

Accessibility Plan

for

UCB Media

Available on www.ucbradio.com and in accessible formats upon request

This Accessibility Plan outlines the policies and steps that UCB Media has taken to prevent and remove barriers for people with disabilities. It reflects the standards set out by the Ontario Standard for Accessibility, the Canadian Human Rights Act and the Accessible Canada Act.

General

The person designated by UCB Media to receive feedback on barriers and the accessibility plan is Dave Callan, Chief Operating Officer (COO) based at A-10 Dundas Street West, Belleville, ON, K8P 1A1, (866) 388-4488, dave.callan@ucbmedia.ca.

Executive Summary

UCB Media is dedicated to providing equal access and opportunities for people with disabilities. We are committed to providing a workplace and environment where people with disabilities can participate without barriers to accessibility, while maintaining their dignity and independence. We will continue to do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Canadian Human Rights Act and Accessible Canada Act.

We have implemented this UCB Media Accessibility Plan. UCB Media is technically a Federally regulated organization, (licensed by the CRTC and a federally regulated charity with the CRA).

Accessibility Statement

We are committed to ongoing review and improvement of our accessibility to our employees, audience, clients, suppliers, and donors. This plan will be reviewed at least once a year and updated accordingly.

Employment

UCB Media is committed to fair and accessible employment practices.

The steps we have taken to do so include, but are not limited to:

- Including a statement on all job postings notifying applicants of our accessibility standards and ability to accommodate people with disabilities if required
- Frequent communication with new hires about our accessibility standards and accommodations available
- We will provide new hires with an opportunity to disclose any disabilities if they choose to do so by completing the “Voluntary Self-Identification of Disability form.”
 - If an employee informs us of a disability, we will work with them to build an individual accommodation plan to ensure they are supported and empowered in the workplace.

When staff are recruited, UCB’s intention is to offer accommodation throughout the recruitment and onboarding process, if needed. To our knowledge, we have not had a request for recruitment accommodation. We currently have a project underway with an HR consultant to review our existing recruitment process. The purpose of this endeavour is to identify any gaps, enhance the process and ensure accommodation at each stage. Since 2020, our hiring has included a combination of virtual (Teams) and in-person for interviews. Our commitment is to adhere to all UCB Policies and Standards, including the UCB Accessibility Policy. We have some hires planned for 2027 and will arrange our training accordingly as soon as reasonably possible following those hires. However, prior to training, new hires will be required to read through our policies as part of their orientation and would have full knowledge of our Accessibility Plan. These policies are all stored and available in the software we use called Humi which is available for employees to access and reference as needed.

Notice to successful applicants – As mentioned, our policies are part of our employee onboarding and orientation.

We do not presently have any employees who have requested any accommodations or who require specialized assistance in the event of a workplace emergency. However, our employee’s safety is of utmost importance. If necessary, we would certainly provide both individualized communication of our workplace emergency information as well as assistance during such emergencies to individuals with accommodations. For example, we do not have a visual alarm for fire alarm, only audible, so we would immediately on first sound of alarm notify a staff member with hearing loss through visual means that an alarm has sounded. We would work out the appropriate signs with the individual in advance. This would be a short-term solution. As soon as funding would permit, we would install a visual alarm in the vicinity of the employee’s workspace. In another example, if someone had mobility issues, we would have a staff member assigned to assist the individual with evacuation. This would be determined in advance with both a primary and secondary designate identified in case one or the other is not at work.

As we would with anyone interacting with UCB, we will accommodate wherever possible the accessibility needs of both applicants and successful candidates. If we were to hire someone with accessibility needs, we would work with the individual to determine the requirements and do our utmost to reasonably provide the required accommodation and communication supports.

The built environment

We are primarily a radio station, so the majority of our product is consumed over the airwaves, therefore very few people use our facilities. However, as a 2-story building without an elevator, we have ensured that we have a ground floor studio, workspace and reception meeting area that is wheelchair accessible, so that anyone with mobility restrictions may still come to our studio to record or broadcast. In some cases, our community staff have taken remote recording equipment to an individual to record. This is also available should any staff have restrictions preventing them from climbing stairs. We also offer meeting opportunities on the ground level for any business meetings that may occur.

Information and communication technologies (ICT)

UCB Media is committed to making our information and communications accessible to people with disabilities. We will communicate with people with disabilities in ways that take into account their disability, while maintaining their dignity.

The steps we have taken to do so include, but are not limited to:

- Making this plan available on the company's website
- Making this plan available in accessible formats in a timely manner upon request
- Establishing a feedback process so that we can continue to improve this plan and our initiatives to support people with disabilities

If/when accessible formats and communication support for people with disabilities are requested, we will:

- Consult with the person making the request to determine the suitability of the accessible format or communication support
- Provide the accessible formats and communication supports in a timely manner and at a cost no more than the regular cost charged to other people

To illustrate our focus on accessible formats and support, we launched a new website in March 2026 that demonstrates our commitment to an enhanced digital experience. This digital platform offers a simple and clean user experience. The design requirements ensure accessible compliance with WCAG 2.1 Level AA or higher along with an accessibility tool menu/icon on the website. This responsive design also supports mobile. For print based support we outsource much of our donor related materials to print vendors that do have braille capabilities should we have a request. To our knowledge, we have not received a request. However, our service response for such a request would be within 7-10 business days.

We strive to meet and exceed WACG 2.1 Accessibility standards on our website for anyone with accessibility issues. While we continue to enhance our digital experience for all, accessibility it is at the forefront of all new web page design and development to facilitate the highest level of accessibility to our website visitors. Our website also has an Accessibility Feedback Form available for web users to provide feedback on the accessibility of our website and other services. We are committed to responding to all concerns/complaints within 48 hours (2 business days).

Communication, other than ICT (Information & Communications Technology)

We also have a printed publication, which we make available in conversion ready digital form so that font size may be increased or text to speech may be employed to support anyone with vision issues.

The procurement of goods, services, and facilities

UCB Media is committed to accessible procurement processes, particularly related to facilities.

The facilities that we select for events are accessible to support our listeners/donors, as evidenced by community many churches across the country where we host concert events and community outreach promotions. These facilities have church halls located on ground floor with amenities and seating on the same level. Our business facility is open to all in that same regard.

The design and delivery of programs and services

While to date we have not had anyone come requiring a service animal, support person or other support mechanisms as either a visitor or staff member, we fully welcome all individuals who would require such supports and will accommodate those with no additional expectations or charges to the individual. For example, if we had a concert, gala dinner or a bus trip and an individual requiring a support animal or support person enrolled to attend, we would not charge extra for their support to accompany them at the event.

Consultations

UCB Media has an Accessibility Feedback form on our website allowing people to comment about the goods and services we provide which has been on our site since May 29, 2023. As we are federally regulated, this form conforms to the Accessible Canada Act. We have promised to respond directly to accessibility concerns within 48 hours (2 business days). One exception will be complaints received by mail. Depending on the contact information received with the complaint, we will respond in person within 48 hours. If insufficient contact information is received, but we have a return address, we will respond to the complaint via mail, but this will not be possible within the 48-hour commitment. The initial response of 48 hours in many cases may not include the resolution of the complaint depending on the nature of the remedy required to address the situation. However, we will keep the complainant informed of the process until the matter is resolved.

Training

UCB Media trains our staff annually, (onsite and via Teams) and all staff are encouraged to routinely review their work processes to prepare for situations where someone with accessibility issues might interact with us, to know how we might serve them best.

UCB Media will provide accessible customer service training to:

- All employees that might deal with the public
- Anyone involved in developing UCB Media's policies
- Anyone who provides goods, services, or facilities to patrons on UCB Media's behalf.

Staff will be trained on accessibility within one month of being hired. Training will include:

- UCB Media's policies and plan related to the Accessibility
- What the guidelines are and on general Accessibility topics

- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.

Staff will also be re-trained when changes are made to this plan. Our most recent training occurred February 26, 2025. We record our training and have all staff attest to both attending and understanding the content.

During that training, we also provide links to the Accessibility training videos for further understanding. The attestation includes the viewing of those videos. (The training is presented, then distributed and attested to through our HR software HUMI). We do not have 3rd parties providing services on our behalf. This training is supported through a HR training consultant for staff as we do not have HR staff.