

# 2023 to 2028

# Accessibility Plan

Creating a barrier-free experience at  
the Canadian Museum of Nature

December 23, 2022

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## General

### We Are Committed to Accessibility

We want the Museum to be accessible to everyone. We also want our reporting on accessibility to be public and available to everyone.

This report is available in several formats, including on our website at [www.nature.ca](http://www.nature.ca). Contact us if you need this report in a different format.

### Contact Us

Director, Facilities and Protection  
1-877-879-4803  
[accessible@nature.ca](mailto:accessible@nature.ca)

### Mailing Address

Attention: Accessibility  
Canadian Museum of Nature  
PO Box 3443, Station D  
Ottawa, Ontario K1P 6P4

## Executive Summary

The Canadian Museum of Nature's Accessibility Plan was developed with input from staff, external consultants, and stakeholders.

The barriers were identified by:

- reviewing existing accessibility standards
- performing site surveys
- consulting with key individuals and accessibility groups

Barrier-reduction measures were then prioritized based on costs, ease of implementation and the impact on our visitors and staff.

Removing some barriers will require special consideration. For example, adding ramps or making the entrances to the Victoria Memorial Museum Building more accessible will require approvals due to its heritage designation. Additional funding or grants will also be needed to implement and maintain such measures.

## About Us

We are Canada's national museum of natural sciences and natural history. Our collections were first started by the Geological Survey of Canada, which was established in 1842. For more than 100 years, the Museum has worked to increase and preserve Canada's natural history collections. We use these collections for research and to engage with the public.

The *Museums Act* established the Canadian Museum of Nature as a Crown corporation on July 1, 1990. The Act sets out our purpose, as follows:

[To] increase, throughout Canada and internationally, interest in, knowledge of and appreciation and respect for the natural world by establishing, maintaining and developing for research and posterity, a collection of natural history objects, with special but not exclusive reference to Canada, and by demonstrating the natural world, the knowledge derived from it and the understanding it represents.

As a Crown corporation, we carry out our mandate in accordance with the rules of governance and accountability found in Part X of the *Financial Administration Act*. We report to Parliament through the Minister of Canadian Heritage.

## Building on a Strong Foundation

The Accessibility Plan builds on our work to date. It also extends our commitment into the future. The Canadian Museum of Nature has made many changes to improve physical and digital accessibility. The following is an overview of some of these activities.

### Accessibility Audits of Physical Locations

The Museum comprises 2 buildings: the Victoria Memorial Museum Building in Ottawa, Ontario and the Natural Heritage Campus in Gatineau, Quebec.

The Victoria Memorial Museum Building is a heritage property built in the early 1900s. In 1990, it was designated a national historic site. The Natural Heritage Campus is a state-of-the-art research, collections, and administrative facility. It was built in 1996.

The Victoria Memorial Museum Building underwent renovations from 2004 to 2010. In 2006, the Museum hired a consultant to audit the accessibility of its 2 buildings. The audit was done to ensure both buildings comply with CAN/CSA B651: Accessible Design for the Built Environment. This National Standard of Canada sets out requirements for making buildings accessible to persons with disabilities.

The Museum carried out a second audit in 2022 against the updated standard, CAN/CSA B651-18. The results of that audit were used to inform this plan.

### Rick Hansen Foundation Accessibility Certification

In 2020, we began working to improve the physical accessibility of the Victoria Memorial Museum Building and the Natural Heritage Campus.

To begin, we registered our 2 facilities with the Rick Hansen Foundation Accessibility Certification program. This program evaluates the accessibility of buildings and sites. It also certifies organizations that meet accessibility requirements.

Over several days, a professional from the Foundation examined our 2 sites in terms of:

- vehicular access
- exterior approach and entrance
- interior circulation (such as paths of travel and elevators)
- interior services and environment (such as reception areas, service counters, and lighting)
- sanitary facilities (such as washrooms)
- wayfinding and signage
- emergency systems
- additional use of space (other areas not covered above)

## Digital Accessibility

We recently redesigned our website, [nature.ca](https://nature.ca). This was done to meet Web Content Accessibility Guidelines (WCAG) 2.0, level AA. The site now has accessibility features such as better fonts and improved text contrast. There are also transcripts and captions for pre-recorded videos and alternative text for images.

## Employment

The Museum is committed to hiring a diverse workforce. We work to make our employment processes equitable and barrier-free. We also provide accommodations when needed. These are measures to reduce barriers faced by candidates with disabilities.

As of December 31, 2021, 7.8% of our employees self-identified as having a disability. This is 0.9% less than would be expected in the available workforce, which works out to about 2 people. It appears that most employees with disabilities have invisible disabilities. These are disabilities that are not apparent when looking at or interacting with someone. They can be physical, psychological, cognitive, and developmental.

We encourage people with disabilities to apply for a job at the Museum. We also work to ensure they are fairly and equitably assessed as potential employees. Our job posters state our commitment to employment equity, diversity, inclusion, and accessibility. They also state our commitment to



having inclusive, barrier-free selection processes and work environments. We invite candidates to tell us if they require accommodation. In the last 4 years, the Museum granted every accommodation measure requested by a candidate.

The Museum has a Workplace Accommodation Policy. This was updated in November 2020. All employees are told about the policy when they are hired. Employees are required to review it annually. This policy guides both managers and employees on workplace accommodation measures. It also explains how to request an accommodation, if needed.

The Museum also shares its Scent Policy and Fit for Work Policy with employees when they are hired. The Fit for Work Policy explains how to request workplace accommodations relating to the use of medications that may impact an employee's fitness for work.

We have several informal and formal measures in place to support accessibility and employment for people with disabilities. In the last 4 years, all requested accommodations have been provided. We have not received any employment-related complaints or grievances alleging discrimination against anyone with a disability.

The Museum has established an employee working group called the Inclusion, Diversity, Equity, and Accessibility Employee Resource Group. It is made up of employees from across the organization. The Museum's President and Chief Executive Officer is the group's executive sponsor.

This group gives employees with disabilities a forum to:

- share their experiences at the Museum
- identify potential employment barriers
- propose solutions to eliminate barriers
- advance the employment of equity-seeking groups, including persons with disabilities

The group also enables staff to communicate directly with the Museum's senior leaders on how we can address potential barriers to employment and increase awareness of employment-related accessibility topics.

## Accessible Canada Act

The Act came into effect in July 2019. Its purpose is to improve access and opportunities for people with disabilities. It focuses on the removal of barriers to ensure that people with disabilities can participate fully in Canadian life. The goal of the Act is to make Canada barrier-free by January 1, 2040.

The Act requires government departments and federally regulated bodies to:

- Write accessibility plans that describe policies and strategies for identifying, removing, and preventing barriers. These plans must be developed in consultation with people with disabilities. The plans must be published and updated every 3 years.
- Implement a feedback process on how the organization is implementing its plan to identify and remove barriers.

### **Nothing without Us: An Accessibility Strategy for the Public Service of Canada**

This federal government strategy provides a framework for identifying, preventing, and removing barriers in the workplace to persons with disabilities. It sets out 5 goals:

- Improve the recruitment, retention, and promotion of persons with disabilities.
- Enhance the accessibility of the built environment.
- Make information and communications technology usable by all.
- Equip public servants to design and deliver accessible programs and services.
- Build an accessibility-confident public service.

The disability community's philosophy of "Nothing without Us" refers to the need to consult persons with disabilities when developing laws, policies, and programs that affect them.

- Publish annual progress reports on the implementation of the Accessibility Plan. These reports must state how people with disabilities were consulted. They must also give details on the feedback received and how complaints were addressed.

## Why the Accessibility Plan is Important

The Accessibility Plan describes the process the Museum will use to identify, remove, and prevent barriers to accessibility for visitors, customers, and employees. Our goal is to ensure that everyone can access our programs and services regardless of ability.

This plan builds on the work the Museum has done to date and incorporates our approach to meeting the requirements of the *Accessible Canada Act*. It will serve as a roadmap for us as we work to identify priorities and opportunities to remove barriers to accessibility.

The plan spans the 5-year period from 2023 to 2028. The Museum will review the plan annually. It will be evaluated and updated regularly.

## How We Developed the Accessibility Plan

To develop this plan, we

- affirmed our commitment to accessibility
- assembled teams to perform accessibility audits within each Museum business unit
- hired an accessibility professional to guide us
- consulted community stakeholders about accessibility at the Museum and considered their feedback
- reviewed our past achievements in removing barriers to accessibility
- identified existing barriers to accessibility
- prioritized and developed strategies to remove and prevent barriers to accessibility
- identified the policies and procedures that need to be developed or reviewed and updated

[Annex A](#) provides a glossary of terms used in this plan.

## Statement of Commitment

As outlined in our Code of Values and Ethics, the Museum believes that treating all people with respect, dignity, and fairness is fundamental to our relationship with the Canadian public. This also contributes to a safe and healthy work environment that promotes engagement, openness, and transparency.

The diversity of our people and the ideas they generate are the source of our innovation. That is why we value diversity and the benefits of combining the unique qualities and strengths inherent in a diverse workforce. We are committed to providing an environment that is free from harassment and discrimination.

We are also committed to ensuring that people of all abilities can participate in and access our facilities, exhibitions, programs, and digital products. We strive to identify, prevent, and remove barriers that hinder people with disabilities from participating in our programs, services, and employment opportunities. We strive to do this in a manner that respects their dignity and independence.

## Priority Areas Under the *Accessible Canada Act*

Our commitment to accessibility is based on the 7 priority areas of the *Accessible Canada Act*.

### Design and Delivery of Programs and Services

The Museum is committed to making our services and programs more accessible by:

- considering the accessibility needs of our visitors
- consulting people with disabilities
- staying informed about best practices
- striving to improve and deliver more inclusive experiences

### Built Environment

We want to ensure the equitable participation of all visitors and employees in our facilities and exhibitions. We are working to remove barriers in our current spaces.

## Employment

We are committed to hiring a diverse workforce that is representative of the Canadian labour force and a reflection of the general population. We will do this by:

- adopting equitable employment processes
- developing accessible workplaces and hiring practices
- providing accommodation measures, when needed

We strive to support the successful employment of persons with disabilities.

## Information and Communications Technologies

We are committed to developing accessible digital content and technology. We will also consider accessibility needs in the selection and use of information and communication technologies during employment.

## Communications

We are committed to creating and distributing information using methods that are sensitive to the needs of the individual.

## Procurement of Goods and Services

We are committed to procurement processes that keep accessibility at the forefront. This is to ensure the goods and services we purchase, including contracted and subcontracted services, meet accessibility standards.

## Transportation

We are committed to developing plans for accessible transportation associated with our public programs that include travel as part of the program. We will also consider accessibility needs for employees who must travel during their employment with the Museum.

[Annex B](#) lists the actions we will take to achieve the commitments outlined above.

## Feedback Process

Gathering feedback from people with disabilities is a major part of our commitment. We welcome your feedback on:

- the Accessibility Plan and its implementation
- barriers to accessing the Museum
- ways in which the Museum can become more accessible

You can share your feedback in several ways. (You can provide it anonymously if you wish.) We keep a record of all the feedback we receive. Your valued contributions will be reviewed and will assist us in moving our accessibility plans forward.

To submit feedback to us on accessibility, you can call us at 1-877-879-4803 or send an email to [accessible@nature.ca](mailto:accessible@nature.ca). You can also use the form on our website ([nature.ca/accessibility](http://nature.ca/accessibility)).

To write to us, send a letter to:

Accessibility  
c/o Director, Facilities and Protection  
Canadian Museum of Nature  
PO Box 3443, Station D  
Ottawa, Ontario, K1P 6P4

## Methods for Identifying Barriers

We identify barriers to accessibility in multiple ways.

### Consultations

#### Consulting with Community Stakeholders

The Museum is committed to engaging with individuals and local associations and other groups to identify barriers to accessibility. This plan outlines how we will address barriers corporate-wide and under the 7 priority areas in the *Accessible Canada Act*.

In October 2022, we launched an accessibility feedback page on our website ([nature.ca/accessibility](https://nature.ca/accessibility)). This was done to gather feedback from different audiences. For example:

- members (those who have bought a Museum membership)
- donors
- visitors
- clients (for example, businesses that book event space)
- community members

This feedback is continuously reviewed. It is also considered in our accessibility plans as we go forward.

During the development of the Accessibility Plan, we received feedback from 28 individuals who had recently come to a Museum site, either as a visitor, member, or employee. We asked for feedback on their accessibility experience. We also asked for suggestions on how we could enhance accessibility. This feedback is summarized in [Annex C](#). The feedback and ideas were reviewed and taken into consideration in the development of this plan.

In November 2022, we consulted with community stakeholders. This was part of the development of this plan. We invited people from multiple organizations to visit our 2 sites. We asked them to test the various features of the Museum. We asked them to share their concerns. We also asked for their suggestions for removing barriers. A list of those consulted is provided in [Annex D](#). A summary of their feedback is also included. These participants have been invited to be part of future consultations on accessibility.

We will examine ways to continue engaging with the community. We will look for ways to hold meaningful consultations with people with disabilities and other stakeholders.

### Consulting with Staff

We have invited staff to share their thoughts on how to increase accessibility at the Museum in the context of their employment. They can do this by sending an email to [accessible@nature.ca](mailto:accessible@nature.ca) or completing the form on our website ([nature.ca/accessibility](https://nature.ca/accessibility)). We asked them to tell us about their experiences and share their ideas on how we can improve accessibility.

We have also invited the Museum's Inclusion, Diversity, Equity, and Accessibility Employee Resource Group to identify accessibility barriers at the Museum. The group is made up of employees from across the Museum, including employees who have disabilities. The group was also consulted during the development of this plan.

The majority of our employees are represented by the Public Service Alliance of Canada and the Professional Institute of the Public Service of Canada. We have invited these bargaining agents to identify accessibility barriers at the Museum. We also invited them to consult on the development of this plan.



## **Making Accessibility a Priority**

To achieve our accessibility goals and make accessibility a priority, we have adopted 3 principles.

### **Focus on Education and Awareness**

We will undertake accessibility training and awareness activities. This will ensure our employees have the knowledge and skills to support the goals of this plan. They will also be better able to address accessibility barriers at the Museum. A detailed training framework for all employees will be put in place. It will include topics relating to accessibility and the inclusion of persons with disabilities. Training will be tracked to ensure that every employee receives training appropriate to their role.

### **Make Accessibility a Shared Responsibility**

We must promote a culture of accessibility within the organization. This is a shared responsibility. All staff must play a role in ensuring the accessibility of the services, exhibits, and programs for which they are responsible. The Museum will define the accessibility-related roles and responsibilities of business units and team members. We will develop a network of accessibility champions to foster an accessibility mindset within the Museum. In addition, we will look at creating an accessibility committee. It will include representatives from teams across the Museum. Its mandate will be to ensure accessibility and promote inclusive services and design.

### **Ensure Leaders are Informed and Committed**

Leaders and supervisors at all levels will play a key role in achieving the goals of this plan. They will ensure that accessibility issues are addressed. They will also ensure that accessibility is part of the planning and budget process. This will apply to all Museum activities. The Accessibility Plan will need to be reflected in annual plans, budgets, priority setting, and our governing documents.

## **Conclusion**

The Museum will regularly review and report on this plan and its implementation. We will also seek feedback from our visitors, members,

employees, and community stakeholders. We will use that feedback to adjust the plan to ensure we meet our commitment to make the Museum accessible for everyone.

## Annex A: Glossary

### Accessibility

This refers to whether a product, device, service, or environment can be used by everyone.

### Accessibility Commissioner

This person enforces (checks if organizations are following) the *Accessible Canada Act* and the Accessible Canada Regulations. They also deal with certain accessibility complaints. The Accessibility Commissioner is a member of the Canadian Human Rights Commission.

### Accessibility Plan

This is a plan that outlines what steps an organization will take to prevent and remove barriers to accessibility. It should also outline when the steps will be taken.

### Accessible

This refers to a place that is easily reached, an environment that is easily navigated, or a program or service that can easily be obtained.

### Alternative Format

This refers to the conversion of printed text and audio and video files into formats that can be accessed more easily by persons with disabilities.

### Barrier

This is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability.

### Consultation

The *Accessible Canada Act* states the need to obtain feedback from (consult with) persons with disabilities. This can be done in different ways, such as in person at events or in writing through documents or surveys.

## Disability

This is a physical or cognitive condition that limits a person's movements, senses, or activities.

## Inclusion

These are practices or policies to ensure equal access to opportunities and resources for those who might otherwise be excluded or marginalized. This includes people with physical or cognitive disabilities and other minority groups.

## Inclusion, Diversity, Equity, and Accessibility Employee Resource Group

This is a working group of Museum employees that develops and distributes resources, findings, and recommendations on matters such as accessibility.

## Rick Hansen Foundation Accessibility Certification

This national rating system measures and certifies the level of meaningful access to buildings and sites.

## Web Content Accessibility Guidelines (WCAG)

This is a standard for digital accessibility. These guidelines are the basis of most accessibility regulations worldwide. They can be applied to all current and future digital technologies.

## Annex B: Detailed Actions by Category

### Focus Areas

Our planned actions have been sorted into 8 groups: corporate-wide plus the 7 priority areas under the *Accessible Canada Act*. These areas are:

- design and delivery of programs and services
- built environment
- employment
- information and communication technologies
- communications
- procurement of goods and services
- transportation

### Actions and Timelines

We used the feedback we received from stakeholders to set our priorities for the short, medium, and long term.

#### Short Term: 0 to 3 Years

These are actions that create a foundation for a culture of accessibility and inclusion. Many reflect changes in practice. They are achievable within 3 years, given current resources.

#### Medium Term: 4 to 6 Years

These actions will be in the next phase of the plan. Completing them will depend on:

- resources
- securing additional funding
- obtaining approval to modify a heritage property (the Victoria Memorial Museum Building)

#### Long Term: 6 to 10 Years

These are important to our long-term vision of full inclusion. Completing them will depend on receiving additional funding. Some actions may take longer, such as those requiring external approvals.

## Group 1: Corporation-Wide

The following apply both Museum-wide and to all 7 priority areas.

### Short Term

Category	Barrier or Issue	Action
Employee training	Staff training on accessibility	Put a training plan in place. Include topics on accessibility and the inclusion of persons with disabilities. Completion will be tracked. Ensure that all employees receive training appropriate to their roles.
Training for contractors	Process for ensuring that contractors adhere to accessibility standards	Put a process in place to ensure contractors have their own procedures and training in accessibility. This will ensure they can assist our visitors and staff as needed. They will also need to tell us when they get feedback about accessibility.  Ensure that contractors adhere to our accessibility policies.

## Group 2: Design and Delivery of Programs and Services

### Short Term

Category	Barrier or Issue	Actions
Bookings	Knowing the accessibility needs of our visitors and clients.	Put a process in place so people can inform us of their needs when making bookings or purchasing tickets.
Programming	Taking accessibility and inclusion into account during program development, evaluation, and delivery.	Revise the current processes to ensure they take accessibility and inclusion into account.

Category	Barrier or Issue	Actions
Audiences	We need a plan to address the accessibility needs of our audiences.	Develop a plan to gather the accessibility needs of our audiences and identify possible solutions. For example, a solution may be to create low-sensory experiences or social stories. These are stories that explain social situations. This would make content more accessible to those with cognitive disabilities.

### Medium Term

The Museum will look for bilingual solutions to improve accessibility. This would enable broader participation in our virtual and in-person events.

### Group 3: Built Environment

Category	Barrier or Issue	Actions	Timing
Access	Lighting levels	Review and improve lighting in the main entrance of the Victoria Memorial Museum Building as appropriate and feasible. Heritage considerations will be taken into account.	Short term
Access	Elevator call stations	Explore how apps on mobile devices can be used to access elevator controls.	Short term
Access	Lack of assistive communication devices, such as TTY phones	Examine the needs of our audiences for assistive listening and communication devices and TTY (teletypewriter) devices. We will then explore options and solutions.	Short term

Category	Barrier or Issue	Actions	Timing
Access	Washroom accessibility	Look at ways to ensure washrooms are fully wheelchair accessible.	Short term
Access	Accessibility in staff kitchens	Explore how to make these areas more accessible. For example, we will look at the accessibility of sinks and counter spaces.	Short term for Victoria Memorial Museum Building; medium-to-long term for Natural Heritage Campus
Access	System-wide power and network outages impact accessibility	Develop a policy and procedures to reduce the impact of outages (planned and unplanned) on those with disabilities.	Short term
Access	Accessibility of the main entrance of the Victoria Memorial Museum Building	Conduct a study on ways to improve the accessibility of the Victoria Memorial Museum Building's main entrance. The study will look at the feasibility and cost of options like: <ul style="list-style-type: none"> <li>• installing ramps</li> <li>• installing an additional elevator;</li> <li>• improving the current elevator</li> </ul>	Short term
Access	Accessibility of staff entrances at Natural Heritage Campus	Identify problem areas. Examine options to make staff entrances more accessible.	Short term
Circulation	Accessibility in photocopying rooms and mailrooms	Identify problem areas. Examine options to make these areas more accessible.	Short term



Category	Barrier or Issue	Actions	Timing
Circulation and wayfinding	Circulation barriers faced by the visually impaired	Study options and solutions to reduce barriers. This includes wayfinding barriers. For example, we will explore having tactile flooring and markings and Braille lettering on all signage.	Short term for the Victoria Memorial Museum Building; medium to long term for the Natural Heritage Campus
Displays and exhibits	Lack of accessible digital and interactive displays and exhibits	Create guidelines for making exhibits and displays fully accessible. This will include providing alternative formats.	Short term
Employee workspaces	Workspace accessibility	Review offices, laboratories, public-facing work areas, collections, and workshops. Identify where remedies are needed.	Short term
Parking	Accessibility of parking spaces designated for persons with disabilities	Improve accessibility by modifying the spaces where needed.	Short term (improvements to the Victoria Memorial Museum Building are complete)
Exterior	Snow and ice control	Make further improvements to snow and ice controls to increase the accessibility of Museum sites.	Short term

Category	Barrier or Issue	Actions	Timing
Exterior	Accessibility of the stairwell at the east group entrance at the Victoria Memorial Museum Building	Study how to make this stairwell more accessible to those with vision impairment.	Short term
Furniture	Lack of accessible seating in the Victoria Memorial Museum Building	Put a plan in place to increase the amount of accessible seating in the building.	Short term
Sanitation	Accessibility of hand-washing tools and sanitation of accessibility tools	Explore solutions such as no-touch paper towel and soap dispensers to improve hand washing tools. Explore solutions to keep high touch accessibility tools like handrails sanitized.	Short term
Lifesaving	Accessibility of emergency and evacuation procedures	Review these procedures, identify barriers and implement new procedures.	Short term
Scent and chemical sensitivity	Lack of off-gassing policy	Implement an off-gassing policy. (Off-gassing is the release of a chemical into the air from materials such as furniture and flooring.)	Short term

### Medium Term

The Museum will explore ways of:

- providing alternate sensory or tactile experiences and formats to reduce barriers related to the text and visuals used on exhibit panels

- improving the accessibility of the Victoria Memorial Museum Building’s exterior spaces (such as the plaza and Landscapes of Canada Gardens)

## Medium to Long Term

The Museum will look at ways of:

- adjusting the audio levels in the galleries
- making digital and interactive displays and exhibits more accessible
- improving the accessibility of the Victoria Memorial Museum Building’s group and staff entrances
- creating a refuge area at the Natural Heritage Campus
- having adaptive exiting and emergency signage at the Victoria Memorial Museum Building (this is signage that can change depending on the situation, such as a blocked exit)
- making employee workspaces more accessible, including making all doors accessible
- having an adult change table at the Victoria Memorial Museum Building

## Long Term

The Museum will study how to improve the accessibility of the Queens’ Lantern in the Victoria Memorial Museum Building (for example, its stairwells and hallways).

## Group 4: Employment

### Short Term

Category	Barrier or Issue	Actions
Recruitment	Recruitment of persons with disabilities	Support the employment of persons with disabilities by reaching out to employment disability networks. Participate in events and activities

Category	Barrier or Issue	Actions
		<p>within these networks. These could include job fairs and networking events for persons with disabilities.</p> <p>Ensure processes are in place to promote and actively recruit persons with disabilities.</p>
Recruitment and selection processes	Accessibility of these processes	<p>Ensure these processes are accessible and barrier-free, except when this is not possible due to a “bona fide [essential] occupational qualification or requirement [a legal term].”</p> <p>Create guidelines for hiring managers that outline accessibility standards for recruitment and selection. Guide them on how to ensure their processes are accessible, inclusive, and barrier-free while ensuring that bona fide occupational qualifications or requirements are met.</p> <p>Review the existing Accommodation Policy and procedures. Ensure they explain how to discuss accessibility and accommodation needs with job seekers with disabilities.</p> <p>Put appropriate accessibility or accommodation measures in place. Ensure they meet the needs of candidates during recruitment and selection.</p>
Employment tools: Non-Information Technology (IT)	Accessibility of employment tools	<p>Research and write accessibility standards for the Museum’s (non-technology) employment tools. Share this with staff. Also, explain the exceptions for bona fide occupational requirements.</p>

## Medium Term

The Museum will examine its fieldwork practices. The goal will be to find accessibility and accommodation solutions to support the employment of persons with disabilities.

### Group 5: Information and Communications Technologies

## Short Term

Category	Barrier or Issue	Actions
Employment tools: Software and hardware	Lack of accessibility standards for technology-related tools	Research, develop, and implement IT-related accessibility standards. These would also apply to any software used for employee training.
Video content	Some subtitles do not match the language spoken in videos	For new videos, ensure subtitles (closed captions) are in the language being spoken and not used for translation purposes. Review our video library. Amend, remake, or remove videos that do not meet this requirement.
Website (nature.ca)	All web content should meet accessibility standards	Conduct an accessibility review of the new website. Adopt WCAG 2.1 (level AA) standards going forward. Ensure all new web-related projects adhere to WCAG 2.1 standards. Work with the Museum's Procurement team to ensure accessibility standards are included in contracts.

## Medium to Long Term

We will examine the audio technologies used in our meeting rooms to ensure accessibility.

We will put a process in place to ensure the Museum’s future technology-related decision-making takes accessibility into account.

We will evaluate the accessibility of the Museum’s current technologies and address any barriers.

## Group 6: Communications

### Short Term

Category	Barrier or Issue	Actions
Digital marketing and communications products, including social media	Products should adhere to the Government of Canada’s standards for plain language and search engine optimization	Review these products and templates. Do this in consultation with affected communities. Make changes as needed to ensure we adhere to these Government of Canada standards.
Employee communications and internal documents	New communications and internal documents should be accessible to everyone	Put accessibility standards in place for employee communications. This includes employee training documents.
Public communications	These should be fully accessible and designed with an “accessibility first” mindset	Put accessibility standards in place, including colour and font requirements. This will apply to print and digital products and signage.

### Medium Term

We will examine ways of reviewing our existing employee communications and internal documents. We will replace or amend these as needed to meet accessibility standards.

We will examine the accessibility of our print communications. Improvements could include changing fonts or colours. They could also include adding Braille lettering or ensuring compatibility with digital readers.

## Long Term

We will review our corporate logo, wordmark, and corporate font for accessibility, such as assessing colour contrast. We will implement any changes needed.

## Group 7: Procurement of Goods and Services

### Short Term

Category	Barrier or Issue	Actions
Procurement	Accessibility of the procurement process	We will continue careful oversight of the process. We will continue to favour open and competitive contract tendering whenever possible. We will review the proposal process and templates. We will ensure bid requirements are barrier-free unless there is a legitimate need not to require this.  All procurement and contract documents will require vendors to meet Museum Accessibility standards.
Procurement	Accessibility of the goods and services we buy	The Museum will ensure the products and services we buy meet our accessibility standards.

### Medium Term

We will explore buying products and services for live events that support accessibility. This could include:

- ramps for accessing stages
- devices to enhance hearing
- interpretive services (such as American Sign Language, Langue des signes québécoise (sometimes called

Quebec Sign Language), and communication access real-time translation [CART])

We will review the accessibility of our purchasing process. This includes the software we use in the procurement process. We will find solutions to address barriers. We will also look at ways to promote the Museum's procurement opportunities to persons with disabilities. For example, we could connect with disability communities and ask them to promote the Museum as a potential client for vendors within those communities. We could also ask for their help to identify businesses that support the employment of persons with disabilities.

### **Medium-to-Long Term**

We will review the accessibility of the goods and services and employment tools that we already purchased. We will look at ways to address any barriers.

### **Group 8: Transportation**

#### **Medium Term**

We will examine our travel policies and practices. If we find accessibility barriers to employment-related travel, we will address them.



## Annex C: Feedback received through our website

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Built Environment	Lack of gender-neutral staff washrooms at the Natural Heritage Campus	Have 2 private gender-neutral washrooms in the research and collections area of the Natural Heritage Campus.
Built Environment	Not enough chairs in the Victoria Memorial Museum Building to sit and look at things	Install more benches.
Built Environment	The elevators in the Victoria Memorial Museum Building are terrible and slow.	Upgrade elevators.
Built Environment	As I have difficulty walking the stairs, I must rely on the elevators at the Victoria Memorial Museum Building to get to levels 2, 3, 4 and the basement.	Increase the speed of the elevators and provide a time slot of 2 hours during 1 day in the mid-week that is dedicated solely for visitors with mobility issues or install a 3 <sup>rd</sup> elevator that is exclusively for the use of visitors with mobility needs (including those with strollers, walkers or wheelchairs).

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Built Environment	Concerned about the ability for people in wheelchairs to navigate the short span from the hallway to the bathroom in the Victoria Memorial Museum Building.	Examine the accessibility of washrooms for people in wheelchairs.
Built Environment	As someone who is afraid of heights, I have discomfort with those tiny “crossovers” to the staircase in the Queen’s Lantern between the 2 <sup>nd</sup> and 4 <sup>th</sup> floors of the Victoria Memorial Museum Building because they are narrow have a glass floor and clear glass sides.	Widen the “crossover” passages so that 2 people could walk through them at the same time. Enclose the walls/remove the transparency of the walls and floors to reduce the discomfort for those afraid of heights.
Built Environment	Elevators of the Victoria Memorial Museum Building are slow	Install a small faster elevator for the exclusive use of people (not to transport Museum equipment).
Built Environment	There is no ramp at the Main entrance of the Victoria Memorial Museum Building.	Install a ramp in the main entrance.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Built Environment	The last 3 times we have gone to the Victoria Memorial Museum Building (over the last 2 months), the automatic door opener for the front doors was not working, which made it a struggle to open the doors, as they are pretty heavy. Also, the doors that lead from small elevator in the entrance to the main lobby swing open in a split manner unexpectedly, which puts you at risk of being hit by the door swinging towards you.	While I understand why the doors open this way because of the nature of needing to go in and out of the elevator, perhaps a sign to caution users of the direction that each door swings would be helpful.
Built Environment	Was pleased with the nursing area at the Victoria Memorial Museum Building. Our family really appreciated the nursing area. The other museums we've visited don't really have similar facilities.	None.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Built Environment	Lack of scent policy at the Museum	I would like the Museum to be fragrance free in a manner that is aligned with the provisions of the Access for Ontarians with Disabilities Act (2005), including the visitors who attend the Museum and the soap the Museum provides in the washrooms. It is an accessibility issue for those of us who get a toxic reaction to synthetic fragrances.
Built Environment	No accessibility ramp in the group entrance	Add a ramp in the group entrance.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Built Environment	<p>First and foremost, we love the museum. Please continue your excellent work. I visited on a Thursday and was warned by the Museum employee I spoke to on the phone that the Museum would be full of kids and teenagers; however, we didn't fully appreciate how many extra people would be there. On the same day, only 1 of the 2 elevators was working. My husband relies on the elevators because he has great difficulty with stairs. The exhibits were impossible to visit comfortably because of the noise caused by the large number of young people running around. The sole elevator was not easily accessible because of the large number of mobile students waiting in line to use it. I had to ask an employee to assist my husband (who has mobility issues) and me to get to the elevator doors.</p>	<p>When possible, please have elevator repairs done after hours.</p>

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
The Design and Delivery of Programs and Services	Lack of peaceful mornings for the public	Provide dedicated times in the morning when the Museum will offer peaceful experiences for visitors.
The Design and Delivery of Programs and Services	Lack of accessibility guides for visitors	Provide accessibility guides for adult visitors or adults accompanying visitors with special needs to assist them to plan their visit in consideration of their accessibility needs.
The Design and Delivery of Programs and Services	Lack of an accessible guide for visitors on the autism spectrum	Use tools like social stories/social narratives to develop accessible guides to help visitors on the autism spectrum plan their visit to the Museum.
The Design and Delivery of Programs and Services	The main issue is crowds and noise for me, as an autistic individual (for e.g., overlapping conversations are a sensory nightmare and will get me to shut down so fast because there are so overwhelming.	Provide dedicated times (perhaps once every 2 weeks or so) where the Museum offers low sensory experiences where there are fewer people, and the environment is quieter and less chaotic.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
The Design and Delivery of Programs and Services	As a neurodivergent adult who is very familiar with the needs of neurodivergent kids, the Museum can be very loud and overwhelming, making it pretty hard for kids (and adults) with sensory needs to make their way through.	Provide dedicated times (perhaps once a week) where the Museum offers sensory-friendly experiences.
The Design and Delivery of Programs and Services	As a senior, my eyesight for reading text has been getting worse recently. I find the signage and plaques in the Museum are generally good for my level of eyesight, however the issue is the low contrast text.	Whenever new displays are brought on, please keep font size and contrast in mind for older visitors and those who are visually impaired.
The Design and Delivery of Programs and Services	Our daughter has Rett's syndrome, and she is a HUGE dinosaur and bird fan! She goes to the Museum every chance she gets!!	Our daughter is desperate to see the Extinct movie again! Please, please reopen it! For her it is the highlight of her visit. It has been closed for 2 years but I should be safe to reopen it now.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
The Design and Delivery of Programs and Services	My children are autistic. They love going to the Museum, but the experience during quiet times is very different from the experience during busy times, when the sensory overload is way too much for them. The worst is when large school or camp groups come. At these times, we end up having to leave and find a calm and quiet place to recover.	Indicate on your website when the Museum is busiest and when it's the most quiet. It would be ever better if the number of visitors was updated a couple of times a day. You could also offer dedicated times for accessibility needs. You could also provide more headphones to be able to listen to the informational videos, which are impossible to understand when the Museum is busy as they just contribute to the overall clutter of noise.
The Design and Delivery of Programs and Services	I find that some of the information displayed on certain exhibits is difficult to read, because the print is too small or located at an inconvenient level.	On the exhibits or dioramas, the contrast on the printing much be a clear black on white and if possible, have larger print. If larger print is not possible on the actual descriptions, then have a wall-mounted screen with big print to display the information or even make it user friendly so that you can select the topic that you want to see and read.



Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
The Design and Delivery of Programs and Services	<p>My son needs a wheelchair. He and I share a membership and visit the museum often. On several occasions my daughter has come with us and has been given free admission as she is pushing the chair. This is much appreciated. She now has her own paid membership. Our practice has been for me to drop my son and daughter off in front of the Museum while I go to park the car. They go ahead, using the elevator, and are already at the registration counter by the time I walk back from the parking lot. Moving around within the Museum has not been a problem. We also visited the Natural Heritage Campus at Open House events and find the facilities there excellent as well.</p>	<p>We are interested in the history of the Museum as well as the contributions to the Museum of earlier staff members. Three names I should mention are Margaret Oldenburg, Dr. Stewart MacDonald and Dr. Richard Harington. While there are some plaques commemorating people we would like to see more. Maybe some of these are already available? We realize that a lot of information is available using QR codes. That may need a bit more work to make information more readily accessible. A lot of work is being done by the medical sector to make electronic services accessible to the elderly. As time goes on some of these services might be incorporated into the accessibility plans of the Museum. Maybe the addition of a robot or two into forthcoming exhibits could be considered, or Bluetooth, for those of us who are hearing impaired, might be considered in all exhibits and explanatory videos.</p>

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
The Design and Delivery of Programs and Services	Thursdays are very busy and have a lot of kids and teenagers in attendance and time ticketing places limits on our visits.	Could teachers and adults who are accompanying younger visitors ensure that they are not doing things like running, jumping, screaming which impede the experience of others. Having kids in the museum is truly important, but it makes it more difficult for others to visit on Thursdays. Also, would recommend removing timed ticketing as it removes the fun and spontaneity of dropping in when it's convenient for us.
Other feedback	Simply point out that this very initiative is a most relevant, instrumental, and cogent component of the overall campaign afoot. It should therefore timely and emphatically be brought to the attention of all visitors, whether actual or latent ones.	The visitors ought to be explicitly informed, brought to the realization, become aware of what is being offered, of the kind of quality standards to be sought, demanded, and prevail ubiquitously and reassuringly. In summary: turn this initiative into a complete and thorough learning experience.
Other feedback	Lack of mask requirements	Masks should be mandatory. There are many who don't wear masks, and this impacts our ability to enjoy the Museum.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Other feedback	Lack of mask requirements impacts the accessibility for those who are immunocompromised	Perhaps there can be designated periods where masks are required, ensuring they are long enough that visitors can stay the length of time that they would like (i.e., day periodically) and not having to hurriedly leave the Museum when unmasked crowding increases.
Other feedback	Insufficient number of library passes	Increase the number of library passes as they never seem to be available.
Other feedback	Lack of guest passes for members	It would be great for members to receive some free invitation passes enabling them to invite some friends and family. For example, these passes could only be allowed to be used when visiting with the members.
Other feedback	Lack of support for environmentally friendly transportation (bikes, busses, carpooling)	Provide covered and secure bike racks near the entrance. Ideally taking into account that families come with oversized bikes or carts, Option to have a free or discounted bus pass with a museum ticket, Carpooling service for employees or carpooling incentive parking for employee and visitors.

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Other feedback	<p>I took four grandchildren to the museum the week before last on their PD day. It was a wonderful experience and the staff was terrific and very helpful as it was my first time with my new membership. I was pleased to see that the guard at the special ice exhibit was employed at the Museum, and he was very careful and polite when checking everyone's passes. We went from the top to the bottom and even the guard in the insects could talk to the children and tell them some interesting things about the bugs. We look forward to returning and my husband and myself will use the grandparent membership on our own as well.</p>	<p>Not yet familiar enough to provide ideas or suggestions.</p>

Category	Question 1: Please share your accessibility experience at the museum.  Answers:	Question 2: Please share ideas about improving accessibility at the museum.  Answers:
Other feedback	I think that the museum was accessible when I visited last week. I did not have any problems. For such an old building you have done a great job at making it accessible to all.	No ideas or suggestions.
Other feedback	Everything was great.	No ideas or suggestions.

## Annex D: Consultations

### External Stakeholders

In November 2022, the Museum reached out to the following groups:

- **The Crystal Bay Centre for Special Education.** This Ottawa-based organization provides services to students between the ages of 4 and 21 years with moderate to profound developmental disabilities. Students may also have other disabilities. These can include autism and physical disabilities, such as hearing or vision impairments.
- **Ottawa Children’s Treatment Centre.** This organization provides services to families with children, youth, and certain adults with physical or developmental disabilities. They have brought several small groups of children to the Museum.
- **The Canadian National Institute for the Blind.** This non-profit organization delivers innovative programs. It is also a powerful advocate for those impacted by blindness. It works to empower these people to live their dreams and tear down barriers to inclusion. They have come to the Museum in the past for guided tours.
- **Ottawa Community Housing.** Representatives of this organization have visited the Museum on a few occasions. They have helped assess the accessibility of the Museum.
- **Building Blocks.** This Ottawa-based organization provides services to children, teens, and young adults with different disorders. This includes autism spectrum disorder, attention-deficit hyperactive disorder, and other learning and language disorders. These individuals may face challenges in the areas of communication, socialization, and peer relationships. Participants benefit from a structured learning environment with a low student–teacher ratio to learn new skills and make friends.

We also reached out to 6 people with extensive experience in:

- supporting children and adults with disabilities
- promoting and advancing accessibility
- advocating for persons with disabilities

These groups and individuals were invited to complete an **external stakeholders consultation survey**. The survey questions are listed below.

To complete the survey, they were invited to visit the Museum's 2 facilities to test the various features. They were then asked to tell us their concerns. We also asked them to suggest ways to remove barriers at the Museum.

## Internal Stakeholders

We also reached out to the following groups:

- The Public Service Alliance of Canada and the Professional Institute of the Public Service of Canada. These are the 2 bargaining agents that represent most of the Museum's employees.
- The Inclusion, Diversity, Equity, and Accessibility Employee Resource Group. This is a working group of Museum employees. It develops and shares resources, findings, and recommendations on various matters, including accessibility.

These groups were invited to complete an **internal stakeholders consultation survey**. The survey questions are below.

This feedback informed the development of this plan. We will continue to consult with these stakeholders. As more feedback is collected, we will use it to guide updates to the plan.

## Survey Results

A summary of all feedback received is below. It has been grouped according to the priority areas in the *Accessible Canada Act*.

## **Feedback from External Stakeholders**

Most of those who responded to the survey have visited the main museum building within the last 3 months.

### **Design and Delivery of Programs and Services**

- Design: No barriers were mentioned.
- Delivery: Cost was the biggest barrier mentioned. Although seniors pay a lower rate, costs for seniors were also seen as a barrier.

### **Built Environment**

- Barriers in this area were mentioned. Some respondents noted that elevators and lifts do not always work. When this happened, it caused embarrassment and anxiety for some.
- Some noted that the Landscapes of Canada Gardens area is not accessible to those using mobility aids, such as walkers.
- One participant had difficulty with the automatic door opener.
- Most respondents said they were easily able to advise staff of building-related issues. They noted their complaints were treated respectfully. They also said the barriers were addressed quickly. They noted that staff were professional and kind to them. However, 1 person said they did not know who to contact if they had an accessibility issue.

### **Employment**

- No one reported any barriers related to the Museum's hiring process.



- Participants said they knew who to contact—at the Museum or elsewhere—to overcome employment barriers.

## Information and Communication Technologies

- Online events: Respondents reported these events were accessible to them. However, they were not sure if that would be the case for everyone. Not everyone has access to technology or the Internet and that was cited as a potential issue. Some noted that compatibility (of devices and operating systems) could be an issue.
- In-person events: Respondents said these events were accessible to them. However, some noted that accessible and affordable transportation was cited in their focus group as an issue.

## Communication

- No one reported any barriers related to communication.

## Feedback from Internal Stakeholders

## Design and Delivery of Programs and Services

- Most respondents said they did not know of any barriers related to the way that programs and services at the Museum are delivered.
- One respondent said the Museum should design more programs and services for people with visual impairments. For example:
  - producing material in Braille
  - creating tactile images
  - having elements in exhibits that are meant to be touched
- One person noted that not all programs are offered in sign language.

## Built Environment

- Some said they have seen or experienced barriers in this area.
- One participant said that a person with a disability may need “timely sanitary management” but there is a lack of appropriate space.
- One person noted that volume control is a challenge “in the stone castle.”
- One person said it would be hard for someone needing a low-stimulation environment to find it at the Victoria Memorial Museum Building.
- One respondent noted the elevator at the main entrance of the museum is small. They said it sometimes can fit only 1 wheelchair at a time.
- It was noted that the elevator to the second floor of the fossil gallery is often out of service.
- No one mentioned any barriers that would make it hard for them to exit a Museum building in an emergency.
- Respondents noted that elevator breakdowns cause fear and anxiety for visitors on higher floors of the Victoria Memorial Museum Building who have mobility issues.

## Employment

- No respondents reported any accessibility barriers during the hiring process. This included tasks such as applying, meeting job qualifications, and using assessment tools. Mobility within the office was also not seen as an issue.
- One employee asked for an accommodation. (They asked for an adjustment to their physical workspace.)
- One employee with a disability reported their work-at-home accommodation request was granted due to difficulty accessing transportation.
- One employee said they had requested a stand-up desk. This request was granted. The employee reported being very pleased with the accommodation.

- Respondents were asked if the Museum should improve its process for requesting a workplace accommodation. Most said no or had no opinion.
- No one experienced accessibility barriers when seeking a promotion at the Museum.
- One respondent said the minimum requirement for speaking French is too low for those in hosting roles. They said that complete fluency in both French and English should be the standard.

### Information and Communication Technologies

- Most of those surveyed have never asked for adaptive equipment.
- All respondents said they could access online and in-person meetings.

### Communications

- No one reported hearing staff use inappropriate language when referring to people with disabilities.
- No one reported seeing or experiencing any communication barriers relating to accessibility.
- Respondents were asked if they had easy access to captioning services. They answered either yes or not applicable.

### Procurement of Goods and Services

- No one reported seeing or experiencing any barriers relating to the Museum's procured or contracted goods and services.
- Respondents said they did not know who to contact if they need accessible equipment.

### Surveys

#### **External Stakeholders Consultation Survey:**

## The Canadian Museum of Nature Accessibility Consultation Survey

The survey is divided into five sections:

1. Employment
2. Information and Communication Technologies
3. Communications
4. Built Environment
5. Design and Delivery of Programs and Services

**Instructions:** For the multiple-choice questions, please select your answers by placing an X or a check mark next to your choice.

### 1. Employment

**Question 1:** Have you experienced any barriers relating to accessibility during the hiring process at the Canadian Museum of Nature?

**Answer:**

No:

Yes;

If you answered yes, please explain

**Question 2:** If you experienced any accessibility barriers, please check all that apply and explain

**Answer:**

Application process

Qualifications

Assessment tools

Mobility (accessibility of the office)

Other:

Not applicable:

**Question 3:** If you experienced any accessibility barriers, did you ask for accommodation measures?

**Answer:** No:      If you didn't ask, please explain why:

Yes:

Not applicable:

**Question 4:** If you asked for accommodation measures, were they provided to you in a timely and appropriate manner?

**Answer:**

Not applicable:

Yes:

No:

Please explain:

## 2. Information and Communication Technology

**Question 5:** Are online events accessible to you?

**Answer:**

Yes:

Partially:

No:

Please explain:

**Question 6:** Are in-person events and meetings accessible to you?

**Answer:**

Yes:

Partially:

No:

Please explain:

**Question 7:** If you experienced or observed any accessibility barriers in information or communication technology at the Canadian Museum of Nature, did you know who to contact to fix the issue?

**Answer:**

Yes:

No:

Not applicable:

**Question 8:** If you experienced or observed any accessibility barriers in information or communication technology at the museum, did you advise someone?

**Answer:**

Yes:

No: If you answered no, please explain why not:

Not applicable:

**Question 9:** If you advised someone at the museum that you experienced or observed accessibility barriers in information or communication technology, was the accessibility issue addressed quickly and appropriately?

**Answer:**

Yes:

No:

Please explain:

Not applicable:

### 3. Communication

**Question 10:** Have you experienced or observed any communication barriers relating to accessibility at the Canadian Museum of Nature

**Answer:**



No:

Yes:

**Question 11:** If yes, what type of accessibility barrier did you experience/observe?

**Answer:**

Lack of assistive technologies

Lack of sign language interpretation

Lack of Braille

Other, please explain

Not applicable:

**Question 12:** Are sign language interpretation services easily accessible to you?

**Answer:**

Yes:

No:

Not applicable:

**Question 13:** Are captioning services easily accessible to you?

**Answer:**

Yes:

No:

Not applicable:

#### 4: Built Environment

**Question 14:** Have you visited the Canadian Museum of Nature?

**Answer:**

Yes:

No:

**Question 15:** When was the last time you visited the Canadian Museum of Nature?

**Answer:**

Never:

In the last 3 months:

Between 3 and 6 months ago:

Between 6 months and 1 year go:

Between 1 and 3 years ago:

More than 3 years ago:

**Question 16:** Have you experienced or observed any accessibility barriers in the built environment at the museum?

**Answer:**

No:

Yes:

Please explain:

**Question 17:** Do you know who to contact about a problem with the accessibility at the museum?

**Answer:**

Yes:

No:

**Question 18:** If you experienced or observed any barriers, did you advise someone that there was an accessibility issue?

**Answer:**

Yes:

No:

Please explain:

Not applicable:

**Question 19:** If you advised someone of an accessibility issue, was it addressed quickly and appropriately?

**Answer:**

Not applicable:

I don't know:

Yes:

No:

Please explain:

## 5. Design and Delivery of Programs and Services

**Question 20:** Do you know of any accessibility barriers present in the way that programs and services at the Canadian Museum of Nature are designed?

**Answer:**

No:

Yes:

Please explain:

**Question 21:** Do you know of any accessibility barriers present in the way that programs and services at the Canadian Museum of Nature are delivered?

No:

Yes:

Please explain:

## Internal Consultation Survey

### Accessibility Consultation Questions for Employees and Union Representatives

The survey is divided into seven sections:

1. **Employment**
2. **Information and Communication Technologies**
3. **Communications**
4. **Built Environment**
5. **Design and Delivery of Programs and Services**
6. **Procurement**
7. **Transportation**

**Instructions:** For the multiple-choice questions, please select your answers by placing an X or a check mark next to your choice. For any response, please feel free to add comments to explain your response.

## 1. Employment

**Question 1:** Have you experienced any barriers relating to accessibility during the hiring process at the Canadian Museum of Nature?

**Answer:**

No:

Yes:

If you answered yes, please explain

**Question 2:** If you experienced any accessibility barriers, please check all barriers that apply and explain

**Answer:**

Application process

Qualifications

Assessment tools

Mobility (accessibility of the office)

Other:

Not applicable:

**Question 3:** If you experienced any accessibility barriers, did you ask for accommodation measures?

**Answer:**

No: If you didn't ask, please explain why:

Yes:

Not applicable:

**Question 4:** If you asked for accommodation measures, were they provided to you in a timely and appropriate manner?

**Answer:**

Not applicable:

Yes:

No:

Please explain:



**Question 5:** Have you asked for any accommodation measures relating to your employment or any adjustments for your physical workspace at the museum?

**Answer:**

Yes:

No:

Please explain:

**Question 6:** If you asked for accommodation measures or adjustments, was your request granted?

**Answer:**

Yes:

No:

Still ongoing:

Please explain:

Not applicable:

**Question 7:** Do you think the museum should improve the process for requesting workplace accommodation?

**Answer:**

No opinion:

No:

Yes:

Please explain:

**Question 8:** Have you experienced accessibility barriers when seeking a promotion at the museum?

**Answer:**

No:

Yes:

Please explain:

## 2. Information and Communication Technology

**Question 9:** Have you ever asked for adaptive equipment to enable you to do your work in a way that meets your needs?

**Answer:**

No:

Yes:

Please explain:

**Question 10:** If yes, are you satisfied with the adaptive equipment you have been given?

**Answer:**

Yes:

No:

Please explain:

Not applicable:

**Question 11:** Are online meetings and events accessible to you?

**Answer:**

Yes:

Partially:

No:

Please explain:

**Question 12:** Are in-person meetings or events accessible to you?

**Answer:**

Yes:

Partially:

No:

Please explain:

### 3. Communication

**Question 13:** Have you heard staff using outdated or inappropriate language when referring to people with disabilities?

**Answer:**

No:

Yes:

Please explain:

**Question 14:** Have you experienced or observed any communication barriers relating to accessibility at the Canadian Museum of Nature

**Answer:**

No:

Yes:

**Question 15:** If you experienced or observed a barrier, what type of accessibility barrier did you experience or observed?

**Answer:**

Lack of assistive technologies

Lack of sign language interpretation

Other, please explain

Not applicable:

**Question 16:** Are sign language interpretation services easily accessible to you?

**Answer:**

Yes:

No:

Not applicable:

**Question 17:** Are captioning services easily accessible to you?

**Answer:**

Yes:

No:

Not applicable:

#### **4: Built Environment**

**Question 18:** Have you experienced or observed any barriers to the built environment at the museum?

**Answer:**

No:

Yes:

Please Explain:

**Question 19:** Do you know who to contact about a problem with accessibility of the built environment in the museum?

**Answer:**

Yes:

No:

**Question 20:** Do you have any concerns that accessibility barriers may affect your ability to exit the museum safely in the event of an emergency?

**Answer:**

No:

Yes:

Please explain:

## 5. Design and Delivery of Programs and Services

**Question 21:** Do you know of any accessibility barriers present in the way that programs and services at the Canadian Museum of Nature are designed?

**Answer:**

No:

Yes:

Please explain:

**Question 22:** Do you know of any accessibility barriers present in the way that programs and services at the Canadian Museum of Nature are delivered?

**Answer:**

No:

Yes:

Please explain:

## 6. Procurement



**Question 23:** Have you experienced or observed any accessibility barriers relating to the procurement of goods and services at the museum?

**Answer:**

No:

Yes:

Please explain:

**Question 24:** Have you experienced or observed any accessibility barriers relating to the museum's procured (or contracted) goods and services?

**Answer:**

No:

Yes:

Please explain:

**Question 25:** Do you know who to contact about getting accessible equipment?

**Answer:**

Yes:

No:

**Question 26:** Do you know who to contact about getting sign language interpretation?

**Answer:**

Yes:

No:

## 7. Transportation

**Question 27:** Have you experienced or observed any barriers relating to accessibility when travelling for work at the museum (including when travelling between the Victoria Memorial Museum Building in Ottawa and the Natural Heritage Campus in Gatineau)?

**Answer:**

No:

Yes; If you answered yes, please explain

**Question 28:** If you have you experienced any barriers relating to accessibility when travelling for work with the Canadian Museum of Nature, did you ask for workplace accommodation measures?

**Answer:**

No: If you answered no, please explain why not:

Yes:

Not applicable:

**Question 29:** If you asked for workplace accommodation measures, was your request granted in a timely and appropriate manner?

**Answer:**

Yes:

No: If you answered no, please explain

Not applicable