## ACCESSIBILITY POLICY

[Organization Name] is firmly dedicated to promoting equitable access and participation for individuals with disabilities. Our company is devoted to treating persons with disabilities in ways that respect their dignity and independence, and we firmly believe in fostering an inclusive environment. We are committed to addressing the challenges of accessibility barriers and ensuring that the needs of all individuals are met. To achieve this, we pledge to comply with the guidelines established in the *Accessible Canada Act* (the Act).

POLICY

[Organization Name] is dedicated to ensuring equal access in all aspects of our organization for individuals with disabilities and fulfilling the requirements outlined in Part 3 of the Act, as they apply to our organization’s size and structure.  
  
As a federally regulated private sector entity with fewer than 10 employees, the organization is exempt from several requirements under the Act and Accessible Canada Regulations (SOR/2021-241), including forming an accessibility committee, developing and publishing an accessibility plan, establishing a feedback process, and preparing progress reports. Should [Organization Name]’s employee count meet or exceed 10 total employees, the organization will comply with all additional applicable requirements.

Nonetheless, [Organization Name] remains committed to:

* Providing accessible service and communication where possible;
* Treating all individuals equitably, including those with disabilities; and
* Removing barriers to accessibility in its day-to-day practices wherever feasible.

[Organization Name] also commits to:

* A comprehensive review of all programs, services, and new initiatives, ensuring they are fully accessible to all individuals; and
* Ensuring effective communication with persons with disabilities by providing accessible information and communication support tailored to the unique needs and circumstances of each individual.

Upon request, [Organization Name] will provide this policy in alternate formats. Requests for print, large print, or electronic formats will be fulfilled within 20 days. Requests for Braille or audio formats will be fulfilled within 45 days.

**Accessibility Plan**

As an organization with fewer than 10 employees, [Organization Name] is not required to prepare an accessibility plan, establish a feedback process, or publish progress reports under the Accessible Canada Regulations. However, we remain committed to treating all individuals with respect and dignity and will address accessibility barriers in our programs and services where feasible.

**Accessibility Committee**

[Organization Name] is not required to form an accessibility committee under the Accessible Canada Regulations due to having fewer than 10 employees.

**Change In Exemption Status**

In accordance with Section 3(3) of the Accessible Canada Regulations, if [Organization Name] ceases to be exempt by having an average of 10 or more employees in a calendar year, the following provisions apply:

* If no accessibility plan was ever prepared or published:  
    
   The fixed day for publishing the initial plan is the later of:
  + June 1 of the second year after the year the Regulations came into force; or
  + June 1 of the first year in which the organization averages 10 or more employees.
* If the organization previously completed a planning and reporting cycle before becoming exempt:
  + The organization must resume reporting within 12 months after June 1 of the first year in which the average number of employees reaches 10 or more.

[Organization Name] will monitor our staffing levels and adjust our compliance obligations accordingly to ensure full adherence to the Accessible Canada Act and Regulations when required.

### **Accessibility Plan Upon Change in Exemption Status**

If [Organization Name] becomes subject to the full provisions of the Accessible Canada Act and Regulations, the following will apply. The implementation of [Organization Name]’s accessibility plan will adhere to the following guiding principles:

* Every individual must be treated with dignity, respect, and equality
* Every individual must have the same opportunity to lead the life they desire and are capable of
* Every individual must be able to fully and equally participate in the company
* Every individual must have meaningful choices and the freedom to make their own decisions, with appropriate support if necessary
* All policies must consider and address the various barriers and forms of discrimination that exist
* Persons with disabilities must be actively involved in the development and design of policies, programs, services, and structures
* Accessibility standards and regulations must be created to achieve the highest level of accessibility for all individuals

To fulfill its commitment to accessibility, [Organization Name] will:

* Prepare and publish accessibility plans that identify, remove, and prevent barriers in our policies, programs, practices, and services. These plans will be updated every three years or as necessary, and persons with disabilities will be consulted during the creation and update process.
* Set up a feedback process to receive and address feedback on accessibility to ensure that individuals with disabilities can voice their concerns or suggestions.
* Provide the accessibility plans, progress reports, and all feedback processes in accessible, alternative formats.

**Training**

[Organization Name] is committed to providing regular accessibility training and education to all employees, ensuring that the training is accessible to everyone and that employees have the necessary tools to become accessibility-confident. This training standard is currently under review (2025) and [Organization Name] will update this policy once the standard has been finalized.

Training about accessible service delivery will be provided to:

* Every person who is an employee of the service provider (including senior management) or a volunteer with the service provider.
* Any individual who is involved with the design and the delivery of a service.
* Every other person who provides services on behalf of the service provider.
* Every person who works directly with the public or whose work impacts the public.

Training will include:

* A review of the purposes of the Accessible Canada Act,
* the Accessible Canada Regulations,
* the Canadian Human Rights Act,
* the requirements of the Customer Service Standard,
* [Organization Name]’s policies on accessibility,
* It will also include:
  + Information on in-person and digital communications,
  + Barriers and accommodations,
  + How to consult and interact with persons with disabilities, including those who use an assistive device, etc.
  + How to use assistive technology or devices,
  + What to do to assist if a person with a disability encounters a barrier to service,
  + Visible and non-visible disabilities,
  + The principles of inclusive design
    - **Please note: this standard is currently under review and this policy will be updated accordingly.**
* [Add more items as necessary]

**Posted**

Our commitment to accessibility will be posted and available [Insert where].