



Accessibility Progress Report: JAZZ.FM91 Inc. Accessibility Plan

Progress Report – May 29, 2026

Introduction

JAZZ.FM91 Inc. is dedicated to entertaining, inspiring, and uniting both our local community and the global jazz community through exceptional programming, live performances, education, and storytelling. We are deeply committed to providing barrier-free access to all Canadians who interact with our services, enjoy our broadcasts, or seek employment with our organization.

This progress report reflects the meaningful developments and milestones achieved since the publication of our multi-year Accessibility Plan in 2024.

Feedback on Accessibility

JAZZ.FM91 continues to actively welcome feedback from our staff, volunteers, listeners, and the public. To share feedback, request alternative formats of this plan, or connect with us, please contact our **Accessibility Officer** through any of the following channels:

- **Email:** info@jazz.fm (Attn: Accessibility Officer)
- **Telephone:** (416) 595-0404
- **Mail:** 4 Pardee Avenue, Unit 100, Toronto, ON, M6K 3H5 (Attn: Accessibility Officer)
- **Webform:**
www.jazz.fm

Note: Video calls or in-person visits can be arranged upon request to accommodate specific communication needs.

Update on Areas of Accessibility

1. Employment

Progress to Date:

- **Policy Integration:** Developed a comprehensive corporate Accessibility Policy that is now distributed to all staff, contractors, and volunteers. This policy is permanently embedded into our standard onboarding process.
- **Managerial Training:** Implemented specialized training sessions for managers focused on workplace mental health support, utilizing online training modules from the Centre for Addiction and Mental Health (CAMH).
- **Compliance Training:** Integrated mandatory Accessibility for Ontarians with Disabilities Act (AODA) online training into the onboarding curriculum for all new personnel.

- **Inclusive Practices:** Maintained an ongoing review and optimization of our employment policies, recruitment practices, and interview procedures to ensure diverse needs are accommodated at every stage of the talent lifecycle.

2. The Built Environment

Progress to Date:

- **Emergency Preparedness:** Updated and refined our facility evacuation plan to specifically and safely address the individualized needs of persons with disabilities.

3. Information and Communication Technologies (ICT)

Progress to Date:

- **IT Infrastructure:** Conducted thorough reviews with our external IT service provider to ensure our internal and client-facing technologies continue to adapt to the needs of our staff, volunteers, and guests.
- **Digital Accessibility Upgrades:** Partnered with digital consultancy *New Motto* to audit and repair website infrastructure, specifically optimizing alternative text (alt-text) links and color contrast ratios to meet modern web accessibility standards.

4. Communication (Other than ICT)

Progress to Date:

- **AI-Powered Accessibility:** Invested in advanced AI tools to enhance content delivery and accessibility. These tools streamline operations by automating the transcription of recorded audio (Speech-to-Text) and converting printed station materials into high-quality audio formats (Text-to-Speech).
- **Community Advocacy:** As a charitable arts organization, JAZZ.FM91 continues to collaborate closely with community partners—such as St. Michael’s Hospital and the Alzheimer Society of Toronto—to amplify and support the collective removal of societal barriers.

5. Procurement of Goods, Services, and Facilities

Progress to Date:

- **Framework Development:** As a small business with localized procurement, we have formally identified the need for a structured procurement framework. We are currently developing a policy that explicitly defines accessibility criteria within our future tenders and vendor contracts.
- **Interim Oversight:** Continuing to monitor current procurement processes to ensure accessibility requirements are factored into purchasing decisions while formal policies are finalized.

6. Design and Delivery of Programs and Services (Public Events)

Progress to Date:

- **Barrier-Free Events:** JAZZ.FM91 hosts a variety of public initiatives, including live concerts and community fundraising events. Our operational standard remains strict adherence to ensuring barrier-free venue access for the public.
- **Continuous Evaluation:** Maintaining an ongoing commitment to review logistical practices before, during, and after public events to identify and eliminate physical or sensory barriers.

7. Transportation

- **Status:** Not applicable to JAZZ.FM91's core operations.

Consultations

To ensure our accessibility efforts are informed by lived experiences and expert advocacy, JAZZ.FM91 actively consults with a diverse network of community organizations. Our ongoing outreach and engagement involve collaborative dialogues with partners including, but not limited to:

- Big Brothers Big Sisters
- Alzheimer Society of Toronto
- St. Michael's Hospital
- The Toronto District School Board's (TDSB) Centre of Excellence for Black Student Achievement

Moving forward, we will continue to consult with these valued groups and expand our network to further develop our outreach programs and mutually support community-led accessibility initiatives.

Conclusion

We remain deeply committed to steadily improving accessibility at JAZZ.FM91. We will continue to rigorously monitor, measure, and report on our progress as we realize the long-term goals of our Accessibility Plan. We are incredibly grateful for the feedback we receive from our community, which remains vital to our ongoing improvement.