

# 無障礙意見徵集及處理程序

## Accessibility Feedback Collection and Handling Process

(Version 3)

### 加拿大中文電台誠意徵集意見打造無障礙廣播及服務 Fairchild Radio seeks feedback on providing accessible broadcasting and services to all

加拿大中文電台於 2022 年成立了無障礙委員會，負責制定和執行本台的無障礙政策，並收集有身心障礙人士的實際意見。無障礙委員會的成員包括：

- 李方 - 加拿大中文電台集團總裁（無障礙委員會主席）
- 李偉仁 - 加拿大中文電台（溫哥華）台長（主理節目內容的無障礙性）
- 李潔芝 - 加拿大中文電台（溫哥華）新聞及公共事務總監（主理新聞內容的無障礙性）
- 何結群 - 加拿大中文電台（溫哥華）宣傳總監（主理數碼科技的無障礙性）
- 胡慧嫻 - 加拿大中文電台集團人力資源及行政總監（主理就業機會和電台設施的無障礙性）

以及其他對打造無障礙環境至關重要的工作人員。

加拿大中文電台於 2023 年 6 月 1 日發佈其「2023 - 2025 無障礙廣播及服務計劃書」，之後會在 2024 年 6 月 1 日及 2025 年 6 月 1 日分別發佈該計劃書的「第一期進度報告」及「第二期進度報告」。我們正徵集意見，聚焦需要改進的地方，盡全力打造一個無障礙的廣播、服務和工作環境。

Fairchild Radio has established the Accessibility Committee in 2022 to create and execute accessibility polices, as well as collecting feedback and providing assistance to persons with disabilities. The Accessibility Committee is comprised of:

- George Lee - President of Fairchild Radio Group (Committee Chair)

- Alfred Lee - Station Manager of Fairchild Radio Vancouver (in charge of Programming Content Accessibility)
- Travena Lee - Director of News & Public Affairs of Fairchild Radio Vancouver (in charge News Content Accessibility)
- Seme Ho - Promotion Director of Fairchild Radio Vancouver (in charge of Digital Accessibility)
- Emily Wu - Human Resources and Administration Director of Fairchild Radio Group (in charge of Employment Equity and Facilities Accessibility)

Plus other staff who are essential in improving Fairchild Radio's accessibility.

Fairchild Radio is publishing its "2023-2025 Accessibility Plan" on June 1, 2023. Then on June 1, 2024 and June 1, 2025, Fairchild Radio will publish the Accessibility Plan's "First Progress Report" and the "Second Progress Report" respectively. Your feedback is needed to help us identify the barriers that need to be overcome, and how we can provide accessible broadcast and services to all.

### **無障礙意見處理程序 Accessibility Feedback Process**

加拿大中文電台已在網頁 [www.am1470.com](http://www.am1470.com) 及 [www.fm961.com](http://www.fm961.com) 中加設了符合 WCAG 2.0 AA 規範的「無障礙問題意見箱」，除了有能即時遞交意見的在線表格，還附上相關的電郵地址（[accessibility@am1470.com](mailto:accessibility@am1470.com) 及 [accessibility@fm961.com](mailto:accessibility@fm961.com)）和電話號碼（604-295-1256），由無障礙支援專員負責收取意見。

意見提供者可選擇匿名。

除非意見提供者選擇匿名，加拿大中文電台將會確認所有收到的無障礙意見。假如意見是經網上的「無障礙問題意見箱」表格收集而來，又或意見是經電郵帳號傳至，加拿大中文電台將於 3 個工作天內以電郵回覆，以確認意見已傳送至加拿大中文電台的相關部門。

假如意見是以電話留言的方式傳至，而意見提供者有提供電話號碼，加拿大中文電台將於 5 個工作天內回覆，以確認意見已送達。

無論意見是以何種方式收集而來，當收到意見後，無障礙委員會的代表將詳細研究意見內容，並盡力以快捷和有效的方法解決問題。如有必要而意見提供者又願意被聯絡，我們有可能電郵或致電對方，以收集更多資訊或提供協助。除非意見提供者同意公開其個人資料，否則這些資料將被保密。

收集到的意見和後續的解決方案（或缺乏解決方案）將由無障礙委員會共同審核。假如問題無法立即解決，又或類似問題反覆出現，無障礙委員會將把意見存檔，並在常規會議中商討對策。部份公眾意見及後續的解決方案有可能被納入加拿大中文電台每年公佈的無障礙進度報告中。

A Feedback Form that meets the WCAG 2.0 AA standard has been published in [www.am1470.com](http://www.am1470.com) and [www.fm961.com](http://www.fm961.com). On top of an instant feedback submit form, email addresses ([accessibility@am1470.com](mailto:accessibility@am1470.com) and [accessibility@fm961.com](mailto:accessibility@fm961.com)) and phone number (604-295-1256) for submitting feedback are also included. The staff designated to receive feedback is the Accessibility Support Officer.

The person submitting the feedback can choose to be anonymous.

Other than anonymous feedback, Fairchild Radio will acknowledge receipt of all accessibility feedback. If a feedback is collected via the online Feedback Form, or if the feedback is collected through the email accounts, an email will be sent to the feedback provider to acknowledge receipt of the feedback within 3 business days.

If a feedback is collected by voice message and the feedback provider has provided a phone number, there will be a call back within 5 business days.

Regardless 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 email or call the feedback provider to gather more details or to provide the assistance needed. The personal

information of the feedback provider will remain confidential unless the feedback provider consents to the disclosure of their personal information.

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 feedbacks and their solutions may be included in Fairchild Radio's annual Accessibility Progress Report.