



CANADIAN LIGHT SOURCE INC

2024-2027 ACCESSIBILITY PLAN



Contents

General.....	3
About the Organization.....	3
Statement of Commitment.....	3
Message from Leadership.....	3
Land Acknowledgement	4
Feedback Mechanism	4
Different Formats of This Accessibility Plan.....	4
Definitions.....	4
Framework Guiding our Work	5
Principles.....	5
Existing Policies	5
Consultations	5
Areas Described under Section 5 of the Accessible Canada Act (ACA).....	6
Organization-Wide Initiatives	6
Employment.....	6
Built Environment	7
Information and Communication Technologies (ICT).....	8
Communications, other than ICT	8
Procurement	9
Design and Delivery of Programs and Services.....	9
Transportation	10
Conclusion.....	10

General

About the Organization

The Canadian Light Source Inc. (CLSI) is a national research facility, and the only synchrotron in Canada that represents one of the largest investments in Canadian science. We are located on the campus of the University of Saskatchewan, in Saskatoon, on Treaty 6 Territory and the Homeland of the Métis.

We produce brilliant X-ray and infrared light energy by using radio frequency waves and powerful electro-magnets to accelerate electrons to nearly the speed of light. Researchers use the light on our twenty-two (22) synchrotron beamlines to gather information about the structural and chemical properties of materials at the molecular level. We have approximately 1,000 researchers or ‘users’ in a calendar year visiting CLSI to do research on our beamlines. CLSI employs just over 250 people, including scientists, engineers, technical, administrative and business personnel. We operate 24/7 except during maintenance periods or development shifts. A large number of stakeholders who interact with our facility are our users.

Statement of Commitment

CLSI is committed to making Canada barrier free by 2040. Our goal is to be as accessible as possible to our employees, users, and stakeholders. We recognize that accessibility is an on-going process. We value equity, diversity, and inclusion as stated in our [Strategic Plan](#). Our hope is to identify and begin to remove barriers within our organization. Many of our initiatives focus on consulting with people with disabilities and learning from their lived experiences. As our Accessibility Plan evolves we strive to continue to identify and remove accessibility barriers for our staff, users and other stakeholders.

Message from Leadership

I am pleased to share the CLSI Accessibility Plan 2024-2027. It outlines our priorities and the actions we will take to make the Canadian Light Source a more inclusive, accessible workplace and culture, and to better serve our users accessing the beamlines. Our accessibility plan identifies specific actions we will take to remove and prevent barriers for persons with disabilities. The CLS is committed to ensuring equitable access for anyone who interacts with us, whether it is a staff member, a user submitting a proposal, or a member of the general public attending a tour or looking for information on our website.

We developed this plan in consultation with persons with a range of disabilities, as well as with our experts and specialist employees. It is critical that we begin building accessibility into everything we do: our policies, procedures, programs and services. This plan will benefit not only people with disabilities, but everyone who interacts with our organization. We know there are barriers that make it harder for persons with disabilities to participate in research. Our goal, as outlined in the 2022-2032 Strategic Plan “Lighting the Way to the Future,” is to create an equitable environment to support the diverse and inclusive culture that is world-class research.

This plan is a starting point and will evolve over time. As we begin to implement our plan, we will continue to learn and use feedback in order to improve it. Working to become a more accessible organization will benefit everyone associated with CLSI and demonstrate how our actions support the future of synchrotron science.

Sincerely,

Bill Matiko - Chief Executive Officer, Canadian Light Source Inc.

Land Acknowledgement

CLSI is located on Treaty Six land in the traditional territories of the Nêhiyawak, Anishinabek, Lakota, Dakota, and Nakota Nations, and the homeland of the Métis. We pay our respect to the First Nations and Métis ancestors of this place and reaffirm our relationship with one another.

Feedback Mechanism

CLSI welcomes feedback about this Accessibility Plan. We also welcome any feedback regarding barriers you may find related to the CLS facility. We are committed to reviewing the feedback that we receive and taking steps to address barriers identified through this feedback mechanism. Our contact information is below.

Your feedback is important to our ongoing efforts. If you have feedback about this plan and/or about accessibility at CLSI, you can share it with us by contacting:

- E-mail address: cls@lightsource.ca
- Telephone number: 1 (306) 657-3500
- Mailing address: 44 Innovation Blvd, Saskatoon, SK S7N 2V3
- Social Media Channels - [X \(formerly Twitter\)](#), [Facebook](#), [LinkedIn](#), and [Instagram](#)

Different Formats of This Accessibility Plan

If you need a copy of this plan in a different format you can request it by contacting: cls@lightsource.ca

CLS will offer the following alternative options and will provide them within these timelines:

- Print - 15 days
- Large Print (increased font size and clarity) - 15 days
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers) - 45 days
- Audio (a recording of someone reading the text out loud) - 45 days
- Electronic (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities) – available on our [website](#)

Definitions

Our plan uses the following definitions which are based on the ACA definitions:

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Barrier: Anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access and use them, as independently as the person wishes.

Framework Guiding our Work

Principles

CLSI is committed to providing an inclusive, equitable, and respectful work environment for its employees and users. As such, the principles of Equity, Diversity and Inclusion (EDI) are imbedded in the value statements within the CLS Strategic Plan. It is recognized that more work needs to be done to be equitable regarding the accessibility of our facility. These initiatives and activities have been identified and listed in our plan.

Existing Policies

CLSI has a number of policies and procedures that align with our goals related to equity, diversity and inclusion. The *Employment Equity Policy* states ‘We are committed to the principles of employment equity and respects the rights of all employees and potential employees to fair and equitable treatment in employment opportunities.’ CLSI acknowledges the historic underrepresentation of women, members of visible minorities and racialized groups, Indigenous Peoples, and persons with disabilities. Our *Recruitment Policy and Procedure* endorses this by declaring ‘CLSI will adopt equity, diversity and inclusion (EDI) principles and practices to ensure that all employees and potential candidates are considered for employment opportunities through a consistent, fair and barrier free approach. It will endeavor to correct employment disadvantages experienced by persons historically underrepresented at CLSI, including women, Indigenous persons, members of visible minority groups, persons with disabilities and persons who identify with under-represented sexual orientations, gender identity or expression.’ Our *Workplace Accommodation Procedure* ensures those in need of temporary and/or permanent workplace adjustments or accommodations have the opportunity to participate in meaningful employment. We also have an *Employee Code of Conduct* that sets the stage for establishing and maintaining a respectful and non-discriminatory work environment. These are areas in which we recognize the importance of declaring our intentions and goals to be a more inclusive and accessible workplace.

Consultations

CLSI acknowledges that people with disabilities are the experts in their own experiences regarding accessibility. We also understand that individuals who have physical limitations, for example, are far and few between with regards to being a user at a science research facility like ours. CLSI was committed to hearing from people with disabilities as we developed our accessibility plan. CLSI will continue to consult with people experiencing disability as we make updates to our plan.

For this plan, we consulted with people in the following ways:

- Consultation sessions with accessibility focus groups
- Interviews with CLSI staff and users both with and without disabilities
- An anonymous survey went out to users who have done research at our facility

CLSI consulted with employees who have disabilities directly through interviews. Through these interviews, our employees identified barriers largely related to the built environment. In addition to

individual consultations, we held accessibility focus group consultation sessions both in person and virtually. A range of people with physical disabilities, vision and hearing disabilities, mental health and cognitive disabilities attended. The most common feedback identified by the consultation groups was related to the built environment. It is also important to note that many other staff members reached out with feedback or to set up an individual consultation if they were not able to meet on the set dates.

As part of our consultation process, we conducted an interview with one user who has limited mobility and requires the use of a motorized chair to move about the facility. They offered some recommendations, and also highlighted to us that **“People in the disability community are instructed at an early age to stay away from the sciences, because science as a whole is not accessible.”** They suggested what CLSI could do better in regard to the physical environment of the facility and its lack of accessible design. Finally, hearing from the user community was captured by an anonymous digital survey. All the barriers that were identified during the consultations, interviews, and surveys have been reflected in the formation of the goals below.

Areas Described under Section 5 of the Accessible Canada Act (ACA)

Organization-Wide Initiatives

The foundational principle of ‘Nothing about us without us’ states we should be doing this work with people who experience a disability. At CLSI we have taken steps to hear from people who have disabilities that are familiar with our facility. We want to make CLSI more accessible, but we know there is more work that needs to be done, not only for people who experience a disability, but for all people. Some groups and people will have a greater role to play in the execution of this plan, however we all have the responsibility to make CLSI more accessible for our staff, users, members of the public, and other stakeholders. Prior to producing of this plan, CLSI did not actively seek out feedback or consult with people with varying disabilities. We recognize the need to consult on a regular basis as the perspectives of people who experience a disability are the most valuable when thinking about the implementation of accessibility. CLSI is committed to engaging with people with disabilities on an ongoing basis.

Our organization-wide accessibility initiatives are:

- To source and provide relevant training on disability and accessibility awareness for all employees.
- To decide on an approach to future and ongoing consultations with people who experience disabilities.
- To make sure we have a process for fulfilling requests related to people seeking information in alternative formats.

Employment

CLSI is committed to the principal that all employees and potential candidates are considered for employment opportunities through a consistent, fair and barrier free approach. We recognize that barriers exist for employees and applicants with disabilities. There may also be added challenges for people with hidden disabilities. To some degree these challenges may stem from an unwillingness to share a hidden disability, and also a lack of knowledge or understanding about these are and what accessibility means. Training is essential, especially for CLSI staff who hire and manage employees.

To fulfill its commitment to equitable and accessible employment, CLSI will strive to:

- Review and update the CLS Workplace Accommodation Procedure – ensuring sufficient focus is on defining the types of disabilities that may require an accommodation, and clarifying how to submit a request. Develop awareness in supervisors and managers about the various types of disabilities (hidden and visible) and understanding the CLS process. Improve communications to staff about the role HR plays in supporting workplace accommodation. Ensure information can be easily found.
- Review and update the CLS Recruitment Policy and Procedure – ensuring sufficient information about accessibility and accommodation is included in the job posting and invitation to interview stages. This will involve researching best practices on how to present CLS as an accessible workplace during the various stages of the recruitment and hiring process.
- Support the research and development of an Accessibility Policy for CLS in conjunction with the CLS Diversity Committee and create a communications strategy for the implementation.
- Consider accessibility standards when a replacement system is implemented to replace the controlled documents on SharePoint.

Built Environment

While the building code includes minimum standards for accessibility design, it does not consider issues related to creating an inclusive design. One of the biggest challenges regarding the built environment at CLSI is getting into the facility itself, as the main public entrance involves navigating a sloped walkway that is challenging during snowy or icy conditions. That being said, we have introduced supports for employees and users to help them navigate their way to the most accessible point of entry. Inside the building, all spaces the general public has access to are accessible. For our staff and users, the facility's experimental area has an egress path which is marked, identifying the safest way through the facility. Braille labels have been put on a majority of our inside doors. We have conducted noise surveys before and after installing closed walls around workstations at various beamlines on the experimental floor as a way to mitigate noise for employees and users. CLSI ensures ergonomic accommodations are provided to employees to address issues around the built environment. Lastly, our policy document related to design processes is currently undergoing revision to include accessibility and inclusivity considerations.

The priority goals for CLSI relating to our built environment are:

- Revise our emergency evacuation plan. Changes are needed to address how individuals with physical disabilities, particularly those who use assistive devices for mobility, can be safely exited out of the facility.
- Plan and prepare for the installation of exterior ramp(s) on the experimental floor level.
- Purchase and store a wheelchair for the publicly accessible mezzanine level, in addition to the one available on a different level of the building.
- Install an exterior rubber threshold ramp at main entrance to remove gap and allow for easier mobility into the building.
- Applying tactile strips along the handrail on our mezzanine level to help those who are visually challenged identify an upcoming item (e.g. gate) or to signal a change in direction.
- Improve communication during inclement weather to inform staff on what is the safest and most cleared point of entry to the building.

Information and Communication Technologies (ICT)

At CLSI our Controls and Instrumentation Development (CID) and Information Technology (IT) departments support the function and instrumentation of the beamlines. They also handle all the hardware and software aspects in the facility, with a lot of this work related to the infrastructure of computers and all network connections. CLSI has always considered human factors, which is important as it relates to CID and IT work. Efforts have been made with meta information to help in guiding screen readers. The IT department has a member who is deaf-blind, and their work with the testing of accessibility in products is crucial. If our technology is not built with accessibility initially or our staff don't know how to use it in an accessible way, this can create barriers.

The following goals have been set to make CLSI's information and communications technology more accessible:

- Find and implement training for IT and CID staff to increase their knowledge on providing accessible solutions for employees and users.
- Consider an alternative A/V system in the meeting rooms.
- Confirm that accessibility features on Microsoft Office 365 products are enabled for all employees.
- Review the accessibility of our intranet sites and applications to identify barriers, and create a strategy to remove any that are in our control.
- Develop colour theming options in programming to accommodate staff or users who have visual impairments so they are able to use beamline software.
- Offer alternative colour schemes on screens for people with colour vision deficiencies.

Communications, other than ICT

At CLSI we take pride in our communication and sharing of information with staff and the public. This is important so that members of the public can learn how our research facility is contributing to the national science agenda and is supporting a strong and vibrant research community. We recognize that there are barriers to how we communicate which can improved upon.

The following goals ensure that everyone can access and understand information being communicated by CLSI:

- Generate a process for requests of alternative formats for our Accessibility Plan.
- Conduct a website accessibility assessment using an accessibility checker to locate barriers and work to remove and fix errors, and check if pages are Web Content Accessibility Guidelines 2.0 (WCAG) compliant.
- Provide staff accessibility training for all who create or edit webpages, specifically training related to Web Content Accessibility Guidelines.
- Create a social media standard for all platforms to guarantee that all posts are accessible and consistent with the use of alternative text features on all images, and that capitalization of the first letter of each word for hashtags is being used.
- Investigate how and where described video can be used to enhance the accessibility of video content on social media platforms.
- Create or edit policy documents for various communication groups and ensure accessibility standards and inclusion of people with disabilities are mentioned.

- Edit or create training modules to improve accessibility.

Procurement

CLSI buys various products, services, and equipment that support our facility and our employees. We aim to conduct our procurement of materials, equipment, and services in a non-discriminant, consistent, and transparent manner as in alignment with our Strategic Plan. We are dedicated to making sure that the products and services we buy are as accessible as possible. It is important to consider accessibility at the beginning of this process because this reduces barriers. By introducing accessibility standards into our procurement process we guarantee that goods and services are able to be used by anyone.

CLSI's procurement of goods, services, and facilities goals are:

- Review and re-write procurement guideline and process documents to include accessibility standards.
- Examine and edit templates and forms to identify areas where accessibility can and should be considered.
- Buyers will receive training and information on how to incorporate accessibility into procurement practices.
- Promote accessible procurement practices facility wide through modifying, revising and updating policies to include accessibility standards for all staff that are involved in purchasing.
- Document whether accessibility was considered in all product selection. By recording if the decision to either not incorporate accessibility requirements or to include accessibility requirements was taken in the process.

Design and Delivery of Programs and Services

At CLSI the design and delivery of programs is largely related to supporting users in our facility. A user is a researcher who uses synchrotron light from the beamlines to gather data for their research. They come from all parts of the world. In order to be granted access to CLSI, a principle investigator and their research team will submit a scientific proposal. The proposals go through a rigorous peer-review process in order to identify which proposals will be granted time on our beamlines. Many members of the user community, or research teams, are comprised of people with an undergraduate degree and working towards an advanced science degree. Within the academic environment itself, and specifically in the sciences, there are barriers to overcome, and that is even before they become a user at CLS. As one of our users who uses a mobility device indicated to us, people with disabilities are often discouraged from exploring the sciences in post secondary education due to the various barriers within science culture as a whole.

Most of the ways that our users from various institutions interact with CLSI is through the user services portal, our website, and user services office. Therefore, many of the goals contained in the previous sections of this plan support design and delivery to make our programs and services more accessible.

CLSI's goals for design and delivery of programs and services are:

- Create a more accessible atmosphere by:
 - adding messaging on the User services website that accommodations are available upon request
 - providing information on alternative ways to submit proposals, if needed

- sending out a ‘request for accommodation’ form to users one month prior to beamtime
- Offer users accommodations or supports, if required, when users complete their required training for facility access
- Continue to provide colour friendly user portal schedule changes for people who have colour deficiencies in sight.
- Use accessibility checkers for the sites and systems to address barriers to fix.
- Work with IT to incorporate a dark/light mode toggle feature on the user services portal.
- Collect statistics during the registration process to include a section on asking if accommodations are needed.
- Send out surveys to users to gather feedback on accessibility at CLS.
- Research guidelines or best practices on how to host accessible conferences and provide presenters with a guide on how to create accessible and inclusive presentations.

Transportation

CLSI does not currently run any transportation services; therefore, this priority area is not relevant to our facility.

Conclusion

CLSI is committed to improving accessibility by implementing this plan. By acting on our goals, we will become a more inclusive organization. To do this, we have to address our current and future barriers to accessibility. We will continuously work to address the needs of our employees, users, and stakeholders with disabilities. As per ACA requirements, we will update this plan every 3 years and report on the progress moving forward. We endeavour to make CLSI an accessible employer and research facility for our users and stakeholders in the years to come.