

North Superior Broadcasting Ltd.



June 1, 2026

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 2026, are as follows:

Priority Areas	Activities / Events	Policy Integration (2025 to 2026 updates that include Accessibility Elements)	PPW Integration (2025 to 2026 updates that include Accessibility Elements)
Employment	<ul style="list-style-type: none"> Continued input through Employee Engagement & I&E Sessions (2025 -2026) 	<ul style="list-style-type: none"> Employee Manual v4 deployed in August 2025 Employee Manual v5 work in progress On Air Cultural Diversity Policy (2025) remains in effect Vehicle Use Policy remains in effect SuccessCycle Policy ongoing Others in progress 	<ul style="list-style-type: none"> Dougall Media SuccessCycle PPWs, Units 1 to 7, were deployed in December 2025 Others in progress
Built Environment	<ul style="list-style-type: none"> Health and Safety Audits continued Accessibility Audit continued Health and Safety Committee training, and new terms of reference and bylaws were implemented 	<ul style="list-style-type: none"> Health and Safety Policy updates in progress 	<ul style="list-style-type: none"> Health and Safety PPWs Facility Upgrade Plans for 2024 to 2027 (year3 elements)
ICT	<ul style="list-style-type: none"> Ongoing software and platform accessibility reviews and upgrades 	<ul style="list-style-type: none"> ICT accessibility requirements embedded into internal systems review processes 	<ul style="list-style-type: none"> ICT PPWs remain in progress with continued system improvements
Communications other than ICT	<ul style="list-style-type: none"> Accessibility Plan (2024–2027) remains publicly available on corporate website Accessibility feedback mechanisms continue to be available 	<ul style="list-style-type: none"> Accessibility Plan and communication accessibility requirements remain integrated into corporate communications policies 	<ul style="list-style-type: none"> Communication PPWs maintained Accessibility feedback process continues to be operational

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	<ul style="list-style-type: none"> Accessibility Feedback Form is available on all consumer-facing websites 		
Procurement of Goods, Services and Facilities	<ul style="list-style-type: none"> Continued review of procurement systems for accessibility 	<ul style="list-style-type: none"> Procurement policy continues to include accessibility considerations 	<ul style="list-style-type: none"> Procurement PPWs remain in progress with ongoing accessibility integration
Priority Areas	Activities / Events	Policy Integration (2025 to 2026 updates that include Accessibility Elements)	PPW Integration (2025 to 2026 updates that include Accessibility Elements)
Design and Delivery of Programs and Services	<ul style="list-style-type: none"> Closed Captioning and Described Video services continue to be provided and maintained Accessibility embedded into annual programming decisions 	<ul style="list-style-type: none"> Service delivery policies continue to incorporate accessibility requirements SuccessCycle framework continues to support improvements 	<ul style="list-style-type: none"> Operational PPWs continue to support captioning, described video, and accessibility workflows Ongoing enhancements 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
 Phil Walkden, Director of Finance and Comptroller
 Hector Dougall, President and CEO