

Accessibility

Professional Research Standards | General company policy

Good research depends on people being able to take part. Atlantic Research and Field Services (ARFS) aims to make its research activities, communications and services accessible, considering people's needs from the first planning conversation through to the final report. This policy applies to ARFS employees and contractors and to the research activities and services they deliver.

Plan for participation

When designing a project, ARFS considers who may encounter barriers and how the work can be adapted. Planning includes physical access, hearing and vision needs, clear language, reading and comprehension, digital access, fatigue, timing and the length of activities. We discuss relevant needs with the client and, where appropriate, the people taking part rather than assuming one approach will suit everyone. Before work begins, ARFS confirms applicable accessibility and accommodation obligations and the client's required standards for activities, digital tools and deliverables. Agreed measures are included in the project plan and communicated to employees and contractors.

Offer practical ways to take part

Depending on the activity and individual needs, options may include a telephone or written response instead of an online form, an accessible meeting location, readable document formats, communication support, additional time, breaks or adjusted scheduling. We use clear instructions and consider accessibility when choosing survey tools, meeting arrangements and reporting formats. Where a chosen method creates a barrier, we look for a workable alternative while protecting the purpose and quality of the research.

Listen and respond respectfully

People can tell ARFS what would help them participate, before or during an activity. We focus on the adjustment needed and do not ask for unnecessary medical or personal details. Requests are handled respectfully and confidentially. We work with the person and client to arrange appropriate accommodation in line with applicable obligations. If a requested option cannot be provided, we explain the constraint and discuss alternatives.

Learn from each project

ARFS invites feedback on barriers encountered and uses it to improve future work. Charles Batstone, Owner and Director, is responsible for following up on accessibility requests and concerns. Contact charles@atlanticresearch.ca or 902-249-0002 to discuss a need or request an alternative format. This policy is reviewed annually and as our services develop. Reported barriers are followed up promptly, with corrective action where needed. Project materials and delivery arrangements are checked against agreed accessibility requirements before use.