

# Northern Native Broadcasting (Terrace) Inc. 2025 Accessibility Progress Report

## About Northern Native Broadcasting (Terrace) Inc.

**Northern Native Broadcasting (Terrace) Inc.** (NNB Terrace) operates in British Columbia as a public broadcaster. NNB (Terrace) Inc. is an Indigenous service organization offering radio programming throughout British Columbia, designed for and by Indigenous people. We are a non-partisan organization. NNB (Terrace) Inc. is in business to provide a service to our listeners and viewers. We are accountable to a Board of Directors made up of Indigenous people.

In 2007, NNB (Terrace) Inc. ventured into video production. NNB (Terrace) Inc.- Portions of our programs have appeared in documentary productions produced by several private producers. NNB (Terrace) Inc. has produced hundreds of live streamed and archived programs, mostly cultural sports broadcasts but also several cultural events.

NNB (Terrace) Inc. is a non-profit organization and, as an entertainment/educational/cultural entity, has registered charity status. NNB (Terrace) Inc. radio is regarded in British Columbia as “Canada’s First Nation’s Radio”. Throughout northern BC, NNB (Terrace) Inc. is a very important part of the Indigenous and non-Indigenous communities. The NNB (Terrace) Inc.-FM radio network currently reaches about 55% of Northern and Central BC: from the islands of Haida Gwaii, The north and Central coast into the Northern Rockies, Stikine region, Bulkley Valley, Lakes District, Cariboo and Central Interior; people rely on us for relevant community information, entertainment and emergency broadcasts regarding tsunami or forest fire messaging. We are the only Indigenous radio network of our kind in BC.

NNB (Terrace) Inc.-FM broadcasts 24 hours a day, 7 days a week, on 57 FM radio transmitters located throughout the province, reaching over 75 communities. Two of NNB (Terrace) Inc.’s major transmitters (92.1.5-FM Terrace and 96.1- CJNYFM Vancouver) are the flagship stations for our expanding network.

Throughout our history, NNB (Terrace) Inc. has operated within tight financial constraints. NNB (Terrace) Inc. receives some federal government funding through programs under the Department of Canadian Heritage.

We embrace diversity and inclusion for all, including Persons with Disabilities (PWD).

Improving accessibility and serving all Canadians, means providing products, services, and work experiences that are free of barriers. Doing so makes things better for all.

# **1. General**

This Accessibility Plan applies to all of NNB (Terrace) Inc. and it has legal obligations under *the Accessible Canada Act* (the ACA) and its regulations, as amended from time to time.

We are committed to the principles of the *Accessible Canada Act* (ACA) which seek to identify, remove and prevent barriers for persons with disabilities. At NNB (Terrace) Inc., we pride ourselves on having a diverse staff and on bringing diverse perspectives and realities to the airwaves. It is, therefore, crucial that we also ensure that our facilities, communications, technologies and services are accessible to diverse demographics.

Our Accessibility Plan aims to identify, remove and prevent any existing barriers that individuals may encounter while engaging with our organization. We view our Accessibility Plan as a starting point for improvement and change. We are committed to learning from people with lived disability experiences to further improve the accessibility of our services and our organization.

We are taking steps to ensure that we meet all WCAG requirements.

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To ensure we acknowledge your feedback request, please include your name and contact information in your email, voicemail, or letter.

If you wish to remain anonymous, do not include any personal details such as your name, phone number, or return address.

Any personal information you choose to share with NNB (Terrace) Inc.-FM will be kept confidential unless you give us permission to share it.

## **2. Accessibility Progress Summary**

NNB (Terrace) Inc. is dedicated to creating and nurturing a culture and environment that embraces diversity, inclusion, and accessibility. We are committed to promoting the full and equitable participation of all team members within our workforce. To accomplish this, we acknowledge the importance of identifying, addressing, and eliminating barriers faced by individuals with disabilities. This is a crucial step toward creating a barrier-free world by 2040 for First Nations, Inuit, Métis Peoples, and Canadians living with disabilities. NNB (Terrace) Inc.'s Accessibility Progress Report provides a clear framework for identifying, removing, and preventing accessibility barriers in our workplace and the services we offer. NNB (Terrace) Inc. is dedicated to empowering our employees to achieve their full potential while ensuring our audience feels supported, represented and included when engaging with us. Furthermore, we are committed to making our high-quality, engaging audio and video content accessible on our engagement platforms, aligning with the needs and interests of Indigenous and non-Indigenous Peoples.

NNB (Terrace) Inc.'s 2025 Accessibility Progress Report is based on our 3 year plan of:

1. building stronger awareness within our organization around the experiences of, and potential barriers for, persons with disabilities;
2. reviewing and addressing technological barriers for accessibility;
3. ensuring meaningful access to the services we provide for persons with disabilities; and

4. identifying and addressing barriers to external and internal facilities.

NNB (Terrace) Inc. embraces the importance of the foundational principle “Nothing without us” in the *Accessible Canada Act*. NNB (Terrace) Inc. is also mindful of the guiding principles set out in section 6 of the *Accessible Canada Act*, which informed the preparation of our Accessibility Plan, as well as NNB (Terrace) Inc.’s decision-making processes more broadly.

These principles are:

1. All persons must be treated with dignity regardless of ability or disability.
  2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of ability or disability.
  3. All persons must have barrier-free access to full and equal participation in society, regardless of ability or disability.
  4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of ability or disability.
  5. Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the intersection of Indigenous issues with disability concerns and how they relate to one another.
  6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
  7. 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.

In response, NNB (Terrace) Inc. conducted internal and external consultations to identify, remove, and prevent accessibility barriers within our organization, both now and in the future. Our extensive community experience enabled us to gather valuable insights from our employees, colleagues, and partners, contributing to a more accessible experience for all.

NNB (Terrace) Inc.'s 2025 Accessibility Progress Report aligns with the objectives and requirements of the Federal Accessible Canada Act. We will publish annual progress reports on our website, and update our Accessibility Plan every three years as mandated by federal legislation.

We aim to build on the accessibility foundation NNB (Terrace) Inc. has established. Our goal is to identify, remove, and prevent any barriers that may exist for persons with disabilities employed at NNB (Terrace) Inc. or seeking to use our services.

***Accessibility statement:*** NNB (Terrace) Inc. is dedicated to addressing and preventing accessibility barriers for its employees, communities, partners, and audiences, both now and in the future. While NNB (Terrace) Inc. has been particularly mindful of persons with disabilities in its hiring and retention practices, its external and internal infrastructure, as well as the technologies we use and the services we provide, we recognize that there is always room for improvement and opportunities for growth. We are proud of the work we have accomplished so far and will continue to strive to remove barriers to create a more accessible organization for individuals living with one or more disabilities, especially Indigenous Peoples.

#### Indigenous Peoples and Individuals Living with Disabilities

According to Statistics Canada, in 2017, 32% of First Nations Peoples living off reserve, 30% of Métis and 19% of Inuit had one or more disabilities. These rates of disability were higher among First Nations Peoples and Métis living off reserve than they were for non-Indigenous people.

NNB (Terrace) Inc. understands that there are also many other First Nations People living on reserve who are living with disabilities as well.

With this perspective and mandate, we prepared our Accessibility Plan 2023-2026. We will strive to understand, address, and overcome barriers that may exist for persons with disabilities, including members of our Indigenous communities and encourage others to do the same.

## **3. NNB (Terrace) Inc's 2025 Accessibility Progress Report**

Our Accessibility Feedback Pages continue to be available in the footer section on the homepages of both CFNR and CJNY websites at: [cfnrfm.ca](http://cfnrfm.ca) and [cjnyfm.ca](http://cjnyfm.ca)

During the preparation of NNB (Terrace) Inc.'s 2025 Accessibility Progress Report, NNB (Terrace) Inc.'s Accessibility Committee met on several occasions to discuss how best to ensure the key goals of the *Accessible Canada Act* were met within our organization.

## **4. Identifying, Removing and Preventing Barriers to Accessibility – Section 5 of the Accessible Canada Act**

In preparing NNB (Terrace) Inc.'s 2025 Accessibility Progress Report, NNB (Terrace) Inc. has established an internal Accessibility Committee. This committee draws expertise from various areas within our organization, including people and culture, marketing and communications, operations (including broadcast technology, facilities, digital media, and information technology), and community outreach. In its initial phase, NNB (Terrace) Inc.'s Accessibility Committee is co-led by our Director of Operations and Promotions and our Music Director. The Accessibility Committee plays a crucial role in supporting NNB (Terrace) Inc.'s ongoing efforts to create a more accessible environment.

The following sections of NNB (Terrace) Inc.'s Accessibility Plan address each of these section 5 areas of the *Accessible Canada Act*.

1. Employment;
2. The built environment
3. Information and communication technologies;
4. Communication, other than information and communication technologies;

5. The procurement of goods, services and facilities;
6. The design and delivery of programs and services;
7. Transportation; and
8. Areas designated under regulations made under paragraph 117(1) (b).

## 4.1 Employment

As an Indigenous broadcaster with a workplace that employs more than 38% (I believe that percentage is higher?) Indigenous Peoples, NNB (Terrace) Inc. understands the principle of inclusion as established in the *Accessible Canada Act*. Currently, NNB (Terrace) Inc. employs approximately 21 employees. Our head office is in Terrace, BC and we broadcast in selected Indigenous and non Indigenous communities throughout the province.

NNB (Terrace) Inc.'s team is mindful of accommodating individuals with disabilities during the hiring processes, on boarding of new employees and while individuals are employed at NNB (Terrace) Inc.. We offer a well-established approach, ensuring that each new and existing employee is accommodated in terms of their workspace needs, including the appropriate technology, ergonomic desk and chair they need to effectively perform their duties.

NNB (Terrace) Inc. acknowledges that there needs to be constant improvement within our organization to address accessibility barriers to employees. Through our internal review and consultations, we have learned that our Human Resources policies and procedures should be updated, that our workforce could benefit from accessibility and sensitivity training, and that more work can be done in terms of hiring and retaining policies/procedures for persons with disabilities, particularly Indigenous Peoples living with disabilities.

NNB (Terrace) Inc. has established several action items and goals to enhance accessibility and employment over the next three years. The table below outlines our key initiatives.

| Action   | Planned Completion |
|--|--------------------|
| Further develop the mandate and objectives of NNB (Terrace) Inc.'s Accessibility Committee.  | Year 1 Completed   |
| <p>Review and update NNB (Terrace) Inc.'s policies, procedures, guidelines and practices related to accessibility, workplace and workstation accommodation.</p> <p>Communicate these policies to all NNB (Terrace) Inc.'s employees.</p> | Year 1 completed   |
| Review and update NNB (Terrace) Inc.'s hiring practices to ensure the accessible nature of the process (e.g., job posting, interview questions, and interviews).   | Year 1 completed   |
| Conduct a review of employee workstations and assess accessibility and accommodation needs.  | Year 1 completed   |
| Identify options for accessibility and sensitivity training for all levels of employees at NNB (Terrace) Inc.  | Year 1 completed   |
| Ensure that NNB (Terrace) Inc.'s People and Culture department and Facilities teams, in particular, are provided with accessibility and sensitivity training.  | Year 1 completed   |
| Continue to implement our accessibility and sensitivity training plan throughout the organization.   | Year 2             |



| Action   | Planned Completion |
|--|--------------------|
| Ensure that all employees at NNB (Terrace) Inc. are provided with accessibility, accommodation and sensitivity training.   | Year 3             |
| Review the policies, procedures, guidelines, and practices in place to ensure that NNB (Terrace) Inc.'s employees located throughout the province are well supported in their work.  | Year 2             |
| During the three-year period of NNB (Terrace) Inc.'s Accessibility Plan, review and update policies, procedures, guidelines, and practices to continuously assess whether barriers exist, how to remove them and how to prevent them in the context of employment within our organization. | Year 3             |

## 4.2 The Built Environment

NNB (Terrace) Inc. recognizes that equitable access to built environments (exterior and interior) is an important element in identifying, removing, and preventing barriers to accessibility. NNB (Terrace) Inc.'s broadcast facility is based in Terrace, BC and operates from facilities located at 4562B Queensway Drive, Terrace BC.

Currently, NNB (Terrace) Inc. is reviewing the exterior and the interior of our facility. This was implemented to ensure that our studios and facilities were accessible to employees with disabilities (current and future), community members, clients, our audiences as well as the NNB (Terrace) Inc. Board of Directors. It was also done to ensure compliance with provincial legislative accessibility requirements. We are currently taking note of areas where we can improve our facilities for all who come into our leased space.

NNB (Terrace) Inc. recognizes that there is more work to be done to identify, prevent, and eliminate accessibility barriers in our built environment. The table below outlines the key action items that NNB (Terrace) Inc. plans to address over the next three years in this area:

| <b>Action</b>  | <b>Planned Completion</b>                          |
|--|--|
| Establish a communications plan to inform employees and visitors of accommodations that NNB (Terrace) Inc. can provide, and any limitations that may exist within the NNB (Terrace) Inc. facilities. | Year 1 - completed                                 |
| Conduct a review and assessment of NNB (Terrace) Inc.'s facilities to assess what measures can be undertaken to render them more accessible  | Year 1 – completed                                 |
| Improve physical accessibility of facilities with the addition of grab bars in designated washrooms at the NNB (Terrace) Inc. leased facilities  | Year 1 - completed                                 |
| Improve physical accessibility to the offices of NNB (Terrace) Inc. with the addition of an automatic door opener for the main entrance  | In progress<br>(Discussions with facilities owner) |
| Develop a plan to determine what work should be done to NNB (Terrace) Inc.'s facilities to ensure greater accessibility.   | Year 2 – in progress                               |
| Implement the plan that sets out the work to be done to ensure greater accessibility of NNB (Terrace) Inc.'s facilities.   | Year 3 – in progress                               |

## 4.3 Information and Communication Technologies (ICT)

Information and communications technologies are pivotal for ensuring accessibility in the workplace. At NNB (Terrace) Inc., management is responsible for providing employees with ICT products and services, including those needed to accommodate individuals with disabilities.

During on boarding, management collaborates with our staff to assess any specific technology- related accommodations required. These efforts extend to addressing evolving technological and workspace needs for existing employees.

While NNB (Terrace) Inc. strives to ensure all employees have access to the necessary technologies and platforms to fulfill their roles effectively, we recognize opportunities for improvement in meeting our staff's needs. Regular review and updating of policies and procedures are essential in this regard.

We have also identified areas where our websites and apps may not be utilizing the latest features, potentially limiting accessibility.

To maintain proactive accessibility, the table below outlines NNB (Terrace) Inc.'s key plans for Information and Communications Technology over the next three years.

| Action  | Planned Completion |
|---|--------------------|
| Conduct a review and assessment of communications technology options for persons with disabilities.           | Year 1 - completed |
| Conduct a review and assessment of NNB (Terrace) Inc.'s policies and practices for acquiring, developing, and | Year 1 - completed |

| Action   | Planned Completion   |
|--|----------------------|
| implementing new technologies.   |                      |
| Conduct a review and assessment of accessibility barriers to NNB (Terrace) Inc.'s website and web apps.  | Year 2 – in progress |
| Improve accessibility of station websites cfnrfm.ca and cjnyfm.ca, with the addition of various visual accommodation elements, including increasing or decreasing text, grayscale, high or negative contrast, light background, links underlined and readable fonts. | Year 2 – in progress |
| Added an 'Accessibility Feedback Form' on cfnrfm.ca and cjnyfm.ca to gain insight and feedback from those who may need additional accommodations.  | Year 1 - Completed   |
| NNB (Terrace) Inc. will create a request form for employees who may need information or access various ICT tools that can be submitted to management.  | Year 2 in progress   |
| Conduct a review and assessment of ICT tools and platforms (e.g., website, web apps) that require updating to ensure they are accessible by persons with disabilities.   | Year 3 – in progress |

## 4.4 Communications other than Information and Communications Technologies

This section of our Accessibility Plan pertains to external communications with communities and audiences across the country. As mentioned earlier, NNB (Terrace) Inc. engages with Indigenous communities across BC and beyond. This outreach is crucial for NNB (Terrace) Inc. to fulfill its service mandate to First Nations, Inuit, and Métis Peoples, facilitating the delivery of meaningful and high-quality programming, including essential news and information for Indigenous audiences.

NNB (Terrace) Inc. acknowledges potential barriers that Indigenous Peoples with disabilities may face in participating in our community outreach efforts. Their input is invaluable for the success of our services and our ability to fulfill our public interest mandate. The table below outlines NNB (Terrace) Inc.'s key initiatives concerning community outreach and accessibility over the next three years.

| Action   | Planned Completion   |
|--|----------------------|
| Conduct a review and assessment of our community outreach and identify any accessibility barriers to participation that may exist. Consider alternatives to face-to-face meetings, such as online meetings where texting is available. | Year 2 – in progress |
| Develop new guidelines for NNB (Terrace) Inc.'s community outreach to ensure accessibility.  | Year 2 – in progress |
| Implement guidelines for NNB (Terrace) Inc.'s community outreach to ensure participation by Indigenous Peoples living with disabilities.   | Year 3               |

## 4.5 The Procurement of Goods, Services and Facilities

Procurement at NNB (Terrace) Inc. is primarily managed by its Facilities, Information Technology, and Operations departments. These departments play a critical role in our organization's operations and have a direct influence on accessibility and accommodation at NNB (Terrace) Inc.

Given this context, it is prudent to conduct a review of our procurement practices to identify and address any accessibility barriers that may currently exist. We also recognize the importance of engaging with suppliers who prioritize offering accessible goods, services, and facilities for persons with disabilities.

| Action   | Planned Completion   |
|--|----------------------|
| Conduct a review and assessment of current procurement policies, processes, and tools to improve accessibility at NNB (Terrace) Inc. | Year 1 - completed   |
| Develop a procurement checklist that incorporates accessibility considerations.  | Year 1 - completed   |
| Develop a list of suppliers that offer goods, services and facilities that are accessible for persons with disabilities.             | Year 2 – in progress |

## 4.6 The Design and Delivery of Programs and Services

NNB (Terrace) Inc.'s primary service is its Indigenous broadcasting platform, distinguishing it as one of the largest broadcasting entities in BC providing programming by, for, and about Indigenous Peoples. NNB (Terrace) Inc. offers a diverse array of

programming, including news and information on critical issues affecting Indigenous Peoples, entertainment, lifestyle features, and sports.

In addition to ensuring accessibility of our broadcasted programming for persons with disabilities, it is crucial that they can also connect with cultural events and music that resonate with their lived experiences as Indigenous individuals and/or individuals with disabilities. While NNB (Terrace) Inc.'s content is highly relevant and reflective of Indigenous Peoples, there is ongoing effort to better represent individuals living with disabilities, especially Indigenous Peoples with disabilities, in our programming. The following outlines our plans for NNB (Terrace) Inc.'s content over the next three years.

| Action   | Planned Completion |
|--|--------------------|
| Conduct outreach sessions with NNB (Terrace) Inc.'s staff and listeners to consider how NNB (Terrace) Inc.'s news and information can identify and address any barriers that may exist.  | Year 1 – ongoing   |
| Conduct a review and assessment of programming broadcast on NNB (Terrace) Inc. Consider how NNB (Terrace) Inc. can reflect the experiences of individuals living with disabilities, in particular Indigenous Peoples living with disabilities. | Years 1, 2 and 3   |

## **4.7 Transportation**

This area of accommodation and accessibility is not relevant to NNB (Terrace) Inc.. We, therefore, do not have any comments to provide in this section.

## **4.8 License Conditions and Requirements Under the Broadcasting Act**

Radio plays a vital role in informing listeners about society. NNB (Terrace) Inc. is committed to ensuring that all our audience members, regardless of ability, are informed, educated, and entertained through our programming. Therefore, NNB (Terrace) Inc. plans to place a strong emphasis on providing written transcripts of our programming to benefit people who are deaf or hard of hearing.

NNB (Terrace) Inc. recognizes the significance of meeting our accessibility obligations for our audiences and strives to surpass these standards annually. As an additional measure of accessibility and accommodation, NNB (Terrace) Inc. will when possible include traditional language from our announcers, and Indigenous clients, contributing to language reclamation efforts..

Over the next three years, NNB (Terrace) Inc. will continue to exceed its accessibility requirements for our audiences, as outlined in our broadcast license.

| <b>Action</b>  | <b>Planned Completion</b> |
|--|---------------------------|
| Meet and where possible strive to exceed licensing requirements as it relates to people who are deaf or hard of hearing with appropriate access to written transcripts | Years 1 – 3 (ongoing)     |

### **Conclusion**

NNB (Terrace) Inc. is grateful for the opportunity to create and share this Accessibility Plan. We are dedicated to enhancing the accessibility and inclusivity of our services, company, and communities for individuals living with disabilities. While we take pride in our accomplishments thus far, we acknowledge that more needs to be done to fulfill the goals of the Accessible Canada Act. We are eager to continue our efforts in identifying, removing, and preventing barriers to accessibility for everyone, both Indigenous and non- Indigenous Peoples alike.