

2024 Accessibility Progress Report

General

Feedback Process

Vista has designated Gary Russell, Vice President – Content as the individual that will be responsible for receiving feedback on any barriers to accessibility, as well as this Accessibility Plan. Accessibility feedback can be submitted in the following ways:

- **Mailing Address:**
 - 101-910 Fitzgerald Avenue Courtenay, BC, V9N 2R5
- **Telephone:**
 - +1-250-338-1133
- **Email:**
 - webmaster@vistaradio.ca
- **Online:**
 - Completing the online Accessibility Feedback form on the Company website: <https://www.vistaradio.ca/accessibility/>

Feedback can be provided anonymously by any of the methods outlined above.

All feedback that is not provided anonymously will be acknowledged by Vista. Vista will ensure that the personal information of a person who provides feedback will remain confidential.

This Accessibility Plan is posted on our Company website at:

<https://www.vistaradio.ca/accessibility-plan>

Executive Summary

The objective of the Accessible Canada Act (“ACA”) is to make strives toward creating a barrier-free Canada by 2040. Vista Radio Ltd (“Vista”) published its [Accessibility Plan](#), in compliance with the ACA and the Canadian Radio and Television Commission (“CRTC”). The plan outlines barriers to accessibility within Vista, and actions to take to remove barriers in the priority areas identified under the ACA. At Vista, we believe that addressing these obstacles within these broad domains will be essential in crafting the type of workplace we aspire to provide for our employees, as well as for our clients and radio listeners.

During the development of the initial Accessibility Plan and development of the progress report, Vista has considered the following principles as outlined in Section 6 of the ACA:

- All persons must be treated with dignity regardless of their disabilities.
- 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.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of policies, programs, services and structures.
- 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.

Accessibility Summary

Vista is committed to treat all individuals in a manner that allows them to maintain their dignity and independence. This commitment involves identifying and removing barriers to accessibility for our employees, clients, and audience within our local communities. At Vista, we recognize that accessibility extends beyond mere compliance with legal obligations; it is a fundamental aspect of promoting diversity, equity, and inclusion within our organization. We strive to create an environment where both internal and external individuals with disabilities are valued, respected, and provided with the necessary support to thrive. By embracing accessibility, we are committed to creating a barrier-free environment that promotes equal opportunities, independence, and dignity for all individuals.

Areas of Accessibility

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

Vista is committed to creating a barrier-free environment. Should it be determined that any provisions of any regulations that relate to the identification and removal of barriers and the prevention of new barriers compromises or impacts this commitment, the

Company shall take immediate, proactive measure to mitigate those conditions as required.

Barriers by area (Section 5 of the ACA)

a) Employment

Promoting a diversity of perspectives and individuals is integral to our commitment at Vista. While only 0.016% of our staff has identified and disclosed that they self identify as someone with a disability, this statistic does not dim our dedication to maintaining a workforce that reflects the communities for which we operation within. We are committed to nurturing a workplace culture rooted in acceptance and inclusion, empowering each person to achieve their utmost potential. Our employment policies and practices foster an inclusive environment for all, prioritizing accessibility in every aspect.

We are taking the following key actions to improve accessibility in employment.

- **Barriers: Learning & Development**

There is an opportunity to increase employee awareness on disability inclusion and the accommodation process to challenge and eliminate misconceptions and attitudes that act as a barrier.

Action: *Status: Complete*

The Company will develop and implement disability awareness training program for employees at all levels. This training session will aim to enhance understanding, challenge biases, and promote a culture of inclusion. The training will cover topics such as disability etiquette, communication strategies, reasonable accommodations, and the benefits of a diverse and inclusive workforce.

Progress:

We included a spotlight on accessibility in our employee newsletter, which was focused on our Accessibility Plan, the channels available to employees to share feedback on accessibility and provide them with some informational resources regarding diversity and inclusion.

We continue to provide mandatory Respect at Work training sessions for all employees, which reiterates addresses the protected ground from discrimination and harassment, including disability. We also offered a voluntary Intercultural Awareness training session,

which is recorded to access at a later date, aimed at creating an inclusive workplace and understanding intercultural awareness for promoting diversity, inclusion and belonging within the team. Furthermore, we offer various optional training sessions through our Employee Assistance Program, conveniently accessible on our employee SharePoint drive for team members to engage with at their convenience.

- **Barriers: Workplace Accommodation**

There is also an opportunity to strengthen people leaders' awareness of best practices in disability inclusion and the process to follow to provide accommodations.

Action: *Status: Complete*

Vista will develop and deliver training for people leaders involved in the accommodation process. This will include the legal aspects of our duty to accommodate and the Vista process for handling accommodation requests.

Progress:

We continue to provide workplace accommodations for individuals as required, as brought to attention, and as documented by their medical provider. While accommodations are available, we identified opportunities to provide awareness to our leaders that such accommodation process is available at Vista. In addition, we identified that there is also an opportunity to clearly define the roles and responsibilities of the various parties involved with the process.

We have provided a PowerPoint presentation that outlines the accommodation process for managers to be aware of in order to support their team effectively. The presentation is accessible whenever it is needed to be reviewed on our manager SharePoint drive under HR-Resources.

b) The Built Environment

We understand the importance of creating spaces where everyone feels welcomed, comfortable, safe, and supported. The accessibility and inclusivity of our offices, whether they are in spaces that we rent or own, continues to be an area of consideration for Vista. For example, most recently, Vista has come to a leasing agreement for an office space in Timmins, Ontario, which is a ground level entry way allowing those with mobility disabilities to have access to the station as this option was not available in its previous office.

We are taking the following key actions to improve accessibility in built employment.

- **Barriers: Vista Offices**

Considering that Vista manages various unique locations across Canada, there is an opportunity to identify and consider potential areas of improvement related to the accessibility of our offices.

Action: *Status: In Progress*

Conducting an assessment of physical spaces for each of our offices, Vista can be proactive in identifying any potential barriers for each of the Company's locations and be proactive in finding possible and reasonable solutions to address any identified physical barriers within our locations. This assessment will include spaces that are owned and spaces that are rented by Vista.

Progress:

While we have made some progress on improving workspaces related to accessibility on a case-by-case basis for our offices, we realize that we still have some work to do. We have developed a checklist to enable us to evaluate the accessibility and to aid in finding reasonable solutions for providing an more accessible built environment within the organization.

We are currently in the process of defining the scope of our project to assess the accessibility of our office spaces using the checklist we have developed and planning on how we will address any areas of improvement.

c) Information and communication technologies (ICT)

Vista is connected to our communities with 39 MyTownNow website and our digital presence expands to our 51 radio stations across Canada. Our websites and digital presence comply with Web Content Accessibility Guidelines. With that being said, we want to ensure that fewer barriers exist in ICT at Vista.

We are taking the following key actions to improve accessibility in information and communication technologies.

- **Barriers: Status: Complete**

There is an opportunity to ensuring closed captioning in our digital presence, company videos and multimedia posts. In addition, we learned that there may be an opportunity to provide training to ensure team members that provides posts on company webpages are enabling close captioning within their video media posts.

Action

We will provide training for all team members who post on the company website to enable closed captioning.

Progress

After conducting a review and consulting with the relevant department head, it has been concluded that close captioning training is not required. This decision stems from our utilization of platforms like YouTube and Facebook to host videos on our websites. These platforms come equipped with built-in close captioning tools, rendering additional training redundant. These platforms offer inherent and integrated accessibility features, eliminating the necessity for separate training sessions.

d) Communication other than ICT

We recognize the value of communicating in a clear, direct, and easy to understand way, and the importance of providing equitable access to our communication products and activities. We are always trying to improve the way we interact with employees, clients, and stakeholders, so that our messages can reach everyone, including those with disabilities. We are committed to embedding accessibility into our working practices and to prioritizing simplicity and flexibility when planning and developing communication products and activities. We continue to focus our efforts on making our communication accessible by design so that no one is left behind.

We are taking the following key actions to improve accessibility in communication other than ICT.

- **Barriers:** *Status: Completed*

Given that documents and other materials are widely available and that some may not be accessibly available, there is an opportunity to include information about how to obtain the documents in alternate formats on the company website. There is also an opportunity for Vista to meet requests for alternative formats (electronic, print, audio, or braille) for any document that is produced by Vista.

Action

Vista will include an accessibility statement that explains how to request a copy of Vista documents in alternative formats. Vista will be able to meet requests for alternative formats (electronic, print, audio, or braille) for any document that is produced by Vista.

Progress

We included a statement of commitment to accessibility on the accessibility page of the company's webpage, as well as information on how to request documents in alternate formats. We have sourced a vendor to meet requests for alternate formats that cannot be produced in house upon request.

e) The procurement of goods, services and facilities

Vista did not identify any barriers in the area of procurement of goods, services and facilities through the review of our policies, practices, programs and services.

Looking forward, in preparation for the second iteration of our accessibility plan for the future, we will carefully examine upcoming guidance on this priority area, and adjust the scope of our review, as needed.

f) The design and delivery of programs and services

Vista did not identify any barriers in the area of design and delivery of programs and services through the review of our policies, practices, programs and services.

Looking forward, in preparation for the second iteration of our accessibility plan for the future, we will carefully examine upcoming guidance on this priority area, and adjust the scope of our review, as needed.

g) Transportation

Vista did not identify any barriers in the area of transportation through the review of our policies, practices, programs and services.

Looking forward, in preparation for the second iteration of our accessibility plan for the future, we will carefully examine upcoming guidance on this priority area, and adjust the scope of our review, as needed.

License conditions under Part II of the Broadcasting Act

Describe any license conditions that relate to the identification and removal of barriers and the prevention of new barriers.

Vista is committed to creating a barrier-free environment. Should it be determined that any of the conditions of the license that relate to the identification and removal of barriers and the prevention of new barriers compromises or impacts this commitment,

the Company shall take immediate, proactive measure to mitigate those conditions as required.

Provisions of any exemption order made under subsection 9(4) of the Broadcasting Act

Describe the provisions of any exemption order that relate to the identification and removal of barriers and the prevention of new barriers.

The Company is committed to creating a barrier-free environment. Should it be determined that any of the provisions of any exemption order that relate to the identification and removal barriers and the prevention of new barriers compromises or impacts this commitment, the Company shall take immediate, proactive measure to mitigate those provisions as required.

Consultations

When preparing the progress report of this accessibility plan, the Company recognized the importance of conducting consultations with persons with disabilities to ensure their unique perspectives, experiences, insights, and needs are adequately addressed for the purpose of this plan. The Company consulted with internal employees who have self identified as having disabilities to get a better understanding of barriers to accessibility as it relates to the Company's culture and practices. At Vista, we respect the confidentiality and privacy of all employees and as such, the identities of those who participated in the consultation session remains confidential for the purpose of this accessibility plan.

The Company lead the consultation process by facilitating scheduled individual virtual meetings to ensure inclusivity for all participants with disabilities. By utilizing virtual meetings, we made the consultation process accessible and eliminated potential barriers, such as physical limitations, transportation challenges and scheduling conflicts that may hinder in-person participation. Facilitating virtual meetings ensured the consultations were accessible and allowed participants to join from their preferred locations, utilize assistive technologies if required, and engage comfortably in a familiar setting. Individual virtual meetings also provided a focused and personalized setting, encouraging open and meaningful discussions. The participants received reflection questions and guiding principles for the conversation in advance of the individual consultation sessions. The perspectives of consultation participants stemmed from a diverse range of disabilities, including physical disabilities (mobility, flexibility, and

dexterity), cognitive disabilities (neurodiversity, mental health, and learning), and sensory disabilities (vision, hearing and speech).

Participants in our consultations expressed overall satisfaction with the accessibility initiatives we have implemented at Vista. They noted that, compared to other organizations they have worked for, they encounter relatively few challenges related to accessibility here. While they have noted that Vista has made some positive strides towards accessibility, they have shared some ways we can further improve our efforts:

- Have the company reach out to disability advocacy groups to gather their feedback. Their expert opinions would be valuable, and they would likely be happy to offer guidance.
- During their duties, our on-air staff need to have multiple tabs open on their computers to ensure they don't miss any key deliverables. Programs such as "Socast" and "Sparc Media Hub" are examples of some programs that would allow for consolidating these tabs into one easily viewable interface.
- There are opportunities to explore offering equipment to promote additional accessibility at the stations/offices. For example: providing a cart with wheels to allow all remote equipment to be stored in and transported from site to site. Conducting an ergonomic audit may be advantageous to ensure that equipment and spaces are accessible.
- Opportunity for Vista to provide more information and details regarding the Company benefits. Not only to better understand what is included in our benefits program to further support those who may have disabilities to have better understanding of what is covered.
- There is an opportunity to streamline processes even further, including onboarding and welcome packages. It was suggested that Vista can explore developing a checklist for when team members are being onboarded those addresses who needs to be contacted for what, where they can access key information and steps for navigating insurance and vehicle registration processes.
- There is an opportunity to ensure that managers are sufficiently trained on promoting accessibility within their recruitment and interviewing processes. And to have further clarification on the process for accommodating team members who may require accommodations.

Feedback

We have a process in place to receive and deal with feedback on accessibility. [A full description of our feedback process is available on our *vistaradio.ca*](#)

All feedback we receive is carefully acknowledged, considered, and actioned. During the period of June 1, 2023, to May 31, 2024, Vista did not receive any feedback on accessibility from our feedback channels identified within our accessibility plan and outlined in our feedback process.

As to date, we have not received any feedback, we are unable to summarize comments or data and we are unable to explain how the comments or data received were taken into consideration. Vista will continue to strive to address and put a action into play for any feedback regarding accessibility that gets brought to our attention now and into the future.

Progress Summary & Conclusion

At Vista, we are striving to ensure everyone in Canada has a workplace to feel comfortable operating in. We understand that providing barrier-free policies, programs and environments to our employees, clients and stakeholders is critical to our mission. While we recognize that accessibility is an ongoing journey, we are proud of our progress to date at advancing disability inclusion.

Strides have been made toward integrating accessibility as a shared priority across all aspects of operations at Vista. We've taken proactive steps by disseminating information and resources to enhance awareness of workplace diversity among our team members. Additionally, we've concentrated on fostering understanding of the accommodation process among our people leaders. Moreover, we've established a procedure enabling individuals to request alternative formats for Vista documents, forms, and web pages. Our "mytownnow" sites are Web Content Accessibility Guidelines compliant. By leveraging Facebook and YouTube video links across our digital platforms, we've harnessed the inherent close captioning tools provided by these platforms, enhancing the accessibility of our videos. Furthermore, we've developed documentation to facilitate an auditing process aimed at identifying and addressing any built environment accessibility challenges for us to evaluate and potentially address.

In the next coming year, we will focus our efforts on reviewing the accessibility of our built environments and evaluate opportunities to feasibly implement the feedback and suggestions we received during our consultation sessions.

We are dedicated to making accessibility a priority and we will continue to listen to people with disabilities to become more accessible.