# Instructions and template for an Accessibility Plan

The template is designed to help you prepare your organization’s accessibility plan to meet your obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). You are not required to use this template.If anything in this template conflicts with the ACA or ACR, the text of the ACA and ACR prevails. You can find more information on our website: [accessibility plans](https://www.accessibilitychrc.ca/en/accessibility-plans).

The template indicates all the content that your accessibility plan must include (this is reflected as **“*required******content***”). In some places, the required content is set out in sample text. This has been done to help you prepare your organization’s plan. The template also recommends additional content to help your organization fully reflect its commitment to accessibility or, in some sections, to introduce the content that is presented (**“*recommended content*”**). You don’t have to include the recommended content, but we encourage you to consider including it. You can adapt this content to reflect your organization’s work, needs and resources.

**Additional ACA regulations:** In addition to following the ACR, some organizations must follow other ACA regulations:

* Organizations operating in the [federal transportation network](https://otc-cta.gc.ca/eng/publication/accessible-transportation-complaints-a-guide#Jurisdiction) that are required to follow any **Canadian Transportation Agency** (CTA) accessibility regulations or certain regulations made under the Canada Transportation Act, must also follow the CTA’s Accessible Transportation Planning and Reporting Regulations. To learn about those regulations and who must follow them, [contact the CTA](https://otc-cta.gc.ca/eng/contact-us).
* Broadcasting and telecommunicationsorganizations must also follow the **Canadian Radio-television and Telecommunications Commission** (CRTC)’s Accessibility Reporting Regulations. For information about those regulations and who must follow them, [contact the CRTC](https://crtc.gc.ca/eng/contact/).

If your organization must follow two ACA regulations, you can choose to prepare a separate accessibility plan under each regulation or prepare one accessibility plan that meets the requirements of both regulations that apply to you. Read our [guidance](https://www.accessibilitychrc.ca/en/publications/aca-notification-requirements-organizations-are-subject-two-regulations) on this topic to learn more.

**Headings in Accessibility Plans:** Accessibility plans must contain certain “headings” (sections). In addition to the “General” and “Consultation” headings, the ACR require separate headings for **each** **of the** [**applicable areas**](#_Which_areas_in_1) **listed in** [**section 5**](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/section-5.html)of the ACA.

Most organizations must include all of those areas in their accessibility plans. However, certain types of organizations only have to include some of those areas to meet the requirements in the ACR:

* **Broadcasting and telecommunications organizations must include:** 
  + Employment
  + The built environment
  + Transportation
  + Communication (other than information and communication technologies) related to employment, the built environment and transportation.
* **Passenger transportation** **organizations must include:**
  + Employment
  + The built environment, other than passenger vehicles, terminals and stations. Examples: Office spaces; cargo and freight terminals; storage or maintenance facilities, such as garages, rail yards and aircraft hangars; baggage-handling areas that aren’t open to the public; and employee-only spaces, such as kitchens and washrooms
  + Communication (other than information and communication technologies) related to employment and the built environment other than passenger vehicles, terminals, and stations.

**All other** **federally regulated organizations** (including **organizations that** **transport goods**) must include **all** of the areas listed in section 5 of the ACA. You **must** include a heading for each of the priority areas, even if no barriers have been identified for an area or you think an area is not relevant to your organization’s operations. If you cannot identify any barriers in one of the areas, or if that area is not relevant to your operations, you should note this under the heading. You should also use your consultations with persons with disabilities to ask for advice about barriers within these areas.

**Remember:**

* Before preparing your accessibility plan, you should review the **principles** in [section 6 of the ACA](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/section-6.html). You must take these principles into account when preparing your plan.
* You must write your accessibility plan in **simple, clear and concise language** (“plain language”). That means language that is easy to read and understand. Avoid using technical terms and jargon. Read ESDC’s [Guidance on simple, clear and concise language](https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/language.html) to learn more.
* If you decide to include your feedback process description in your accessibility plan, ensure that your feedback process description meets all of the applicable ACA and ACR requirements. Additionally, you must ensure that your accessibility plan clearly identifies the feedback process description using an appropriate heading. You must also provide a hyperlink, from your home screen or homepage, to the feedback process description contained in your accessibility plan. You can find more information on our website: [feedback process descriptions](https://www.accessibilitychrc.ca/en/feedback-processes).
* You mustnotify the Accessibility Commissioner within 48 hours of publishing your accessibility plan. You should do this through [My Accessibility Portal](https://www.accessibilitychrc.ca/en/my-accessibility-portal). Your notification must include:
* The URL address of your plan
* The hyperlink to the URL address, or
* The mailing address(es) of your business(es) where you have displayed a printed copy of your plan.

## Template for an Accessibility Plan

## General *(Required heading)*

***(Recommended content):*** introductory text toindicate that you have prepared your accessibility plan to meet your organization’s obligations under the [Accessible Canada Act](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/FullText.html) (ACA) and the [Accessible Canada Regulations](https://laws-lois.justice.gc.ca/eng/regulations/SOR-2021-241/FullText.html) (ACR).

***(Recommended content)***: introductory text todescribe your organization’s commitment to making your workplace, policies, programs, practices and services accessible.

***(Required content)*** Please send your feedback to our ***(Required: position title of the person at your organization who is responsible for receiving accessibility-related feedback****. Example: customer service manager*).

***(Required content)*** You can send your feedback by email, phone or mail using the contact information listed below.

***(Recommended content)*** For more information on how you can send your feedback, see our feedback process description (provide the link to your home screen or homepage, or the hyperlink from your home screen or homepage, to where your feedback process description is published on your digital platform).

***(Required content)*** You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to days. (***Insert the deadline that applies******to your organization****: 15 days if you are a government organization or a private organization with 100 or more employees, OR 20 days if you are a private organization with less than 100 employees*).

### Contact us:

### *(Required content)*: contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

* Email:
* Phone: (*include a 1-800 number if your organization has one*)
* Mail (address of your publicly accessible business):

* ***(Recommended content)*** Teletypewriter (TTY) *(if applicable)*:
* ***(Recommended content)*** Video relay service (VRS): [Canada VRS](https://srvcanadavrs.ca/en/)

## Consultations *(Required heading)*

***(Recommended content):*** introductory text toindicate that your organization consulted persons with disabilities when preparing your accessibility plan and feedback process description.

#### *(Required content)* How we consulted persons with disabilities *(a detailed description of the manner in which consultations were held)*

* (**Examples of the manner in which you** **consulted persons with disabilities:** We consulted through *(check all that apply)*:

Survey(s) (online / print)

Discussion groups (online / in-person)

Other *(specify)*:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Dates / time periods of consultations:
* Locations of our consultations (if in-person):
* We asked participants the following questions:

***Examples****: What types of barriers have you faced when dealing with our organization? Do you have ideas about how we could remove and prevent those barriers? Which of those barriers do you think we should address first? Do you think our feedback process meets your accessibility needs?*

#### *(Recommended content)* Accessibility: explanatory text to say how you made your consultations accessible

We made our consultations accessible by:

* (**Examples:** *(check all that apply)*

Ensuring our venue was wheelchair-accessible

Consultation documents were available in accessible formats

Provided sign language interpreters on request

Provided closed captioning on request

Other *(please specify)*:

#### *(Required content)* Who we consulted: *(detailed information to show that you consulted persons with disabilities)*

(**Examples):**

* We consulted *(check all that apply)*:

Individuals with disabilities

*\*To protect individuals’ privacy, do not list the names of individuals who participated in your consultations unless they participated as “experts”.*

Disability organizations

List the names of the organizations:

Accessibility experts

List the names and fields of expertise (e.g., built environment) of the experts:

Disability experts

List the names of the experts:

* Total number of participants (not including members of our organization):
* Number of participants with disabilities:
* Types of disabilities represented: .

(**Examples:** Mobility, vision, hearing and intellectual disabilities. See definition of disability in [Accessible Canada Act](https://www.laws-lois.justice.gc.ca/eng/acts/a-0.6/page-1.html#h-1153395))

## Areas in [section 5 of the Accessible Canada Act](https://laws-lois.justice.gc.ca/eng/acts/A-0.6/section-5.html)

### Employment *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_\_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples:******a)*** *Barrier: Our job postings don’t mention our commitment to accessibility and inclusion, or explain how to ask for disability-related accommodations. Steps and timelines: We will add text to all our job postings that mentions our commitment to accessibility and inclusion, and that tells applicants how to ask for accommodations. We will include examples of accommodations in our hiring process, such as providing a sign language interpreter for a job interview or giving someone extra time for a written exam. We will start including this text in our job postings within six months.*

***b)*** *Barrier: We don’t currently require all managers and human resources (HR) staff to take training on accessibility. Steps and timelines: We will require all managers and HR staff to take this training within 6 months. The training will explain the need to provide employees with disabilities with equal opportunities to advance in their careers.*

### The built environment *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3: \_\_\_\_\_\_

Etc. \_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples:******a)*** *Barrier: The washrooms in our building aren’t wheelchair accessible. The doorways aren’t wide enough and the sinks are too high. Steps and timelines: We are tenants in this building. We will ask our landlord / property manager to renovate the washrooms to make them wheelchair accessible and provide updates on the status of this in our progress reports. OR: We own our buildings and have included these barriers in our renovation plans. We anticipate making one washroom wheelchair accessible on each floor within 6 months.*

***b)*** *Barrier: Our fire alarms don’t have visual warnings (flashing lights) to alert Deaf persons of a fire. Steps and timelines: We will install fire alarms with flashing lights within 6 months.*

### Information and communication technologies *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples:******a)*** *Barrier: Videos on our website are missing captions and audio descriptions or transcripts. Steps and timelines: We will fix these problems within one year.*

***b)*** *Barrier: Our meeting rooms are not equipped with* [*induction loops*](https://getinthehearingloop.ca/wp-content/uploads/2022/11/Canada_GITHL_A_Guide_to_Understanding_HearingLoops_draft_110322.pdf) *to assist persons with hearing aids and cochlear implants. Steps and timelines: We will have induction loops installed in our meeting rooms within one year.*

### Communication, other than information and communication technologies *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_\_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples:******a)*** *Barrier: Our forms are written in complex or technical language that may be hard for customers to understand. Steps and timelines: We will rewrite our forms in simple, clear and concise language to make them easier to understand. Within six months, we will update the forms that our customers use the most. We will update the rest of our forms as soon as possible after that with a completion target of two years.*

***b)*** *Barrier: Our front-line staff haven’t received training on serving clients with communication disabilities. Steps and timelines:**We will require all front-line staff to take this training within six months.*

### The procurement of goods, services and facilities *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples: a)*** *Barrier:**Our contracting policy doesn’t require us to consider accessibility. Steps and timelines: We will update our contracting policy within six months. We will require contractors and consultants to tell us how the products and services they provide will be accessible.*

***b)*** *Barrier:**We do not have a checklist to evaluate the accessibility of external locations (venues) for our events. Steps and timelines: We will create an accessibility checklist within six months, and require staff to use it when planning events. We will consult persons with disabilities when developing the checklist.*

### The design and delivery of programs and services *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_

***Examples:******a)*** *Barrier: We don’t always consider accessibility when developing new programs and services. Steps and timelines: Within six months, we will adopt a policy that requires us to consult persons with disabilities when designing new programs and services. This will help ensure that we don’t create barriers. We will also ask persons with disabilities to test the accessibility of our products and services.*

***b)*** *Barrier: We don’t have a policy on providing accessible customer service. Steps and timelines: Within one year, we will develop a policy on accessible customer service. We will seek input from persons with disabilities when developing this policy to make sure it reflects their needs. Our policy will cover topics such as communication supports, service animals and alternate formats. We will provide training on this policy for all front-line staff and managers.*

### Transportation *(Required heading)*

***(Required content: identification of barriers)***

We identified the following barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***(Required content: steps to remove barriers and related timelines and/or benchmarks)***

We will do the following to remove and prevent those barriers:

Barrier 1:

Barrier 2:

Barrier 3:

Etc. ­­­­­­­\_\_\_\_\_\_

***Examples:******a)*** *Barrier: Our travel policies and procedures for employees do not ensure that transportation will be accessible when needed (e.g., accessible taxis and accessible seating on trains). Steps and timelines: Within six months, we will modify our policies and procedures to ensure that employees’ accessible transportation needs are met.*

***b)*** *Barrier: None of our employee vehicles are wheelchair accessible even though at least one of our employees who travels for work uses a wheelchair. Steps and timelines: Within one year, we will buy a vehicle that is wheelchair accessible. In the meantime, we will provide accessible taxi services.*

## Conclusion

***(Recommended content: a conclusion to describe what you will be doing in relation to your accessibility plan)***

* Indicate that your organization will monitor and measure your progress to make sure you are meeting your accessibility goals and removing the barriers that have been identified.
* Indicate that accountability measures will be included in senior managers’ and executives’ performance objectives.
* Encourage feedback using your feedback process and indicate that the feedback will be used to help you implement your accessibility plan.
* Indicate that you will publish progress reports on the implementation of your accessibility plan.
* Indicate how you will deal with the feedback received.