and efforts in these areas to help us improve and better create an environment that is welcoming, inclusive and accessible to everyone.

Feedback

We have a process in place to receive and act on feedback related to accessibility. A full description of our feedback process is available here: <https://coastalradio.ca/accessibility/>

All feedback we receive is carefully acknowledged, considered and actioned. We did not receive any feedback related to the implementation of our Accessibility Plan. All feedback received was sourced when consulting with employees, volunteers and board members with disabilities.

Progress Summary and Conclusion

At CKOA 89.7FM we want to work with our community to ensure that we are not only accessible, but actively welcoming and effectively empowering our entire community. As a community radio station, we believe that our obligation to promote and empower accessibility is fundamental to our spirit.

We understand that providing barrier-free policies, procedures and environments is critical to our operation. As a radio broadcasting organization, we understand the importance of accessibility, as our medium is inherently accessible, welcoming and inclusive to everyone, and we are unwavering in our commitment to continuously improve our accessibility in everything we do.

This year, we are proud of the progress we have made to enhance our diversity and inclusion policies and procedures with an added focus on accessibility and disability inclusion, we understand that there is ongoing pursuit.

CKOA 89.7FM will continue to focus our efforts on external partnership to better understand all potential barriers in our environments to be as accessible, welcoming and inclusive as possible. We will continue to make improvements to our hiring practices and developing a plan to attract people with disabilities, training and development of our employees, built environments, and communications. We will also continue to assess our existing policies and practices to ensure that all potential barriers have been identified and resolved.