



Accessibility Canada Act (ACA)

Progress Report

**United Christian Broadcasters Media Canada, commonly known as UCB Media,
2025-06-01**

The current Accessibility Plan outlines the policies and steps that UCB Media has taken to prevent and remove barriers for people with disabilities. It reflects the standards set out by the Ontario Standard for Accessibility, the Canadian Human Rights Act and the Accessible Canada Act.

General

The person designated by UCB Media to receive feedback on barriers and the accessibility plan is Dave Callan, Chief Operating Officer (COO) based at A-10 Dundas Street West, Belleville, ON, K8P 1A1, (866) 388-4488, dave.callan@ucbmedia.ca.

Executive Summary

UCB Media continues to provide equal access and opportunities for people with disabilities. We are committed to providing a workplace and environment where people with disabilities can participate without barriers to accessibility, while maintaining their dignity and independence. We will continue to do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Canadian Human Rights Act and Accessible Canada Act.

We have implemented this UCB Media Accessibility Plan. UCB Media is technically a Federally regulated organization, (licensed by the CRTC and a federally regulated charity with the CRA).

Accessibility Statement

The Accessibility plan was reviewed in preparation of this progress report and remains the same except for updates provided.

Information and communication technologies (ICT)

UCB Media committed to enhancing our digital experience commencing in April 2024 with a project to build a new website. This project will be completed in August 2025, with a digital platform to offer a simple and clean user experience and ensures accessible compliance with WCAG 2.1 Level AA or higher requirements. In advance of this new website release, UCB added Accessibe, an accessibility tool that provides web accessibility solutions, that use AI to automatically scan and remediate websites for accessibility issues, aiming to make them compliant with standards like WCAG and ADA. The AI handles complex adjustments like screen-reader optimization and keyboard navigation, while an interface allows users to customize their experience further. Accessibe will also be part of the new website release in August 2025.



Training

UCB continues to train staff annually, (onsite and via Teams) and all staff are encouraged to routinely review their work processes to prepare for situations where someone with accessibility issues might interact with us, to know how we might serve them best.

UCB is evaluating accessible customer service training as an organization. Our listeners and donors have not requested accommodation, however our vendors and print suppliers can produce UCB material in braille and modified formats if required.

Staff were most recently trained on the Accessibility for Ontarians with Disabilities Act (AODA) in March 2025 which included an overview of compliance requirements, information and communication standards, employment standards, transportation standards, design of public spaces standards and customer service standards.

Staff will continue to be re-trained when changes are made to the Accessibility plan.

UCB Media has many donors who are considered persons with disabilities who have been supportive of UCB Media and its mission for many years. Many actions are taken automatically to accommodate their needs including but not limited to the introduction in 2024 of an external camera and voice activated telecom service to meet and greet listeners and donors on our main street level entrance upon arrival. This assists accessibility by avoiding the barrier associated with stairs.

As an organization, we regularly request feedback to improve and enhance the delivery of our products and services, and accessibility including from people with lived experience. As we plan for 2026 and beyond, we will continue to look for ways to improve the delivery of content to our audience, including emerging technologies to assist with auditory and visual accommodation for people with lived experience.

UCB Media has an Accessibility Feedback form on our website allowing people to comment about the services we provide which has been on our site since May 29, 2023. As we are federally regulated, this form conforms to the Accessible Canada Act. We have promised to respond directly to accessibility concerns within 48 hours (2 business days). One exception will be complaints received by mail. Depending on the contact information received with the complaint, we will respond in person within 48 hours. If insufficient contact information is received, but we have a return address, we will respond to the complaint via mail, but this will not be possible within the 48-hour commitment. The initial response of 48 hours in many cases may not include the resolution of the complaint depending on the nature of the remedy required to address the situation. However, we will keep the complainant informed of the process until the matter is resolved.



To date, UCB Media has not receive any feedback or inquiries through its feedback process and remains open to receive and address any feedback.