

2025 Accessibility Progress Report

1.0 General

1.1 About the Company

Acadia Broadcasting Corporation (“Acadia”) is a Canadian media company operating a network of radio stations and digital media services across New Brunswick, Nova Scotia, Ontario, and surrounding regions.

Acadia owns and operates 16 radio stations and delivers content through multiple platforms, including radio, digital channels, and community-based media. The organization also operates RoundTable, a digital marketing and creative services division offering services such as website development, social media management, digital advertising, and branded content.

Acadia plays an important role in the communities it serves by delivering local news, information, and entertainment, while supporting small and mid-sized businesses through accessible and effective marketing solutions.

1.2 Accessibility and the Accessible Canada Act (ACA)

Acadia operates in compliance with the Accessible Canada Act (ACA).

The Accessible Canada Act (ACA) is federal legislation designed to create a barrier-free Canada by 2040 through the identification, removal, and prevention of barriers to accessibility.

Under the ACA, federally regulated organizations, including Acadia, are required to:

- Publish an Accessibility Plan
- Establish a feedback process
- Publish annual progress reports

This report provides an update on the progress Acadia has made in 2025 in advancing accessibility and inclusion across its organization.

1.3 Executive Summary

In 2025, Acadia took meaningful steps to strengthen accessibility across its organization by embedding accessibility into its workplace practices, communication approaches, and technology-enabled processes.

Key highlights include:

- Advancing accessibility awareness and inclusive practices across the employee lifecycle
- Strengthening employee engagement and consultation, including through the bi-annual Employee Satisfaction Survey
- Actively identifying and addressing accessibility barriers through feedback channels
- Enhancing communication practices to better support accessibility and inclusion
- Leveraging emerging technologies, including AI-enabled tools such as Microsoft Copilot, to improve accessibility in communication, content development, and internal workflows

Through these efforts, Acadia is not only improving accessibility today but also building the foundation for a more inclusive, responsive, and accessible organization over time.

1.4 Accessibility Statement

Acadia is committed to providing an inclusive and accessible environment for employees, audiences, clients, and members of the public.

The organization actively works to identify, remove, and prevent barriers across all areas of its operations and is committed to ensuring equitable access to its employment opportunities, services, and content.

Accessibility is recognized as an ongoing responsibility, and Acadia remains focused on continuous improvement.

1.5 Feedback Process and Alternate Formats

Acadia welcomes feedback from persons with disabilities, including employees, clients, the general public, and stakeholders. Feedback may be provided anonymously or directly, and all accessibility-related feedback is carefully reviewed as part of Acadia's ongoing efforts to identify, remove, and prevent barriers.

Members of the public, as well as employees and stakeholders, are invited to share their feedback on accessibility through the following channels:

- In person: Acadia Broadcasting, 58 King Street, Saint John, NB, E2L 1G3
- Phone: (506) 648-2100
- Mail: 58 King Street, Saint John, NB, E2L 1G3
- Email: Submitted through the contact form available on Acadia's website - [Acadia's contact page](#)
- Employees: Employees may also provide feedback directly through the Human Resources Representative using the same contact form

Acadia's Human Resources Representative is responsible for receiving and overseeing accessibility-related feedback and ensuring that responses are provided in a timely manner. Acadia aims to acknowledge all feedback within two business days. Feedback is tracked and considered in the development of accessibility initiatives and future reporting.

A full description of Acadia's accessibility feedback process is available on the organization's website. [Acadia's contact page](#)

Alternate formats of this report are available upon request, including print, large print, and electronic formats, as well as other accessible formats as required.

2.0 Areas in Section 5 of the Accessible Canada Act (ACA)

This section outlines Acadia's progress in 2025 across the priority areas identified under Section 5 of the Accessible Canada Act (ACA).

In 2025, Acadia continued to strengthen its approach to accessibility by enhancing internal processes, increasing awareness, and responding directly to employee and stakeholder feedback. A key focus has been on creating more efficient, flexible, and inclusive practices that support employees and improve overall accessibility outcomes across the organization.

2.1 Employment

Progress in 2025:

- Continued promotion of inclusive hiring and employment practices across the organization
- Strengthened the workplace accommodation process to improve accessibility, efficiency, and flexibility for employees requiring support
- Enhanced communication and awareness of accommodation processes and available supports
- Introduced ongoing accessibility-focused learning through the employee wellness program, including monthly webinars addressing accommodations, inclusion, and workplace support
- Ongoing employee engagement through Town Halls and internal communication channels

Results:

- A more streamlined, responsive, and flexible accommodation process
- Improved visibility and understanding of accommodation support across the organization
- Increased employee confidence in requesting and receiving accommodations

- Expanded awareness and knowledge of accessibility through ongoing training and education
- Enhancements informed in part by feedback received through the Employee Satisfaction Survey (EES), strengthening alignment between employee needs and organizational practices

2.2 Built Environment

Progress in 2025:

- Continued identification of potential accessibility barriers within office environments
- Ongoing collection of employee feedback related to physical workspace accessibility

Results:

- Improved awareness of accessibility needs across office locations
- Identification of opportunities for future improvements to enhance accessibility

2.3 Information and Communication Technologies (ICT)

Progress in 2025:

- Continued review of internal systems, including HR and recruitment platforms, to identify accessibility considerations
- Expanded use of digital tools and AI-enabled solutions, including Microsoft Copilot, to support accessible communication, documentation, and day-to-day workflows

Results:

- Improved accessibility of internal communications and materials
- Increased efficiency in producing clear, accessible content

- Greater integration of accessibility considerations into technology use and decision-making

2.4 Communication (Non-ICT)

Progress in 2025:

- Continued efforts to improve the clarity, consistency, and inclusiveness of internal and external communications
- Ongoing availability of alternative formats upon request

Results:

- More accessible and inclusive communication practices across the organization
- Increased awareness of accessibility considerations in communication planning and execution

2.5 Procurement

Progress in 2025:

- Growing awareness of accessibility factors when evaluating vendors, tools, and services
- Continued Increased consideration of accessibility in procurement discussions and purchasing decisions

Results:

- Gradual integration of accessibility considerations into procurement practices
- Improved awareness across teams involved in purchasing and decision-making

2.6 Programs and Services

Progress in 2025:

- Continued efforts to deliver programming and services that consider the needs of diverse audiences
- Increased awareness of accessibility considerations in content creation and service delivery

Results:

- Improved alignment between accessibility objectives and audience experience
- Ongoing progress toward more inclusive and accessible programming and services

2.7 Transportation

Transportation is not applicable to Acadia's operations.

3. Consultations

In 2025, Acadia continued to strengthen its approach to accessibility by actively engaging employees to better understand barriers, identify opportunities for improvement, and inform decision-making.

Consultation remains a core component of Acadia's accessibility efforts, supporting a more responsive and inclusive workplace through ongoing dialogue and structured feedback mechanisms.

Consultation methods included:

- Employee Town Halls and internal communication channels
- Accessibility feedback submissions through established processes
- Bi-annual Employee Satisfaction Survey (EES), which provides employees with the opportunity to share feedback anonymously or directly

The Employee Satisfaction Survey is a key consultation tool that enables employees to provide open and candid feedback on accessibility, inclusion, workplace processes, and overall employee experience. The availability of anonymous participation supports increased transparency and encourages meaningful input from across the organization.

Key themes identified in 2025 included:

- The importance of clear and consistent communication regarding accommodation processes
- A desire for increased awareness and education related to accessibility and inclusion
- Opportunities to improve accessibility within systems, tools, and workplace environments
- The need for flexible and efficient processes to better support employees

How consultation informed action:

Feedback gathered through consultation activities—particularly through the Employee Satisfaction Survey—directly contributed to:

- Enhancements to the workplace accommodation process, improving efficiency, flexibility, and accessibility for employees
- Increased communication and visibility of accommodation supports and processes
- Introduction of ongoing accessibility-focused learning through the employee wellness program, including monthly webinars on accommodations, inclusion, and workplace support

Acadia will continue to build on these consultation practices, ensuring that both anonymous and direct feedback mechanisms remain accessible and effective, and that accessibility improvements reflect the evolving needs of employees.

4. Feedback

In 2025, Acadia continued to collect and respond to accessibility-related feedback through its formal feedback processes and employee engagement initiatives.

Feedback was received through multiple channels, including direct accessibility submissions, employee discussions, and structured feedback tools such as the bi-annual Employee Satisfaction Survey (EES). These channels provide employees and stakeholders with both direct and anonymous opportunities to share their experiences, identify barriers, and suggest improvements.

Sources of feedback included:

- Accessibility feedback submitted through Acadia's formal feedback process
- Employee discussions and engagement through Town Halls

- Employee Satisfaction Survey (including anonymous feedback submissions)

Key feedback themes identified in 2025 included:

- The need for increased awareness and clarity regarding accommodation processes and supports
- Opportunities to improve accessibility in recruitment, onboarding, and employee experience
- The importance of inclusive and accessible communication practices
- The value of flexible processes that better support individual employee needs

Actions taken in response to feedback:

Acadia used the feedback received to inform several improvements in 2025, including:

- Enhancing the workplace accommodation process to improve accessibility, efficiency, and flexibility
- Increasing communication and visibility of accommodation supports and processes
- Introducing ongoing accessibility-focused learning through the employee wellness program, including monthly webinars on accommodations, inclusion, and workplace support
- Continuing to incorporate accessibility considerations into communications, systems, and employee experience initiatives

Feedback is tracked and reviewed on an ongoing basis and is used to inform continuous improvement efforts, future accessibility planning, and progress reporting.

Acadia remains committed to maintaining accessible, transparent, and responsive feedback mechanisms to ensure that accessibility improvements reflect the evolving needs of employees, audiences, and stakeholders.

5. Progress Summary and Conclusion

In 2025, Acadia Broadcasting continued to make meaningful progress in advancing accessibility across its organization. Through a combination of process improvements, employee engagement, and increased awareness, Acadia has strengthened its ability to identify, remove, and prevent barriers for employees, audiences, clients, and stakeholders.

A key focus in 2025 was enhancing accessibility within the employee experience. This included strengthening the workplace accommodation process to improve efficiency, flexibility, and responsiveness, as well as expanding communication and awareness of available supports. These efforts were further supported by ongoing consultation and feedback, including insights gathered through the bi-annual Employee Satisfaction Survey.

Acadia also prioritized building organizational awareness and capability through education and training. The introduction of monthly wellness program webinars provided employees with ongoing opportunities to learn about accessibility, accommodations, and inclusive workplace practices, contributing to a more informed and supportive work environment. In addition, Acadia continued to integrate accessibility considerations into its systems and day-to-day operations. The use of digital tools and emerging technologies, including AI-enabled solutions such as Microsoft Copilot, has enhanced the accessibility of internal communications, documentation, and workflows, supporting more inclusive and efficient ways of working.

Throughout the year, Acadia maintained a strong commitment to consultation and feedback, ensuring that employee input—both direct and anonymous—continues to inform accessibility improvements and organizational priorities.

Acadia recognizes that accessibility is an ongoing journey. The organization remains committed to continuous improvement and will continue to build on the progress made in 2025 by:

- Further enhancing accessibility across systems, processes, and workplace practices
- Expanding awareness, education, and training opportunities for employees
- Strengthening consultation with employees and persons with disabilities
- Integrating accessibility considerations into decision-making across all areas of the organization

As Acadia moves forward, it will continue to align its accessibility efforts with its broader commitment to inclusion, community connection, and operational excellence—ensuring that accessibility remains an integral part of how the organization operates and evolves.