

Groupe CHCR Inc.

CKDG 105.1 MIKE FM

ACCESSIBILITY PLAN 2024-2027

1 June 2024



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# Three-Year Accessibility Plan

2024-2027

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## 1. General

### i) Introduction to MIKE FM'S Accessibility Plan 2024-2027

Groupe CHCR Inc. is the holder of CKDG-FM 105.1 - MIKE FM (MIKE FM), which has been an integral part of the radio landscape in Montreal for several decades. As an ethnic and third-language broadcaster, MIKE FM embodies diversity in every aspect of its operation, adhering to its regulatory mandates to broadcast ethnic and third-language programming during each broadcast week. Our mission has always been to reflect the diversity of the communities that we serve, and that mission is reflected in our programming.

MIKE FM actively promotes values of equity concerning culture, ethnicity, age, gender, orientation, religion, and persons with disabilities among its audience, and the professionals who have shaped this media service over the years.

We are pleased to publish this Accessibility Plan, in alignment with the *Accessible Canada Act* (ACA) and showcase our commitments to inclusivity and accessibility.

### ii) Contact Information, Feedback Process, and Alternative Format Requests

Our **Accessibility Champion** is responsible for receiving accessibility-related feedback, suggestions, questions and comments. You can reach them through the following methods:

**By Email:** [accessibility@mikefm.ca](mailto:accessibility@mikefm.ca)

**By Telephone:** [+1 514 273 2481](tel:+15142732481)

**By Mail:** 245 Victoria Avenue, Suite #205, Westmount, QC, H3Z 2M5.

Our Accessibility Plan and Accessibility Feedback Process are available in alternative formats, upon request. To request an alternate format, please contact our Accessibility Champion using the contact details provided above.

Our Feedback Process is outlined on our website and can be found here: <https://mikefm.ca/accessibility/>. Except for anonymous feedback, CKDG-FM will acknowledge the receipt of all accessibility feedback provided in the same way it was received.

If you prefer to remain anonymous, please do not include any personal details like your name, email address or contact information in your communications with our organization.

Any personal information you provide will only be used to address the issue for which you contacted us and will remain confidential unless you explicitly consent to share it with others. We have attached the text of our Feedback Page at **Appendix A** attached to this Accessibility Plan.

## 2. Accessibility Summary:

MIKE FM is a long-standing ethnic and third-language broadcaster in Montreal that is deeply committed to celebrating the diverse communities that we serve. Recognizing the importance of accessibility as a key component of diversity and inclusion, MIKE FM is dedicated to supporting and accommodating our employees, listeners, and visitors. This commitment is not only to meet regulatory requirements, but also to emphasize our role as a community-focused broadcaster that values and respects the unique contributions of our diverse audience.

Our Accessibility Plan for 2024-2027 is centered around identifying, removing, and preventing barriers to accessibility within our organization. Key initiatives undertaken to improve our efforts include:

- The appointment of an Accessibility Champion, who leads our Accessibility Committee.
- The establishment of the Accessibility Committee to formalize and ensure ongoing inclusivity in our operation.
- Conducting an internal employee consultation through an anonymous survey to gather direct feedback on barriers to accessibility.
- Initiating outreach with external accessibility experts to enrich our understanding and implementation of best practices.
- Enrollment in specialized accessibility training for our Accessibility Champion and President to enhance our capacity to serve all community members effectively.

These strategic actions are detailed further in the sections that follow, demonstrating MIKE FM's proactive approach to building an accessible and inclusive broadcasting environment.

## 3. Guiding Principles for Accessibility at MIKE FM

At MIKE FM, we appreciate the principle of “Nothing Without Us.” We are also mindful of the important principles set out in section 6 of *the Accessible Canada Act*, which form the basis of our Accessibility Plan and our accessibility decision-making work for the future.

These principles are:

1. “All persons must be treated with dignity regardless of their disabilities;
2. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;

3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their Guidance on the Accessible Canada Regulations – Module 1: Accessibility Plans 3 environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
7. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.”<sup>1</sup>

## 4. Consultations for MIKE FM’s Accessibility Plan:

### i) Accessibility Feedback Process Page

MIKE FM launched a dedicated feedback page in June 2023 at <https://mikefm.ca/accessibility/> to enhance communication with our stakeholders and gather insights on how we can improve accessibility and inclusivity. While we greatly appreciate any feedback from our listeners and employees, we have not yet received any feedback through this page.

Nonetheless, we remain committed to strengthening accessibility within our organization and will continue to closely monitor and promote our Accessibility Feedback Process Page. For ease of reference, we have attached the text of our Feedback Process Page in **Appendix A** attached to this Accessibility Plan.

### ii) Accessibility Committee

In the spring of 2024, MIKE FM established an Accessibility Committee composed of individuals from various areas of our company to bring different perspectives to our team. To that end, our Accessibility Committee is composed of our owner and President Ms. Marie Griffiths, who is also our Programming Director, our Accessibility Champion as well as our Sales and Marketing Manager. This committee aims to assist with the preparation of our Accessibility Plan, our subsequent Progress Reports, conducting consultations and outreach with individuals living with disabilities and experts in the area, as well as strengthen accessibility within our organization.

### iii) Internal Employee Consultation

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<sup>1</sup> [Guidance on the Accessible Canada Regulations - Module 1: Accessibility Plans.](#)

As part of our commitment to fostering an inclusive environment, MIKE FM initiated an internal employee consultation in the spring of 2024. This process was designed to gather insights for our Accessibility Plan. We distributed an optional survey focused on workplace accessibility, which employees could complete anonymously. To ensure privacy and confidentiality, employees received a hard copy of the survey enclosed in a blank envelope and were directed to a secure location where they could submit their completed surveys anonymously. This approach allowed us to consult with our employees while respecting the privacy of our team members.

The survey included a series of questions designed to understand if barriers to accessibility have been experienced at MIKE FM, and to identify any barriers that might exist for our stakeholders. The survey focused on a range of areas such as employment, technology, communications, the built environment and our radio service. We received responses from 6 employees, which is about 50% of our workforce. No particular barriers or recommendations for change were identified in the responses we received.

Over the next three years, we will continue to seek out the firsthand experiences and suggestions of our employees to help us identify potential barriers and use these insights to implement improvements within our organization.

#### iv) **External Consultations**

MIKE FM recently began outreach efforts to consult with accessibility organizations and persons living with disabilities, such as with the Canadian Foundation for Physically Disabled Persons (CFPDP). This engagement will help us learn more about potential accessibility barriers within our organization, and how to prevent future accessibility barriers. CFPDP will assist with engaging with experts and individuals living with disabilities. This engagement is important for gathering insightful feedback from people living with disabilities and experts as well as for learning how to adopt practices for accessibility. We are committed to continuing this engagement over the next three years.

Additionally, our President and Accessibility Champion are scheduled to participate in specialized accessibility training with DeafBlind Ontario Services in July 2024. This training is specifically designed to help us learn more about the needs of individuals living with disabilities, particularly in terms of communications, facilities, and technology. It represents an important step in our journey to serve our community to the best of our ability.

Our external accessibility consultation and training initiatives are important for creating an inclusive and barrier-free environment for our employees, listeners and visitors, and highlights our commitment to accessibility within our operation.

## **5. Accessibility Priorities – Section 5 of the Accessible Canada Act:**

The purpose of the *Accessible Canada Act* is to allow all Canadians, especially Canadians with disabilities, live in a country without barriers to accessibility by 1 January 2040. Section 5 of the *Accessible Canada Act* identifies the following areas where the identification, removal, and prevention of accessibility barriers must be pursued:

- a) Employment
- b) The built environment
- c) Information and communications technologies
- d) Communications other than information and communications technologies
- e) The procurement of goods, services, and facilities
- f) The design and delivery of programs and services
- g) Transportation
- h) Other areas designated under regulation, such as conditions of licence for broadcasters.

The following portions of our Accessibility Plan address these priority areas of accessibility.

## **a) Employment**

Inclusivity and diversity are cornerstones of our radio service. MIKE FM strives to be an inclusive and diverse workplace, including for individuals living with disabilities. Indeed, over the years individuals with disabilities have been a part of our team, contributing to on-air programming and our workforce. For example, a mascot of our radio station is an individual living with a disability. He is a valued member of the community and attends many of our events.

We aim to continue to learn how to accommodate our stakeholders living with disability and further promote our dedication to fostering an inclusive and supportive work environment.

As part of our Accessibility Plan, we also plan to develop and review the mandate and objectives of our Accessibility Committee to determine how it can best support our organization and employees.

Further, we plan to provide accessibility awareness training to all employees over the course of the next two years, and to ensure that new hires are provided with such training within twelve months of joining our organization.

The following table sets out our action items and timelines in relation to employment and accessibility over the next three years.

<b>Employment - Action</b>	<b>Planned Completion</b>
Review hiring and retention processes in relation to persons living with disabilities, and update where necessary.	Year 1 and Year 2
Review and develop the mandate and objectives of MIKE FM's Accessibility Committee	Year 1
Ensure that all staff receive accessibility training over the next three years	Annually

## **b) The Built Environment**

MIKE FM is dedicated to ensuring our facilities are accessible and welcoming to those using our facilities, especially individuals living with disabilities or reduced mobility. Recently, we

relocated to a building that houses several healthcare clinics, where the environment of the building was designed with accessibility in mind. The building features a spacious elevator accessible by ramp and allows for ease of movement for all visitors and staff.

At the back of the building, a ramp leads to the parking lot, where a wide door accommodates wheelchair users, and there is ample space for adapted vehicles. Appropriate signage is also posted inside our building to inform patrons about the accessible ramp available.

Inside, two elevators are equipped with Braille inscriptions for each floor, as well as audio announcements for floor numbers and direction of the elevator (e.g., up/down). The restrooms are also accessible and feature Braille signage to assist individuals who are blind or have low vision.

Our studio and office facilities have been thoughtfully designed with accessibility top of mind, reflecting our commitment to inclusivity and ensuring that stakeholders can navigate and use our spaces comfortably and independently. In that regard, the majority of the floors in our new offices are hardwood to accommodate persons with mobility issues such as individuals who use a wheelchair, cane or walker. In our studios, we installed a very thin carpet which are also accommodating for wheelchair, walker and cane usage, while also enhancing sound quality.

MIKE FM is dedicated to ensuring our facilities are accessible. To uphold this commitment, we will monitor our premises, including signage and entryways, to identify and seek to eliminate any accessibility obstacles. Our focus is on creating an environment where employees, audience members and visitors can navigate safely, comfortably, and independently.

<b>Built Environment - Action</b>	<b>Planned Completion</b>
Review and assess our organization’s facilities to determine what additional measures can be undertaken to enhance accessibility, such as signage and entryways.	Year 1
Develop action plan for additional measures that may be undertaken to enhance accessibility in our built environment	Year 2
Where possible, provide accessible parking to stakeholders living with disabilities, who attend at our facilities.	Annually

### **c) Information and Communication Technologies (ICT)**

As a Canadian radio broadcaster that also offers live streaming services on our website, MIKE FM acknowledges that accessible information and communication technologies are important for individuals living with disabilities to fully engage in the workplace and with our content. In line with this understanding, we propose the following action items as part of our Accessibility Plan over the next three years:

<b>ICT - Action</b>	<b>Planned Completion</b>
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Conduct an audit and assessment of the communications technology options available for persons with disabilities with the input from organizations such as the CFPDP.	Year 1
Conduct an audit of our organization's policies and procedures for accommodating requests for use of accessible technologies in the workplace	Year 1
Develop policies and procedures for accommodating requests for use of accessible technologies in the workplace.	Year 2

## **d) Communications, other than ICT**

Effective communication is vital to the success of MIKE FM. It ensures that our employees and the communities that we serve are well informed about latest developments within our organization. We are committed to enhancing our communication methods to better accommodate our stakeholders, particularly those living with disabilities.

To achieve this, we will undertake a review and assessment of our communications practices (other than ICT). This will include ensuring that our emails are in accessible fonts and formats, and that all written and verbal communications are clear and inclusive. We also plan to update our existing policies to identify, eliminate and prevent accessibility barriers. Our objective is to create a better communication environment that is inclusive and accessible for our community and stakeholders.

<b>Communications Other than ICT - Action</b>	<b>Planned Completion</b>
Conduct a review and assessment of our organization's communications tools in relation to accessibility.	Year 1
Review and update internal communications policies with a view to addressing and preventing barriers to accessibility (e.g., consider type and size of font for email messages)	Year 2
Formalize our existing approach for ensuring that virtual conference calls and meetings are conducted on more accessible platforms, such as Zoom, and continue to monitor best practices in this area.	Year 1, Year 2 and Year 3.

## **e) Procurement of Goods, Services, and Facilities**

Procurements at MIKE FM are primarily managed by senior administrators within our organization, focusing on the acquisition of information technology, broadcast engineering, and facilities management. This department plays a crucial role in fulfilling MIKE FM's mandate and key priorities. Recognizing that these activities can impact accessibility, we believe it is essential to review our procurement practices to identify ways to enhance accessibility and eliminate potential barriers.

With this in mind, we propose the following action items for our Accessibility Plan related to the procurement of goods, services, and facilities.



<b>Procurement of Goods, Services and Facilities - Action</b>	<b>Planned Completion</b>
Conduct an audit of current procurement policies, processes and procedures and consider options to improve accessibility within our organization	Year 1
Incorporate accessibility criteria into procurement policies and procedures	Year 2
Develop a list of approved suppliers that offer goods, services, and facilities that are accessible for persons living with disabilities	Year 3

## **f) Design and Delivery of Programs and Services**

MIKE FM is highly committed to creating inclusive programming and content that reflects the diverse needs of our audience. As an ethnic and third-language broadcaster, our mission is to champion diversity and inclusivity across our organization. Inclusivity at MIKE FM also includes providing opportunities and programming by and for persons living with disabilities.

For example, early in our station’s history – nearly twenty years ago – we collaborated with an individual who was living with a disability. We welcomed the input of a blind collaborator, who provided valuable on-air commentary on current affairs and sports, bringing unique perspectives and insights to our listeners. This individual was part of our team and often attended our station’s special events. Since the early days, MIKE FM has gone to great lengths to ensure that our collaborators living with disabilities are welcome and can attend our special company events. This commitment to inclusivity and accessibility continues to this day.

We also embrace long-time listeners who have shared their experiences with living with a disability on air. One such individual is deeply involved in the community. He often attends outdoor events in costume, delighting children and engaging with the audience. He has even created a strong bond with our team and listeners by selecting music playlists for his birthday celebrations, which are broadcast during our Greek music programming.

Additionally, our programming addresses the challenges faced by seniors, including accessibility issues, through segments featuring experts like Pierre Lynch, the president of the Association Québécoise de défense des droits des personnes retraitées et préretraités (AQDR). The AQDR’s programming segments have been on air for over three years on our station, and are produced by our station free of charge. These segments also offer valuable information and resources to our senior listeners, enhancing their understanding and access to necessary services. They are a strong example of the programming that we provide to marginalized communities that are in need.

Further, we are now in discussions with the CFPDP for the creation of a new program that will reflect the needs and interests of individuals living with disabilities. We wish to mirror the programming approach that we put in place with the AQDR, but more specifically for persons living with disabilities. We are very excited about this initiative and very much look forward to working with the CFPDP.

The following outlines our goals related to the design and delivery of our services over the next three years.

<b>Design and Delivery of Programs and Services - Action</b>	<b>Planned Completion</b>
Conduct a review and assessment of how our audio content may be more accessible for audiences	Year 1
Consider additional programming opportunities to enhance the reflection of persons living with disabilities on air.	Year 1 and Year 2
Conduct a review of the content available on our web-based platforms and determine how accessibility may be enhanced	Year 3

## **g) Transportation**

This area of accommodation and accessibility is not relevant to MIKE FM. We therefore have no comments for this section.

## **h) Licence Conditions and Requirements Under the Broadcasting Act:**

MIKE FM's broadcasting licence includes an expectation to reflect the cultural diversity of Canada in its programming and employment practices as well as an encouragement to consider employment equity in hiring practices and all other aspects of human resource management. While MIKE FM is not required to adhere to any specific conditions of licence relating to accessibility, we have chosen from the early days of our organization's inception to support individuals living with disabilities in our programming and in our workplace. MIKE FM strives to comply with all of our licence requirements, regulations, and applicable legislation in the operation of our radio station, including the CAB's Equitable Portrayal Code.

CKDG-FM Montréal - <https://crtc.gc.ca/eng/archive/2023/2023-97.htm>.

## **6. Conclusion:**

MIKE FM is committed to fostering diversity, inclusivity, and accessibility within our organization. As a prominent ethnic and third-language broadcaster, we are dedicated to mirroring the diverse fabric of Montreal, Quebec, and Canada in all our broadcasts and hiring practices, embodying the values of diversity and equity that are central to our mission.

This plan outlines our proactive steps towards improving accessibility across our operation. It reflects our commitment to improvement and our eagerness to set benchmarks in accessible media practices. We take pride in the active participation of our community members living with disabilities whose involvement not only enriches our content but also deepens our community engagement. Through strategic reviews and enhancements of our policies and practices, we want to ensure that MIKE FM is an inclusive and accessible employer and media service. We look forward to our on-going accessibility journey as we continue to innovate and adapt, drawing on feedback and insights from our stakeholders within and external to our organization.



## Appendix A

### MIKE FM – Accessibility Feedback Process Page

MIKE FM 105.1 CKDG welcomes your feedback on accessibility. The purpose of our accessibility feedback form is to collect information to prepare our accessibility plan, progress reports and to improve our accessibility at our company related – but not limited – to one of the following areas:

- CKDG-FM's service and programming
- Digital accessibility
- Studios and facilities

Please fill out the form below to provide CKDG-FM with feedback on accessibility or to receive accessibility support from CKDG-FM. Please be assured that feedback can be provided anonymously.

Email (optional)

Telephone number (optional)

Select an Issue:

Content accessibility

Digital accessibility (web site)

Employment

CKDG-FM studios and facilities

Request an alternate format of our Feedback page

Other (please specify)

Subject

Feedback

Please check this box for CKDG-FM to contact you in the future about consultations on accessibility.

Submit My Feedback

You can also contact us:

Accessibility Champion: Geoffroy Bry-Marfaing, Assistant Administration and Marketing

By Email: [accessibility@mikefm.ca](mailto:accessibility@mikefm.ca)

By Telephone: [+1 514 273 2481](tel:+15142732481)

By Mail: CKDG MIKE FM 105.1, suite 224, 4865 Jean-Talon ouest, Montréal, Québec, H4P 1W7

#### **Acknowledgement of Feedback**

Except for anonymous feedback, CKDG-FM will acknowledge the receipt of all accessibility feedback provided in the same way it was received.

Thank you for your feedback! We are committed to identifying, preventing and reducing barriers to accessibility.

### **Privacy**

By using this form, you agree to the collection, use and storage of the personal information you provide to us. We will use such information solely to evaluate and improve our accessibility services and, subject to the Personal Information Protection and Electronic Documents Act, such information will not be disclosed without your consent. CKDG-FM may use third party service providers for the collection and storage of data and such providers are required to maintain the confidentiality of such data.