



CANADIAN LIGHT SOURCE INC.
ACCESSIBILITY PLAN 2026-2029

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General

About the Organization

Canadian Light Source Inc. (CLSI) is a national research facility of the University of Saskatchewan and is located on its campus in Saskatoon, Saskatchewan. It is the only synchrotron in Canada.

The synchrotron produces brilliant X-ray and infrared light 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 work with more than 1,000 researchers (or ‘users’) every calendar year and support them conducting research on our beamlines. We also host thousands more visitors through our public tours program. 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” when our staff conduct research, assess issues and enhance the synchrotron light.

Land Acknowledgement

The Canadian Light Source (CLS) is located on Treaty Six Territory 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.

Statement of Commitment

CLSI values equity, diversity, and inclusion and is committed to the goal of making Canada barrier free by 2040. We strive to be as accessible as possible to our employees, users, and stakeholders. This requires ongoing consultation with people with disabilities and learning from their lived experiences. Their feedback is critical as we modify our Accessibility Plan over time and address barriers within our organization.

Message from Leadership

I am pleased to share the Canadian Light Source Inc. (CLSI) Accessibility Plan for 2026–2029. This updated plan reflects our continued commitment to advancing accessibility and inclusion across our organization. It sets out clear priorities and actions to remove and prevent barriers, strengthen our culture, and ensure equitable access for all who engage with CLSI—whether as employees, users of our beamlines, research partners, or members of the public.

Accessibility is fundamental to our mission as a national research facility. We are committed to embedding accessible practices into everything we do—our policies, programs, services, and physical and digital environments. By doing so, we aim to create a workplace and user experience that enables full participation and supports the diverse needs of our community.

This plan has been informed through meaningful engagement with individuals with disabilities, as well as the expertise of our employees and specialists. While we recognize that barriers persist in research environments, we are taking deliberate and sustained action to address them. Our efforts align with CLSI’s strategic vision to foster an equitable, inclusive, and world-class research environment.

Accessibility is not a one-time effort, but an ongoing journey. As we implement this plan, we will continue to listen, learn, and improve through feedback and collaboration. We will also measure and report on our progress, ensuring transparency and accountability as we move forward.

Together, these actions will help make CLSI a more accessible employer and synchrotron research facility that benefits everyone and creates an environment where we all can flourish.

Sincerely,

Ingrid Pickering – Interim Chief Executive Officer, Canadian Light Source Inc.

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 Accessible Canada Act 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. The principles of Equity, Diversity and Inclusion (EDI) are imbedded in the value statements within the CLS Strategic Plan.

Existing Policies

CLSI is committed to fostering an equitable, diverse, inclusive, and accessible workplace through our policies and practices. Our *Employment Equity Policy* affirms our commitment to fair and equitable treatment for all employees and candidates and recognizes the historic underrepresentation of women, Indigenous Peoples, members of visible minority and racialized groups, and persons with disabilities. This commitment is reinforced through our *Recruitment Policy and Procedure*, outlining our goal to ensure a consistent, fair, and barrier free hiring process. In addition, our *Workplace Accommodation Procedure* supports employees requiring temporary or permanent accommodations, enabling full participation in meaningful employment. These policies are supported by our *Employee Code of Conduct*, which promotes a respectful and non-discriminatory work environment. Together, these measures reflect CLSI's ongoing commitment to building a more inclusive and accessible workplace.

Consultations

CLSI's approach to accessibility is grounded in the principle of "*Nothing about us without us.*" This means that our work must be informed and guided by the lived experiences of people with disabilities and that ongoing, meaningful consultation is essential to creating lasting and effective change. To this end, a survey was sent to approximately 250 CLSI employees in April 2026. A response rate of 17% (44 out of 250) was received, and of those responding, 11% self-identified as a person with a disability. Once employees completed the survey, they were offered the option of connecting directly with Human Resources for a direct consultation. A one-on-one meeting with an employee with a disability took place to discuss building accessibility and possible solutions related to their experiences.

Overall, the survey indicated that respondents viewed accessibility at CLSI as generally good, but with specific gaps related to communication, technology, and the built environment:

- Communication barriers included the use of overly complex language in written materials for general all staff audiences, not providing descriptions of images or graphics, and the need to offer documents and training material in formats other than PDF.
- Technology-related concerns focused on internal systems and software that may be difficult to use or not designed with accessibility in mind, information or documents spread out or

stored in different places, technology that is hard to use with screen readers or other aids, and audio/visual challenges during virtual meetings.

- Challenges with the built environment focused on accessing the building in extreme winter conditions (e.g. excessive snowfall and ice), as well as the need for more ramps at entrances other than at our main entrance. Additional accessibility push buttons at heavy doors, reliance on a single elevator, and emergency procedures for evacuation in stairwells were also mentioned.

The survey indicated that CLSI employment practices are “mostly” or “somewhat” accessible. Areas for improvement included more consistent application of policies and processes throughout the facility and between different departments, clearer and more organized onboarding practices, better planning of physically demanding work, and clearer career development practices.

Although individuals with disabilities may be underrepresented among users of science research facilities, CLSI is committed to seeking their input to improve accessibility. Feedback from a user with limited mobility, during the development of the initial Accessibility Plan, was repeated and reinforced in the recent employee survey regarding challenges associated with the CLSI built environment.

Together, these themes highlight a need for clearer communication practices, more user-friendly and accessible technology, and targeted improvements to physical infrastructure. This feedback has helped shaped the goals in this updated plan.

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

Organization-Wide Initiatives

While CLSI has made progress with respect to integrating accessibility in our systems, practices, and spaces, we acknowledge that there is more work to do to ensure accessibility for people with disabilities—and to create an inclusive environment that benefits everyone. Accessibility is a shared responsibility across CLSI. Although certain teams and roles will lead specific actions, all employees contribute to supporting our efforts to remove barriers and foster an inclusive experience for staff, users, visitors, and stakeholders.

As part of this updated plan, CLSI is strengthening its commitment to consistent engagement with people with disabilities. Their perspectives are critical to identifying barriers, informing solutions, and guiding continuous improvement.

Our organization-wide accessibility initiatives for 2026–2029 include:

- Continuing to provide training to all employees on disability awareness, accessibility, and inclusive practices.
- Establishing a structured, sustainable approach to engaging and consulting with people with disabilities on an ongoing basis.
- Ensuring clear, timely, and accessible processes are in place to provide information in alternative formats upon request.

Through these initiatives, CLSI will continue to build a culture of accessibility that is proactive, inclusive, and responsive to the diverse needs of our community.

Employment

CLSI is committed to ensuring equitable, accessible, and barrier-free employment practices for all employees and candidates. We recognize that barriers – particularly for individuals with visible and hidden disabilities – can arise from gaps in awareness, processes, and communication. CLSI will address these barriers through targeted policy updates, education, and improved accessibility practices across recruitment, accommodation and workplace systems.

Objective: Improve awareness, clarity and accessibility of workplace accommodations.

Barrier: Limited understanding of visible and hidden disabilities, unclear accommodation processes, and difficulty in accessing information.

Action: Review and update the CLS Workplace Accommodation Procedure to clearly define types of disabilities that may require accommodation and outline how to submit requests. Increase awareness among supervisors and managers regarding disabilities and accommodation responsibilities through training. Improve internal communications about the role of Human Resources in supporting accommodations and ensure information is easily accessible to all staff.

Objective: Establish a comprehensive organizational approach to accessibility.

Barrier: A formal, organization-wide accessibility policy and coordinated implementation is lacking.

Action: Support the research and development of a CLS Inclusion, Diversity, Equity, and Accessibility (IDEA) Strategy in collaboration with the CLS Diversity Committee and develop a communications strategy to support its implementation.

Objective: Ensure policy, procedure, and training documents are in a digitally accessible format and use plain language.

Barrier: CLS documents for policies, procedures, job descriptions, and training material can be difficult to find on the intranet, with many in formats that are difficult to read using assistive technology.

Action: Incorporate accessibility standards when writing new materials and documents, and when updating existing documents. Provide alternative format of documents (e.g. Word versus PDF) upon request.

Built Environment

CLSI is committed to identifying, removing, and preventing barriers within the built environment. While building codes establish minimum accessibility standards, CLSI recognizes that achieving an inclusive environment requires going beyond compliance to address real-world barriers faced by employees, users, and visitors.

CLSI has implemented supports to guide individuals to accessible entry points and continues to enhance interior accessibility through features such as accessible spaces for public tours, marked egress paths, braille door labels, noise mitigation efforts, and ergonomic accommodations. Environmental barriers include extreme snow and icy conditions which on occasion can pose challenges in the parking lots and walkways around the building. Measures to minimize the effects of these environmental conditions will be ongoing, as this will benefit everyone who accesses our building and not only those who require support with respect to mobility.

Objective: Improve physical accessibility and safe egress at the Northeast entrance to the building.

Barrier: The current wooden stairs at the Northeast entrance do not provide accessible entry/exit to the North Parking Lot, limiting use by individuals who require barrier-free access and not meeting optimal accessibility standards.

Action: Plan, design, and construct a fully accessible exit ramp to replace the existing wooden stairs at the Northeast entrance. Secure necessary capital funding to support design and construction, with implementation targeted within the next three years.

Objective: Enhance wayfinding and navigation on the mezzanine level of the facility for individuals with visual-related disabilities.

Barrier: Limited navigation supports may create challenges for individuals with visual disabilities in independently navigating the mezzanine level.

Action: Improve wayfinding on the mezzanine level by applying tactile strips along the handrail to identify an upcoming item, such as a gate, or to signal a change in direction.

Objective: Ensure safe and accessible entry at the main reception entrance.

Barrier: A gap and uneven elevation between the door threshold and walkway, caused by settling paving stones, creates a tripping hazard and limits accessibility for individuals using mobility aids.

Action: Repair and re-level the paving stones at the main reception entrance to eliminate the gap and ensure a smooth, even transition between the walkway and door threshold in accordance with accessibility standards.

Objective: Ensure safe, informed, and equitable emergency evacuation for individuals using wheelchairs or with mobility limitations.

Barrier: Wheelchair evacuation procedures are not well known or clearly communicated, and current instructions are not visible in stairwells, creating uncertainty during emergencies – especially given the reliance on stairwells and a single elevator.

Action: Develop and clearly communicate standardized wheelchair evacuation procedures, including the use of safe refuge areas where applicable. Post clear, accessible instructions in stairwells and common areas, and incorporate evacuation training into regular safety training and drills to ensure awareness and preparedness among staff and users.

Information and Communication Technologies

At CLSI, the Technology Services Division supports the facility's hardware and software, including beamline instrumentation and functionality. They are also responsible for computer infrastructure and all network connections. CLSI has long prioritized human factors, which is particularly important to meet the needs of our users and employees. Accessibility considerations include the use of metadata to support screen readers, and accessibility testing is strengthened by the involvement of a Technology Services team member who is deaf blind. Building accessible technology from the outset – and ensuring staff know how to use it suitably – is essential to preventing barriers.

Objective: Ensure Technology Services staff have the knowledge and competencies required to design, implement, and support accessible solutions consistently across the organization.

Barrier: Technology Services staff may lack sufficient knowledge or training to consistently provide accessible solutions for employees and users.

Action: Review current accessibility knowledge and competency gaps within Technology Services and implement targeted training and awareness initiatives to strengthen the organization’s ability to design, procure, implement, and support inclusive and accessible technology solutions, aligned with operational priorities and available resources.

Objective: Achieve consistent accessibility across internal digital platforms by identifying and removing barriers that prevent equitable access to information and services.

Barrier: Intranet sites and internal applications may contain accessibility barriers that limit equitable access for users.

Action: Review internal intranet sites and applications, that are controlled by Technology Services, to identify accessibility barriers and establish a practical, prioritized plan to address areas within organizational control, while aligning efforts to organizational priorities, operational realities, and available resources.

Objective: Enable inclusive data visualization and interaction by ensuring software interfaces support customizable and accessible colour options.

Barrier: Fixed or non-inclusive colour schemes in beamline software create difficulties for users with colour vision deficiencies.

Action: Review beamline software interfaces to identify accessibility limitations related to colour usage and implement configurable, accessible colour theming options where feasible, aligned with operational priorities, technical constraints, and available resources.

Objective: Establish consistent, accessible meeting practices that support full participation for individuals with hearing, auditory processing, or language-related needs.

Barrier: Audio-visual tools and meeting practices are not standardized, lacking the use of captions, transcripts and audio quality considerations.

Action: Technology Services, in collaboration with Communications and Executive Leadership, will develop and implement a practical framework for accessible meetings and communications, leveraging Microsoft Teams capabilities such as live captioning and transcription, while establishing guidelines and alternative meeting room approaches to help mitigate background noise and improve accessibility.

Communications, other than Technology Services

CLSI strives to excel 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 contributes to the national science agenda and supports a strong and vibrant research community. We recognize that there are barriers to how we communicate which can be improved upon.

Objective: To ensure the CLS public website, www.lightsource.ca is fully accessible.

Barrier: The CLS public website is not fully compliant with Web Content Accessibility Guidelines 2.0 (WCAG).

Action: Work with the University of Saskatchewan (who hosts our website) to address the issues to ensure Web Content Accessibility Guidelines 2.0 (WCAG) compliance.

Objective: Ensure CLS staff, who create or edit webpages, are specifically trained on Web Content Accessibility Guidelines.

Barrier: Not all staff who create or edit webpages are trained on Web Content Accessibility Guidelines.

Action: Ensure training is complete by 2027.

Objective: Ensure all social media posts are accessible, including consistency with the use of alternative text features on all images, and capitalization of the first letter of each word for hashtags is being used.

Barrier: The management system which enables multi-platform posting (Sprout Social) does not allow for alt text enabling across all platforms at once. Additionally, CLS does not possess the Communications staff complement to maintain the levels of social media reach while ensuring full accessibility.

Action: Monitor Sprout Social capabilities regarding accessibility improvements and implement/ adopt as soon as able.

Objective: Enhance the accessibility of training and documents governed by the document control process.

Barrier: Not all programs can be adjusted to facilitate viewing by those with visual challenges.

Action: Continue to work with employees to find the right tools to allow viewing or audio review of training and approved documents.

Procurement

Objective: Ensure that all purchased goods, services, software, and facilities identify, consider, and incorporate accessibility requirements so they are usable by people with diverse abilities and do not introduce new accessibility barriers.

Barriers:

- Accessibility requirements are not consistently considered during purchasing decisions.
- Purchase requests may lack information about accessibility impacts or standards.
- Procuring inaccessible products or services can require costly retrofits or exclude users.
- Staff may have limited awareness of applicable accessibility standards and supplier obligations.

Actions:

- Add an accessibility section to all Purchase Request forms and require people to state whether accessibility requirements apply and how they will be addressed .
- Include clear accessibility requirements in all procurement documents, such as RFQs, RFPs, and contracts.

Design and Delivery of Programs and Services

At CLSI, programs and services are primarily focused on the researchers who use our facility. These researchers (called users) come from around the world and use synchrotron light from our beamlines to collect data. They can access the facility after their proposals are peer-reviewed and approved. Support is offered during the registration, proposal submission, and project management process. Users mostly interact with us through the user services portal, our website, and the user services office. Prior to arrival, users are asked if they have any special needs that can be accommodated. After their visit, they complete a survey to rate their experience—covering things like safety, access, training, environment, and amenities—and can add comments to explain their feedback. We also send out a survey once a year to get feedback on the application process and find out if there are any barriers.

The CLSI Education Team offers programs for educators and students, including hands-on learning both in classrooms and on-site. Accessibility needs are discussed prior to groups coming on-site for programs such as Students on the Beamline or Professional Development Workshops for educators.

CLSI also engages with the public by offering virtual and on-site tours. Individuals sign up on our website where they are informed that the tour takes place on the mezzanine level—accessible by stairs or an elevator—and to expect approximately an hour of slow walking. Those with mobility challenges can request the use of a CLS wheelchair. Many of the goals outlined earlier aim to improve how these programs and services are designed and delivered so they are more accessible for everyone.

Objective: Improve the accessibility of public tours by identifying gaps and making informed improvements based on attendee feedback.

Barrier: We currently do not collect feedback from tour participants about whether the tours were accessible or what challenges they may have experienced.

Action: Develop and implement a post-tour survey that asks attendees about their overall experience and specifically about accessibility, including any barriers they encountered and suggestions for improvement; use this feedback to guide ongoing enhancements to tour accessibility.

Objective: Provide display options in the User Portal.

Barrier: Software development resources are required for this implementation.

Action: Incorporate a dark/light mode toggle feature in the User Portal to improve usability and accessibility for a diverse range of users. Planning for this enhancement will involve coordination with the software development team.

Objective: Collect continuous feedback from users on accessibility at CLS.

Barrier: Anonymous surveys are sent to users generally once per year.

Action: Modify the existing user experience survey that is sent out after each visit to include targeted questions related to accessibility, enabling CLS to support a more proactive and responsive strategy for addressing accessibility needs and improving the overall user experience.

Transportation

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

Conclusion

CLSI is committed to advancing accessibility by implementing this plan and continuously addressing both current and emerging barriers. Through sustained action on our goals, we will foster a more inclusive organization that meets the needs of employees, users, and stakeholders with disabilities. In alignment with the Accessible Canada Act requirements, we will review and update this plan every three years and transparently report on our progress. CLSI remains dedicated to becoming an accessible employer and research facility, strengthening inclusivity for all in the years ahead.