



# Canada Infrastructure Bank

## Accessibility Plan 2023-24 – 2025-26



## Accessibility Plan

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# Message from leadership



The Canada Infrastructure Bank (“CIB” or “we”) is committed to improving the inclusion, equal opportunity, access, and participation of persons with disabilities through the identification, prevention, and removal of barriers to accessibility.

In support of this goal, we are pleased to present the CIB’s first multi-year Accessibility Plan. This plan outlines the CIB’s strategy and offers a clear roadmap towards meeting our accessibility commitments and goals. These commitments include:

- identifying opportunities to extend our reach and accommodations to persons with disabilities
- training our employees on accessibility and disability inclusion,
- improving our built environment and information technology to create a seamless experience for our employees and clients, and
- enhancing communication to provide persons with disabilities the same opportunity to access our programs and services

The CIB’s Executive Committee has approved this plan and look forward to sharing updates on our progress. We also welcome feedback about the delivery of our services to persons with disabilities. If you have questions, feedback, or an accommodation request, or would like to ask for a copy of this Plan in an alternate format, please provide feedback through the CIB’s [Accessibility Feedback Process](#).

Ehren Cory

Chief Executive Officer

# General

## The Accessible Canada Act

The *Accessible Canada Act* (Act) is the Government of Canada's commitment to accessibility and the rights of persons with disabilities. The Act aims to create a barrier-free Canada by 2040 through the proactive identification, removal and prevention of barriers to accessibility across the following seven accessibility priority areas:

- employment
- the built environment
- information and communications technology (ICT)
- communication, other than ICT
- the procurement of goods, services and facilities
- the service design and delivery, and
- transportation

A key principle of the Act is "Nothing Without Us" which means that organizations should consult persons with disabilities when developing laws, policies and programs that impact them. The Act was developed through significant consultation with persons with disabilities, and It requires federally regulated organizations to do the same to meet compliance requirements.

The Act applies to a wide range of federally regulated entities, including Crown Corporations such as the Canada Infrastructure Bank (the CIB). Through compliance with the act, the CIB along with other regulated entities will help eliminate barriers facing more than 6 million Canadians aged 15 and over, who have a disability (source: Canadian Survey on Disability, 2017).

The Act requires all regulated entities, including the CIB to:

- develop and publish an accessibility plan
- set-up and publish a feedback process, and
- develop and publish annual reports outlining the progress made against established accessibility plans, in consultation with and including feedback from persons with disabilities

## About the Canada Infrastructure Bank

The CIB is a federal Crown Corporation that works together with all levels of government, private investors and project sponsors to invest \$35 billion in revenue generating infrastructure which benefits Canadians and attracts private capital.

The CIB's investment strategy aligns with the following Government of Canada's long-term commitments and economic priorities:

- infrastructure projects with the greatest opportunity to create jobs and growth
- promote social inclusivity, and

- build a clean economy

The CIB is expected to make investments in projects that are in the public interest in the priority areas of:

- public transit,
- clean power
- green infrastructure
- broadband, and
- trade and transportation

The CIB has also established a target to invest \$1 billion in Indigenous infrastructure projects in partnership with and for benefit of Indigenous communities across the five priority sectors.

## **Accessibility statement**

We exist to make an impact that improves the lives of Canadians and are committed to creating an environment where all our employees, clients and stakeholders feel included with a joint purpose. Our Accessibility Plan is our commitment to creating a barrier-free experience for all persons with disabilities, including our employees, clients, suppliers and other stakeholders. The actions within this plan will help advance the CIB's diversity and inclusion journey, by including accessibility and inclusion of persons with disabilities into everything we do.

## **Guiding principles**

We have established the following guiding principles to help us achieve our vision:

- integrate accessibility and disability inclusion into our organizational diversity and inclusion (D&I) strategy
- take deliberate action to create a barrier-free experience for persons with disabilities
- embody the Government of Canada's "Nothing without us" strategy by continuing to actively consult with persons with disabilities in key decisions and implementation of commitments within this plan
- create a culture of persons with disability inclusion, by integrating accessibility into our day-to-day behaviours, and
- raise awareness and increase education on the importance of accessibility and inclusion of persons with disabilities

## **Feedback process and contact information**

The CIB has an established [Accessibility Feedback Process](#) to accept feedback relating to accessibility and our accessibility plan. You can provide the CIB with feedback by contacting our Accessibility Team:

- Email: [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca)

- Phone: 1-833-551-5245
- Mail: Accessibility Team - Human Resources, 150 King Street West, P.O. Box 15, Toronto, ON, M5H 1J9

## **Alternate formats**

You can request an alternate version of our feedback process, accessibility plan or progress reports by email at [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca) or telephone at 1-833-551-5245.

Formats available:

- print
- large print (larger and clearer font)
- braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- audio (a recording of someone reading the text out loud)
- electronic formats that are compatible with adaptive technology

## **Accessibility plan – accessibility priority areas**

Our plan focuses on six accessibility areas we believe are critical in achieving our accessibility vision and creating a barrier-free environment for our employees, clients and stakeholders:

- employment
- the built environment
- information and communications technology (ICT)
- communication, other than ICT
- the procurement of goods, services and facilities, and
- the service design and delivery

Given the nature of the CIB's business, the Act's federal transportation network recommended priority area is not applicable.

## **Accessibility plan – overview**

In preparation of the Accessibility Plan, the CIB performed a current-state assessment of accessibility. This included working with those responsible for each of the accessibility priority areas and significant consultation with persons with disabilities.

The “Nothing without us” principle guided our approach to this plan. To make sure we identified and understood existing barriers, we consulted with persons with disabilities through the following activities:

- an employee accessibility survey

- external stakeholder accessibility survey, and
- a series of external discussions with persons with disabilities

You can read more information about the nature and extent of *Consultations* within this plan. Through the performance of the current-state assessment and consultations with persons with disabilities, the CIB identified barriers to accessibility and persons with disabilities inclusion. Following the identification of barriers, the CIB identified key commitments to eliminate existing barriers and improve accessibility.

These commitments include deliberate actions to:

- improve existing accommodations processes
- enhance digital accessibility across platforms
- build awareness about accessibility and disability inclusion, and
- make improvements to how we communicate with our employees, clients, suppliers and other stakeholders

The CIB recognizes that accessibility is a journey and that the evaluation of accessibility, and effectiveness of the Plan, will need ongoing monitoring. The CIB will continue to listen, learn from and respond to feedback from persons with disabilities.

## **Areas described under section 5 of the Accessible Canada Act (ACA)**

### **Employment**

#### **Where is the CIB now?**

At the CIB, we are committed to the equal participation of persons with disabilities in every aspect of employment. The CIB has existing recruitment and talent strategies to hire, retain and foster inclusion of equity deserving groups.

While there does not appear to be a significant gap in representation of persons with disabilities at the CIB when compared to labour market availability, we recognize that there is an opportunity to increase representation and inclusion across a broader spectrum of different types of disabilities. There is also an opportunity for the CIB to take a more active approach to the recruitment of persons with disabilities by diversifying recruitment channels and working with external partners.

The CIB works to make sure all employees receive accommodations upon request. We have reviewed our accommodations process and identified opportunities to better communicate, formalize and streamline the process to improve the experience of persons with disabilities.

The CIB has also taken actions to communicate its commitment to accessibility during the recruitment process and proactively offer candidates accommodations. All the CIB's job postings include an

accessibility statement to demonstrate that accommodations are available as part of the recruitment process.

In February 2021, the CIB formed a Diversity and Inclusion (D&I) Committee to lead D&I initiatives and provide recommendations to the CIB's Executive Committee to enhance diversity and inclusion within:

- corporate plans
- policies
- initiatives
- programs, and
- other activities

The D&I Committee is committed to fostering dialogue about inclusion of equity deserving groups within the CIB, including inclusion of persons with disabilities. The CIB takes pride in our commitment to providing employees the flexibility they need to be successful in both their personal and professional lives. The CIB provides this flexibility in different ways, including a hybrid working model and flexible working arrangements based on the needs of individual employees. This flexibility has supported employees with disabilities as well as the broader workforce.

### **What we heard through internal consultations**

We heard the following through our employee accessibility survey and internal consultations:

- employees have generally positive perceptions about the CIB's commitment to inclusion, including inclusion of persons with disabilities
- there is a need for increased education and guidance on disability inclusion and accessibility, and
- while employees have generally had positive accommodations experiences, there is an opportunity for improved communication about the CIB's accommodations processes

### **What we heard through external consultations**

The CIB performed 10 external consultations with persons with experience across a range of different disabilities to identify barriers to accessing employment. While the feedback we heard does not relate to specific experiences with the CIB, it is helpful to understand these common barriers faced by persons with disabilities so that we can prevent and eliminate similar barriers within our organization. You can read more information about the nature and extent of *External Consultations* within this plan.

External consultation participants shared that the following are important to ensure accessibility in recruitment, onboarding and employment:

#### Recruitment and onboarding

- accessibility and readability of online career portals, job postings and application processes
- reasonable minimum experience and skills requirements within job postings



- clear communication of accessibility contacts and accommodations processes during recruitment and onboarding processes
- use of plain language in recruitment and onboarding communications, documents and templates
- written documentation during onboarding and adequate time to capture verbally communicated information

## Employment

- comprehensive accessibility and disability inclusion training provided to all employees
- deliberate leader-led dialogue about disability inclusion
- proactive organizational accessibility assessments, rather than reactive assessments
- organizational commitment to continuous improvement of accessibility
- clear communication of accessibility support contacts and accommodations processes
- availability and ease of access to different types of employment accommodations, including:
  - flexible hours
  - ability to work remotely and attend meetings remotely, when needed, and
  - materials provided in advance to large meetings
- use of plain language in employment communications, documents, forms and templates, and
- clear directions from managers on day-to-day role expectations and tasks

## Looking forward

We believe the following actions will enable the CIB to better recruit, retain and support employees with disabilities. We will continue to actively listen to persons with disabilities to understand how we can create a more inclusive work environment.

## Key commitments

### Ongoing:

- Continue to support the D&I Committee to deliver initiatives focused on accessibility and disability inclusion
- Continue to monitor employee self-identification data and compare to labour market availability to make sure the CIB is providing equal employment opportunity to persons with disabilities

## FY2023-24

### Q2:

- Implement a formalized and streamlined accommodations process to provide effective and timely accommodations

**Q4:**

- Create a centralized accommodations fund to cover costs of employee accommodation requests
- Deliver training on accessibility and disability inclusion to the CIB leadership team, people managers and all employees

**FY2024-25****Q1:**

- Incorporate specific strategies to hire, develop, and retain more persons with disabilities at all levels within the CIB's refreshed Talent and Development Strategy

**Q2:**

- Continue to diversify the talent pipeline by partnering with employment organizations focused on employing persons with disabilities

**Built environment****Where is the CIB now?**

The CIB is on a journey to improve the accessibility of our offices and non-shared workspaces in Canada. While actions have been taken on an as needed basis to improve accessibility to the CIB's offices and workspaces, the CIB has not established any set standards. The CIB's premises in Montreal and Calgary are within shared workspaces limiting the CIB's ability to set standards in these spaces.

There is an opportunity to proactively monitor and evaluate the accessibility of our spaces on an ongoing basis to maintain an inclusive and accessible environment. The CIB has undertaken an initial review to assess the accessibility of our offices and workspaces. While the CIB offers some accessible features, there is an opportunity for the CIB to take a more deliberate approach to ensuring accessibility of our spaces.

The CIB formed a Health and Safety Committee in 2018 responsible for addressing workplace health and safety concerns. The committee holds quarterly meetings and conducts inspections to identify workplace risks and provides recommendations to the Executive Committee, including recommendations relating to accessibility. All members of this committee hold the Joint Health and Safety Committee (JHSC) certification.

**What we heard through internal consultations**

Employees shared the following during the employee accessibility survey and internal consultations:

- desire for transparent communication of office accessibility standards and guidance
- opportunities to improve the accessibility of elevators, washrooms, and shared kitchens, and

- opportunities to provide workspaces with greater privacy and less distractions to support those who are neurodivergent or have invisible disabilities

### **What we heard through external consultations**

External consultation participants shared that the following is important to create an accessible built environment:

- multiple seating options in public spaces and waiting areas (e.g., reception)
- automatic push buttons to electronically open doors
- accessible railings on stairs for navigation and support
- adequate lighting and contrasting in workspaces, entrances and paths
- accessible elevators (e.g., voice activation, large buttons, braille, wait time etc.)
- large building signage, both internally and externally
- clear maps and wayfinding tools
- braille in common public areas to help in building navigation
- acceptance of animals, particularly guide dogs as a form of navigation
- availability of sensory friendly workspaces, including quiet rooms and lighting options
- availability of sensory friendly accommodations, and
- availability of ergonomic and mobility accommodations

### **Looking forward**

We will reaffirm our commitment to accessibility within our workspaces by setting a standard and formalizing the monitoring of accessibility within our office. We will centralize and streamline our accommodations process and continue to support employee needs for sensory-friendly workspaces through adjustments made as part of the CIB's accommodations process.

### **Key commitments**

#### **FY2023-24**

#### **Q2:**

- Implement a formalized and streamlined accommodations process to provide effective and timely accommodations

#### **Q3:**

- Establish an accessibility standard for the CIB's office and workspaces based on principles of universal accessibility. Consider principles of accessibility in the design of any future offices and workspaces

- Develop an accessibility checklist to monitor and evaluate the accessibility of the CIB offices and workspaces on an ongoing basis. Make adjustments to fix any exceptions identified

**Q4:**

- Create a centralized accommodations fund to cover costs of employee accommodation requests
- Review emergency and evacuation plans for accessibility and include alternative supports for employees or visitors with disabilities. Consult persons with disabilities in the review to create a seamless experience

## **Information and communication technologies (ICT)**

### **Where is the CIB now?**

The CIB has worked to make sure our public facing website follows web accessibility standards.

We have identified opportunities to:

- establish a long-term digital accessibility strategy to ensure ongoing alignment with digital accessibility standards across all corporate information and communication technologies, and
- embed digital accessibility into the procurement and development of all future digital assets

### **What we heard through internal consultations**

Some employees with disabilities from the CIB reported challenges accessing certain pages within the CIB website and difficulties with navigation. In addition, some employees identified that certain software programs are not accessibility friendly.

### **What we heard through external consultations**

External consultation participants shared that the following is important to ensure digital accessibility and the effectiveness of IT accommodations:

#### **Digital accessibility**

- availability of accessible templates for digital documents
- readability and accessibility of online forms
- use of plain language on websites and other information and communication technologies
- clear technology instruction guides, provided in plain language
- consistent application of accessibility standards across digital platforms, and
- ongoing monitoring of new and existing digital content for accessibility
- engaging persons with disabilities in the testing of new and updated technology to ensure a seamless experience

## IT accommodations

- effective training of IT staff responsible for supporting employee IT accommodation requests. Training should focus on enhancing IT staff understanding of the following:
  - organizational and leading practice IT accommodations processes
  - familiarity with selecting, procuring, configuring and setting up assistive technology, and
  - leading practices for assisting workplace set up for persons with physical impairments

## Looking forward

We are looking to build upon our current digital content accessibility efforts by:

- establishing a long-term IT accessibility strategy, and
- implementing ongoing monitoring to ensure continued accessibility across digital assets

The CIB understands that upskilling current IT staff in digital accessibility and providing training on supporting persons with disabilities will be an important part of our journey forward.

## Key commitments

### Ongoing

- Continue to meet the WCAG 2.0 standard with ongoing monitoring and evaluation of the CIB public-facing website

### FY2023-24

#### Q2:

- Implement a formalized and streamlined accommodations process to provide effective and timely accommodations

#### Q3:

- Develop a long-term information and communication technology accessibility strategy to make sure all current and future digital assets are accessible

#### Q4:

- Create a centralized accommodations fund to cover costs of employee accommodation requests
- Provide training to IT staff on digital accessibility and supporting persons with disabilities with assistive technology

## **Communication, other than ICT**

### **Where is the CIB now?**

The CIB provides communications in both official languages and offers alternate formats to the public. The CIB proactively provides the following alternative formats for video content on our public-facing website:

- transcripts, and
- PowerPoint presentations

The CIB often communicates diversity, equity and inclusion initiatives and resources to our leaders and employees. We recognize there is an opportunity for more focused communication on the following:

- accessibility and accommodations,
- our accessibility plan, and
- education on disability inclusion

There is also an opportunity to take a more proactive approach to the accessibility of meetings and events by providing guidance to our employees on accessible interactions and communication.

### **What we heard through internal consultations**

Employees reported a desire for increased communication about the CIB's commitment to accessibility and actions taken to increase accessibility. Employees also asked for increased guidance and communication of accommodations resources.

Employees with disabilities reported that digital assets are sometimes difficult to locate, and a central location would be useful in providing easy access to important assets and templates.

### **What we heard through external consultations**

External consultation participants shared that the following is important to ensure accessible communication with external stakeholders and employees:

- availability of communications in alternate formats
- clear communication of accessibility standards and accommodations processes
- deliberate dialogue about persons with disability inclusion
- accessible mobile applications and digital platforms for events
- captioning during videos and meetings
- large font size and adequate contrast
- providing alt text for images

- use of plain language
- alternatives to joining large events and meetings, and
- ability to provide accessibility feedback using multiple channels, including directly to a person (e.g., by phone call)

## Looking forward

As we move forward the CIB will focus on increasing access to:

- accessibility and accommodations information and resources, and
- guidance on accessible and inclusive communication techniques

The commitments below will compliment the actions taken to improve the accessibility of information and communication technology, which will enhance accessibility within all communications.

## Key commitments

### FY2023-24

#### Q3:

- Develop a communications strategy to raise awareness about the CIB's accessibility plan and barriers facing persons with disabilities

#### Q4:

- Provide guidance to all employees on accessible communication techniques and organizing accessible meetings (in-person and virtual)
- Create a standard accessibility checklist to make sure large events and meetings are accessible for all
- Make the CIB's Accessibility Plan, progress reports and accessibility educational resources available in a centralized location

### FY2024-25

#### Q2:

- Develop relationships with accessible communication providers to use when needed (e.g., American Sign Language, Quebec Sign Language and Indigenous sign languages)
- Provide guidance to Communications staff on leading practices for accessible organization-wide communication

### FY2025-26

**Q1:**

- Implement alternative communication supports on the CIB automated phone system for accessibility of all users

**The procurement of goods, services and facilities****Where is the CIB now?**

On an as needed basis the CIB purchases good and services from suppliers. When needed, requests for proposals (RFPs) are issued through MERX. There is an opportunity for the CIB to further educate employees involved in procurement activities on accessibility leading practices and interacting with suppliers with disabilities. The accessibility of communications with suppliers, including RFPs, email communications, forms and templates is important to provide a barrier-free experience to suppliers with disabilities.

**Looking forward**

The CIB will provide guidance to employees involved in procurement to increase their knowledge of accessible procurement practices. The CIB will also review the templates, forms, and other communications used in the procurement process for accessibility and effective communication of the accommodations process.

**Key commitments****FY2023-24****Q2:**

- Review the procurement process, including documents, forms, templates, and communications to make sure that they reflect accessible practices

**Q4:**

- Implement a formalized and streamlined accommodations process to provide effective and timely accommodations
- Provide training or guidance to the procurement team on leading practices for accessible procurement and communication with suppliers with disabilities
- Implement process to consistently communicate the CIB's commitment to accessibility and information about the accommodations process to suppliers

**FY2024-25**



**Q2:**

- The CIB will begin to collect information about the diversity of suppliers and accessibility practices to better understand organizational supplier diversity

**The design and delivery of programs and services****Where is the CIB now?**

The CIB is an impact investor and provides investments in the following priority areas:

- green infrastructure
- public transit
- broadband
- clean power, and
- trade and transportation

We also have goals to invest in all priority areas for projects in partnership with Indigenous peoples.

The CIB is proud of the positive impact we drive to Canadians and their communities through these investments which often have an inclusive and accessible impact due to the nature to the projects.

To make sure we provide our partners with a positive and inclusive experience, the CIB provides accommodations upon request. Types of client requested accommodations may include but are not limited to:

- alternate documentation formats, and
- communication support during meetings.

The CIB has identified opportunities to increase accessibility in digital interactions and improve communication of the organization's accommodations process.

**Looking forward**

The commitments included in both the information and communications technology (ITC) and communications sections of this plan will positively contribute to our delivery of accessible services to our clients.

We will build upon those commitments by making sure documents used with clients are accessible. We will also proactively communicate our accommodations process to increase client awareness.

**Key commitments**

## **FY2023-24**

### **Q2:**

- Review documents, forms, templates, and communications used to interact with clients during the delivery of services to make sure that they reflect accessible practices

### **Q4:**

- Implement a formalized and streamlined accommodations process to provide effective and timely accommodations
- Implement a process to consistently communicate the CIB's commitment to accessibility and information about the accommodations process to clients

## **Transportation**

This priority area from the Act relates to eliminating and preventing barriers within the federal transportation network. Given the nature of the CIB's mandate and operations, this area has not been included in the scope of the accessibility plan.

# **Consultations**

The principle of "Nothing without us" recognizes that persons with disabilities are equal participants in all areas of life. The principle reaffirms that persons with disabilities should be engaged in all decision-making on:

- policies
- programs
- practices, and
- service delivery

The CIB consulted with persons with disabilities regularly during the development of the accessibility plan. The CIB consulted with persons with disabilities to:

- identify accessibility barriers
- create an accessibility vision and strategy, and
- determine actions to address the barriers identified

Consulting with persons with disabilities was important to effectively identify the most significant barriers facing persons with disabilities. The CIB's approach to consultation included:

- discussions with accessibility area leads. Accessibility area leads are employees within the CIB responsible across the different accessibility priority areas

- consultation with the CIB's Diversity and Inclusion (D&I) Committee
- performance of an employee accessibility survey
- performance of an external stakeholder accessibility survey
- performance of individual consultations with external members of the disability community, and
- consultation with external subject matter advisors

## **Diversity and Inclusion (D&I) Committee**

The CIB formed the Committee in February 2021. The Committee is responsible for executing D&I initiatives and providing recommendation to the CIB's Executive Committee to improve diversity and inclusion within:

- corporate plans
- policies
- initiatives
- programs, and
- other activities

The CIB performed a working session with its D&I committee to confirm the results of the current-state accessibility assessment and obtain feedback on opportunities to improve accessibility and inclusion of persons with disabilities. Following the working session, the CIB also invited the D&I Committee members to share feedback on their draft accessibility plan commitments.

## **Employee accessibility survey**

The CIB performed an anonymous organization-wide accessibility survey in September 2022 to seek feedback from employees on accessibility barriers relating to:

- employment
- the built environment
- information and communications technology (ICT)
- communication, other than ICT
- the procurement of goods, services and facilities, and
- the service design and delivery

The CIB received more than 50 responses to the accessibility survey, representing a participation rate of nearly 50%.

The barriers identified, along with barriers reported in both the external stakeholder accessibility survey and external consultations formed the basis for the CIB's development of commitments.

## **External stakeholder accessibility survey**

An anonymous accessibility survey was sent to over 2000 external stakeholders through a CIB newsletter in October 2022. The objective of the survey was to seek feedback from external stakeholders on existing accessibility barriers.

The responses to this survey, along with barriers reported in both the employee accessibility survey and external consultations formed the basis for the CIB's commitments.

## **External consultations with members of the disability community**

To make sure that the CIB obtained feedback from persons with experience across a wide range of disabilities the CIB conducted ten individual consultations with members from three external disability networks:

- Spinal Cord Injury Ontario
- The Canadian National Institute for the Blind (CNIB), and
- Specialisterne

The CIB performed external consultations online via Microsoft Teams and made sure the discussions were accessible by performing the following:

- sending consultation participants the discussion questions in advance in accessible formats, and
- offering participants alternative formats of meeting and communication based on their needs and preferences.

Participants interviewed identified as having a variety of disabilities including but not limited to:

- multiple sclerosis
- hemiplegia as result of a stroke
- deafness, hard of hearing
- blindness
- partial sightedness
- autism
- dyscalculia, and
- ADHD

Participants were asked to describe accessibility barriers encountered in the areas of employment, built environment, information and communication technology, communication, and service delivery. Given that the external consultation participants did not have any prior experiences and interactions with the CIB, they were asked to share any barriers experienced with federally regulated entities in general.

The lived experiences and feedback shared by the external consultation participants helped the CIB identify additional barriers for consideration that also formed the basis for the CIB's commitments.

## **External subject matter advisor**

The CIB consulted with accessibility subject matter advisors from Deloitte Canada. These consultations helped the CIB learn and identify leading accessibility practices to consider in the development of the accessibility plan.

# **Glossary**

## **Accessibility**

The degree to which a product, service, program or environment is available to be accessed or used by all.

## **Accommodation**

Any change in the working environment that allows a person with functional limitations in their abilities to do their job. Changes can include:

- adjustments to the physical workspace
- adaptations to the equipment or tools
- flexible work hours or job-sharing
- relocation of the workspace within the greater workplace
- the ability to work from home
- reallocation or exchange of some non-essential tasks for others, and
- time off for medical appointments

Accommodations (adjustments) can be temporary, periodic or long-term, depending on the employee's situation or changes in the workplace.

## **Barrier**

Anything that hinders the full and equal participation in society of persons with an impairment.

This includes:

- physical
- mental
- intellectual
- cognitive
- learning
- communication or sensory impairment, or
- a functional limitation

Barriers can be physical, architectural, technological, or attitudinal. (Source: *Accessible Canada Act*).

## **Clients**

Individuals, businesses or their representatives served by or using services provided by the Canada Infrastructure Bank

## **Disability**

Any of the following impairments that in interaction with a barrier, hinders a person's full and equal participation in society:

- physical
- mental
- intellectual
- cognitive
- learning
- communication or sensory impairment, or
- a functional limitation

. (Source: *Accessible Canada Act*)

## **Employee**

A person employed by the Canada Infrastructure Bank

## **Persons with disabilities**

Persons who have a long-term or recurring physical, mental, sensory, psychiatric, or learning impairment and who:

- consider themselves to be disadvantaged in employment by reason of that impairment, or
- believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment

Persons with disabilities include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace. (Source: *Employment Equity Act*)

**Self-identification**

Self-identification is the term used for the collection of employment equity information voluntarily provided by employees, under the authority of the Employment Equity Act. The information is used for the purposes of analyzing and monitoring the progress of employment equity groups and for reporting on workforce representation. (Source: Public Service Commission of Canada Self-Declaration Information)

**Workforce availability**

For the core public administration, workforce availability refers to the estimated availability of people in designated groups as a percentage of the workforce population. (Source: Employment Equity in the Public Service of Canada for Fiscal Year 2017 to 2018)