

About Us

As North America's first South Asian owned and operated FM radio station, CJSA-FM also known as CMR (Canadian Multicultural Radio). CMR represents the growing ethnic voice of the Greater Toronto Area. Operating at 101.3 MHz on the FM band, CMR serves as a forum for debate, discussion and exchange of community, local, national and international news, events and culture.

CMR began its broadcast on the 20th of August 2004 from its facility in Scarborough and moved to its current leading-edge facility in Etobicoke in late 2004. CMR serves over 20 ethnic groups in more than 24 languages. It is the premier Multi-ethnic, Multi-Cultural Radio service in Toronto with an estimated reach of well over one million listeners in the GTA.

The station is located at 2184 Kipling Avenue, Etobicoke, Ontario, M9W 4K9

CJSA-FM101.3's website is www.cmr24.net, and it has mobile applications both in Android and iOS platforms .On the 14th of January 2014, CMR launched Canada's first ever Hybrid Digital Radio Broadcast; a 24 hour service in Tamil on CMR 101.3 HD 2 , 1 24 hour service in Hindi on CMR 101.3 HD3 and a 24 hour service in Punjabi on CMR 101.3 HD4.

General Summary

This is CMR two-year plan to become a more accessible broadcaster and employer for people with disabilities.

We consulted with staff and people with disabilities to identify barriers in our company and to create this plan. The major barriers identified centered around accessibility in our physical spaces, and the need to create awareness and provide training about disability and accessibility.

This plan addresses how we will remove barriers within our control and prevent the creation of new barriers, to make it easier for individuals with disabilities to work with us, use our services, and fully engage with us as a broadcaster.

Over the next two years, CMR Radio will be continually evaluating this plan and considering the feedback we receive about its implementation from the public, our clients, and our employees. We will then create and publish a new plan before June 1, 2026.

Principles of the Accessible Canada Act

CMR Radio created this plan to align with section 6 of the Accessible Canada Act:

- All people must be treated with dignity regardless of their disabilities.
- All people must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All people must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All people must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services and structures must consider 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.
- 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.

Definitions

In this plan, disability, barrier, and accessibility have the following meanings:

- Disability: any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.
- Barrier: anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.
- Accessibility: The adaptation of physical spaces, technology, products, services, policies, programs, and attitudes to permit all individuals, including those with disabilities, to engage fully with the world around them without limitations.

Feedback

You are welcome to submit feedback on how we are implementing this plan, or the barriers that you encounter in interacting with us, using our services, or working with us.

Accessibility Support Officer, CMR 101.3 FM

Email: feefdbck@cmr.fm

Phone: 416-644-6300

Mail: CMR 101.3 FM, 2184 Kipling Avenue
Etobicoke, Ontario, M9W 4K9

When providing feedback, you can let us know who you are, or you can remain anonymous. If you want to remain anonymous, please do not include any information that might identify you, such as your name or return mailing address. If your email address includes your name or other identifying information, and you want to remain anonymous, you should submit feedback using one of the other methods listed.

CMR 101.3 FM Radio Accessibility Statement

CMR 101.3 FM Radio is committed to making its content available and accessible to as many people in Canada as possible. We aim to provide inclusive experiences that inform, enlighten and entertain audiences on various platforms including but not limited to radio, website and mobile applications.

We are also dedicated to offering equal employment opportunities to persons with various disabilities, and to creating a built environment that is safe, convenient and barrier-free to staff and visitors with different needs.

On top of consulting with persons with disabilities on a frequent basis to identify the areas that need to be improved, we keep expanding our knowledge through the websites of ACA, CRTC and Canadian Association of Broadcasters (“CAB”) and work closely with technology specialists and app developers to ensure our web and app are compatible with the latest assistive technology.

We view our accessibility efforts as an ongoing partnership with our listeners and employees and we welcome feedback on how we can continue to improve opportunities for people with varying abilities.

If you have any comments or suggestions, please complete the Accessibility Feedback Form on our website www.cmr24.net or email your concern or suggestion to feedback@cmr.fm. You can also call our Accessibility Hotline at 416-644-6300 if contacting us by phone is more convenient to you.

Accessibility Committee

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 aiding persons with disabilities.

Currently the Accessibility Committee is comprised of the following members:

- 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)
- Thuvarka Thavayogam- Human Resources, Accounts and Administration Coordinator 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)

Accessibility Feedback Process

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

If 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 feefdback@cmr.fm, an automatic confirmation will be emailed back to the feedback provider to acknowledge receipt of the feedback.

If 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 of 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 feedback and their solutions may be included in CMR 101.3 FM Radio's annual Accessibility Progress Report.

Consultations

CMR 101.3 FM Radio is fully committed to listening to the voices of person's who have disabilities and acting with the feedback we receive. We will continue our consultation process with person's who have disabilities in all aspects of this Accessibility Plan and other major projects that we are working on.

CMR Radio also held a meeting with employees, including employees with disabilities, to discuss barriers and accessibility issues that they have experienced or observed while working with us. We also provided an internal electronic form for employees to submit feedback on barriers and accessibility issues, with an option to self-identify as a person with disabilities. To promote open and free discussion, employees also had the option of submitting the form anonymously.

Employment

CMR 101.3 FM Radio wants to remove barriers that prevent great people from applying to work with us because they have a disability. We want to remove barriers for current and future employees with disabilities to support their career advancement and self-fulfillment, and because we respect their dignity.

We are an equal opportunities employer and ensure every job advertisement we post includes our Equal Opportunities Employer statement. We offer accommodation to individuals with disabilities during the application, interview, and hiring process.

We have created an internal feedback process where employees can submit anonymous feedback about accessibility and barriers to accessibility that they experience or observe in working with us.

When employees are hired, they can self-identify as an individual with a disability. We continually review the number of employees who identify as individuals living with disability to determine the success of the measures we put in place to increase the representation of people with disabilities amongst our employees. We also continually consider and discuss ways to increase this representation.

We have for many years had a scent-free environment policy and smoking on our properties is prohibited.

Over the next two years, to meet our objectives of removing further barriers within our control in the hiring and retention of our employees, we will:

Immediately, request that all our health and safety committees assess health and safety through an accessibility lens at each committee meeting, including from an employee perspective.

- Review and report on the employment policies and hiring procedure annually and set up a 3-year plan to remove barriers.
- Educate and train managers on bias-free interviewing process.
- by June 1, 2025, provide training to all employees about disabilities and accessibility and create a policy for providing this training during onboarding when we hire new employees.
- by December 1, 2025, evaluate the previous training provided and determine whether any additional training or educational activities should be implemented.
- before June 1, 2026, incorporate the results of our employee survey into our next accessibility plan.

Environment

CMR 101.3 FM Radio wants to remove barriers in our physical spaces for people with disabilities.

1. Is located on the private office building and CMR FM 101.3 Radio has added various accessibility facilities with easy access to the main entrance.
2. Has remodeled the women's washroom to include some handicapped features.
3. Designated Disability Parking in the Parking Lot.

Information and Communication Technologies

We use information and communication technologies to create a more accessible workspace and provide more accessible services. We provide operating and document processing software with accessibility features, including voice-to-text capabilities. We provide telephones with hands-free capabilities. We provide larger computer monitors when required. We permit virtual meetings where possible. CMR wants to remove barriers and prevent the creation of new barriers in the information and communication technologies that we use.

To meet our objectives in removing further barriers in our information and communication technologies, over the next two years we will follow the current practices and past achievements :

CMR 101.3FM Radio's website www.cmr24.net and app (CMR101.3 FM) are designed by our own technical support team and the content is updated by CMR 101.3 Radio's programming, news and promotion staff. As a result, it takes the combined effort of these radio stations to achieve digital accessibility including all the Hybrid Digital Channels.

1. Has developed a website and app that focuses on multi-media (alternative formats) and will continue to improve the web and an app to make them more accessible.
2. In 2022, an Accessibility Feedback Form was published on www.cmr24.net to collect feedback and complaints from the general public. The Feedback Form, together with several links and pdf pages, was made to meet the WCAG 2.0 AA standard. The Feedback Form was further reviewed by a visually impaired staff of the Rick Hansen Foundation in July 2022. Their advice were taken into consideration to improve the layout.
3. Various stand-alone Contest web pages (e.g. Singing Stars Contest) created starting from 2023 are gradually up to the WCAG 2.0 AA standard.

Procurement of Goods, Services and Facilities

We want to remove barriers and prevent the creation of new barriers in our future procurements of goods, services and facilities.

We require our workspaces to be accessible for individuals with disabilities.

To meet our objectives in removing further barriers in our procurement of goods, services and facilities, over the next two years we will create a policy for the assessment of all major procurement of goods, services and facilities through an accessibility lens.

Current practices and past achievements:

1. Has purchased various office furniture and office supplies that provide different levels of accessibility benefit, such as monitor riser, large monitors for staff with impaired vision, ergonomic mouse for frequent mouse users and ergonomic kneeling chair for staff members experiencing back pain.
2. Will continue to ensure future procurement of furniture, office supplies and recording facilities have accessibility criteria incorporated by considering, “how convenient will a person with disability use this item?”
 - by June 1, 2025, provide training for our on-location promotions staff on disability and accessibility when engaging with the public; and
 - by December 1, 2025, develop a digital media accessibility policy which will include provisions on Web Content Accessibility Guidelines (WCAG) 2, accessible fonts, and accessible formats.

Section 42(1) of the Accessible Canada Act

As is set out in this plan, CMR Radio is committed to the removal of barriers within our control and to prevent the creation of new barriers, to make it easier for individuals with disabilities to work with us, use our services, and fully engage with us as a broadcaster. Accessible Canada Act (ACA) defines a barrier as: “...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.” Feedback can be general or specific, but providing more details such as the date, the name of the webpage, application or activity involved, may make it easier for us to understand your concerns.

Our CMR radio stations along with our Hybrid Digital Stations do not have conditions of broadcasting license related to the identification and removal of access barriers and are not subject to orders or regulations with respect to these matters other than those set out in Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations, SOR/2021-60, 23 June 2021.

CMR welcomes your feedback on any accessibility barriers that you may have encountered in dealing with CMR or your feedback on the way CMR is implementing its Accessibility Plan.

Acknowledgement

CMR Radio thanks all individuals who provided their feedback, comments, input and those who shared their personal experiences of disability, for helping us identify existing barriers, for educating us, and for assisting us with the creation of our plan to become a more accessible broadcaster and employer.