

## **General**

CKUA has prepared our progress report as a reflection of our ongoing commitment to accessibility, equity, and inclusion. In alignment with the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR). This report outlines the steps we have taken in the first year of our [accessibility plan](#) and our continued efforts to identify, remove, and prevent barriers across our organization.

## **How to Provide Feedback**

We welcome feedback on this report and on any aspect of accessibility at CKUA.

Please direct your comments to our COO & Accessibility Officer, Adam Mitchell, using any of the following methods:

**Email:** [accessibility@CKUA.com](mailto:accessibility@CKUA.com) (Please include “Accessibility Feedback” in the subject line)

**Phone:** 780-428-7595 or 1-800-494-2582 (Voicemail is available; please include your contact information if you would like a response)

**Mail:**

Accessibility Officer

CKUA Radio

9804 Jasper Ave

Edmonton, AB

T5J 0C5

For more information, please refer to our Accessibility Feedback Process.

## **Requesting Alternate Formats**

You may request this report or our feedback process description in alternate formats, including:

- Print
- Large print
- Braille
- Audio
- An electronic format compatible with adaptive technology

Requests can be made using the contact information above. We will provide alternate formats as quickly as possible. Please allow:

- Up to **20 calendar days** for print, large print, or electronic formats
- Up to **45 calendar days** for Braille or audio formats

## **Consultations**

CKUA is committed to a "Nothing About Us Without Us" approach, consistent with the foundational values of the ACA. As we begin to implement our Accessibility Plan, we have engaged subject matter experts from the disability and accessibility community to inform our work, provide consultation, and offer guidance on our progress to date.

### **Primary Consultant:**

*Brooke Leifso, Research Chair, Workplace Accessibility and Inclusion – NorQuest College*

Consultation dates: Wed Jan 28, 2026

### **Inclusive Employment:**

*Kayla Warkentin, Coordinator, Inclusive Post-Secondary Education at NorQuest, Inclusion Alberta & Alexandra Edwards, Inclusion Alberta*

Consultation date: Wed Dec 10, 2025

### **Digital / Web Audit:**

*Brytani McLeod, BEd, ICF Accred. Accessibility & Inclusion Consultant*

She completed an automated audit of CKUA's public-facing website and integrated third-party platforms. All recommendations align with WCAG standards.

Consultation dates: July 30, 2025, Feb 10, 2026, Feb 24, 2026, March 10, 2026

## **Progress Update: Year Two**

### **Employment**

CKUA is committed to building a workplace rooted in dignity, equal opportunity, and barrier-free access.

This year, we formed a relationship with Inclusion Alberta through a series of conversations about creating meaningful employment opportunities for people with disabilities. As a result of that work, we are currently interviewing a student for a summer position in our Broadcast and IT Department. We also continued reviewing our hiring practices to better understand where barriers may exist and how we can make our recruitment processes more accessible. These efforts support our goal of creating a workplace where everyone can participate, contribute, and succeed.

### **The Built Environment**

In February 2025, CKUA completed a comprehensive accessibility audit of our Edmonton facility. Since then, we have installed new Braille and wayfinding signage throughout the building, making it easier for visitors, staff, and volunteers to navigate our space. Building on the recommendations from the audit, we will further improve accessibility in summer 2026 through the installation of a lift, landing, and motorized door hardware to provide barrier free access to our fifth-floor terrace event space.

We have also launched demographic tracking for employees and volunteers, providing valuable information that will help us better understand and support the people who contribute to CKUA. At the same time, we continue to explore opportunities to better understand the diversity of our audiences and the communities we serve.

We remain committed to engaging with persons with disabilities, listening to feedback, and identifying opportunities to improve accessibility across our facilities, programs, services, and workplace.

**Broadcasting Services** CKUA has begun implementing foundational accessibility improvements to key areas of ckua.com, informed by recommendations provided through the NorQuest accessibility review.

These updates are intended both as immediate improvements and as exploratory best practices that will help guide the redevelopment and relaunch of the CKUA website, currently planned for early 2027.

The forthcoming website redevelopment will include accessibility considerations at multiple levels, including platform architecture, CMS configuration, theme and plugin development. The project is a shared initiative between CKUA's Marketing & Communications team and the IT team, with IT leading development-related accessibility work, including CMS, theme, plugin, and code-based optimizations.

As part of this preliminary work, the Marketing & Communications team reviewed the extensive accessibility feedback provided through the NorQuest audit and implemented a series of practical improvements on two of CKUA's most visited pages: the [About CKUA](#) page and the [50/50 Raffle](#) page. These updates focused primarily on content-level accessibility improvements that could be implemented within the current WordPress CMS environment.

### **Accessibility Improvements Implemented**

- The following changes were completed as part of this exploratory accessibility initiative:
- Improved colour contrast by changing white text on yellow backgrounds to black text for greater readability and WCAG alignment
- Added alternative text, image descriptions, and more descriptive file names to major visual elements and linked graphics across key pages
- Increased dark overlays on background photography to improve text readability and contrast ratios
- Added descriptive HTML title tags to third-party iframe embeds to improve screen reader accessibility

These changes were intentionally focused on high-traffic pages to establish preliminary standards and workflows for future content development and accessibility review processes.

## **CMS and Development-Level Accessibility Requirements**

The review process also identified that many accessibility concerns cannot be resolved solely through content edits and instead require deeper CMS, CSS, theme, plugin, and code-level remediation.

Examples include:

- Keyboard accessibility and tab order optimization
- Menu and navigation accessibility
- Structural list formatting
- Theme-level colour controls
- Accessible labels and headings
- Widget and plugin accessibility compliance

Several identified issues relate specifically to custom CMS components and embedded widgets that require IT and development-level intervention. For example, accessibility limitations were identified within the homepage Threads widget and other custom theme elements that cannot currently be edited through the CMS interface alone.

As part of the redevelopment planning process, CKUA anticipates ongoing collaboration across all departments and external development partners to establish a new foundation of accessibility standards across all future website components.

## **Third-Party Platform Limitations**

The accessibility review also identified a considerable number of issues originating from third-party embedded platforms and tools currently used throughout ckua.com.

These include:

- SoundCloud audio embeds
- Futuri streaming tools
- Mailchimp signup forms
- Instagram embeds

In several cases, CKUA staff can't modify accessibility settings, alternative text, or underlying code within these third-party systems. A substantial portion of accessibility issues identified in the review are related to these external platforms, particularly audio embed systems used extensively throughout CKUA's arts, culture, podcast, and streaming content.

**As part of the 2027 website redevelopment process, CKUA will evaluate alternative tools and platforms that better align with modern accessibility standards.**

## **Future Direction**

This initial phase of accessibility work has helped identify both immediate opportunities and long-term structural requirements for improving accessibility across CKUA's digital platforms.

The lessons learned through these exploratory updates will help inform:

- Future editorial standards
- CMS configuration requirements
- Theme and plugin development priorities
- Third-party platform evaluation
- Accessibility testing procedures
- Content creation workflows

CKUA recognizes that accessibility is an ongoing process requiring collaboration across teams and departments and intends to continue building accessibility standards into future digital projects and platform redevelopment initiatives.

## **Communications (Non-Digital)**

CKUA will investigate these technologies and devise a plan to implement where appropriate:

- **Plain Language:** Ensuring all public-facing communications are clear and jargon-free
- **Text-to-Speech Compatibility:** Integrating screen-reader accessible features across platforms
- **Closed Captioning:** Providing accurate captions for all pre-recorded and live video content
- **ASL Interpretation:** Offering ASL for live events and critical announcements, as resources permit

We recognize the financial constraints faced by non-profits in this area. While captioning offers a more accessible and cost-effective option than live interpretation, it is not always perfect. We are working to secure funding to address known issues, including accessibility concerns raised by a user with vision impairment regarding our mobile app.

## **Procurement of Goods, Services, and Facilities**

CKUA will address this area in the next phase of our plan, beginning in 2027.

## **Design and Delivery of Programs and Services**

We will also begin work in this area in 2027.

## **Transportation**

CKUA supports a hybrid working environment where possible, reducing the need for staff travel. We will evaluate transportation needs for off-site work, including how best to accommodate accessible travel.

## **Conclusion**

While we have faced some challenges and capacity limitations, CKUA remains deeply committed to removing barriers and advancing accessibility across our organization. Over the past year, we have strengthened our internal capacity through the formation of a People & Culture Team and taken important first steps through audits, consultation, staff training, and targeted accessibility improvements.

We know there is still more work to do. Accessibility is not a one-time project or a box to check. It is an ongoing process of listening, learning, and making thoughtful improvements over time. The work of identifying and removing barriers requires commitment, resources, and collaboration, and we are committed to continuing that work.

As we look ahead, we will continue to build accessibility into the way we plan, make decisions, design programs, support our people, and serve our audiences. We are grateful to the individuals and organizations who have shared their experiences, insights, and feedback with us. Their contributions have helped shape our understanding of where barriers exist and where we should focus our efforts next.

CKUA believes that music, arts, culture, and community should be accessible to everyone. We remain committed to creating a more inclusive and accessible organization, and we look forward to sharing our continued progress in the years ahead.