



ACA Blueprint 3

Accessibility Plan Template
and Requirements from the
Accessible Canada Regulations



Accessibility Plan Template and Requirements from the Accessible Canada Regulations

Required Headings in Your Accessibility Plan

Heading 1 - General Information

- Address of your place of business
- Phone number
- Email address
- Designate a person responsible for receiving feedback on behalf of the entity
- Provide the title of the position that the designated person holds
- Provide information about how the public can request alternate formats

Heading 2 - Priority Areas Under the ACA

Describe plans to identify, remove, and prevent barriers in each priority area: Employment, Built Environment, Information and Communication Technologies, Communication, Transportation, Design and Delivery of Programs and Services, Procurement.

Heading 3 - Consultations

Describe the manner in which persons with disabilities were consulted in the preparation of your accessibility plan.

Document Formatting

- Accessibility plan must be prepared in simple, clear, and concise language
- Prepared according to the latest English and French version of Web Content Accessibility Guidelines (WCAG), level AA (Currently WCAG 2.1, published on June 5th, 2018; WCAG 2.2 will be published in 2021).
- Accessibility plan must be available in prescribed alternate formats, upon request:
 - Print, large print, and electronic version compatible with adaptive technology must be provided within:
 - 15 days for all public and private federally regulated entities with >100 employees
 - 20 days for private entities with 10-99 employees
 - Audio and Braille versions:
 - 45 days for all federally regulated entities

Location of Publication

Website

Accessibility plans must be directly accessible on the home screen or home page of your organization's digital platform used to communicate with the public:

- Posted directly on the home page, or
- A direct hyperlink on the home page

No Website

If your organization does not have a public digital platform, your accessibility plan must be displayed in a location that is clearly visible and accessible to the public at the entrance or reception area of each business location.

Description of Feedback Process Template and Requirements from the Accessible Canada Regulations

Description of Feedback Process

- Designate a person responsible for receiving feedback on behalf of the entity
- Provide the title of the position that the designated person holds
- The feedback process must allow anonymous feedback
- Allow persons to provide feedback by mail, telephone, and email, as well as any other means the entity uses to communicate with the public
- Feedback must be acknowledged in the same manner in which it was received unless the feedback was given anonymously

Change of Process

If the feedback process changes, a description of the new process must be published and the Accessibility Commissioner must be notified.

Timeline

A description of your organization's feedback process must be published at the same time as your accessibility plan.

Document Formatting

- The feedback process must be prepared in simple, clear, and concise language
- The feedback process must be prepared according to the latest English and French version of Web Content Accessibility Guidelines (WCAG), level AA (Currently WCAG 2.1, published on June 5th, 2018; WCAG 2.2 will be published in 2021)
- The description of the feedback process must be available in prescribed alternate formats, upon request:
 - Print, large print, and electronic version compatible with adaptive technology must be provided within:
 - 15 days for all public and private federally regulated entities with 100 or more employees
 - 20 days for private entities with 10-99 employees
 - Audio and Braille versions:
 - 45 days for all federally regulated entities

Location of Publication

Website

- A description of the feedback process must be published on the main digital platform that your organization uses to communicate with the public
- A description of the feedback process must be directly accessible on the home screen or home page of your organization's digital platform used to communicate with the public:
 - Posted directly on the home page
 - A direct hyperlink on the home page

No Website

If your organization does not have a public digital platform, your description of the feedback process must be displayed in a location that is clearly visible and accessible to the public at the entrance or reception area of each business location.

Progress Report Template and Requirements from the Accessible Canada Regulations

Timeline

Progress reports must be published by the first and second anniversary of the day of publishing an organization's accessibility plan (i.e., for the first two years after publication of the accessibility plan).

Required Headings in Your Progress Report

Heading 1 - General Information

- Address of your place of business
- Phone number
- Email address

Heading 2 - Priority Areas Under the ACA

Describe progress made on implementation of your accessibility plan as it relates to the priority areas under the ACA.

Heading 3 - Consultations

Describe the manner in which persons with disabilities were consulted in the preparation of your progress report.

Heading 4 - Feedback

- Describe the feedback received through the feedback process
- Describe how feedback was taken into consideration
 - Progress reports must explain how feedback, whether critical or positive, was taken into consideration

Document Formatting

- Progress reports must be written in simple, clear, and concise language
- Progress reports must be prepared according to the latest English and French version of Web Content Accessibility Guidelines (WCAG), level AA (Currently WCAG 2.1, published on June 5th, 2018; WCAG 2.2 will be published in 2021)
- Progress reports must be available in prescribed alternate formats, upon request:
 - Print, Large print, and electronic version compatible with adaptive technology must be provided within:
 - 15 days for all public and private federally regulated entities with >100 employees
 - 20 days for private entities with 10-99 employees
 - Audio and Braille versions:
 - 45 days for all federally regulated entities

Location of Publication

Website

- Progress reports must be directly accessible on the home screen or home page of your organization's digital platform used to communicate with the public:
 - Posted directly on the home page
 - A direct hyperlink on the home page

No Website

If your organization does not have a public digital platform, your progress report must be displayed in a location that is clearly visible and accessible to the public at the entrance or reception area of each business location.

Additional Requirements for Accessibility Plans, Description of Feedback Process, and Progress Reports from the Accessible Canada Regulations

Notifying the Accessibility Commissioner

- An organization must notify the Accessibility Commissioner within 48 hours of the publication of an accessibility plan, feedback process, or progress report
- Notification must occur by email or any other electronic means identified by the Accessibility Commissioner
- Notification must include information on:
 - The location of the accessibility plan, feedback process, or progress report (i.e., provide a URL)
 - The business locations where the accessibility plan, feedback process, or progress report are published

Retaining Accessibility Plans, Description of Feedback Process, and Progress Reports

- If the entity has a publicly accessible digital platform:
 - Accessibility plans and progress reports must be retained online for 7 years
 - The most recent version of the description of feedback process must be retained online until a new version of the description is published, and for at least 7 years
- If the entity does not have a publicly accessible digital platform:
 - A print or electronic copy of its accessibility plans and progress reports must be retained for 7 years
 - A print or electronic copy of the most recent version of the description of its feedback process must be retained until a new version is published and for at least 7 years
- All feedback received must be retained in either print or electronic form for 7 years from which it was received

Interested in learning more?

Check out CCRW's other ACA blueprints: [Link to be added](#)

Questions? Please contact:

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