

North Superior Broadcasting Ltd.



June 1, 2025

Marc Morin, Secretary General
Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario
K1A 0N2

Update on 2024 to 2027 Multi-Year Accessibility Plan

Re: 1101-NOC2020-0124 and 1011-NOC2021-0069

The following notice outlines the progress on the 2024 to 2027 Multi-Year Accessibility Plan. The plan includes the seven priorities areas of accessibility as outlined by the Accessible Canada Act.

Updates in each area as of May 2025, are as follows:

Priority Areas	Activities / Events	Policy Integration (2024 to 2025 updates that include Accessibility Elements)	PPW Integration (2024 to 2025 updates that include Accessibility Elements)
Employment	<ul style="list-style-type: none">Input during 2023 and 2024 Employee I&E Sessions	<ul style="list-style-type: none">Employee Manual v2 (deployed 2022); v3 (to be deployed fall 2025)HR Recruiting PolicyHR Employee BenefitsOn Air Cultural Diversity Policy (2025)Vehicle use PolicyDougallMedia SuccessCycle PolicyOthers in progress	<ul style="list-style-type: none">HR Recruiting PPWHR Employee Benefits PPWVarious Department Operational PPWs in News, TV, Radio and EngineeringVehicle use PPWDougallMedia SuccessCycle PPWsOthers in progress
The Built Environment	<ul style="list-style-type: none">Health and Safety AuditsAccessibility Audit	<ul style="list-style-type: none">Health and Safety Policy	<ul style="list-style-type: none">Health and Safety PPWsFacility Upgrade Plans for 2024 to 2027 (year 1 elements)
ICT	<ul style="list-style-type: none">Software and platform review	<ul style="list-style-type: none">In progress	<ul style="list-style-type: none">In progress
Communications other than ICT	<ul style="list-style-type: none">2024-27 Policy Available on WebsitesPolicy Overview available on Corporate WebsiteAccessibility Feedback Form available on all consumer-facing websites	<ul style="list-style-type: none">In progress	<ul style="list-style-type: none">In progress
The Procurement of Goods,	<ul style="list-style-type: none">Amazon Business Procurement Program review	<ul style="list-style-type: none">In progress	<ul style="list-style-type: none">In progress

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Services and Facilities			
Priority Areas	Activities / Events	Policy Integration (2024 to 2025 updates that include Accessibility Elements)	PPW Integration (2024 to 2025 updates that include Accessibility Elements)
The Design and Delivery of Programs and Services	<ul style="list-style-type: none">Incorporated into annual planning	<ul style="list-style-type: none">TV Described VideoTV Closed CaptioningAnnual PlanningDougallMedia SuccessCycleOthers in progress	<ul style="list-style-type: none">TV Described VideoTV Closed CaptioningDougallMedia SuccessCycle ManualsOthers in progress
Transportations	<ul style="list-style-type: none">n/a	<ul style="list-style-type: none">n/a	<ul style="list-style-type: none">n/a

UPDATE REQUIREMENTS:

The organization adopted the philosophy that ongoing identification and removal of barriers should be integrated into Policies, Procedures, Annual Planning, and Perpetual Programs rather than conduct a gap audit once, and develop a gap removal plan only. As such, this update document reflects the majority of the work related to policy and PPW (Processes, Procedures and Workflows) integration. This work continues within the confines of organizational capacity.

Stakeholders were consulted through employee input and engagement sessions, health and safety audits, accessibility audits, and requests for feedback located on the various listener-facing websites. These remain ongoing or part of annual programs as appropriate.

Gaps and barriers continue to be identified and incorporated into planning activities based on urgency, risk and priorities including access to available funding.

Yours,

Derrek S. Lennox, PEng, MBA
CFO and SVP Corporate Development (Vice President)
North Superior Broadcasting Ltd. (CFNO-FM)

Cc: Seetha Dhami, HR Coordinator and Chair of the Health and Safety Committee
Joanne Lagg, Controller
Hector Dougall, President and CEO