

Durham Radio Inc.

Accessibility Plan

May 23, 2024

1. General

The Accessible Canada Act came into force in 2019. The Act's purpose includes identifying and removing barriers which impede or restrict accessibility. As a federally-regulated broadcaster, Durham Radio Inc. ("DRI") is committed to accessibility and believes everyone should have equal access to its services.

Durham Radio Inc. (DRI) welcomes your [feedback](#) on any accessibility barriers that you may have encountered in dealing with DRI or your feedback on the manner in which DRI is implementing its Accessibility Plan.

The [Accessible Canada Act](#) (ACA) defines a barrier as:

"...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

DRI commits to removing existing barriers and preventing the creation of new barriers.

The person at DRI responsible for receiving feedback is the Accessibility Officer.

Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concern.

Feedback can be sent by:

Mail

Accessibility Officer
Durham Radio Inc.
207-1200 Airport Blvd.
Oshawa, Ontario L1J 8P5

Telephone 905-571-0949 from Monday to Friday, 8:30 a.m. to 2:00 p.m. ET

Email privacy@powerofradio.ca

Online webform [here](#)

Personal information remains confidential unless the person consents to its disclosure.

2. Executive Summary

DRI operates radio stations in Ontario and British Columbia, spread over 4 distinct broadcast studio locations. We offer over-the-air broadcast transmissions as well as digital transmissions through on-line websites and mobile apps. To make digital offerings more accessible to everyone, we pursue and implement assistive technology solutions such as large font tabs, captions, text explanations of video content and more. In DRI workspaces, we offer the same adaptive and assistive tools as well as additional tools to facilitate inter-office communications and processes.

As technology improves, so does DRI'S ability to adapt and modify applications to better serve the needs of those requiring increased accessibility.

3. Accessibility Summary

DRI commits to removing existing barriers and preventing the creation of new barriers. Over the air and online, DRI is committed to making its services accessible to the audience however audience members choose to engage.

4. Areas of Accessibility

4.1 Provisions of any regulations made under subsection 10(1) of the Broadcasting Act:

DRI has not been the subject of any regulations made under subsection 10(1) of the Broadcasting act.

4.2 Barriers by Area - Areas described under section 5 of the ACA

(a) Employment

DRI is an equal opportunity employer and does not discriminate in the hiring process.

DRI is committed to diversity and to providing an accessible working environment. Our current and past experiences with both employees and student interns with identified disabilities have improved both staff awareness of related barriers and the removal of certain barriers.

Any staff who identify as living with a disability are consulted regarding instituted measures to remove barriers and their feedback helps gauge further responses to any identified challenges.

Additionally, our employee on-boarding process is being modified to account for any identified disabilities which would result in an accommodated start of employment for the new employee.

DRI safeguards our commitment by providing staff with comprehensive anti-discrimination policies as set out in the DRI Employee Handbook which references all DRI policies.

DRI's self-managed staff benefits plan also includes provisions for medical insurance and long-term disability benefits, supplemented with a telehealth feature. Through consultations with staff, the DRI staff benefits plan now includes programs which support and promote mental health and wellness. These features are regularly promoted to staff and are known to be well accepted internally.

(b) The Built Environment

DRI's main offices in Oshawa, Hamilton and Vancouver are fully accessible to employees and other individuals with physical disabilities.

DRI's satellite office in Grimsby, ON, which does not receive visitors or members of the public, is situated in a protected Heritage-designated building with no elevator to the second-floor studio. This has been identified as a potential barrier. DRI is investigating options in the building, with a longer-term option of re-locating the studio should accommodations not be available.

DRI has technical accommodations and policies in place to allow work-from-home where a proven need is identified for almost all positions.

(c) Information and Communication Technology

DRI's information and communication technologies employ adaptive and assistive technology to allow those employees with identified disabilities to have full access to technical equipment. DRI provides a wide range of assistive tools including speech input systems, speech output systems and enlarged screen imaging.

Our channels of communication, which include telephone, mobile text, email, video conferencing and Teams applications are each available and accessible to persons with disabilities through adaptive technologies.

DRI commits to adopting new technologies as they are improved or become available.

(d) Communication (other than ICT)

In its aim to identify and remove existing barriers and prevent the creation of new ones, DRI invites input from the public as well as employees. Public input can be submitted through the Accessibility link on any of our station website homepages.

DRI employees are apprised of our Accessibility Feedback process and our Accessibility Plan to ensure any relevant contact with the public can be handled knowledgeably. New employees also receive this information as part of the on-boarding process.

(e) The Procurement of Goods, Services and Facilities

DRI's commitment to an accessible workplace environment has, over the years, included technical and operational accommodations for individuals with an identified disability. Our procurement of goods and services includes considering accessibility needs both present and in the future. Regular consultation with staff and responding to input from the public keeps the process focused and in tune.

(f) The Design and Delivery of Programs and Services

DRI's main business is radio broadcasting. Accordingly, we provide primarily audio services. DRI also provides website and mobile app services.

As part of DRI's commitment to remove existing barriers and prevent the creation of new barriers, new station websites are now being developed for implementation which will have the latest standard accessibility options available including screen-reader, dark contrast option, light contrast option, enlarged text, monochrome screen, highlighted links, highlight headings, voice navigation, dyslexia-friendly font, and cursor option.

All DRI station mobile apps are compatible with Apple's Accessibility Options and most similar Android Accessibility Options. Additionally, all homescreen navigation buttons on our apps are labelled for on-device screen readers.

In terms of audio, there are many ways to listen to our services including over-the-air and online by phone, computer or tablet. Smart speakers, primarily Amazon Echo and Google Home, have additional inherent accessibility options available for individual users.

(g) Transportation

DRI does not supply transportation services.

4.3 Licence conditions under Part II of the Broadcasting Act

DRI has no licence conditions that relate to the identification and removal of barriers and the prevention of new barriers.

4.4 Provisions of any order made under subsection 9.4 of the Broadcasting Act

DRI has not been the subject of any orders made under subsection 9.4 of the Broadcasting Act.

5. Consultations

Public input can be submitted through the Accessibility link on any of our station website homepages. As per the Feedback Process, acknowledgement of receipt is given.

DRI also consulted staff who have volunteered they have an identified disability for feedback on accessibility in the workplace.

All input is valuable and contributes to the on-going development of accessibility for all, both employees and customers.

DRI commits to expanding our resource base by connecting with community organizations directly to discuss the identification and removal of barriers and the prevention of new barriers.