

# Accessibility Feedback Collection and Handling Process

(Version 4)

## **CMR 101.3 FM seeks feedback on providing accessible broadcasting and services to all**

CMR 101.3 FM also known as Canadian Multicultural Radio has established the Accessibility Committee in 2021 to create and execute accessibility policies, as well as collecting feedback and providing assistance to persons with disabilities. The Accessibility Committee is comprised of:

- Stanislaus Antony - Chief Executive Officer of CMR 101.3 FM (Committee Chair)
- Thomas Lambert - Chief Training Personnel of CMR 101.3 FM (Board of Director and in charge of Employment Equity, Facilities Accessibility)
- Vijay Thamilpriyan- Program Head of CMR 101.3 FM (in charge of News and Programming Content Accessibility)
- Swati Gupta - Public Relations Executive of CMR 101.3 FM (in charge for Public communication, CRTC communication and internal staff training).
- Dillon Antony - Accounts Co-ordinator of CMR 101.3 FM (in charge of all Budgetary and Financial Planning)
- Thuvaraka Thavayogam- Human Resources, Accounts and Administration Co-ordinator of CMR 101.3 FM (assisting Employment Equity, Facilities Accessibility and monitoring Accounts activities)
- Sivakumar Viveganathan - IT Consultant and Schedule Co-ordinator of CMR 101.3 FM (in charge of Digital Accessibility, internal program scheduling and external technical communication)
- Thileepan Vinayagamoorthy - Technical In-Charge of CMR 101.3 FM (in charge of Digital Accessibility and internal technical communication)
- Rakithap Mahendran - Program Content Co-ordinator of CMR 101.3 FM (in charge of social media and advertising media including feedback form)

CMR 101.3 FM is publishing its “2023-2025 Accessibility Plan” on June 1, 2024. and then on June 1, 2025, CMR 101.3 FM will publish the Accessibility Plan’s “First Progress Report” and the “Second Progress Report” respectively. Your feedback is needed to help us identify the barriers that need to be overcome, and how we can provide accessible broadcast and services to all.

### **Accessibility Feedback Process**

A Feedback Form that meets the WCAG 2.0 AA standard has been published in [www.cmr24.net](http://www.cmr24.net). On top of an instant feedback submit form, email addresses and phone number for submitting feedbacks are also included. The person submitting the feedback can choose to be anonymous.

If a feedback is collected via the online Feedback Form and the feedback provider has provided an email address, or if the feedback is collected through the email account [feedback@cmr.fm](mailto:feedback@cmr.fm), an automatic confirmation will be emailed back to the feedback provider to acknowledge receipt of the feedback.

If a feedback is collected by voice message and the feedback provider is willing to be contacted, there will be a call back within 5 business days.

Regardless how the feedback is collected, a representative of the Accessibility Committee will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

The feedback as well as the solution (or lack of) will be shared with the Accessibility Committee members for review purposes. If the problem cannot be solved right away, or if it is a recurring problem, the Accessibility Committee will keep the feedback on file and address it in its regular meetings. Some of the feedbacks and their solutions may be included in CMR 101.3 FM Radio’s annual Accessibility Progress Report.