**Accessibility Plan**

**J.E. Fortin inc.**

**Legal Obligations under the ACA (Accessible Canada Act):**
1. Identify and report barriers to accessibility within their structures and practices.

2. Develop accessibility plans to improve access.

3. Consult with persons with disabilities for these plans.

4. Provide periodic progress reports.

**1. Identifying and Reporting Accessibility Barriers**
A questionnaire was developed to effectively identify barriers to accessibility within the organization. It was distributed to 20 employees across various departments to ensure a representative sample. The results were then analyzed by our internal committee.

The next step was the production of a summary report including recommendations to management. A sample of the questionnaire is provided in the appendix.

**2. Developing Accessibility Plans**
Below is a detailed accessibility plan based on the 7 key elements defined by the ACA:

***Built Environment: Accessibility of Buildings and Public Spaces***
Objectives:

- Ensure unobstructed physical access to all buildings, public spaces, and facilities.

Actions:

1. Conduct an audit of built environments to identify barriers (e.g., lack of ramps, narrow doors, absence of elevators or accessible restrooms).

2. Bring buildings up to accessibility standards (e.g., CSA B651 in Canada).

3. Install visual, tactile, and auditory signage for individuals with sensory impairments.

4. Provide accessible parking near main entrances.

5. Train staff on the maintenance of accessibility equipment (e.g., ramps, elevators).

Responsible: Facilities / Maintenance Team

Timeline: 6 to 24 months (priority to high-traffic areas)

***Employment: Equal Access to Employment Opportunities***
Objectives:

- Promote an inclusive and accessible work environment.

Actions:

1. Adjust recruitment processes to include accommodations starting from job postings.

2. Provide workplace accommodations (e.g., adjustable desks, specialized software).

3. Train managers and recruiters on inclusive practices.

4. Implement a workplace accommodation policy, in consultation with affected employees.

5. Promote employment of individuals with disabilities through partnerships with specialized organizations.

Responsible: Human Resources

Timeline: Ongoing and recurrent

***Information and Communication Technologies (ICT): Digital and Inclusive Technology***
Objectives:

- Provide equitable and inclusive digital access for all.

Actions:

1. Audit digital platforms (website, intranet, apps) for accessibility gaps (e.g., non-compliance with WCAG 2.1).

2. Adapt websites and apps for compatibility with screen readers and assistive tools.

3. Offer alternative technologies for employees and clients with specific needs (e.g., alternative keyboards, voice recognition software).

4. Train IT teams on creating and maintaining accessible digital content.

Responsible: IT Department

Timeline: 12 to 18 months

***Communications: Accessible Information and Communication***
Objectives:

- Ensure universal access to organizational information.

Actions:

1. Provide documents in accessible formats (large print, audio files, sign language).

2. Ensure document readability (e.g., high contrast, plain language, appropriate font size).

3. Offer sign language interpretation for major events.

4. Train staff to communicate with individuals with special needs.

Responsible: Communications Team

Timeline: 6 to 12 months

***Procurement of Goods, Services, and Facilities: Inclusive Products and Services***
Objectives:

- Integrate accessibility criteria in procurement processes.

Actions:

1. Review procurement processes to include accessibility requirements.

2. Evaluate suppliers based on their ability to provide inclusive products and services.

3. Purchase accessible equipment for facilities (e.g., ATMs, interactive kiosks).

Responsible: Procurement Department

Timeline: Ongoing from plan adoption

***Transportation: Accessible Mobility and Transportation***
Objectives:

- Ensure safe and inclusive mobility for all users.

Actions:

1. Verify compliance of transport vehicles (e.g., access ramps, tie-down systems).

2. Train drivers and staff on the specific needs of people with disabilities.

3. Partner with accessible transportation providers for external services.

Responsible: Logistics / Transport Services

Timeline: 12 to 24 months

### *Design and Delivery of Programs and Services: Accessible Services*
Objectives:

- Adapt services to meet the needs of individuals with disabilities.

Actions:

1. Regularly consult with persons with disabilities to identify specific needs.

2. Develop universal design policies for new services or programs.

3. Provide accommodation solutions (e.g., personal assistance, adapted learning materials).

4. Train staff to deliver inclusive and respectful services.

Responsible: Program and Service Managers

Timeline: 6 to 18 months

### 3. Monitoring and Evaluation
Actions:

1. Establish an accessibility committee to oversee implementation of the plan.

2. Define performance indicators (KPIs) for each area (e.g., % of compliant buildings, employee satisfaction).

3. Prepare annual reports on progress made.

4. Adjust the plan based on employee and client feedback.