

## **ACCESSIBILITY POLICY**

Sound of Faith Broadcasting (SOF) is committed to providing accessible broadcasting services to all individuals, including persons with disabilities. We strive to ensure that our programming, content, and platforms are accessible and usable by everyone, regardless of their abilities. This Accessibility Policy outlines our commitment to accessibility and the steps we take to achieve and maintain accessibility standards in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Accessible Canada Act (ACA) and the Canadian Radio-television and Telecommunications Commission (CRTC) regulations.

### **1. Accessibility Statement**

1.1 SOF is dedicated to making our services accessible to persons with disabilities. We recognize the importance of equal access and strive to provide an inclusive and barrier-free environment for all individuals.

1.2 We are committed to ensuring that our programming and content are accessible to persons with disabilities through various platforms, including radio, online streaming, physical resources and mobile applications.

1.3 We are committed to providing accessible customer service and communication to individuals with disabilities, including those who use assistive devices, require accessible formats, or have other accessibility needs.

### **2. Accessibility Standards**

2.1 SOF adheres to the standards and regulations set forth by the AODA, ACA and CRTC. We continuously work towards compliance with these standards and seek to exceed them where possible.

2.2 We provide training to our staff and volunteers to ensure they understand their roles and responsibilities in supporting accessibility initiatives and serving individuals with disabilities effectively.

2.3 We strive to maintain an accessible and user-friendly website and other digital platforms, complying with WCAG 2.1 AA standards or any other applicable accessibility standards.

2.4 We provide accessible formats and communication supports for individuals upon request. We will work with individuals to understand their specific needs and provide information in an accessible manner.

### 3. Accessible Programming

3.1 We are committed to ensuring that our programming is accessible to individuals with disabilities.

3.2 We will make efforts to ensure that any newly produced content, including live broadcasts and pre-recorded programs, is as accessible as possible, considering the needs of individuals with disabilities.

3.3 We will work with content producers and distributors to encourage the provision of accessible content and to improve accessibility across all platforms.

### 4. Feedback and Accessibility Inquiries

4.1 SOF welcomes feedback on our accessibility initiatives and services. We are committed to addressing any concerns or suggestions promptly and to continuously improving accessibility within our organization.

4.2 Individuals can provide feedback or make accessibility inquiries by contacting our accessibility champion through the following channels:

- Email: [info@faithfm.org](mailto:info@faithfm.org)
- Phone: 519.575.9090
- Mail: Unit C – 24 McIntyre Place, Kitchener, ON N2R 1H7

4.3 We will acknowledge receipt of feedback or inquiries within 48 hours and provide a response within a reasonable timeframe.

### 5. Accessibility Plan

5.1 SOF maintains an Accessibility Plan that outlines our strategies and actions to improve accessibility in our broadcasting services, programming, and platforms. This plan is reviewed and updated regularly to ensure ongoing compliance and to address emerging accessibility issues.

5.2 The Accessibility Plan is available upon request. Individuals can request a copy of the plan through the contact information provided in Section 4.

### 6. Monitoring and Compliance

6.1 SOF regularly monitors its accessibility initiatives and evaluates compliance with applicable accessibility standards and regulations.

6.2 We are committed to taking corrective measures promptly if any barriers to accessibility are identified, including those reported by individuals with disabilities.

6.3 SOF will cooperate fully with the relevant regulatory bodies, such as the Canadian Radio-television and Telecommunications Commission (CRTC), to ensure compliance with all accessibility requirements.

## 7. Review and Updates

7.1 This Accessibility Policy will be reviewed and updated as necessary to ensure ongoing compliance and to reflect any changes in accessibility standards or regulations.

7.2 Updated versions of this policy will be made available on our website and other appropriate platforms.

Date of Last Revision: June 1, 2023

For further information or inquiries about our accessibility initiatives, please contact:

Accessibility Champion | [info@faithfm.org](mailto:info@faithfm.org) | 519.575.9090