

# 2025 Accessibility Progress Report

## General

### Feedback Process

Vista Radio Ltd. (“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](mailto: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 dedicated to treating all individuals in a way that upholds their dignity and independence. This commitment includes actively identifying, removing, and preventing barriers to accessibility for our employees, clients, and the audiences we serve across our local communities. At Vista, we understand that true accessibility goes beyond legal compliance—it is an essential part of fostering a diverse, equitable, and inclusive culture.

We are committed to building an environment where individuals with disabilities, both within our organization and in the communities we serve, are respected, supported, and empowered to succeed. By prioritizing accessibility, we aim to

create inclusive spaces and experiences that ensure equal opportunity, promote independence, and honour the inherent value of every person.

## **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)**

At Vista, we believe that fostering a diversity of perspectives and lived experiences is essential to our ongoing commitment to inclusion. Although currently 2.27% of our team members have self-identified as individuals with disabilities, this number does not diminish our determination to build a workforce that reflects the diversity of the communities we serve.

We remain dedicated to cultivating a workplace culture grounded in acceptance, inclusion, and opportunity for all. Our employment policies and practices are designed to support an inclusive environment, with a strong emphasis on accessibility at every stage—ensuring all employees have the tools and support needed to thrive.

## **Employment**

### **Barrier: Recruitment**

Some candidates may face challenges accessing or fully participating in the recruitment process due to lack of accommodations or inaccessible job posting formats.

- **Action:**

Add a question to the recruitment questionnaire asking candidates if they require any accommodations for interviews or assessments. Also, update all job postings to use Arial font size 14 and high-contrast colour combinations (e.g., black on yellow or white on black)

- **Progress**

Completed. The accommodation question is now standard in all recruitment materials. New job postings follow the updated formatting. Accessibility monitoring is ongoing.

### **Barrier: Inaccessible Workstations**

Fixed-height desks, non-ergonomic chairs, and lack of individualized workstation setup limit comfort and usability for employees with mobility or chronic pain issues.

- **Action:**

Develop an accommodation request form available for employees who require workstation adjustments. Upon request, conduct ergonomic assessments and provide appropriate equipment such as adjustable desks and ergonomic seating, based on individual needs.

- **Progress**

Development of the accommodation request form is underway, with plans to make it accessible via the employee shared drive.

### **Barrier: Invisible Disabilities**

Invisible disabilities (e.g., mental health conditions, neurodiversity, chronic illnesses) are often misunderstood or overlooked, leading to stigma and lack of support.

- **Action:**

Opportunity to provide training on invisible disabilities, psychological safety, and inclusive workplace culture; incorporate lived experience speakers.

- **Progress:**

Training program in development. The first module will be delivered to managers, with plans to make a session available for all staff at later date. Sessions will be recorded and made available for later review as needed.

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 have a voluntary Intercultural Awareness training session, which is recorded for convenient access, 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.

## **The Built Environment**

### **Barrier: Office Spaces**

Stairs without alternatives (e.g., ramps, lifts), narrow doorways, and poor signage in some facilities restrict access for those with mobility, vision, or cognitive impairments.

- **Action**

Conduct a building survey to identify physical barriers and assess the feasibility of making accessibility improvements where possible.

- **Progress:**

Accessibility Survey: Built Environment Assessment in development with intention to be completed by leaders in each location.

## Information and Communication Technologies (ICT)

### Barrier: Accessibility of Progress Report

- **Action:**

To improve accessibility, we have updated the progress report to use Arial font size 14, a size that is more readable for individuals with visual impairments. We have also ensured that the report features high-contrast color combinations, such as white on black, to enhance visibility and readability for all readers.

- **Progress:**

Completed. The progress report has been updated with Arial font size 14 and high-contrast color combinations, making it more accessible and easier to read. These changes ensure that the report is now more inclusive for individuals with visual or other accessibility needs. Ongoing monitoring for further accessibility improvements will continue.

### Barrier: Workplace Accommodation Communication

Employees are unclear on how to request accommodations or fear negative repercussions. There is inconsistent awareness of available supports across the company.

- **Action:**

Launch internal campaign and info sessions on accommodations (who to contact, what's available, confidentiality)

- **Progress:**

We have previously 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.

Developing a FAQ and resource and information sessions to be scheduled for all employees to be aware of the process.

## **Communication other than ICT**

### **Barriers: Internal digital systems**

Internal digital systems (e.g., scheduling platforms, communications tools, document formats) are not fully compatible with assistive technologies such as screen readers, voice dictation, or keyboard-only navigation.

- **Action:**

Review all internal platforms for accessibility compliance; introduce screen reader–friendly formats and keyboard navigation with the support of CNIB.

- **Progress:**

Digital system review to be conducted with the support of CNIB to assess the feasibility of making accessibility improvements where possible.

## **The Procurement of Goods, Services and Facilities**

Through our review of existing policies, practices, programs, and services, Vista did not identify any barriers related to the procurement of goods, services, and facilities.

As we prepare for the next iteration of our Accessibility Plan, we will closely monitor upcoming guidance in this priority area and adjust the scope of our review accordingly to ensure continued alignment with accessibility best practices.

## **The Design and Delivery of Programs and Services**

Through our review of existing policies, practices, programs, and services, Vista did not identify any barriers related to the design and delivery of programs and services

As we prepare for the next iteration of our Accessibility Plan, we will closely monitor upcoming guidance in this priority area and adjust the scope of our review accordingly to ensure continued alignment with accessibility best practices.

## **Transportation**

### **Barrier: Parking & Reliance on Personal Vehicles**

Lack of accessible parking, reliance on personal vehicles, or absence of company-supported transportation solutions creates barriers for employees with mobility limitations or those in transit-poor regions.

- **Action**

Develop an accommodation request form available for employees who require adjustments for transportation considerations. Upon request, conduct case by case assessments and provide reasonable adjustments based on individual needs.

- **Progress**

Development of the accommodation request form is underway, with plans to make it accessible via the employee shared drive.

### **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**

### **CNIB Consultation**

As part of our commitment to advancing accessibility, Vista Radio attended an engagement session/consultation with the Canadian National Institute for the Blind (CNIB) organized by the Canadian Association of Broadcasters (CAB) in the spring of 2025. The discussion focused on a wide range of accessibility issues, from improved approaches for closed captioning and described video, to best practices in the workplace on how to create a more inclusive and accessible environment and culture.

The CNIB, a non-profit organization supporting individuals impacted by blindness, led an accessibility consultation session focused on empowering people with disabilities through inclusive design, respectful language, and assistive technologies. The session, part of CNIB's Access Labs program, included expert facilitation and a panel of individuals with lived experience, who shared practical feedback on improving accessibility in digital, workplace, and media environments. Emphasizing that accommodations should be proactive and individualized, CNIB highlighted the importance of inclusive principles such as clear pathways, multiple information formats, and accessible communication tools like screen readers and talkback features. Discussions also addressed evolving, people-first language to reduce stigma and normalize conversations around disability and inclusion.

The session underscored the spectrum of blindness and the potential of assistive technologies to support full participation in work and media spaces.

Panelists stressed the need for customizable accessibility features (e.g., font size, high contrast, audio descriptions, and captions) and emphasized the value of involving individuals with disabilities in accessibility planning. CAB members received actionable insights for creating barrier-free workplaces and inclusive programming. The consultation concluded with a Q&A, reinforcing CNIB's role as a resource and partner in accessibility efforts. These insights were instrumental in shaping our Accessibility Plan and Progress Report, reflecting our ongoing commitment to inclusion and collaboration.

The CNIB consultation played a key role in shaping our Accessibility Plan by highlighting the importance of proactive, inclusive design and communication. As a result, we updated our job postings to use size 14 Arial font for improved readability and included a direct question about accommodation needs in the application process to reduce barriers for candidates. We also committed to increasing awareness among employees about available workplace accommodations and the process to request them, fostering a more supportive and accessible environment.

Additionally, the session's focus on respectful, people-first language inspired us to review and improve both our internal communications and on-air messaging to better promote inclusion and reduce stigma. These insights have been instrumental in strengthening our ongoing commitment to accessibility, inclusion, and collaboration across our organization.

## **Survey**

In addition, in May 2025, we conducted an Accessibility Consultation Survey to gather input from employees who have self identified as persons with disabilities across the organization regarding barriers to accessibility in the workplace. This initiative was guided by our commitment to fostering an inclusive environment in alignment with the Accessible Canada Act. The survey provided valuable insight into real and perceived accessibility challenges faced by staff, including physical, technological, procedural, and attitudinal barriers. Participants shared both lived experiences and suggestions for improvement, which became foundational in identifying priority areas for action. Survey feedback revealed common barriers such as lack of ergonomic workspaces, difficulty accessing certain buildings, limited awareness of accommodations, and stigma surrounding invisible disabilities. These findings formed the basis of the "Barrier" section of our plan.

Many of the proposed actions directly reflect suggestions made by survey respondents—for example, offering adjustable desks, providing clearer signage, revising job posting formats, and enhancing accommodation communication. The insights also helped us align each barrier and corresponding action with the seven priority areas outlined in the Accessible Canada Act, such as Employment, Built Environment, ICT, and Communication. By grounding our plan in the lived experiences of our staff, we ensured that our actions are not only well-intentioned but also practical, measurable, and meaningful to those they are meant to support. Furthermore, the survey helped us understand where gaps in progress existed and informed how we measure success—whether through infrastructure upgrades, training completion rates, or feedback from ongoing implementation. In short, the survey was not just a data collection tool; it was a collaborative step in co-creating a more accessible, responsive, and respectful workplace. It ensured that our plan reflects what our people need and value, providing a strong foundation for continuous improvement.

## 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 acted upon. From June 1, 2024, to May 31, 2025, Vista did not receive any feedback regarding accessibility through the channels identified in our Accessibility Plan and outlined in our feedback process.

As of now, aside from the feedback gathered during the consultation process, we have not received any additional input. Therefore, we are unable to summarize comments or data, nor explain how they were considered, beyond the consultation process outlined in the consultation section. Moving forward, Vista is committed to addressing any feedback on accessibility that is brought to our attention and will take appropriate action to ensure ongoing improvements.

## Progress Summary & Conclusion

At Vista, we are dedicated to creating an inclusive environment where all individuals can engage and succeed to their fullest potential. We understand that ensuring barrier-free access for our employees, clients, and stakeholders is crucial to fulfilling our mission. Although accessibility is an ongoing process, we take pride in the significant strides we've made in promoting disability inclusion throughout our organization.

Vista Radio has made meaningful progress over the past year toward enhancing accessibility in alignment with the Accessible Canada Act. We've made improvements in our employment practices by updating job postings for better readability and adding a question in recruitment materials to ask candidates about accommodation needs. An accommodation request form is being developed, and we're rolling out a training program on invisible disabilities and inclusive culture, starting with managers. Furthermore, we have improved the accessibility of this progress report by updating its format for better readability, ensuring that all readers can easily access and engage with the information contained within it. In the Built Environment, a building survey will be conducted to assess physical accessibility, while in ICT, we will be partnering with CNIB to review and improve our digital systems for better compatibility with assistive technologies. We've also made strides in raising awareness around the accommodation process through internal resources, training, and info sessions.

Key consultations, including one with CNIB and an internal Accessibility Consultation Survey, have directly informed our accessibility actions. These consultations helped identify barriers such as lack of workable workspaces for those with lived experiences of disability, limited transportation solutions, and stigma around invisible disabilities. As a result, we've committed to proactive, individualized accommodations, ensuring that all employees can thrive. The insights gained have guided our approach to improving internal communication, promoting inclusive practices, and fostering a supportive environment for employees with disabilities. Moving forward, we will continue to monitor progress, adapt to emerging best practices, and ensure accessibility remains at the heart of our culture.