



Accessibility Plan

General Information

Native Communications Society of the NWT (“NCS”) is committed to providing accessibility to all employees, clients and the general public.

NCS is committed to ensuring all employees, clients and individuals are treated in a professional manner, regardless of ability/disability. NCS supports diversity and inclusion and provides the support necessary for barrier-free, equal opportunity employment.

Accessibility Plan

This Accessibility Plan and information about NCS are available at ncsnwt.com.

To provide feedback or request an alternative form of the plan, please contact Sharon Gilbank, Director of Finance access@ncsnwt.com or by phone at 867-766-2552 ext. 102.

Native Communications Society of the NWT
4510-50th Avenue Box 2193



Native Communications Society



Yellowknife NT X1A 2P6

Summary

The Accessible Canada Act came into force on July 11, 2019.

NCS adheres to the following principles with respect to accessibility:

- NCS makes every reasonable effort to accommodate individuals with disabilities where possible to ensure equal opportunities for all.
- NCS treats all employees, visitors and service providers with dignity and respect.

Employment

All potential candidates are required to inform employers if they require accommodation before or during the hiring process.

All visitors and employees that request accommodation due to a disability will be accommodated where possible.



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NCS offers employees the ability to work from home, work remotely, or a combination of both where appropriate.

NCS does not discriminate based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Barrier Identification & Remediation: No barriers have been identified at this time.



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Our Built Environment

NCS operates an office on the second floor of a building located at the address above in Yellowknife, Northwest Territories. NCS primarily operate an indigenous radio station, CKLB 101.9FM. Our radio station can be streamed online from our website.

Barrier Identification & Remediation: Due to prohibitive costs, the building owner has opted not to install an elevator or chair lift. Where possible, NCS conducts business via email, virtually, and over the phone to ensure our access is not a hinderance to guests.

NCS seeks input to help identify other barriers and make recommendations on how to eliminate them.

Information and Communication Technologies (ICT)

NCS Managements seeks input from employees, clients, and listeners to help identify barriers in our access to information and technologies.

- **Communication other than ICT** – Managements requests input from employees, clients and the general public on our types of communication



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technologies such as but not limited to signage, digital and verbal communication.

Barrier Identification & Remediation: We are exploring how to make our website more accessible and how to meet the Web Content Accessibility Guidelines (WCAG) 2.1 standards.

Procurement of Goods, services & Facilities

NCS purchases goods and services for the operation of our business and to provide programming for our listeners. Going forward, any obstacle that may impede accessibility will be considered prior to purchasing.

Design & Delivery of Programs and Services

NCS is federally regulated to provide radio broadcast services. As a broadcast license holder, we commit to providing accurate, entertaining and timely information to our listeners. We communicate with our guests, clients, suppliers, and employees via email and SMS messaging as well as through our broadcast and social media channels. Recent updates to our web services have implemented Web Content Guidelines.



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Barrier Identification & Remediation: NCS will explore alternative delivery methods for listeners with disabilities such as transcripts of programs or segments and using the Web Content Guidelines previously mentioned. If feasible, we will establish a timeline for eliminating barriers.

Transportation

NCS does not provide transportation services to guests, clients, or the general public.

Consultations:

Input from individuals will be sought about any barrier faced when dealing with NCS and all feedback will be gathered and included in the following plan where possible. Notices of consultation will be placed on our website and announced on our radio station. Individuals may also contact us using one of the following methods:

Employees – email access@ncsnwt.com

Clients and General Public - Please contact NCS at access@ncsnwt.com or at 4510-50th Avenue Box 2193 Yellowknife NT X1A 2P6.



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Feedback has been received from individuals with mobility issues, hard of hearing disabilities, and minor sight impaired issues. NCS has adopted a flexible work schedule and allows employees to work remotely, where possible, has invested in technology to aid an employee with hearing loss, and has purchased large monitors to aid individuals with minor visually impaired challenges.

All feedback, unless received anonymously, will be responded to via the same communication method received. Feedback will be logged and discussed with Management and appropriate personnel/sources. Where possible, recommendations will be included in the plan. Should you have any feedback on our Accessibility Plan, you may contact the Sharon Gilbank at access@ncsnwt.com or anonymously at 4510-50th Avenue Box 2193 Yellowknife NT X1A 2P6. Alternatively, please ring 867-766-2552 ext. 102.

Ongoing Evaluation: NCS will periodically assess the effectiveness of accessibility efforts and make improvements based on feedback. Ensuring that the



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Accessibility Plan is updated regularly to reflect changes in technology, laws, and best practices.

Updated June 2025