

# MULTI-YEAR ACCESSIBILITY POLICY AND PLAN

## OVERVIEW

The Liberal Party of Canada is committed to ensuring that all Canadians can participate in our democracy, and that includes working to ensure full compliance with current and ongoing requirements established by the Integrated Accessibility Standards Regulation (IASR), under the *Accessibility for Ontarians with Disabilities Act (AODA)*; *Accessibility for Manitobans Act*; the *Nova Scotia Accessibility Act*, and any upcoming accessibility legislation as it is introduced.

## STATEMENT OF COMMITMENT

The Liberal Party of Canada is committed to engaging with all people in a way that allows them to participate meaningfully in our democracy, and maintain their dignity and independence as they do so. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration, and equal opportunity, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

To facilitate this commitment, the Liberal Party of Canada has established, maintained and documented a multi-year accessibility plan that outlines the policies, actions and commitments that the Liberal Party of Canada has put in place to improve opportunities for people with disabilities. This Plan will be reviewed and updated at least once every five years to identify progress made in addressing barriers.

This Plan is also available in an alternate accessible format upon request.

## LPC ACHIEVEMENTS AND COMMITMENTS TO REMOVE AND PREVENT BARRIERS

### CUSTOMER SERVICE STANDARD

The Liberal Party of Canada is committed to providing accessible customer service to people with disabilities. We make all reasonable efforts to ensure that our engagement and services are provided in a manner that respects the dignity and independence of those with disabilities.

### ACCESSIBLE CUSTOMER SERVICE PLAN

We have an Accessible Customer Service Plan which is available on our Accessibility website here: <https://liberal.ca/accessibility/>.

As outlined in our Accessible Customer Service Plan, we:

- Consider a person's disability when communicating with them;
- Ensure that assistive devices are available on-site in our workplaces or available at events hosted by the Liberal Party of Canada upon request;
- Welcome service animals on our premises and at all public events hosted by the Liberal Party of Canada;
- Welcome support persons on our premises and at all public events hosted by the Liberal Party of Canada at no additional cost;
- Let individuals know when accessible services are temporarily unavailable; and
- Invite individuals to provide feedback.

The Liberal Party of Canada will continue to review the policy as necessary.

## INFORMATION AND COMMUNICATIONS STANDARD

The Liberal Party of Canada is committed to making our information and communications accessible to people with disabilities.

### Accessible Websites and Web Content

The Liberal Party of Canada has ensured that our website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG), 2.0, level A.

To date, the Liberal Party of Canada's public website and its content has exceeded this standard and has met all requirements under WCAG 2.1, level AA criteria.

Our team is fully aware of WCAG requirements and will ensure all new content and/or any substantial changes to the website conform to the required standards. We have posted on our Accessibility page that accessible formats and communication supports are available for people with disabilities upon request.

### Accessible Formats and Communication Supports

The Liberal Party of Canada, upon request, provides accessible formats and communication supports to individuals with disabilities that take into account each person's particular accessibility needs. We work with individuals with disabilities to determine the appropriate method of communication or the appropriate accessible communication format for documents, based on their needs. Where a communication support or accessible format cannot be provided immediately, we consult with the individual to arrange for a suitable format in a timely manner.

For our 2021 National Convention, we provided attendees CART services in both English and French. For virtual events hosted by the Liberal Party of Canada, we have been providing attendees, upon request, recordings of the events with transcripts, as soon as they become available. A significant expansion in the number of virtual events has also been making many

standard events more accessible than previously -- and captioning is included for online video posts.

## Feedback

The Liberal Party of Canada consults with people with disabilities to determine their information and communication needs. We have established a feedback process that is accessible and available in alternate formats such as telephone, email, and in-person.

A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Upon request, we are able to receive and respond to feedback from members of the public, employees and volunteers who live with a disability.

The Liberal Party of Canada's Accessibility Working Group will be mandated to review policies, procedures and compliance. All feedback received will be directed to the Accessibility Working Group who will then identify the issues and prepare and implement solutions to ensure that the Liberal Party of Canada is compliant with accessibility standards.

All inquiries pertaining to services available for people with disabilities will receive a response from a member of our team.

## EMPLOYMENT STANDARD

The Liberal Party of Canada is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have communicated to the public and employees that, when requested, the Liberal Party of Canada will ensure that reasonable accommodations are made available to employees with disabilities throughout the recruitment and onboarding process.

### Recruitment

The Liberal Party of Canada is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants. We specify in our job postings that accommodation is available for applicants at any stage of the application process and provide reasonable accommodations upon request.

### Workplace Emergency Response Information

The Liberal Party of Canada is committed to providing individuals with publicly available emergency information, plans or public safety information in an accessible way upon request. Any emergency plans, procedures or public safety information made publicly available are provided in an accessible format or with communication supports, upon request and as soon as practically possible.

The Liberal Party of Canada has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary. We provide information on our emergency response and evacuation plans to all new hires during the onboarding process. If an employee has a disability that requires an individualized emergency response, they can communicate their accommodation needs to the Human Resources department in confidence and

the appropriate accommodation during a workplace emergency will be individualized for the employee. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

We will continue to review the individualized workplace emergency response plans when necessary (i.e. when we amend our emergency response and/or evacuation procedures; if the location of the employee changes; or if there is a change in disability).

### Documented Individual Accommodation & Return to Work Plans

The Liberal Party of Canada has a process for documenting and developing individualized workplace accommodation plans for employees with disabilities and return to work policies for employees that have been absent due to a disability and require disability related accommodations in order to return to work. We will continue to use and develop individualized accommodation plans and other related documents to support the return to work process and ensure that both managers and employees alike have access to these as required.

## TRAINING

Accessibility and inclusion are core values of the Liberal Party of Canada, and as a result we provide training to employees on accessibility standards and human rights. We maintain a database of the training participants' names and dates of completion. We are in the process of developing additional training modules for party volunteers.

### Accessibility Customer Service Training

The Liberal Party of Canada requires employees to complete the following training sessions within 90 days of employment:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- The Liberal Party of Canada's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Liberal Party of Canada's goods and services.

### Safe Election Campaigns & Respectful Workplace Policy

The Liberal Party of Canada is committed to promoting equality, valuing diversity and supporting the dignity of all persons. To affirm this commitment, we have developed training on Safe Election Campaigns and our Respectful Workplace Policy for employees, officers and volunteers. The training is mandatory for employees and is provided within the first 90 days of employment. These training sessions help people develop the skills needed to fully participate in the Party in a fair,

respectful, and equal way. Developing these skills help ensure that our party's principles are lived out every day, as we interact with each other, and with communities across Canada.

The Liberal Party of Canada will continue to review and update the policy and training sessions.

## DESIGN OF PUBLIC SPACES

The Liberal Party of Canada will establish plans to meet the Accessibility Standards for the Design of Public Spaces when making modifications to our office spaces.

Since August 2015, the Liberal Party of Canada has undertaken significant strategic changes to prevent barriers to accessibility. We relocated the national headquarter office to a modern office tower, taking into account the accessibility needs of our staff, volunteers, and the general public. This change has allowed the premises to be on a single floor instead of three. In 2020, we invested in additional reconfigurations to the workspace, such as building an accessible kitchen and creating larger hallways and doorways to facilitate the circulation of wheelchairs.

The Liberal Party of Canada also ensures that our events are held at facilities that meet accessibility requirements for persons with disabilities.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, notice will be provided on the Liberal Party of Canada website. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice of service disruption will read as follows:

*We are currently experiencing technical difficulties. Service will be restored as soon as possible. We apologize for any inconvenience this has caused. If you have any additional concerns regarding this, please do not hesitate to contact us using any of the following means:*

Phone: 1-888-LIBERAL (1-888-542-3725)

Email: [assistance@liberal.ca](mailto:assistance@liberal.ca)

The notice will be made publicly available on our contact page at:

<http://www.liberal.ca/contact/>

## MODIFICATIONS TO LIBERAL PARTY OF CANADA POLICIES

Any policy, practice or procedure of the Liberal Party of Canada that does not respect and promote the principles of inclusivity, dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## CONTACT DETAILS

For more information on this accessibility plan, please contact:

The Liberal Party of Canada

350 Albert Street, Suite 920  
Ottawa, ON  
K1P 6M8

Phone: 1-888-LIBERAL (1-888-542-3725)

Email: [assistance@liberal.ca](mailto:assistance@liberal.ca)