

2026 Accessibility Progress Report

Northern Native Broadcasting-Terrace (NNB-Terrace)

Accessibility, inclusion, and ongoing improvement

Published by Northern Native Broadcasting-Terrace

1. General

Northern Native Broadcasting-Terrace (NNB-Terrace) remains committed to identifying, removing, and preventing accessibility barriers within the organization and the communities it serves. This report describes the organization's ongoing work across the accessibility areas relevant to its operations.

Feedback process

Craig Ellis, General Manager, is the individual designated to receive feedback about accessibility barriers, accessibility concerns, and NNB-Terrace's Accessibility Plan.

Mail

4562B Queensway Ave, Terrace, BC V8G 3X6

Telephone

+1-250-638-8137

Email

cellis@cfnrfm.ca

Online

<https://www.cfnrfm.com/accessibility-feedback/>

Feedback may be submitted anonymously. NNB-Terrace will acknowledge feedback that is not submitted anonymously. Personal information provided through the feedback process will be kept confidential and handled in accordance with applicable privacy requirements.

The Accessibility Plan and related progress reports are available at <https://www.cfnrfm.com/accessibility>.

Purpose and guiding principles

The Accessible Canada Act (ACA) aims to help create a barrier-free Canada by 2040. NNB-Terrace published its Accessibility Plan in accordance with applicable requirements under the ACA and the Canadian Radio-television and Telecommunications Commission (CRTC) regulatory framework.

This 2026 Accessibility Progress Report describes actions and practices NNB-Terrace continues to maintain or review to improve accessibility across the priority areas identified under the ACA. Accessibility requires ongoing attention and improvement. NNB-Terrace remains committed to reviewing its practices, increasing awareness, and supporting inclusive participation for employees, clients, listeners, and community members.

In its accessibility planning, NNB-Terrace considers the guiding principles set out in section 6 of the ACA, including:

- Treating all persons with dignity, regardless of disability.
- Ensuring equal opportunity and meaningful participation.
- Supporting autonomy, independence, and informed choice.
- Recognizing and accommodating the diverse ways individuals interact with their environments.
- Considering the lived experiences of persons with disabilities.
- Continuously improving accessibility practices and awareness throughout the organization.

Accessibility overview

NNB-Terrace is committed to fostering an inclusive and respectful environment in which employees, clients, and members of the public are treated with dignity and supported in participating fully in the workplace and broader community.

Accessibility extends beyond physical spaces. It also encompasses workplace culture, communication, technology, recruitment practices, and individualized accommodation processes. NNB-Terrace continues to work toward improving accessibility by identifying barriers, responding to concerns, and considering practical solutions that support inclusion across its operations.

As an organization operating across multiple communities and workplace environments, NNB-Terrace recognizes that accessibility needs may vary by location and individual circumstances. The organization remains committed to addressing these needs in a reasonable, practical, and individualized manner.

2. Areas of Accessibility

2.1 Provisions of regulations made under subsection 10(1) of the Broadcasting Act

NNB-Terrace remains committed to supporting a barrier-free environment throughout its operations. If any regulation relating to accessibility creates unintended barriers or operational concerns that affect accessibility, NNB-Terrace will review the circumstances and consider appropriate measures to mitigate those barriers where reasonably practicable.

2.2 Barriers by area (section 5 of the ACA)

NNB-Terrace continues to promote a workplace culture grounded in inclusion, respect, and accessibility. The organization remains committed to supporting employees with disabilities and increasing awareness of accessibility considerations throughout its operations.

2.2.1 Employment

Barrier: Recruitment

Some candidates may experience barriers during recruitment because of inaccessible formats or limited awareness of available accommodations.

Actions

- Continue including accommodation-related language in recruitment materials.
- Encourage candidates to request accommodations during interviews and assessments.
- Review job postings for readability and accessibility, including font size and contrast, where feasible.

Progress

Accommodation-related language remains part of NNB-Terrace's recruitment practices. Accessibility considerations continue to be reviewed as part of ongoing recruitment and onboarding processes.

Barrier: Inaccessible workstations

Some workstations or office setups may not fully meet the ergonomic or accessibility needs of all employees.

Actions

NNB-Terrace continues to develop and maintain internal processes to support employees requesting workplace accommodations or workstation adjustments. Ergonomic considerations and individual accommodation requests are assessed on a case-by-case basis.

Progress

Accommodation discussions continue to take place as needed among employees, managers, and Human Resources. NNB-Terrace remains committed to reviewing requests for workplace adjustments and identifying reasonable solutions that consider individual circumstances and operational requirements.

Barrier: Invisible disabilities

Invisible disabilities, including mental health conditions, neurodivergence, and chronic illnesses, may not always be recognized or understood in the workplace.

Actions

NNB-Terrace continues to promote awareness of psychological safety, respectful workplace expectations, and inclusive practices through training resources, management discussions, and internal communications.

Progress

Mandatory Respect in the Workplace training continues to be provided to employees. Additional accessibility and inclusion resources are available through internal systems and employee support services, including the employee extended health benefits provider, Group HEALTH Benefit Solutions.

NNB-Terrace also communicates with employees through organization-wide updates that provide information about wellness, accessibility, and available support resources. These communications include information about employee support services, mental health resources, training opportunities offered through Group HEALTH Benefit Solutions, and other workplace support initiatives.

Group HEALTH Benefit Solutions provides employees and eligible dependants with access to virtual health services, including mental health support and medical consultations. These services are intended to support employee well-being and improve timely access to health care and support.

NNB-Terrace continues to encourage respectful communication, psychological safety, and individualized support discussions where appropriate.

2.2.2 The built environment

Barrier: Office spaces

Certain office locations may present physical accessibility challenges because of building layouts, infrastructure limitations, or operational conditions.

Actions

NNB-Terrace continues to consider accessibility within its office environments and encourages leaders to identify accessibility concerns and potential barriers at their locations where feasible.

Progress

Accessibility considerations continue to be monitored across workplace locations. Given the geographic diversity of NNB-Terrace's operations and the varying infrastructure of its facilities, the scope and timing of accessibility improvements may differ by location and depend on operational feasibility.

2.2.3 Information and communication technologies (ICT)

Barrier: Accessibility of progress reports and documents

Some documents and digital materials may not be fully optimized for accessibility.

Actions

NNB-Terrace continues to consider readability, formatting, and accessibility features when developing internal and public-facing documents. This includes reviewing font readability and contrast where appropriate.

Progress

Accessibility improvements introduced in previous reports continue to be maintained and reviewed to support ongoing usability and readability.

Barrier: Communication about workplace accommodations

Employees may not always be aware of accommodation processes, available supports, or how to raise accessibility concerns.

Actions

NNB-Terrace continues to promote awareness of accommodation processes through internal communications, management guidance, and Human Resources support.

Progress

Managers and employees continue to have access to internal accommodation resources and guidance materials. NNB-Terrace has established and communicated a centralized internal resource folder for managers. The folder contains information about accommodation processes, workplace considerations, and supporting resources to help leaders respond appropriately to accommodation-related matters.

Human Resources continues to work directly with employees and leaders to address accommodation-related concerns on an individualized basis. Additional information resources and communication opportunities continue to be explored.

2.2.4 Communication other than ICT

Barrier: Internal digital systems

Certain internal systems, document formats, and communication tools may present accessibility challenges for individuals who use assistive technologies.

Actions

NNB-Terrace continues to review internal communication methods and digital practices with accessibility in mind. The organization remains open to identifying and implementing improvements where operationally feasible.

Progress

Accessibility considerations continue to be incorporated into operational and technology discussions. NNB-Terrace remains committed to identifying practical and reasonable opportunities for improvement.

2.2.5 Procurement of goods, services, and facilities

Progress

Through ongoing reviews of its existing practices and operations, NNB-Terrace has not identified significant barriers relating to the procurement of goods, services, or facilities at this time.

The organization will continue to review vendor selection, purchasing practices, and operational processes to identify opportunities to incorporate accessibility considerations where reasonably feasible and appropriate.

2.2.6 Design and delivery of programs and services

Progress

NNB-Terrace continues to review its programs, services, and communication practices with accessibility and inclusion in mind.

At this time, no significant barriers have been identified in the design and delivery of programs and services. NNB-Terrace remains committed to monitoring this area and considering improvements where practical and operationally feasible.

2.2.7 Transportation

Barrier: Transportation accessibility

Transportation accessibility may vary across the regions where NNB-Terrace operates, particularly in communities with limited public transit or varying workplace locations.

Actions

NNB-Terrace continues to address transportation-related accommodation requests on an individualized basis when concerns are identified.

Progress

Given the geographic diversity of its operations, NNB-Terrace assesses transportation-related accommodation requests individually, taking employee needs and operational feasibility into account. The organization remains committed to considering reasonable accommodation measures where appropriate.

2.3 Licence conditions under Part II of the Broadcasting Act

NNB-Terrace remains committed to supporting accessibility and removing barriers wherever reasonably possible within its operations. If any licence condition relating to accessibility raises concerns that may affect this commitment, NNB-Terrace will review the circumstances and consider appropriate measures to mitigate identified barriers.

2.4 Provisions of exemption orders made under subsection 9(4) of the Broadcasting Act

NNB-Terrace remains committed to supporting a barrier-free environment. If any exemption order relating to accessibility results in barriers or accessibility concerns, NNB-Terrace will assess the circumstances and consider reasonable measures to support accessibility objectives.

3. Consultations

3.1 Ongoing accessibility considerations

NNB-Terrace recognizes that accessibility is an ongoing process that requires continued communication, awareness, and responsiveness.

Throughout the reporting period, the organization continued to address accessibility considerations through communication among employees, managers, and Human Resources. Accessibility and accommodation-related concerns are assessed on an individualized basis, with employees, leaders, and Human Resources working together to identify appropriate workplace supports where needed.

NNB-Terrace continues to maintain an internal accommodation process and remains committed to responding to accommodation requests and accessibility concerns respectfully, confidentially, and in accordance with applicable legislation and workplace obligations.

The organization also continues to review publicly available accessibility resources, industry guidance, and related information to support awareness and continuous improvement.

3.2 Previous consultation efforts

Insights gathered through previous accessibility consultations, employee discussions, and external accessibility resources continue to inform NNB-Terrace's accessibility planning and awareness initiatives.

These discussions have reinforced the importance of clear communication, individualized accommodation processes, a respectful workplace culture, and ongoing accessibility awareness throughout the organization.

NNB-Terrace remains committed to continuing these conversations and identifying opportunities for further improvement.

4. Feedback

NNB-Terrace maintains a process for receiving and addressing accessibility feedback. Information about this process, including available submission channels, is provided in Section 1 of this report and on the organization's website.

Accessibility-related feedback received through established channels is reviewed and considered appropriately. NNB-Terrace remains committed to addressing concerns raised by employees, clients, listeners, and members of the public and to considering reasonable improvements where feasible.

The feedback process supports ongoing dialogue about accessibility and inclusion across the organization.

For more information, visit <https://www.cfnrfm.com/accessibility/>.

5. Progress Summary and Conclusion

NNB-Terrace remains committed to supporting an inclusive and accessible environment for employees, clients, listeners, and the communities it serves.

During the reporting period, the organization continued to build on its accessibility initiatives by maintaining accommodation-related recruitment practices, supporting individualized workplace accommodation discussions, promoting a respectful workplace culture, and continuing accessibility awareness efforts.

Accessibility considerations continue to inform workplace discussions, internal resources, communication practices, and operational reviews where appropriate. NNB-Terrace also continues to encourage collaboration among employees, managers, and Human Resources when accessibility concerns or accommodation needs arise.

NNB-Terrace recognizes that accessibility is an ongoing responsibility and that opportunities for improvement remain. Moving forward, the organization will continue to review its accessibility practices, consider improvements that are practical and operationally feasible, and support inclusive participation throughout its operations.