Transportation Safety Board of Canada
Bureau de la sécurité des transports du Canada

Transportation Safety Board of Canada

Accessibility Plan 2022 to 2025: First progress report

Canada

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Transportation Safety Board of Canada Accessibility Plan 2022 to 2025: First progress report

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Le présent rapport est également disponible en français.

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1 Effective date

This Progress Report was published on 21 December 2023.

2 General

The Manager, Administration, is designated to receive feedback on barriers and implementation of the Accessibility Plan. To provide feedback or to obtain copies of the plan and its progress reports in alternative formats, contact us:

General enquiries

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2.1 Summary

The TSB's Accessibility Plan 2022 to 2025 seeks to build a culture of inclusiveness that promotes diversity and combats discrimination by identifying and removing existing barriers and preventing future barriers within the workplace.

The progress reports are used to identify, remove, and prevent barriers in the priority areas of the *Accessible Canada Act* (ACA); they are published by 31 December of any year that the Accessibility Plan 2022–25 is not updated.

This first progress report provides detailed information on the comments received from employees, how these comments were taken into consideration, and how consultations were conducted.

3 Mandatory areas under Section 5 of the Accessible Canada Act

The proposed solutions identified in this Plan result from consultations within the organization and have been submitted for review and additional input by an external partner. They represent a stepping stone upon which all employees, managers, executives and partners can collaborate and engage at every step of the Plan's progression, leading to the cementing of an inclusive departmental culture. Barrier details are identified in the TSB's Accessibility Plan 2022 to 2025.

The progress report reviews each of the proposed solutions and identifies the progress achieved during the Plan's first year of application.

3.1 Employment

General: In the Employment area, six barriers were identified and proposed solutions were advanced for the following:

1. Public Service Performance Management
2. Manager awareness of accessibility issues
3. Hybrid meetings
4. Timeliness-focused environment
5. Bias in hiring process
6. VidCruiter

Progress in implementing proposed solutions is detailed below.

3.1.1 Public Service Performance Management

3.1.1.1 **Proposed solution:** Include resources to support managers with the call letter, so that they have the tools to take their employees' needs into consideration in the process and to support managers' own stress about the process.

3.1.1.2 **Progress:** The mid-year performance review call letter has been refined with the addition of links to resources to support managers' discussions with their employees.

3.1.2 Manager awareness of accessibility issues

3.1.2.1 **Proposed solution:** Increase awareness of accessibility issues via the Beacon, COO Townhalls, and other internal communication tools such as lunchtime discussions, posters and advertising the point of contact for accessibility questions. Consider including more formal training on accessibility in the departmental training portal (internally referred to as "LMS365").

3.1.2.2 **Progress:** The Chief Operating Officer spoke about the Accessibility Plan at COO Townhalls for managers and COO Townhalls for all TSB employees. Accessibility was also discussed at the Administrative Officers' Conference.

3.1.3 Hybrid meetings

3.1.3.1 **Proposed solution:** Resolve the technical issues affecting the “zoom to speaker” feature of the recently purchased videoconferencing equipment. Pending this, educate and encourage personnel on good practices. Include such practices in standard meeting invitations and introductions.

3.1.3.2 **Progress:** An equipment replacement project is underway for the two most used conference rooms. Best practices are shared individually in a just-in-time fashion but have not been integrated as standard text in meeting invitations due to high variability.

3.1.4 Timeliness-focused environment

3.1.4.1 **Proposed solution:** While participants could not provide an easy solution to this operational requirement, managers are to be encouraged to discuss adaptation with their employees, including conditions that may require the allocation of additional time to complete discrete tasks while balancing operational constraints.

3.1.4.2 **Progress:** A tool to guide discussions in this area has not yet been developed. Its development will be a priority in the next reporting period.

3.1.5 Bias in hiring processes

3.1.5.1 **Proposed solution:** To address accessibility related issues where possible, continue to review merit criteria, staffing assessment tools, and related processes to ensure they are inclusive and do not create systemic barriers as integrated in the TSB Employment Equity Plan. Review and remove unnecessarily restrictive criteria prior to advertising staffing opportunities. In the case of positions requiring specific qualifications where the incumbent no longer meets those qualifications due to an accessibility-related issue, promote flexibility and accommodation measures to the extent possible. As the PSC brings forward updated policies to adhere to upcoming legislative measures in the PSEA concerning bias in hiring processes, the TSB will continue to adjust its staffing-related policies, tools, and processes to support an accessible workplace.

3.1.5.2 **Progress:** Human resources staff continue to support and guide managers within the staffing processes, including the evaluation of accessibility obstacles. The staff also guide managers in the flexible application of accommodation measures where an employee no longer meets a position’s specific qualifications. Public Service Commission policies to counter bias in hiring processes have been in place at the TSB since October 4, 2023.

3.1.6 VidCruiter

3.1.6.1 **Proposed solution:** Ask PSPC to request the integration of closed captioning into VidCruiter either by the supplier or using a third-party add-in.

3.1.6.2 **Progress:** The TSB takes advantage of VidCruiter’s tools providing a higher level of accessibility for potential candidates (they have the flexibility to complete tasks from anywhere using their own devices and on their own timeline and speed), but closed

captioning is not available for evaluators. The addition of this functionality has not yet been requested (it is on the Action Plan for the next 24 months).

3.2 The built environment

General: In the Built Environment area, four barriers were identified and proposed solutions were advanced for the following:

1. Some locations do not meet the minimal accessibility standards.
2. The accessibility standards may not meet all individual requirements.
3. Floorplate size impacts proximity requirements, and
4. Noise level/visual distraction impacts concentration.

Progress in implementing proposed solutions is detailed below.

3.2.1 Some locations do not meet the minimal accessibility standards

3.2.1.1 **Proposed solution:** Where critical accessibility standard requirements cannot be implemented, work with PSPC to identify new locations to be configured in accordance with the latest accessibility standards. For other locations, continue to work with PSPC, building custodians and owners to achieve as much compliance as feasible, to identify remaining gaps and explore alternatives to make reasonable accommodations in the existing location.

3.2.1.2 **Progress:** Due to the location within a building that cannot be adapted to meet accessibility standards, a potential replacement location has been identified for the relocation of the Dorval Regional Office in collaboration with PSPC and another federal department; the future location will be completely renovated by the time of the move and will meet or exceed accessibility standards. We provided our operational requirements to PSPC for their search of a replacement location for our Vancouver Regional office.

3.2.2 The accessibility standards may not meet all individual requirements.

3.2.2.1 **Proposed solution:** Proactively discuss individual accessibility-related requirements with new employees during onboarding and consider filling out a GC Workplace Accessibility Passport if one does not yet exist for the individual. Accommodations personnel should work hand-in-hand with individuals having accessibility issues, their managers and TSB partners to identify possible solutions, obtain funding, and bring changes to the TSB physical assets to resolve identified barriers.

3.2.2.2 **Progress:** Procedure is being applied. The staff member performing initial contact discusses individual accessibility needs at the time of providing work equipment. The Accessibility Passport was announced in the January 2023 edition of *The Beacon* (TSB internal newspaper).

NOTE: Although it was not in the initial Plan, when we relocated the Head office library, we exceeded the accessibility standards with regards to clearance

between shelving units and we reviewed our paper magazine subscriptions to prioritize accessible electronic versions.

3.2.3 Floorplate size

3.2.3.1 **Proposed solution:** Identify and reserve office spaces with the closest proximity to elevators and emergency exits for personnel or visitors who need to limit their walking. Ensure that Building Emergency Evacuation Team members survey identified office spaces when executing an evacuation so that the individuals receive the required assistance in an emergency.

3.2.3.2 **Progress:** Measure is being applied. When advised beforehand, the Administration team welcomes newcomers and visitors to determine whether they require particular assistance during evacuations, and appropriate measures are taken.

3.2.4 Noise level/visual distraction

3.2.4.1 **Proposed solution:** Include a minimum of self-isolation/concentration spaces in the implementation of hybrid workplaces within existing facilities. Where possible, provide a variety of accessible setups so that individuals can choose which one best fits their situation. Proactively design new facilities with a variety of accessible setups.

3.2.4.2 **Progress:** In progress. Existing closed offices and other closed rooms are being used for self-isolation/concentration as much as possible, but it is not possible to fully construct new spaces within the limited resources of the TSB. Discussions are held with PSPC to leverage special initiatives' financing when possible. Future office locations will be configured in accordance with GCworkplace Fit-up Standards in collaboration with various partners.

3.3 Information and communication technologies (ICT)

General: In the ICT area, five barriers were identified and proposed solutions were advanced for the following:

1. MS Teams auto-transcription,
2. Lack of awareness about available accessibility hardware and software tools such as Microsoft suite,
3. Treasury Board Secretariat (TBS) accessibility standards for Government of Canada websites and accessibility features in commercial off-the-shelf (COTS) are not necessarily applied to internal documents/software,
4. ICT instruction manuals, and
5. Hybrid meeting organization and preparatory documents.

Progress in implementing proposed solutions is detailed below.

3.3.1 MS Teams auto transcription

3.3.1.1 **Proposed solution:** Work with Microsoft as part of the government contract to bring on new features to MS Teams via upgrades to the tools' functionality.

3.3.1.2 **Progress:** Ongoing. MS Teams auto transcription is constantly being improved by Microsoft.

3.3.2 Lack of awareness about available accessibility hardware and software tools such as Microsoft suite

3.3.2.1 **Proposed solution:** Promote the availability of services provided by the Accessibility, Accommodation and Adaptive Computer Technology program.

3.3.2.2 **Progress:** Ongoing – teams receiving requests and comments from users refer them to the Accessibility, Accommodation and Adaptive Computer Technology program when the person can describe a problem but cannot determine a clear solution to their needs.

3.3.3 Treasury Board Secretariat (TBS) accessibility standards for Government of Canada websites and accessibility features in commercial off-the-shelf software (COTS) are not necessarily applied to internal documents/software.

3.3.3.1 **Proposed solution:** Develop short training / awareness sessions on accessibility functions of software, make them available through LMS365 and advertise their availability so that personnel learn how to format their general documents/correspondence to allow their use. Increase general awareness of the need to format documents for accessibility. Use development software that includes accessibility functions right in the package for in-house software development. Include accessibility requirements in future Statements of Work (SOWs) to formalize the obligation from a contracting perspective.

3.3.3.2 **Progress:** Due to limited resource availability, it was not possible to develop and deliver training sessions to the level where they could be made available via LMS365.Communications personnel are working at an individual level with document creators to guide them regarding accessible format.

3.3.4 ICT instruction manuals

3.3.4.1 **Proposed solution:** Leverage PSPC/SSC procurement vehicles to purchase ICT, as they include accessibility requirements for accompanying operating manuals. Where those vehicles are not available, include an assessment criterion related to the provision of instruction manuals in an accessible format. For in-house software development, specify in the SOW that user manuals must be provided in bilingual, accessible format.

3.3.4.2 **Progress:** In effect. IT personnel work in collaboration with the Procurement section to leverage ICT procurement mechanisms and to include the requirement for the provision of bilingual documentation in accessible format when preparing Statements of requirements for inclusion in contracts.

3.3.5 Hybrid meetings organization and preparatory documents

3.3.5.1 **Proposed solution:** To reduce cognitive-load issues, meeting organizers should provide supporting documentation well in advance so that participants can prepare using accessibility tools as required. Familiarization sessions on best practices for hybrid meetings and accessibility functions are provided on an individual basis by the Admin Division.

3.3.5.2 **Progress:** Ongoing. Best practices are shared at every opportunity.

3.4 Communication, other than ICT

General: In the Communications other than ICT area, four barriers were identified and proposed solutions were advanced for the following:

1. Non-official communication products
2. Complexity of language
3. Templates and structured content
4. Active offer

Progress in implementing proposed solutions is detailed below.

3.4.1 Non-official communication products

3.4.1.1 **Proposed solution:** Have an expert from Communications who is familiar with making documents accessible provide all staff sessions to increase awareness of accessibility issues and find easy ways to make all communications more accessible, with the goal to imprint accessibility in employees' mindsets.

3.4.1.2 **Progress:** (repeat of point 3.3.3.2) Due to limited resource availability, it was not possible to develop and deliver training sessions to the level where they could be made available via LMS365. Communications personnel are working at an individual level with document creators to guide them regarding accessible format.

3.4.2 Complexity of language

3.4.2.1 **Proposed solution**: Remind authors that non-specialist readers will likely read their documents and that these documents must therefore contain the information those readers need to understand them. Involve editors as early as possible in the draft to provide advice on clear language. Encourage authors and reviewers to use correct technical terms rather than jargon and avoid making texts so concise that they become unclear. Instruct authors in how to use the TSB English Style Guide and the TSB Index of Abbreviations to make their documents accessible to internal as well as external readers.

3.4.2.2 **Progress:** Ongoing for all official documents and documents for wide internal dissemination. The Communications team promotes its publishing assistance services and proactively approaches document authors upon being made aware of the development of potentially large-dissemination documents.

3.4.3 Templates and unstructured content

3.4.3.1 **Proposed solution**: Provide templates that meet accessibility requirements and train authors how to make them. Provide guidance on the construction of accessible tables and methods to describe images in a clear, succinct, and complete manner, and constantly apply this process. Increase awareness of the issue through quick-tips and inclusion in training for new investigators. Implement an informal “peer-review” system to check document structure at the same time as the application of technical accessibility tools within the document.

3.4.3.2 **Progress:** Ongoing. Accessible models/templates are available for presentations (PowerPoint), investigation reports and official publications; accessible templates are being developed for other document types requiring periodic publishing. The information peer review system is not yet active.

3.4.4 Active offer

3.4.4.1 **Proposed solution:** HR will add a standardized clause in the Letters of Offer about the GC Workplace Accessibility Passport and encourage discussion. Admin will add “discuss required accommodations measures/GC Workplace accessibility passport” to the onboarding procedures. Add periodic reminders for Administration to reach-out for review of measures.

3.4.4.2 **Progress:** In progress. A clause is included in Letters of Offer that encourages discussion of accessibility needs with the manager, and the Administrative team discusses required adaptation measures upon first arrival of the new employee. Use of the Accessibility Passport is encouraged but its use not yet systematic.

3.5 The procurement of goods, services, and facilities

General: In the procurement of goods, services and facilities area, three barriers were identified and proposed solutions were advanced for the following:

1. Strict TBS policies and PSPC products, processes, and services
2. Lack of diversity promotion
3. Process/organizational complexity and resistance to change

Progress in implementing proposed solutions is detailed below.

3.5.1 Strict TBS policies and PSPC products, processes, and services

3.5.1.1 **Proposed solution:** Procurement staff to take training and be aware of accessibility statements applied at PSPC, and to apply such. Continue to implement PSPC accessibility tools and clauses to TSB internally driven procurement products and processes as appropriate.

3.5.1.2 **Progress:** In place. All Procurement personnel complete training that covers accessibility statements used by PSPC as soon as possible upon starting work for the TSB. Similar clauses are included in the TSB internal procurement processes, if applicable.

3.5.2 Lack of diversity promotion

3.5.2.1 **Proposed solution:** Include the attestation to accessibility consideration in its internal processes and examine/enhance the internal list of criteria related to diversity and accessibility criteria. Include the enhanced list of criteria in all applicable professional service solicitations to incite vendors to propose consultant issued from various groups/with various accessibility challenges. Identify available training related to accessibility with a focus on procurement/contracting, to be offered to procurement officers.

3.5.2.2 **Progress:** An "Accessibility" field has been added to the Request for Contract form so that project authorities must consider accessibility criteria and are forced to justify a negative response. Where the requestor indicates that accessibility criteria must be included in the contract, the Procurement team provides guidance using tools provided by the Treasury Board Office of Public Service Accessibility. Relevant clauses are then included in competitive process and contracting documents.

3.5.3 Process/organizational complexity and resistance to change

3.5.3.1 **Proposed solution:** Run a pilot project on a low-complexity goods procurement to further explore accessibility obstacles. Include accessibility and diversity best practices from HR processes into evaluation criteria for professional services. Provide advice to clients on available clauses promoting accessibility in contracts. Explore the availability of directories of businesses supporting accessibility.

3.5.3.2 **Progress:** Clauses promoting accessibility are now systematically included in contracts, and a confirmation box has been added to the SAP contract panels. Discussions with clients consider accessibility but not in a systematic manner. The TSB does not yet have a separate directory for businesses supporting accessibility.

3.6 The design and delivery of programs and services

General: In the Design and delivery of programs and services area, three barriers were identified and proposed solutions were advanced for the following:

1. Public-facing website,
2. Media relations and press conferences, and
3. Use of tools to enhance accessibility.

Progress in implementing proposed solutions is detailed below.

3.6.1 Public-facing website

3.6.1.1 **Proposed solution:** Perform an accessibility audit on the website. Add an accessibility statement describing the standards and tools applied to investigation reports and the website in general. Train and require authors to apply alt text or long descriptions to images in materials destined for the website. In the event that the website is converted

to a content management system, ensure that its procurement has a mandatory accessibility requirement.

3.6.1.2 **Progress:** The contract issued for the conversion of the TSB website to a content management system includes the accessibility clauses, and its Statement of requirements contains a mandatory accessibility component.

3.6.2 Media relations and press conferences

3.6.2.1 **Proposed solution:** Apply the Guidelines on Making Communications Products and Activities Accessible when planning press conferences: plan for and implement closed captioning on press conference video and other video materials posted to YouTube and to the TSB website, and continue to provide transcripts of audio-visual material on the website.

3.6.2.2 **Progress:** Not in place.

3.6.3 Use of tools to enhance accessibility

3.6.3.1 **Proposed solution:** Increase awareness of accessibility tools by including a short descriptor of their availability at the start of meetings. Identify/promote online training already available for the Microsoft suite of products in use within the TSB. It was noted that screen-sharing documents in MS Teams reduces video feed clarity: increase awareness of trying to circumvent this limitation.

3.6.3.2 **Progress:** The availability of online training for Microsoft products is announced from time to time but sharing of best practices is still on an *ad-hoc* basis.

3.7 Transportation

General: In the Transportation area, three barriers were identified and proposed solutions were advanced for the following:

1. Vehicle purchase analysis,
2. Cognitive charge, and
3. Accessible parking.

Progress in implementing proposed solutions is detailed below.

3.7.1 Vehicle purchase analysis

3.7.1.1 **Proposed solution:** Add accessibility as a factor to consider when making purchasing analysis, to be balanced with other operational requirements. Increase awareness of the availability of the option to rent adapted vehicles when accessibility is a requirement.

3.7.1.2 **Progress:** Planned for the next periodic review of the TSB vehicle policy.

3.7.2 Cognitive charge

3.7.2.1 **Proposed solution:** Ensure equipment alleviating cognitive charge is provided with the vehicle, either as embedded vehicle equipment (cruise control, line keep assist, etc.) or as add-ons to use one's mobile phone as an aide (secure cell phone mount).

3.7.2.2 **Progress:** The equipment of recently purchased vehicles has been checked for the availability of equipment that can relieve cognitive charge (we confirmed that such equipment is available in all vehicles purchased since 2020). Formalization of this check will be included in the next periodic review of the TSB vehicle policy's Purchasing part; until then, procurement personnel confirm the equipment's availability in the considered vehicle before purchase.

3.7.3 Accessible parking

3.7.3.1 **Proposed solution:** Survey Head Office and each regional office to identify parking availability and location of nearest accessible parking options. Add this information to base office information package.

3.7.3.2 **Progress:** An inventory of accessible parking availability near TSB installations has been completed and is available for reference by administrative personnel to guide persons requiring such when welcoming them. A basic information kit for each TSB office location is not yet in place.

4 Consultations

The Manager, Administration consulted with TSB employees responsible for each proposed solution throughout the year in order to keep the subject at the top of their respective priorities. Employees receiving these services were also consulted regarding their experience with the obstacles identified in the Plan. As no external stakeholders have expressed an interest in providing feedback, only internal consultations were used to develop this progress report.

5 Feedback

External stakeholders and people with disabilities who encounter barriers at TSB workplaces are encouraged to contact the Manager, Administration, and provide their feedback for consideration.

Enquiries may be submitted using the TSB's "Contact us" form on the General enquiries page at tsb.gc.ca, in writing, or by telephone:

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The Manager, Administration, will respond within ten working days to any feedback requests made by members of the public. As a minimum, responses will identify the relevant information from the TSB Accessibility Plan 2022 to 2025, refer to it when necessary, and provide guidance on the subsequent suitable steps.

6 BUDGET AND RESOURCE ALLOCATION

For the first Plan, the focus was on assessing the feasibility of proposed solutions, prioritizing and establishing timelines for proposed actions, and identifying, documenting and seeking resources based on the priorities.