CANADIAN LIGHT SOURCE INC

ACCESSIBILITY PLAN PROGRESS REPORT

JUNE 1, 2025

Contents

General

About the Organization

Canadian Light Source Inc. (CLSI) is a national, non-profit research facility owned by the University of Saskatchewan. It is home to Canada's only synchrotron and represents one of the largest scientific infrastructure investments in the country's history. Located in Saskatoon, 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.

CLSI envisions itself as a leading Canadian voice for innovation, with its leadership and world-class talent driving excellence in synchrotron light services and solutions. Our mission is to enable science, learning, and socio-economic benefits through the provision of synchrotron light. Since beginning operations in 2005, CLSI has supported over 5,700 researchers (we refer to them as our "users") from 45 countries in publishing nearly 8,000 scientific papers, including more than 4,600 peer-reviewed articles. Canadian researchers from 11 provinces and territories, representing over 200 institutions, have advanced knowledge in a wide range of disciplines, conducting studies in areas such as health, agriculture, the environment, and advanced materials. CLSI employs approximately 260 people including scientists, engineers, technician, administrative and business personnel.

Over the past year, our focus was on a significant project to upgrade one of our facility's major components. In May 2024, we began the complex and lengthy work to replace our linear accelerator (linac) with a new unit designed to improve the efficiency and reliability of the light beam. The linac accelerates electrons to generate the synchrotron light used by researchers to study materials at the molecular and cellular levels. This critical upgrade ensures CLSI will be able to deliver high-quality, stable, and reliable light to more than 1,000 scientists from Canada and around the world each year. This project required us to turn off the "light", impacting our users who need this light to conduct their research. As a result, the number of users significantly decreased for the remainder of 2024 and for the first half of 2025.

In our first Accessibility Plan, we outlined our commitment to be as accessible as possible to our employees, users, and stakeholders. However, the challenges brought on by the linac project meant that we did not have users to consult with during the past year. This was a significant constraint in our consultation process, as we were unable to survey this important group to find out where CLSI could improve accessibility. Like many small to mid-sized organizations, CLSI also faces structural and resource-based limitations that impact the pace and scope of our accessibility efforts, as well as equity, diversity and inclusion efforts. As a publicly funded research facility, our largest barrier is limited financial resources, staffing capacity, and competing time demands. Unlike larger organizations with dedicated EDI personnel, CLSI does not have a full-time role dedicated to EDI efforts. Despite these constraints, CLSI was still able to make progress in many areas after one year. This report highlights where progress occurred and where efforts will continue going forward.

Contact Information

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

• E-mail: cls@lightsource.ca
• Telephone number: 1-306-657-3500
• Social Media Channels – X (formerly Twitter), Facebook, LinkedIn, and Instagram

Mailing address
Canadian Light Source Inc.
Attention: Accessibility Feedback
44 Innovation Blvd.
Saskatoon, SK
S7N 2V3

CLSI's Human Resources Manager is responsible for receiving feedback from the public and employees on the Accessibility Plan or any issue related to accessibility.

Different Formats of the Progress Report

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

Please ask us if you need print or large print with increased font size, braille, or an audio recording of this report.

Progress Updates

Priority Area 1: Employment

We remain focused in upholding our core values, including Equity, Diversity, and Inclusion (EDI), along with Safety, Innovation, Leadership, Collaboration, and Accountability. These values guide our daily operations and strategic direction. Over the past year, we have focused on enhancing our hiring practices and reinforcing our commitment to being an equal opportunity employer. Our goal is to build a workforce that not only supports our mission but also reflects the diversity of our user community and the broader society in which we operate.

As of December 31, 2024, CLSI noted that its representation of persons with disabilities increased from 2.4% to 4.1%. One of the key factors contributing to the increased representation was a resurvey of all CLSI staff, during which several individuals newly self-identified as persons with disabilities. We view this as a meaningful indicator of cultural progress at CLSI. The willingness of staff to disclose disabilities suggests a growing sense of psychological safety and trust within our workplace. It reflects a culture where individuals feel respected, supported, and confident that their disclosures will not lead to stigma or negative consequences. This shift is a positive step toward fostering a more inclusive and equitable environment for all employees. Despite this positive trend, we recognize our efforts to improve representation can't diminish.

The outcomes from the previous year include:

- All job postings include the following Equal Opportunity Employer statement:
  "Canadian Light Source Inc. (CLSI) is an equal opportunities employer and encourages members of designated groups (women, Indigenous people, people with disabilities, and visible minorities) to self-identify on their applications. One of our values is Equity, Diversity, and Inclusion, and we strive to create a workforce that reflects our users and the community in which we live. We welcome all qualified candidates to apply and hope you will choose CLSI as your employer of choice. If you have any questions or concerns about accessible employment at CLSI or wish to begin a confidential conversation about your individual accessibility or accommodation needs during the recruitment process, please contact us at jobs@lightsource.ca."
- Using our applicant tracking system to collect data on the proportion of applicants who choose to self-identify.
- Asking candidates invited to interviews if they require accommodations.
- Ensuring we apply an objective, equitable and transparent hiring process.
- Ensuring our hiring committees include diverse perspectives and expertise.
- Interview questions are reviewed by HR for compliance with the Canadian Human Rights Act.
- Building the HR team's awareness around accessibility challenges faced by employees by attending a webinar hosted by the Canadian Council on Rehabilitation and Work called: Intersectionality, Disability and Employment in Canada – a CASE Innovation Lab Panel.

Priority Area 2: Built Environment

The CLSI facility is a unique building that was designed for the technology and infrastructure needed to do synchrotron research. While standards were followed in its design and build, there are some features that can be improved upon:

- As reported in our Accessibility Plan, one of the challenges within our built environment is the low number of exterior ramps from the experimental floor level of the building. We are currently looking at the cost and feasibility of two new ramps, and will be consulting with architects, contractors and the University of Saskatchewan (land owner). With resources focused on the linac upgrade this past year, this effort has been deferred to the next year, allowing for proper resourcing and budgeting.
- A second wheelchair has been purchased, as planned, and is available for public and staff use. This was very helpful when a visiting contractor who was supporting the linac upgrade work needed to use it during the 4 weeks on-site to safety and mobility reasons, as it allowed the other wheelchair to be available to guests or visitors on tour, or for our staff, if needed.
- Our Building Evacuation Plan was updated to identify areas of refuge and how individuals with physical disabilities can be safely exited out of the facility.
- Ergonomic accommodations continue to be met, and those that are extensive or involve a significant cost, are supported by medical/professional documentation. Examples of various accommodations provided include ergonomic mice, keyboards, refresher monitor, sit/stand desk,

special lighting or desk lamps. Existing assistive technology supports are also upgraded when needed.

In terms of other built environment initiatives, it is expected the following will be progressed in the upcoming year:

- Installation of an exterior rubber threshold ramp at the main entrance to remove a gap making it easier to enter the building for those with mobility issues.
- The application of tactile strips along the handrail on our mezzanine level to help those who are visually challenged identify an upcoming item, such as a gate, or to signal a change in direction.
- When inclement weather such as a heavy snowfall makes it difficult to enter or exit the building, clear messaging will be sent to staff and users on what is the safest and most cleared point of entry to the building. Remote work options are also considered for staff who have concerns with mobility on such days.

Priority Area 3: Information and Communication Technologies

The following are highlights of the progress made in our technology areas:

- *Source training for IT and CID staff to increase their knowledge on providing accessible solutions for employees and users:* Deafblind Communication Etiquette Training was held at an IT Division Meeting where a representative from CNIB Deafblind Community Services presented information on communication methods, best practices for speech and tone, role-play exercises, meeting etiquette and ways to foster inclusive team workplace culture. Intervenor services were provided in some focused team meetings with regular training and reminder on meeting etiquette to support communication with a deafblind member during these meetings. Colleagues are reminded to announce themselves prior to speaking and to speak slowly and clearly so everyone hears the same message. Minutes are automatically transcribed in high quality for each meeting and available to confirm 'action items' for the participants.
- *Research an alternative A/V (audio/visual) system for meeting rooms*: A new meeting room conferencing system (Owl Meeting replacing Polycom units) was deployed with superior Audio/Visual capabilities (microphone and speaker). These were strategically installed to enhance communication for Deafblind users in the facility. In addition, assistive devices such as high quality, specialized audio microphones and hearing aid (Oticon hearing aids and Rogers microphones) were purchased for deafblind member to aid listening and speaking in meetings. We are currently exploring additional A/V systems and noise suppressions solutions for larger conference rooms
- *Enable accessibility features on Microsoft Office 365 products:* Upon obtaining participant consent, all Microsoft Teams meetings are transcribed and recorded. This includes online meetings, lectures, seminars, workshops and retreats. Microsoft Co-pilot AI licenses were provisioned to targeted staff members to assist them with summarizing key points from meetings, searching transcriptions, identifying action items, and compiling to-do lists and outcomes of meetings. Software and artificial intelligence tools were also provided, including Perplexity.ai and FScompanion.ai, which integrate with JAWS screen reader software where applicable and Microsoft products to offer instructions for

search engines, speech-to-text functionalities, and web browsing, thereby enhancing the work effectiveness for affected employees.

- *Review the accessibility of our intranet sites and applications to identify barriers and create a strategy to remove any that are within our control:* Developed a process for accessibility of IT information and assistance documents available in cloud applications (Confluence and Jira) to formats/templates accessible for deafblind member as a pilot framework. Current work in progresses include implementing a standard process for creating all internal CLS documents in an accessible format. We will also continue to develop and explore tools and applications that integrate with existing CLSI applications to make them more accessible for those with a disability (e.g. Slackback a web application to receive email notification for the CLS Slack platform). IT will also ensure accessibility features are required when deploying or procuring new IT applications and services utilized by deafblind team member to improve user experience and work productivity.
- *Develop colour theming options in programming to accommodate staff or users who have visual impairments so they are able to use beamline software*: The User Schedule outlining beamline activity has been updated to account for the most common forms of colour blindness. Our User Portal software has been identified as our first priority for further development in this area. Over time, offering alternative colour schemes on screens for people with colour vision deficiencies will be explored as time and resources allow.

Priority Area 4: Communication, other than information and communication technologies

CLSI endeavours to provide information in a variety of formats that our staff, users, and public can access:

- *Generate a process for request of alternative formats for our Accessibility Plan*: Visitors to www.lightsource.ca will find a link to our Accessibility Plan at the bottom of the home page. While the Accessibility Plan identifies how to request it in a different format, we will improve communication by adding the following statement in Accessibility section of the webpage: "To request our Accessibility Plan in a different format please contact: CLS@lightsource.ca". This will provide clarity to the reader on how to make the request without having to open the document.
- *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***:** A website accessibility assessment has been conducted and we are working with the University of Saskatchewan (who hosts our website) to address the issues to ensure Web Content Accessibility Guidelines 2.0 (WCAG) compliance. This effort is ongoing.
- *Provide staff accessibility training for all who create or edit webpages, specifically training related to Web Content Accessibility Guidelines*: This is in the planning stages with the intent to offer it in 2026.
- *Create a social media standard for all platforms to guarantee 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: This is in progress, as it requires further analysis of the additional resources required to fully implement.

- *Investigate how and where described video can be used to enhance the accessibility of video content on social media platforms*: A preliminary investigation indicated that the typical CLS social media video is too short for described video (~1 minute with no breaks in dialogue). However, we will consider using described video for longer videos shared on social media.
- *Create or edit policy documents for various communication groups and ensure accessibility standards and inclusion of people with disabilities are mentioned*: In progress and expected to continue as revisions to documents are made.

Priority Area 5: Design and delivery of programs and services

As mentioned at the beginning of this report, CLSI began, in May 2024, a high-priority project to replace our linear accelerator (linac) in order to improve the efficiency and reliability of the light on our beamlines. Being in 'shut-down' mode, we had no users for the remainder of 2024 and the first six months of 2025. This was not a normal year of operation and we found it impacted some of our accessibility initiatives related to the design and delivery of programs and services. We were not able to send out a survey to users to gather feedback on accessibility, but we plan to do this once we are back to normal operations. We also plan to add language to our email notifications that go out to users about one month prior to their beamtime to let them know how to request accommodations during their beamtime.

Language was added to the CLS website related to accessibility in our help section for users (https://www.lightsource.ca/users/getting-started/user-portal-guide.php#SupportandAccessibility): "As part of our commitment to accessibility and inclusion, the Canadian Light Source is dedicated to supporting all users in the registration, proposal submission, and project management process. If you require accommodations or encounter barriers while interacting with the CLS User Portal, we encourage you to contact us—we're here to help. Your feedback is also welcome as we continue working to identify and remove accessibility barriers."

Other initiatives still in progress include:
- Incorporating a dark/light mode toggle feature on the user services portal. This requires coding changes and will be worked on as resources become available.
- Researching guidelines or best practices on how to host accessible conferences and provide presenters with a guide on how to create accessible and inclusive presentations.

Priority Area 6: Procurement of goods, service and facilities

CLSI has a small supply chain team responsible for sourcing and purchasing the goods and services required to operate and maintain a synchrotron research facility. During the past year, the team did process mapping in order to understand where improvements and efficiencies could be made. Also impacted by the linac project, the resources available to update our procurement policy and procedure documents, to recognize and include accessibility standards, was limited. In the meantime, however,

we have found some information and resources through DisabilityIN that will help us learn what accessibility standards look like in the area of procurement. We will look at where our templates and forms can be modified to include accessibility as a consideration, as well as find additional ways to help our supply chain team increase their knowledge and understanding of accessibility in procurement.

Priority Area 7: Transportation

CLSI does not provide public transportation and has not found any issues with accessibility under this priority area of the Accessible Canada Act.

Accessibility Awareness and Training

As part of our effort to be a safe and inclusive employer, CLSI participates in Bell Let's Talk Day in January. An all-staff message is sent with the goal to increase awareness and reduce the stigma around mental health. Staff are encouraged to take meaningful action to create change and build an inclusive workplace where everyone feels like they belong. Links to resources are also shared, such as Be There Certificate (a free online course from Jack.org), Wellness Together Canada, and the Canadian Mental Health Association.

CLSI annually recognizes National AccessAbility Week in May. The message to staff emphasizes the importance of celebrating the contributions of Canadians with disabilities. CLSI is committed to a barrier-free workplace and shared resources and articles from the Canadian Centre for Diversity and Inclusion (CCDI) are provided to support staff learning and education.

June is National Deafblind Awareness Month and is recognized annually at CLSI. Each June, individuals with deafblindness, service providers, and allies come together to raise awareness. Saskatchewan is one of only three provinces offering publicly funded services for the deafblind community. CLS has made efforts to educate staff members on what barriers might be present for a deafblind person by publishing information in our weekly Spotlight newsletter.

In February 2025, the Manager of CNIB Deafblind Community Services and an Intervenor was invited to speak at the Information Technology Division retreat. It was an opportunity for employees to gain a further "experiential" understanding of what it might be like to live with deafblindness. It reaffirmed that we all have a role to play in workplace accommodation and this collaborative approach has proved to be very effective.

A two-day "Inclusive Leadership" workshop was held in April 2025 to a group of fifteen individuals encompassing Directors, Managers, and Supervisors. Edwards Executive Education from the University of Saskatchewan was contracted to help our leaders develop the skills to foster an inclusive and psychologically safe environment within their department and across the organization.

CLSI is an Employer Partner with the Canadian Centre for Diversity and Inclusion. Employees are provided with resources such as online courses and webinars, to help improve knowledge, skills, and understanding about accessibility. We will continue to use this resource, as well as research other options for additional online or in-person learning.

Feedback Mechanism

Having been in shut-down mode over the past year due to the linac project, we were unable to host users at the facility. As a result, we did not receive feedback to help us understand the needs of our users with disabilities. Once CLSI is back to normal operations, we will continue to survey our users, and this information will help us direct our efforts to improve accessibility. Although CLSI is not a facility that serves the public, we do conduct public tours in a defined area that is accessible by elevator for those with mobility challenges. We do not typically receive feedback on accessibility from the public, but recognize that a more formal way to ask for it may be required.

The other opportunity for receiving feedback comes from our staff. In developing our accessibility plan over a year ago, focus groups were held with employees, providing valuable information on what could be done to improve accessibility in the workplace. In the coming year, as we look at developing a new plan, information from a staff survey, as well as focus groups, will tell us if we have made progress and where work still needs to be done.

No feedback submissions were received via email or regular mail, between April 1, 2024 and May 30, 2025.

Consultations

Canadian Light Source Inc. (CLSI) acknowledges that people with disabilities are the experts in their own experiences regarding accessibility. This past year, there was limited opportunity to consult with our user community (visiting researchers) due to a shortened operational window resulting from our linear accelerator upgrade project starting in May 2024. When regular operations resume (expected mid to late 2025), and users are back at the facility, a survey is planned to gather feedback on accessibility at CLSI.

CLSI has meetings with employees who require accommodations to identify measures that can be taken to help them be successful in their job. These meetings also identify barriers these individuals may be facing. For example, an employee who is deafblind and uses a screen reader (JAWS) was consulted about the accessibility of a new on-line training platform. While the vendor identified the new platform as being accessible, this employee was consulted to confirm if that was true. Testing with one of the interactive training modules is planned to assess how easy or difficult it is to use with the current screen reader.

The Education team at CLSI engaged with nearly 200 educators, 100 high school students, and 75 post-secondary students through a combination of virtual and in-person programming. As part of our equity, diversity, inclusivity and accessibility commitments, our Education Team asks participants to self-identify to evaluate the level of representation from various equity groups. They found that 3.5% of these educators reported having a disability, which is an important consideration when education programs are being developed and delivered.

Going forward CLSI will identify stakeholders that we can consult with from our community to help us identify future measures for our updated accessibility plan next year.