

3885275 Canada Inc.
o/a Canadian Multicultural Radio (CMR)
Accessibility Plan
January 2026

1.0 INTRODUCTION

1.1 CMR Commitment

3885275 Canada Inc. operating as Canadian Multicultural Radio (“CMR”), licensee of CJSQ-FM, is a multi-cultural FM radio station serving the Greater Toronto Area at 101.3 MHz in Tamil, Hindi and Filipino languages as well as many other ethnic languages.

CMR is committed to ensuring accessibility for persons with disabilities by identifying, removing and preventing barriers to promote the rights of all persons as well as to build and create an inclusive and accessible working environment. This includes making our broadcasting services accessible to persons with disabilities as well as ensuring our employment practices are inclusive and accessible.

Our Accessibility Plan has been prepared considering the requirements of the *Accessible Canada Act* (“ACA”) and its associated regulations (“Regulations”). Our Accessibility Plan identifies barriers for people who live with a disability and outlines solutions to remove or at least mitigate those barriers where they exist in our organization.

CMR’s Accessibility Plan represents an important step towards CMR creating and maintaining a more accessible and inclusive environment within the Canadian multicultural broadcasting sector. CMR is dedicated to ongoing engagement as well as respecting the objectives of the ACA and the Regulations now and in the future. In preparing this Accessibility Plan, CMR conducted a number of discussions, e-mails and meetings to gain a better understanding of the accessibility requirements.

1.2 Contact and Feedback

If you wish to: (i) request a copy of CMR’s Accessibility Plan; (ii) to provide feedback; or (iii) request this information in an alternate format, please contact us in one of the manners set out below:

- By e-mail: swati@cmr.fm
- By phone: 647-830-5042
- By mail: 2184, Kipling Avenue, Etobicoke, Ontario M9W 4K9

Information about how to submit feedback to CMR is also available on our public website at the following link: https://cmr24.net/contact_us/. The person at CMR responsible for receiving accessibility feedback is Swati Gupta. If you prefer to remain anonymous when providing feedback, please do not include personal details such as your name or contact information in your communications with CMR. If you choose to include personal information, any such information provided will remain confidential unless you explicitly consent to share it with others.

1.3 Alternative Formats

An electronic version of this Accessibility Plan is available to be viewed on our website at: www.cmr24.net.

CMR is also able to provide you with the following alternate formats of the CMR Accessibility Plan upon request through email at swati@cmr.fm or by phone at 647-0830-5042.

- Print or Large Print – provided within 15 days of request
- Braille – provided within 45 days of request
- Audio (voice reading text out loud) – provided within 45 days of request

2.0 DEFINITIONS

In this Accessibility Plan, the following terms have the meanings set forth below:

“ACA” means the *Accessible Canada Act* (SC 2019, C.10), a federal Canadian law that aims to identify, remove, and prevent barriers facing people with disabilities. The federal government adopted the Act in 2019. The goal of this Act is to create a Canada without barriers by 2040.

“Barrier” means 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 of a functional limitation.

“Disability” means 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.

“Regulations” means the regulations made under the ACA or other statutes that provide details on how to follow that law.

3.0 ACCESSIBILITY PRINCIPLES

CMR recognizes that persons with disabilities are equal participants in all areas of life. CMR drafted this Accessibility Plan to align with the recognized principles 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 can and want 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 consider the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination persons face;

- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- 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.

4.0 AREAS DESCRIBED IN THE CANADA ACCESSIBILITY ACT

4.1 The Built Environment

CMR's built environment refers to our physical radio station including but not limited to our broadcasting studios, sales and administration offices and technical facilities. CMR's workspaces are designed to facilitate various functions related to our radio broadcasting business, and we are committed to ensuring that our customers and employees have barrier-free access to our facilities.

Actions:

- Identify building and workplace issues in consultation with employees to review potential barriers and opportunities for improved accessibility.
- Continue to review workspaces to ensure common spaces are clear of physical barriers and are easy to access.
- Incorporate accessibility best practices in all newly built workspaces, and with any renovations to existing workspaces.

4.2 Employment

It is important to CMR that its workplace is welcoming and inclusive and a place where our employees can freely and safely work. This includes ensuring that our employment recruitment and selection practices are accessible to people of all backgrounds and needs.

Actions:

- Training for employees to be implemented.
- In determining the suitability of accessible accommodation, management will consult with the employee and their external support providers as requested.
- We will continue to be responsive in providing workplace accommodation should an employee's accessibility change. We will ensure the process regarding workplace accommodation is well documented including timelines for review.

4.3 Information and Communication Technologies (ICT)

CMR is committed to using technology to better its accessibility goals. CMR utilizes various technologies and tools to support our customers and our business. Customer facing technologies include our public website (www.cmr24.net) as well as social media platforms.

Actions:

- Continued improvement to our website ensuring compliance with Web Content Accessibility Guideline (WCAG) requirements.
- Review of customer-facing tools and channels for opportunities to improve ease of use.

4.4 Other Communication

As a broadcaster, CMR communicates with our listeners, employees, suppliers and other partners in a variety of ways. These include but are not limited to one-on-one interactions, email, social media, and phone. We make every reasonable effort to ensure internal and external information is communicated simply, clearly, and concisely.

Actions:

- The use of templates and internal communication standards that support accessibility guidelines including the development of accessible communications training materials.
- We will continue to work to improve accessibility in our external communications including marketing and advertising materials.

4.5 The Procurement of Goods, Services and Facilities

The procurement of goods and services refers to the way CMR incorporates accessibility considerations into our procurement processes. CMR will continue to ensure that accessibility requirements are taken into consideration throughout the procurement process.

Actions:

- Review of internal procurement processes to identify and ensure accessibility requirements are part of the process.

4.6 The Design and Delivery of Programs and Services

CMR will continue to strive to ensure our broadcasting services are accessible to all. In the development of our Accessibility Plan, we recognize we have an opportunity to improve both the design and delivery of our programs and services to suit the needs of persons with disabilities. We will continue to address any barriers and work to improve the accessibility of our programs and services.

4.7 Transportation

CMR does not offer transportation services. However, CMR has designated handicap parking near our studio.

Actions:

- Review to identify any new barriers relating to transportation and explore solutions to remove them.

5.0 CONCLUSION

CMR is dedicated to being accessible to everyone and is committed to the removal of barriers within our control. This includes making our workplace, activities, and services accessible to people with disabilities. This also includes periodic and regular reviews of this Accessibility Plan.

CMR is committed to meeting the objectives and requirements outlined in the ACA and to meeting the accessibility needs of persons with disabilities in a timely manner, through the implementation of the requirements of the ACA and its applicable Regulations