



CAB | ACR

Guidance on the Accessible Canada Regulations

April 2022

Version 1

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ABOUT THE CANADIAN ASSOCIATION OF BROADCASTERS

The Canadian Association of Broadcasters (CAB) is the national voice of Canada's private broadcasters. Our goal is to represent and advance the interests of Canada's private broadcasters in the social, cultural and economic fabric of the country.

ABOUT THIS GUIDANCE

This document was prepared by the CAB to assist broadcasting entities in fulfilling their accessibility regulatory obligations under the Accessible Canada Act. The document is not prescriptive, and the sample plan may need to be modified to reflect your entity's unique needs and resources.

DISCLAIMER

This document is provided for general information only. Each entity is responsible for understanding and complying with its legal obligations and for developing its own policies, procedures, and materials. This document does not include or constitute legal or professional advice from the CAB. Users are encouraged to seek independent advice to ensure compliance with legislative obligations.

RELEVANT LEGISLATION AND REGULATIONS

[Accessible Canada Act](#)

[Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations SOR/2021-160](#)

[Accessible Canada Regulations SOR/2021-241](#)

DOCUMENT HISTORY

DATE	VERSION	REVISION DESCRIPTION
April 2022	1.0	Initial release for membership use

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PART I

1. INTRODUCTION

In 2019, the Accessible Canada Act (ACA) came into force. Its purpose is to make Canada barrier-free by January 1, 2040, by identifying and removing barriers and preventing new ones. The Act applies certain requirements to federally regulated entities, including the broadcasting sector by way of the Canadian Radio-television and Telecommunications Commission (CRTC).

In July 2021, the CRTC published a regulation about accessibility requirements for broadcasting entities. In December 2021, a general regulation for all federal entities. While the two regulations are aligned, the general Governor in Council regulation applies to all federally regulated sectors and focuses on entities as employers. The regulation from the CRTC applies only to entities in the broadcasting and telecommunications sector and focuses on their role as employers as well as service providers. Broadcasting entities are subject to both regulations, which prescribe similar requirements to ensure compliance with the ACA.

The regulations require broadcasting entities to:

1. Prepare, publish, and regularly update an accessibility plan
2. Conduct consultations with persons with disabilities to inform and update the accessibility plan and progress reports
3. Publish a feedback process to receive and respond to feedback from the public
4. Prepare and publish annual progress reports on the accessibility plan

2. APPLICATION AND TIMELINES

The accessibility regulations apply to broadcasting entities with 10 employees or more.

Phase	100+ employees	10-99 employees*
1. Publish the description of entity's feedback process	June 1, 2022	June 1, 2023
2. Publish the entity's first accessibility plan	June 1, 2023	June 1, 2024
3. Publish entity's progress report	June 1 of each year when an updated accessibility plan is not required (2024, 2025)	June 1 of each year when an updated accessibility plan is not required (2025, 2026)
4. Publish an updated version of entity's accessibility plan	Every 3 years (June 1, 2026)	Every 3 years (June 1, 2027)

* Entities with less than 100 employees must file an attestation with the CRTC by **June 1, 2022** to qualify for the later publishing deadline of June 1, 2023.

* Entities with less than 10 employees must file an attestation with the CRTC by **June 1, 2022** to be exempted from publishing accessibility materials.

The attestation must be completed by an authorized individual of the entity (e.g., owner, officer, or director) and submitted through the CRTC's [Data Collection System](#). More information about the attestation process can be found in the [guidance letter from the CRTC dated April 25, 2022](#) (English on page 6).

3. WHAT IS AN ACCESSIBILITY PLAN?

There is no definition of an accessibility plan provided in the ACA or the regulations.

The Government of Canada's *Summary of Guidance on Accessibility Plans* describes an accessibility plan as "a document that explains how you plan to identify and remove barriers within your organization. It should also show how you plan to prevent barriers in the future".¹

¹ Government of Canada. Summary guidance on accessibility plans. <https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/summary-plans.html>

4. PRINCIPLES OF ACCESSIBILITY

Broadcasting entities must prepare or update an accessibility plan while recognizing and accounting for the following principles from [Section 6 of the ACA](#):

- a) All persons must be treated with dignity regardless of their disabilities;
- b) All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c) All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d) All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e) Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- f) Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and,
- g) The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

5. PUBLICATION OBLIGATIONS

A broadcasting entity is required to make the most recent accessibility plan and progress report publicly available:

- In clear, simple, and concise language
- Electronically
 - On the main digital platform where you communicate with the public
 - From the homepage or by way of a hyperlink on that homepage
 - In a conspicuous manner
 - In a format that meets Level AA conformance in the [Web Content Accessibility Guidelines](#) published by the World Wide Web Consortium

6. COMMUNICATION WITH THE CRTC AND ACCESSIBILITY COMMISSIONER

Your entity is required to notify the CRTC and the Accessibility Commissioner about publications of:

- each version of the accessibility plan
- the description of the feedback process
- any updated description of the feedback process
- the most recent progress report

Notifications must:

- Be submitted electronically
- Be completed within 48 hours of the publication
- Include a hyperlink to the URL with the published document

The CRTC will expect notifications of publications or updates to be filed using the entity's **CRTC Account (GC Key)**. Further information about how to format and submit the notification is available in the [guidance letter from the CRTC dated April 27, 2022](#).

7. CONSULTATIONS

Your entity must consult with persons with disabilities in:

- The preparation of the accessibility plan
- Every updated version of the accessibility plan
- The preparation of the progress report

The accessibility plan and progress report must include a description of the methods used for consultation.

8. FEEDBACK PROCESS

Your entity must designate a person to be responsible for receiving feedback on its behalf.

The entity must have a process for receiving feedback about:

- how your entity is implementing its accessibility plan
- the barriers encountered by persons dealing with your entity

The process must be available:

- In clear, simple, and concise language
- Electronically
 - On the main digital platform where you communicate with the public
 - From the homepage or by way of a hyperlink on that homepage
 - In a conspicuous manner
 - In a format that meets Level AA conformance in the [Web Content Accessibility Guidelines](#) published by the World Wide Web Consortium

Feedback:

- can be received by telephone, email, through an online form, or any other means designated by the entity
- can be submitted anonymously
- must be acknowledged when it is not anonymous
- must maintain privacy and confidentiality of personal information, unless consent for disclosure is obtained
- must be retained for seven years since the day of receipt

9. DOCUMENT RETENTION

Your entity must maintain **each** published version of its accessibility plan and progress reports accessible to the public on its digital platform for **seven years from the date on which the document was required to be published**. This means that older documents which are replaced by more current versions must remain publicly accessible until seven years after they were initially published.

Your entity is only required to have the most recent description of your feedback process publicly available for seven years.

10. REQUEST FOR DOCUMENTATION

A person may request a copy of the accessibility plan or progress report in an accessible format (including print, large print, braille, or other audio or electronic format), and the entity has a prescribed number of days to fulfill the request depending on the requested format.

11. ADDITIONAL RESOURCES

Government of Canada, Employment and Social Development. *Guidance on Accessibility Plans*. 22 Dec. 2021. <https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance.html>

Government of Canada, Employment and Social Development. *Guidance on Accessibility Plans, Sample Accessibility Plan Template*. 22 Dec. 2021. https://www.canada.ca/content/dam/esdc-edsc/documents/programs/accessible-canada/accessible-canada-regulations-guidance/guidanceonacr-Template_ENG.pdf

PART II

SAMPLE – ACCESSIBILITY PLAN AND PROGRESS REPORT

This sample can be used to generate an accessibility plan or progress report. The headers indicate whether the content in each section is required by the regulations or recommended.

1. GENERAL (REQUIRED)

- Position title of the person designated to receive feedback about accessibility
- Contact information for the public to communicate with the broadcasting entity, including:
 - Mailing address
 - Telephone number
 - Email address

Note: This contact may be used by the public for matters including requesting the entity's accessibility plan or feedback process description in alternate formats and providing feedback.

2. EXECUTIVE SUMMARY (RECOMMENDED)

- Short summary of the accessibility plan (1 page or less)
- Provide an overview of:
 - Major barriers identified
 - Steps taken to remove and prevent them
 - A summary of consultations

3. ACCESSIBILITY SUMMARY (RECOMMENDED)

- Short description of how accessibility aligns with your entity's goals and operations (1 page or less)

4. AREAS OF ACCESSIBILITY (REQUIRED)

4.1. Barriers by area

- Describe the entity's policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers in the following areas:
 - A) Employment
 - B) The built environment
 - C) Information and communication technologies
 - D) The procurement of goods, services, and facilities
 - E) The design and delivery of programs and services
 - F) Transportation

Notes:

i. For each area of accessibility, consider:

- Identification of barriers identified by employees, clients, consultation participants, and others
- Actions you have taken or will take to remove and/or prevent those barriers
- The timeline for addressing identified barriers
- The roles and responsibilities of those involved in taking action to address barriers
- Determining and tracking intended outcomes
- The accessibility principles set out in [Section 6 of the ACA](#)

ii. For areas D) and E): Consider how communication in American Sign Language, Quebec Sign Language, and Indigenous sign languages relates to removing and identifying barriers and preventing new barriers.

iii. If the area does not have any identified barriers, this can be noted under the heading.

iv. You may use consultations with persons with disabilities to seek information and advice about barriers within these areas.

v. Additional headings for areas that are not listed here but may be applicable to your entity may be added.

4.2. Licence conditions under Part II of the [Broadcasting Act](#)

- Describe any licence conditions that relate to the identification and removal of barriers and the prevention of new barriers.

4.3. Provisions of any order made under subsection 9(4) of the [Broadcasting Act](#)

- Describe the provisions of any order that relate to the identification and removal of barriers and the prevention of new barriers.

4.4. Provisions of any regulations made under subsection 10(1) of the [Broadcasting Act](#)

- Describe the provisions of any regulations that relate to the identification and removal of barriers and the prevention of new barriers.

5. CONSULTATIONS (REQUIRED)

- Describe the manner for conducting consultations with persons with disabilities in the preparation of the document. This may include:
 - A list of whom you consulted (respecting individual participants' privacy)
 - What you consulted on
 - An explanation of how those responses informed your plan
 - When you consulted, including dates or time periods during which the consultation(s) occurred
 - The consultation process and activities (e.g., in-person events, virtual meetings, group discussions, digital surveys, etc.)
 - An explanation of why you chose that process and those activities
 - What your entity did to ensure the consultations were accessible
 - What data and information you received from consultation(s) and how it was Taken into consideration or will be acted on. (*Note this is required under the "Feedback" header for progress reports – see below)

6. FEEDBACK (REQUIRED FOR PROGRESS REPORTS ONLY)

- Summarize what comments or data you received
- Explain how the comments or data received was taken into consideration

Note: Although the Feedback header is only required for progress reports, you may wish to maintain this section in your accessibility plans as well.

7. BUDGET AND RESOURCES (RECOMMENDED)

- Describe any resources (e.g., financial, human, etc.) For accessibility improvements

8. TRAINING (RECOMMENDED)

- Describe accessibility-related training that has been or will be provided to staff

9. GLOSSARY (RECOMMENDED)

- Define key terms, abbreviations, specialized words, or technical expressions used in the document