

## **2026 Accessibility Progress Report**

### **General**

#### **Feedback Process**

Vista Radio Ltd. (“Vista”) has designated Gary Russell, Vice President – Operations, as the individual responsible for receiving feedback regarding accessibility barriers, accessibility concerns, and this Accessibility Plan.

Accessibility feedback can be submitted through the following methods:

- Mailing Address:

101-910 Fitzgerald Avenue  
Courtenay, BC V9N 2R5

- Telephone:

+1-250-338-1133

- Email:

[webmaster@vistaradio.ca](mailto:webmaster@vistaradio.ca)

- Online:

By completing the Accessibility Feedback Form available on our website at:

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

Feedback may be submitted anonymously using any of the methods above.

All feedback that is not submitted anonymously will be acknowledged by Vista. Any personal information shared through the feedback process will be kept confidential and handled in accordance with applicable privacy requirements.

This Accessibility Plan and related progress reports are available on our website at:

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

#### **Executive Summary**

The Accessible Canada Act (“ACA”) aims to contribute toward a barrier-free Canada by 2040. Vista Radio Ltd. (“Vista”) remains committed to

identifying, removing, and preventing barriers to accessibility within our organization and the communities we serve. Vista published its Accessibility Plan in compliance with the ACA and the Canadian Radio and Television Commission (“CRTC”).

This 2026 Accessibility Progress Report outlines the actions Vista has continued to take to improve accessibility across the priority areas identified under the ACA. While accessibility is an ongoing process that continues to evolve, Vista remains committed to reviewing practices, increasing awareness, and supporting inclusive participation for employees, clients, listeners, and community members.

In developing this report, Vista continued to consider the guiding principles outlined in Section 6 of the ACA, including:

- Treating all persons with dignity regardless of disability
- Ensuring equal opportunity and participation
- Supporting meaningful choice and inclusion
- Recognizing the diverse ways individuals interact with their environments
- Considering the lived experiences of persons with disabilities
- Continuing to improve accessibility practices and awareness across the organization

### **Accessibility Summary**

Vista is committed to fostering an inclusive and respectful environment where employees, clients, and members of the public are treated with dignity and supported in fully participating in the workplace and broader community.

We recognize that accessibility extends beyond physical spaces and includes communication, technology, workplace culture, recruitment practices, and individualized accommodation processes. Vista continues to work toward improving accessibility by identifying barriers, responding to concerns, and considering practical solutions that support inclusion across our operations.

As a geographically diverse organization operating across multiple communities and workplace environments, Vista understands that accessibility needs may vary by location and individual circumstance. We remain committed to addressing accessibility considerations in a reasonable, practical, and individualized manner.

## **Areas of Accessibility**

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

Vista remains committed to supporting a barrier-free environment throughout its operations. Should any regulation relating to accessibility create unintended barriers or operational concerns impacting accessibility, the Company will review those concerns and consider appropriate measures to mitigate barriers where reasonably practicable.

### **Barriers by Area (Section 5 of the ACA)**

Vista continues to promote a workplace culture grounded in inclusion, respect, and accessibility. We remain committed to supporting employees with disabilities and improving awareness regarding accessibility considerations throughout the organization.

## **Employment**

### **Barrier: Recruitment**

Some candidates may experience barriers during the recruitment process due to inaccessible formats or lack of awareness regarding available accommodations.

- **Action:**

Vista continues to include accommodation-related language within recruitment materials and encourages candidates to request accommodations during the interview and assessment process. Job postings continue to be reviewed with readability and accessibility considerations in mind, including font size and contrast improvements where feasible.

- Progress:

Accommodation language remains incorporated into recruitment practices. Accessibility considerations continue to be reviewed and monitored as part of ongoing recruitment and onboarding processes.

**Barrier: Inaccessible Workstations**

Certain workstations or office setups may not fully meet the ergonomic or accessibility needs of all employees.

- Action:

Vista continues to develop internal processes to support employees requesting workplace accommodations or workstation adjustments. Ergonomic considerations and individualized accommodation requests are assessed on a case-by-case basis.

- Progress:

Accommodation discussions continue to occur as needed between employees, managers, and Human Resources. Vista remains committed to reviewing workplace adjustment requests and identifying reasonable solutions based on operational needs and individual circumstances.

**Barrier: Invisible Disabilities**

Invisible disabilities, including mental health conditions, neurodiversity, and chronic illnesses, may not always be recognized or understood within workplace environments.

- Action:

Vista continues to promote awareness regarding psychological safety, respectful workplace expectations, and inclusive workplace practices through training resources, management discussions, and internal communication initiatives.

- Progress:

Mandatory Respect in the Workplace training continues to be provided to employees. Additional accessibility and inclusion resources remain available through internal systems and employee support resources, including our Employee Assistance Program (“EFAP”).

Vista also continues to communicate regularly with employees through internal company-wide communications that provide reminders and information regarding available wellness, accessibility, and support resources. These communications include information about employee support services, mental health resources, training opportunities available through our EFAP provider, Homewood Health, and other workplace support initiatives.

In addition, Vista recently launched Dialogue Virtual Care, which provides employees and eligible dependants with access to virtual healthcare services, including mental health support and medical consultations. These resources are intended to support employee wellbeing and improve timely access to healthcare and support services.

Vista continues to encourage respectful communication, psychological safety, and individualized support discussions where appropriate.

## **The Built Environment**

### **Barrier: Office Spaces**

Certain office locations may present physical accessibility challenges depending on the building layout, infrastructure limitations, or operational environment.

- **Action:**

Vista continues to review accessibility considerations within office environments and encourages leaders to identify accessibility concerns or barriers within their locations where feasible.

- **Progress:**

Accessibility considerations continue to be monitored across workplace locations. Due to the geographic diversity and varying infrastructure of Vista's operations, accessibility improvements may vary by location and operational feasibility.

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

### **Barrier: Accessibility of Progress Reports and Documents**

Some documents or digital materials may not be fully optimized for accessibility.

- Action:

Vista continues to consider readability, formatting, and accessibility features when developing public-facing and internal documentation, including font readability and contrast considerations where appropriate.

- Progress:

Accessibility formatting improvements introduced in previous reports continue to be maintained and reviewed for ongoing usability and readability.

### **Barrier: Workplace Accommodation Communication**

Employees may not always be aware of accommodation processes, available supports, or how to raise accessibility concerns.

- Action:

Vista continues to promote awareness of accommodation processes through internal communication, management guidance, and Human Resources support.

- Progress:

Managers and staff continue to have access to internal accommodation resources and guidance materials. Vista has also communicated and made available a centralized internal resource folder for managers containing information regarding the accommodation process, workplace considerations, and supporting resources to assist leaders in responding appropriately to accommodation-related matters.

Human Resources continues to work directly with employees and leaders to address accommodation-related concerns on an individualized basis. Additional informational resources and communication opportunities continue to be explored.

### **Communication Other Than ICT**

## **Barrier: Internal Digital Systems**

Certain internal systems, document formats, or communication tools may present accessibility challenges for individuals using assistive technologies.

- Action:

Vista continues to review internal communication methods and digital practices with accessibility considerations in mind and remains open to identifying improvements where operationally feasible.

- Progress:

Accessibility considerations continue to be reviewed as part of ongoing operational and technology discussions. Vista remains committed to identifying opportunities for improvement where practical and reasonable.

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

Through ongoing review of existing practices and operations, Vista has not identified significant barriers relating to the procurement of goods, services, or facilities at this time.

Vista will continue reviewing vendor selection, purchasing practices, and operational processes to identify opportunities to incorporate accessibility considerations where reasonably feasible and appropriate.

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

Vista continues to review its programs, services, and communication practices with accessibility and inclusion considerations in mind.

At this time, no significant barriers have been identified relating to the design and delivery of programs and services. Vista remains committed to monitoring this area and considering accessibility improvements where practical and operationally feasible.

## **Transportation**

### **Barrier: Transportation Accessibility**

Transportation accessibility may vary across regions where Vista operates, particularly in communities with limited public transit or varying workplace locations.

- **Action:**

Vista continues to address transportation-related accommodation requests on an individualized basis where concerns are identified.

- **Progress:**

Given the geographic diversity of our operations, transportation accommodations continue to be assessed individually based on operational feasibility and employee needs. Vista remains committed to considering reasonable accommodation measures where appropriate.

### **License Conditions under Part II of the Broadcasting Act**

Vista remains committed to supporting accessibility and removing barriers wherever reasonably possible within its operations. Should any license condition relating to accessibility create concerns impacting this commitment, the Company will review and consider appropriate mitigation measures.

### **Provisions of any Exemption Order made under subsection 9(4) of the Broadcasting Act**

Vista remains committed to supporting a barrier-free environment. Should any exemption order relating to accessibility result in barriers or accessibility concerns, the Company will assess those circumstances and consider reasonable actions to support accessibility objectives.

### **Consultations**

#### **Ongoing Accessibility Considerations**

Vista recognizes that accessibility is an ongoing process requiring continued communication, awareness, and responsiveness.

Throughout the reporting period, Vista continued to consider accessibility through ongoing communication between employees, managers, and Human Resources. Accessibility and accommodation-related concerns are

addressed on an individualized basis, with collaboration between employees, leadership, and Human Resources to identify appropriate workplace supports where required.

Vista continues to maintain an internal accommodation process and remains committed to responding to accommodation requests and accessibility concerns respectfully, confidentially, and in accordance with applicable legislation and workplace obligations.

In addition, Vista continues to review publicly available accessibility resources, industry guidance, and accessibility-related information to support ongoing awareness and continuous improvement efforts.

### **Previous Consultation Efforts**

Insights gathered through previous accessibility consultations, employee discussions, and external accessibility resources continue to inform Vista's accessibility planning and awareness initiatives.

These discussions have reinforced the importance of clear communication, individualized accommodation processes, respectful workplace culture, and ongoing accessibility awareness throughout the organization.

Vista remains committed to continuing these conversations and identifying opportunities for ongoing improvement.

### **Feedback**

Vista continues to maintain a process for receiving and addressing accessibility feedback. Information regarding the feedback process is available on our website at [vistaradio.ca](http://vistaradio.ca).

All accessibility-related feedback received through established channels is reviewed and considered appropriately. Vista remains committed to addressing accessibility concerns brought forward by employees, clients, or members of the public and to considering reasonable improvements where feasible.

The feedback process remains available to support ongoing dialogue regarding accessibility and inclusion across the organization.

## **Progress Summary & Conclusion**

Vista remains committed to supporting an inclusive and accessible environment for employees, clients, listeners, and the communities we serve.

During the reporting period, Vista continued to build upon previous accessibility initiatives by maintaining accommodation-related recruitment practices, supporting individualized workplace accommodation discussions, promoting respectful workplace culture, and continuing accessibility awareness efforts across the organization.

Accessibility considerations continue to be incorporated into workplace discussions, internal resources, communication practices, and operational reviews where appropriate. Vista also continues to encourage collaboration between employees, managers, and Human Resources when accessibility concerns or accommodation needs arise.

As accessibility remains an ongoing process, Vista acknowledges there is continued opportunity for growth and improvement. Moving forward, the Company will continue reviewing accessibility practices, considering operationally feasible improvements, and supporting inclusive participation throughout the organization.