

NATIONAL CAPITAL COMMISSION  
COMMISSION DE LA CAPITALE NATIONALE

# Progress Report on Accessibility

Canada

**Ce document est aussi disponible en français.**

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National Capital Commission  
Progress Report on Accessibility 2023  
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# I. General

## About the National Capital Commission

The National Capital Commission (NCC) is a federal Crown corporation established by the *National Capital Act* in 1959 and is also a federal separate agency, in accordance with the *Financial Administration Act* (Schedule V).

The NCC is dedicated to ensuring that Canada's Capital Region is a dynamic and inspiring source of pride for all Canadians, and a legacy for generations to come.

The NCC provides a unique value in the National Capital Region with the support of its 500 employees by fulfilling three specific roles:

- Long-term planner of federal lands;
- Principal steward of nationally significant public places;
- Creative partner committed to excellence in development and conservation.

## Our commitment to universal accessibility

Last year, the NCC developed its first Accessibility Plan to meet its responsibilities under the *Accessible Canada Act* (ACA) and to persons with disabilities. This plan outlines the barriers that exist in the NCC and over the next three years (2023–2026), we will identify the steps we will take to remove them.

The NCC is implementing real solutions to address barriers to accessibility. The NCC's actions will contribute to a National Capital Region that is accessible and a workforce that reflects the diversity of Canadians.

In this annual progress report on accessibility, we will describe the progress we've made for each specific action listed in our accessibility plan from January 2023 to September 2023.

## **Contact information for the National Capital Commission**

You may communicate with us about accessibility in the following ways:

- Telephone: 613-239-5000 or 1-800-465-1867 (toll-free)
- Teletypewriter (TTY): 613-239-5090 or 1-866-661-3530 (toll-free)
- [Canada Video Relay Service](#)
- Email: [accessibility-accessibilite@ncc-ccn.ca](mailto:accessibility-accessibilite@ncc-ccn.ca)
- Feedback form: [ncc-ccn.gc.ca/accessibility](https://ncc-ccn.gc.ca/accessibility)
- Mail:  
National Capital Commission  
202-40 Elgin Street  
Ottawa ON K1P 1C7

Address communications to:  
Coordinator, Information Programs

## II. Consultations

When writing this report, the National Capital Commission (NCC) consulted with its partners in accessibility, such as the Diversity, Equity and Inclusion representatives and the Advisory Committee on Universal Accessibility.

The following consultations also took place throughout the year:

1. Public service employee survey
2. Focus groups on accessibility with NCC employees
3. Public consultations on accessibility
4. Various public consultations
5. Consultations with federal partners
6. Consultations with community organizations

### 1. Public Service Employee Survey

#### Format

- Bilingual virtual survey
- For all public sector employees

#### Dates

May 2022 to February 2023

#### NCC participation

363 staff members participated

This survey was administered by Statistics Canada and employees were invited to complete it on a voluntary basis. Sixty-six percent of the NCC workforce responded.

The following sections of the survey provided data on questions that could be related to accessibility: Workforce, Workplace, Workplace well-being.

The topics included:

- Job fit and development
- Diversity and inclusion
- Physical environment and equipment
- Harassment and discrimination
- Duty to accommodate
- Safe and healthy workplace
- Psychologically healthy workplace
- Work-related stress

The NCC is performing preliminary analysis of the data. Statistical findings and recommendations will be included in the 2024 progress report.

## 2. Focus Groups on Accessibility with NCC Employees

### Format

- 3 virtual sessions
- 2 in-person sessions

### Dates

June 21 to July 6, 2023

### NCC participation

29 employees participated

The NCC organized focus group sessions for its employees with disabilities or those with a particular interest in accessibility.

Two virtual focus groups were initially planned. Participants seemed more engaged during the virtual format, so an additional virtual session was added. Two in-person sessions were held. Twenty-nine NCC employees participated in a total of five focus groups.

Mentimeter, a tool used for consultations and polling, was used to protect the confidentiality of participant response. This allowed participants to provide anonymous input during the consultations. While Mentimeter is not fully accessible, a variety of other accommodations were offered to participants during these sessions.

### **Results of consultations with employees**

The information below is a summary of what was discussed during the employee focus groups.



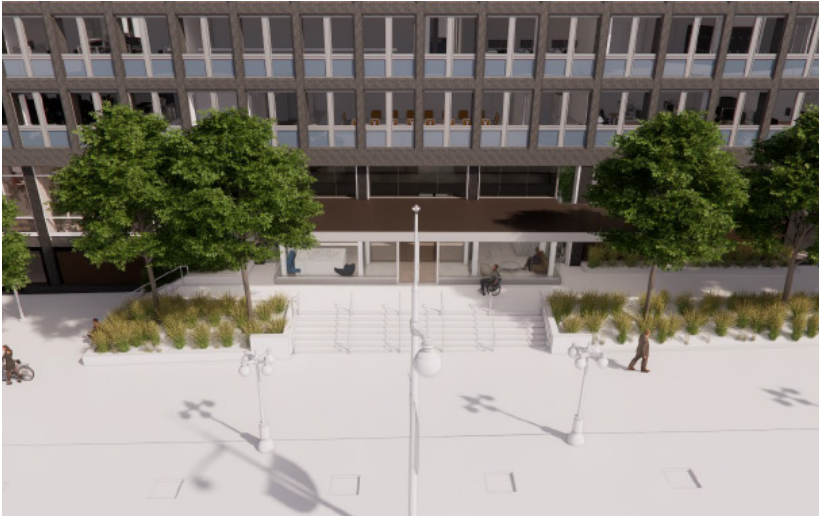
Employee feedback on priority area: Employment

- Accommodations and ergonomics were discussed at length; participants suggested ways the accommodation process could be clearer, simpler and more flexible.
- Employees suggested various strategies for raising awareness with staff and management and identified the benefits of understanding how different barriers may affect people with disabilities.
- Participants stressed the importance of better communication with employees with disabilities to:
  - facilitate their access to accessible tools and information at work; and
  - better understand the usefulness, scope and possible benefits of self-identifying as a person with a disability for employment equity purposes.
- Participants also highlighted challenges in providing accommodation for neurodivergence and mental health disabilities.

Employee feedback on priority area:  
The built environment and information technologies

Employees made several recommendations regarding the NCC's future headquarters at 80 Elgin Street in order to ensure better options for people with disabilities in the new office space. Examples of the recommendations include:

- that building access and facilities should include a variety of spaces to accommodate a variety of needs; and
- suggestions that the NCC could provide standard equipment and technologies that would better suit a wide range of needs for people with and without disabilities.



Front entrance of the 80 Elgin Street building, shown from above.



Side view of the 80 Elgin Street entrance to illustrate the use of the wheelchair access ramp.

### 3. Public Consultations

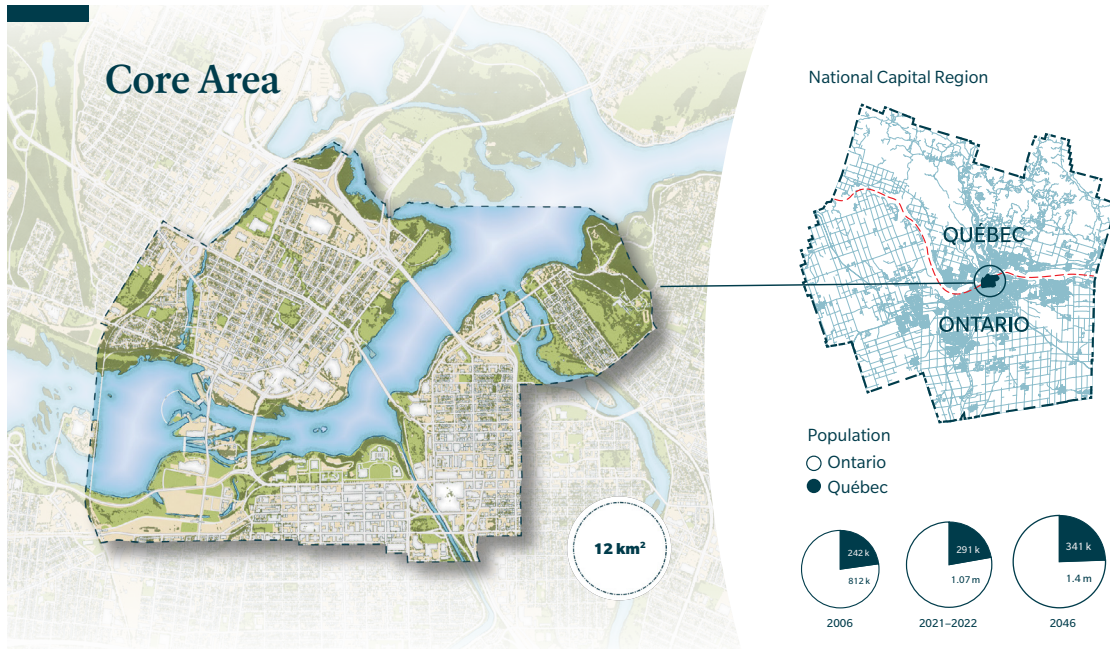
The public consultations held in 2023 included a survey on accessibility and targeted focus groups. The consultation was based on the following two subjects:

#### Accessibility Plan

The NCC sought feedback to facilitate the implementation of the current Accessibility Plan and to help shape the next version of the NCC's Accessibility Plan. The results of this consultation will help create more inclusive and accessible public spaces for everyone. People with disabilities are in the best position to tell us about the barriers they face, so we wanted to ensure that these views and perspectives would be adequately considered in the implementation of the current plan and in future iterations of the Accessibility Plan.

#### Core Area

The National Capital's core area is the hub of the National Capital Region. The core area encompasses the downtown portions of Ottawa and Gatineau, stretching from Leamy Lake at the northern boundary to Lisgar Street at the southern boundary, and from the Canadian War Museum at the western boundary to Rideau Hall at the eastern boundary. The National Capital's core area features buildings and public spaces of national significance, including the seat of the Government of Canada. The NCC sought to engage and hear from relevant stakeholders to ensure the area is adequately and appropriately accessible.



The core area as shown here covers roughly 12 square kilometres of land at the centre of the National Capital Region.

Pie charts show that the population in this area has grown and is predicted to grow more in the coming years.

## Survey on accessibility

### Platform

- SurveyMonkey: fully accessible
- French and English

### Dates

September 23 to October 15, 2023

### Responses

English: 83 responses

French: 43 responses

The survey was hosted on a secure and fully accessible online platform. The public was invited to answer 21 multiple choice or open-ended questions related to accessibility, in their choice of French or English.

The NCC began promoting the survey during the Open NCC event on September 23 and simultaneously began to advertise the survey on the NCC's public website. The NCC also contacted community stakeholders to promote the survey through their networks. The survey was promoted by the NCC through two targeted emails and each stakeholder was also contacted by phone.

The NCC's public survey on accessibility closed on October 15, 2023. At the time of publication of this report, the NCC has not completed its survey response analysis. The NCC will continue the survey analysis over the next year and the results will be included in the 2024 Accessibility Plan progress report.

A preliminary look at the results indicated that many responses were related to the following priority areas:

- communications (other than IT)
- transportation

Examples for communications (other than IT) responses:

Respondents identified that the NCC can:

- better communicate and promote universal accessibility (UA) features and accessibility measures that have been put into place so that people with disabilities can assess how they can best access different locations based on their individual needs;
- improve communications to build collaboration and create better relationships with the community.

Examples of transportation:

Accessibility to spaces and programs should be considered from a transportation perspective:

- Travel to locations and events;
- Travel (e.g. distance) from parking space or from public transportation drop-off to location or event should be taken into account;
- Some areas are not easily accessible because prioritizing active transportation may exclude people with disabilities.

### Targeted focus groups

#### Format

Virtual

#### Date

- October 12, 2023 (2 sessions)
- October 18, 2023 (1 session)

#### Total attendance

6 people

One hundred and five (105) community stakeholders were contacted to take part in workshops on accessibility. The NCC also solicited their help in recruiting community leaders and persons with disabilities to participate in these public consultations. Because community outreach did not generate the expected interest and participation, the format of the consultations was adapted: in-person events were cancelled, and new dates were added for virtual workshops.

These targeted focus groups were seeking feedback on the NCC's Accessibility Plan and on the design planning of the National Capital core area.

At the time of publishing this report, the NCC has not completed its survey response analysis. The NCC will continue the survey analysis over the next year and the results will be included in the 2024 Accessibility Plan progress report.

#### 4. Various Public Consultations

In 2023, the NCC led a variety of public consultations on its programs and assets. Each consultation is an opportunity for members of the public to interact with the NCC and share their thoughts. All comments, including any comments gathered on accessibility, are forwarded to the branch responsible for analysis and action, as necessary.

Comments on accessibility needs and barriers were gathered through online surveys and during stakeholder consultations. The topics included:

- Gatineau Park programming
- Parkways active use program

Comments were also gathered as part of the two following public consultations:

- Sir George-Étienne Cartier Park Plan
- National Capital Core Area Plan

The feedback provided will be taken into account when reviewing both of these plans and for future consultation activities.



## 5. Consultations with Federal Partners

### Guided visit: Accessibility Standards Canada

**May 31, 2023**

**6 NCC staff members**

The NCC consulted with the Accessibility Standards Canada team, who facilitated a guided tour of their offices in Gatineau, Quebec.

Their input and examples were beneficial to many ongoing NCC projects:

- Workplace Modernization Project at 80 Elgin Street;
- Organizing focus groups for NCC employees;
- Shaping the approach for diversity, accessibility, equity and inclusion.

### **Chief Accessibility Officer visit to NCC headquarters**

**June 27, 2023**

**CEO and 3 NCC executives**

Stéphanie Cadieux, Chief Accessibility Officer, met with CEO Tobi Nussbaum at the NCC headquarters. She provided positive feedback on the NCC's Accessibility Plan and highlighted the quality of the clear and concise language and accessible formatting. The Chair of the NCC's Advisory Committee on Universal Accessibility (ACUA) and the VP of the Human Resources and Facilities Management Branch were also in attendance to receive the Chief Accessibility Officer's input directly.

### **General consultations with federal partners**

The NCC maintains an ongoing collaboration with Parks Canada, Canadian Heritage and the Senate relating to accessibility within public spaces that are shared amongst these three organizations. Activities often involve elevators, wheelchairs, signage and regular maintenance. Various long-term initiatives are identified in the NCC's Accessibility Plan and Action Progress Report below.

The NCC also attends the regular interdepartmental community of practice meetings.

## 6. Consultations with Community Organizations

To ensure that diversity, equity, accessibility and inclusion lenses are applied to its projects and programs, the NCC is always developing new partnerships with community organizations such as CanDO (Canadian Disabled Outdoor Society).

Through the following initiatives, the NCC is also building a partnership with the Employment Accessibility Resource Network (EARN):

- HR team members have attended training/workshops.
- HR attends monthly job match calls.
- HR team will attend the EARN annual conference in November 2023.

The NCC HR team will also attend the Canadian Congress on Disability Inclusion (CCDI) career fair and the Government of Canada and David C. Onley Initiative for Employment and Enterprise Development career fair for students and recent graduates with disabilities.

Various long-term initiatives developed in collaboration with community partners are reflected in the NCC Accessibility Plan and Action Progress Report below.

## III. Feedback

The NCC has gathered feedback on accessibility through the NCC Contact Centre (including an anonymous feedback form) and from informal public feedback.

### NCC Contact Centre

The public can reach the NCC Contact Centre via:

- email, phone and TTY;
- regular mail;
- social media;
- the online [Feedback form on accessibility](#).

Below is a summary of the NCC Contact Centre interaction with the public. Most of the feedback received from the public requires some outreach to clarify questions, individual needs and requirements. The NCC Contact Centre will generally reach out and follow up on comments when necessary.

The following feedback regarding accessibility was received between January and September 30, 2023:

<b>Topic</b>	<b>Occurrence</b>	<b>Message Summary</b>	<b>Response Summary</b>
Active use program relating to Gatineau Park parkways	4	Public providing comments regarding this program and perceived barriers to accessibility	<ul style="list-style-type: none"> <li>• Reply with clarification on accessibility measures</li> <li>• Provide details on shuttle: schedule and drop-off points</li> <li>• Provide schedule: closure to cars only in effect part-time</li> </ul> <p><u>Internal action:</u></p> <ul style="list-style-type: none"> <li>• Forward to branch responsible for analysis of the project</li> </ul>
Free access to Gatineau Park	1	Seeking support for a mental health program	New partnership was developed with the Centre intégré de santé et de services sociaux de l'Outaouais (CISSS)
Installations or programs from another jurisdiction	6	Various questions or comments on events or sites not under NCC jurisdiction	<ul style="list-style-type: none"> <li>• Reply clarifying how to contact the appropriate agency or organization.</li> </ul> <p><u>Internal action:</u></p> <ul style="list-style-type: none"> <li>• Forward comment to branch for liaison with federal partner</li> </ul>

Topic	Occurrence	Message Summary	Response Summary
Connection between O-Train and multiuse pathways	1	Recommendations for better connectivity and request to join ACUA	<p><u>Internal action:</u></p> <ul style="list-style-type: none"> <li>• Comment forwarded to branch responsible for analysis of multi-use pathways; Branch contacted the person directly</li> <li>• Forward to secretariat that followed up about ACUA membership</li> </ul>
General question about the built environment	1	Questions about the National Building Code of Canada and ACA regulations	Reply providing information required

**Informal Public Feedback**

Because the NCC’S projects have high visibility, feedback can be provided through public forums. This year, two members of the public sent the NCC an open letter. This feedback is included with the other feedback and taken into consideration.

## IV. Update on Priority Areas

This section identifies the progress made by the NCC for each of the specific actions listed in our Accessibility Plan between January and September 2023.

Terms used in this section:

- “Ongoing” indicates an open-ended initiative;
- “In progress” actions are underway and will be completed soon or have a set date for implementation, or involve an initiative that will take more time to implement;
- “Upcoming” indicates an action that has been planned but has not yet started;
- “Pending” indicates the actions that haven’t been planned or addressed;
- “Completed” indicates that action was implemented.

## 1. Employment

### Employment barrier 1:

Knowledge and awareness about accessibility are limited.

Employees may not have enough knowledge or awareness to apply an accessibility lens fully and effectively in their work.

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#### Planned actions: Employment

#### Progress report: Employment

Implement accessibility and disability awareness and training requirements for employees, including managers, human resources advisors, executives and specialists.

#### In progress:

The Diversity, Equity and Inclusion (DEI) plan includes an objective to include learning paths for training.

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Implement training and awareness sessions on diversity and inclusion and unconscious bias for all employees.

#### In progress:

Gender Based Analysis Plus (GBA Plus) training has been implemented as mandatory training. Unconscious bias training is pending.

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**Planned actions: Employment**

Develop plans to improve the recruitment and retention of employees with disabilities.

**Progress report: Employment**

- New staffing program has been developed and approved; includes improvements in communicating accessibility measures during staffing process. (See [Consultations Section](#) of the report.)
- Ongoing expansion of partnerships and outreach activities with community organizations to reach job seekers with disabilities.
- Ongoing internal meetings on managing bias in staffing to develop best practices.
- In-progress modernization of employee self-identification data collection will allow for more detailed analysis of employee demographics, including disability.

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Implement the Gender-based Analysis Plus training and tool kit and the Gender-based Analysis Plus Pilot Project Guidelines.

**Pending**

**Employment barrier 2:**

Workplace activities may not fully consider and support the needs of employees with disabilities.

Planned actions: Employment	Progress report: Employment
<p>Conduct a campaign to encourage current employees who are part of designated employment equity groups to self-identify.</p> <ul style="list-style-type: none"> <li>• Update the definition of “Disability” for self-identification purposes.</li> <li>• Determine additional actions to develop a representative workforce.</li> </ul>	<p><b>Pending</b></p>
<p>Continue to look for ways to improve workplace culture through human resources programs and services.</p>	<p><b>Ongoing, open-ended initiative:</b>            At this stage, there is an ongoing review of the onboarding program to be more inclusive. HR will launch networking “Welcome to the NCC” sessions in the upcoming months.</p>
<p>Continue to promote inclusiveness in the workplace.</p>	<p><b>Ongoing, open-ended initiative:</b>            Relunched the DEI committee.</p>
<p>Identify ways to make sure that employees with disabilities are considered and included in the development of workplace activities and special events.</p>	<p><b>Ongoing, open-ended initiative</b></p>

**Employment barrier 3:**

There is no official procedure for communicating the availability of accommodations for candidates in staffing processes.

This could lead to:

- Candidates missing opportunities to request and receive accommodation.
- Managers and human resources advisors not knowing how to provide accommodations to candidates who have disabilities.

<b>Planned actions: Employment</b>	<b>Progress report: Employment</b>
<p>Improve communications to applicants on how to request accommodations.</p>	<p><b>In progress:</b>                      The new staffing program includes development of such communications.</p>
<p>Improve communications to managers on how to provide accommodations to candidates during staffing processes.</p>	<p><b>Upcoming:</b>                      Developed list of preliminary questions to solicit information in relation to accommodation needs.</p>
<p>Add information about the accommodations process into the onboarding process.</p>	<p><b>Pending</b></p>
<p>Explore the possibility of adopting the Government of Canada Workplace Accessibility Passport.</p>	<p><b>Pending</b></p>

**Employment barrier 4:**

Some human resources policies, procedures and employment systems use outdated language, approaches or practices that could contribute to systemic barriers to accessibility.

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**Planned actions: Employment**

**Progress report: Employment**

Review the policies, procedures, programs technology systems, etc., and make recommendations on how to improve them.

**Pending:**  
Planned for 2025–2026

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Based on the recommendations: develop a plan to modernize human resources policies, programs and services to remove and prevent systemic barriers and to build trust with persons with disabilities.

**In progress:**  
An employment systems review is in progress to determine where policies and programs can be improved to meet legislated requirements.  
  
Review and redevelopment of several human resources policies are in progress. Remaining policies will be reviewed on an ongoing basis.

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Include and consult committees and persons with disabilities in the redevelopment of human resources programs and policies.

**Ongoing, open-ended initiative**

**Employment barrier 5:**

Information technology used for staffing and performance management may not be fully accessible.

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**Planned actions: Employment**

**Progress report: Employment**

Develop plans to remove and prevent barriers in systems used for staffing.

Ongoing review of technology solutions to address accessibility in HR systems and applications.

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## 2. The Built Environment

### Built environment barrier 1:

Inaccessibility in public spaces and assets: Certain public spaces and assets (including trails, greenspaces, parks and boardwalks) have hazards and/or limited accessibility that require updating and/or restoration.

#### Planned actions: Built environment

Include universal accessibility principles to the design, construction and restoration of parks and green spaces.

#### Progress report: Built environment

##### In progress:

New federal land use, design and transaction approval (FLUDTA) manual. It will provide standardized guidance on applicable requirements for federal approvals, which include accessibility criteria, and on the monitoring of approval conditions.

##### Ongoing, open-ended initiative:

###### Improvements to Taylor Lake T3 campsite

- Universally accessible washroom
- Addition of granular material for easier site access
- Raised fire pit
- Addition of universally accessible picnic table

###### Mer Bleue Bog Boardwalk

- Bench replaced with new UA design that has armrests and backing.

Planned actions: Built environment

Progress report: Built environment

Major's Hill Park and Confederation Park

- Repair of surface or hazards at various locations.

NCC River House

- Transformed the building and shoreline access; a grand central staircase was incorporated and integrates a switch back ramp system. The switch back ramp includes little nooks and low seating areas built into the ramp design.
- The newly installed flood-resistant shoreline includes a fully UA accessible dock system.
- All of the interior room identification was updated and signage includes the addition of tactile features (braille, raised text, raised pictograms).

Mackenzie King Estate

- A new Dutch door was installed in the garage building to support accessible use of the building as a café serving the public.
- As part of washroom upgrades to meet Canadian Standards Association (CSA) standards, power door operators were installed and mirrors, grab bars and faucets were replaced with accessible components.

<b>Planned actions: Built environment</b>	<b>Progress report: Built environment</b>
<p>Apply universal accessibility standards to certain trails.</p>	<p><b>Ongoing, open-ended initiative</b></p>
<p>Add a platform to the Mer Bleue boardwalk to improve accessibility.</p>	<p><b>Upcoming:</b> Plans have been finalized and approved; construction should begin in 2024.</p>
<p>Continue to present all major build projects to the Advisory Committee on Universal Accessibility and consider their input to make build projects more accessible.</p>	<p><b>Ongoing, open-ended initiative:</b></p> <ul style="list-style-type: none"> <li>Members receive a regular report on major projects update from the Technical Committee for outdoor spaces (highlight in August was Kiweki Point).</li> </ul> <p><b>Additional projects were presented:</b></p> <ul style="list-style-type: none"> <li>Project 1: Gate Lodge Recapitalization Universal Accessibility Upgrades;</li> <li>Project 2: New NCC headquarters at 80 Elgin Street.</li> </ul>
<p>Create a template for accessibility assessments of NCC assets.</p>	<p><b>Ongoing:</b></p> <ul style="list-style-type: none"> <li>33% completion; expected finalization in fall 2024.</li> </ul> <p><b>In progress:</b></p> <ul style="list-style-type: none"> <li>Training paths for development of diversity, equity and inclusion, which include accessibility, are being elaborated.</li> </ul>



**Planned actions: Built environment**

**Progress report: Built environment**

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Assess accessibility of five existing NCC buildings or sites.

**Pending:**  
Expected completion in fall 2025, following finalization of the accessibility assessment template.

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Make accessibility certification training available as required.

**Ongoing, open-ended initiative:**  
Two Design and Construction staff members are currently enrolled in Rick Hansen Foundation Accessibility Certification™ (RHFAC) training to be completed in November 2023 and February 2024.

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Continue to identify and monitor NCC lands and assets, including buildings and public sites for additional barriers.

**Ongoing, open-ended initiative**

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**Built environment barrier 2:**

Barriers to accessibility have been identified on some public parkways.

**Planned actions: Built environment**

Make public parkways more accessible through pilot projects.

**Progress report: Built environment**

**Ongoing, open-ended initiative:**

Sir George-Étienne Cartier Parkway

- Removal of the curb at P27 parking lot on Sir George-Étienne Cartier Parkway to make the pathway connector and outhouse universally accessible.
- Installation of universally accessible Adirondack chairs across from P27 on Sir George-Étienne Cartier Parkway.

Island Park Drive

- Improved accessibility to crossing push buttons at Scott Street and Island Park Drive.
  - Improved accessibility to pedestrian crossover at Clearview Street and Island Park Drive.
-

**Built environment barrier 3:**

There are physical barriers in the NCC's current headquarters. These barriers include the boardroom setup, building entry points and the layout of floor plans.

<b>Planned actions: Built environment</b>	<b>Progress report: Built environment</b>
Communicate and work with persons with disabilities to ensure they can access the NCC headquarters safely.	<b>Pending</b>
Continue to monitor for additional barriers in NCC workspaces.	<b>Ongoing, open-ended initiative</b>
Follow universal accessibility design guidelines for the new NCC headquarters.	<b>Ongoing:</b> The modernization teams are working to make the new headquarters accessible.

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**Built environment barrier 4:**

Inaccessible work equipment: Equipment used by employees in the workplace may not be fully accessible or not meet accessibility standards.

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**Planned actions: Built environment**

Consult staff on accessibility needs, requirements and equipment for the NCC's new headquarters.

Inform managers of the process for requesting accessible equipment for employees.

**Progress report: Built environment**

**Ongoing:**

- Completion estimated December 2025
- Employees discussed their needs and requirements for the new NCC headquarters during the summer focus groups.
- Additional consultations were held by Human Resources and Facilities Management (HRFM) with internal subject matter experts to incorporate best practices into initial requirements.

**Upcoming:**

Communication procedures and training for managers is being developed.

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### 3. Information and Communication Technology

#### Information and communication technology barrier 1:

Inaccessible software: Certain software solutions are non-compliant or partially compliant with the Treasury Board of Canada Secretariat Standard on Web Accessibility.

#### Planned actions: Information and communication technology

#### Progress report: Information and communication technology

Assess all software systems for compliance with the Standard on Web Accessibility.

An initial analysis has been completed. Implementation: one to two years to complete.

Develop a strategy to resolve partial and non-compliance with the Standard on Web Accessibility.

**Completed:**  
A strategy has been identified for all the partly accessible and non-compliant software.

Develop a technology architecture standard for accessibility.

An initial draft has been developed. One to two years to complete.

Identify and procure a tool to test accessibility compliance.

A list of tools has been identified to test accessibility compliance. The tools need to be tested to determine which ones would be the best fit for the NCC. One to two years to complete.

Replace or modify information technology solutions to meet or exceed the Standard on Web Accessibility.

Replacement of the agreements system. Include, in procurement documents, requirements to request compliance to Treasury Board of Canada Secretariat Standard on Web Accessibility.

#### 4. Communication (Other than information communication technology)

##### Communications barrier 1:

Signage and wayfinding materials at public sites have not been assessed to consider universal accessibility.

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##### Planned actions: Communication

Conduct benchmarking studies on inclusive signage and updated signage.

##### Progress report: Communication

**Upcoming:**  
Estimated completion 2024–2025

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##### Communications barrier 2:

Information about the level of accessibility of NCC-owned lands and assets is not well communicated. This applies to information that is available online or on public sites.

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##### Planned actions: Communication

Improve communication materials as required and share more information on the accessibility of public spaces on our website.

##### Progress report: Communication

**In progress:**  
Accessibility is included as a key message in marketing and communications campaigns and materials, including web content.  
  
The Accessibility Plan can be found on our website.

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**Communications barrier 3:**

Access to Information and Privacy (ATIP) requests can only be made in writing.

**Planned actions: Communication**

**Progress report: Communication**

Update online information about transparency at the NCC and the access to information and privacy request process.

**Partially completed:**

The list of past requests is posted on the NCC website. The online request form will be available starting at the end of September. The process will be clearly outlined on the webpage by December 2023.

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**Communications barrier 4:**

The language used in communications and consultations can be at a high literacy level and not all communications use plain language.

**Planned actions: Communication**

**Progress report: Communication**

Draft guidelines for employees on using plain language.

**Completed**

**Communications barrier 5:**

Not all communications use inclusive language or are available in various accessible formats. Examples:

- Audio-only materials such as meetings or speeches.
- Visual materials such as images, maps, presentations.

<b>Planned actions: Communication</b>	<b>Progress report: Communication</b>
<p>Work with the Diversity, Equity and Inclusion Committee to explore ways to improve the use of inclusive language when communicating.</p>	<p><b>Ongoing, open-ended initiative:</b> DEI committee governance has been updated.</p>
<p>Draft guidelines for employees on:</p> <ul style="list-style-type: none"><li>• Applying accessibility, inclusion and intersectional lens to content.</li><li>• Creating accessible communications products, including web content, documents and visual materials.</li><li>• Providing accessible services.</li><li>• Hosting accessible meetings and events.</li></ul>	<p><b>In progress:</b> Tools developed. Expected completion this spring.</p> <p><b>Ongoing:</b></p> <ul style="list-style-type: none"><li>• Facilitated through new intranet platform.</li><li>• New intranet page, new online form, service agreements and NCC style guides including guidelines on inclusive writing.</li><li>• Tools to be developed further.</li></ul>

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**Communications barrier 6:**

Digital communications, including documents available on the NCC website and intranet, do not currently meet the Treasury Board of Canada Secretariat Standard on Web Accessibility.

<b>Planned actions: Communication</b>	<b>Progress report: Communication</b>
Update the content of the NCC public website and intranet to ensure compliance with the Standard on Web Accessibility.	<b>Upcoming:</b> Estimated completion January 2024

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**Communications barrier 7:**

Internal surveys and report designs may not be fully accessible or available in alternative formats.

<b>Planned actions: Communication</b>	<b>Progress report: Communication</b>
Determine how to make sure that surveys, consultations and report designs are compatible with accessibility software and meet accessibility requirements.	<b>Pending</b>
Make sure that all new and updated planning documents and communications are available in accessible formats and meet the Standard on Web Accessibility.	<b>Completed:</b> All new published planning documents comply with the Web Content Accessibility Guidelines (WCAG) 2.0.

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### 5. Procurement of Goods, Services and Facilities

**Procurement barrier 1:**

The NCC’s Procurement Policy and the processes for procuring goods and services does not consider accessibility requirements. It does not refer to the *Accessible Canada Act*, which may have an impact on procuring accessible goods and services.

Planned actions: Procurement	Progress report: Procurement
Review and update the Procurement Policy and related procedures to: <ul style="list-style-type: none"><li>• Include accessibility criteria and requirements for the procurement process for goods and services.</li></ul>	The Treasury Board of Canada Secretariat Standard on Web Accessibility was included in the procurement documents.
Include reference to the ACA.	<b>In progress:</b> New policy pending approval.

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## 6. Design and Delivery of Programs and Services

### Design and delivery barrier 1:

Lack of design guidance on universal accessibility.

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#### Planned actions: Design and delivery

#### Progress report: Design and delivery

Complete the Capital Design Guidelines, which include guidance on accessibility and GBA Plus.

**Completed:**

The Capital Design Guidelines were approved in January 2023, including specific sections regarding universal accessibility and GBA Plus.

Develop a new approach to address universal accessibility within plans, policies and guidelines required under section 10 of the *National Capital Act* (NCA).

**Completed:**

Approach will vary by plans.

**Ongoing:**

Policies or guidelines to be developed

- Update to statement of requirements templates and guidance will prompt staff to consider approach at project planning stages.

**Design and delivery barrier 2:**

Internal statements of requirements for the delivery of programs and services do not currently require an accessibility analysis.

**Planned actions: Design and delivery**

Develop new procedures and update statements of requirements for reviewing and approving projects to ensure compliance with accessibility standards, building codes and relevant legislation.

Update the statement of requirements template to require an accessibility analysis for all projects.

**Progress report: Design and delivery**

**Planned action description revised to:**  
*Develop new procedures for reviewing and approving projects to ensure compliance with accessibility standards, building codes and relevant legislation.*

**Upcoming:**

- New FLUDTA manual will provide standardized guidance on applicable requirements for federal approvals, which includes accessibility criteria, and on the monitoring of approval conditions. Proponents are required to demonstrate how they are approaching accessibility and how compliance will be achieved.

**Ongoing:**

A new statement of requirements template including accessibility analysis requirements has been drafted and is under review. Completion expected in winter 2024.

**Design and delivery barrier 3:**

Persons with disabilities are not always consulted in the design of program and services plans, surveys, reports and policies.

Planned actions: Design and delivery	Progress report: Design and delivery
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Implement a procedure for NCC planning initiatives to provide for consultations and to identify who will be consulted before consultations.

- Ongoing:**
- Developed engagement and consultation plans for planning initiatives, which included stakeholder identification and analysis (Alexandra Bridge, National Capital Core Area Plan, Sir George-Étienne Cartier Park Plan, Accessibility Plan Update, Rideau Canal Cultural Landscape Study, Parkways Planning and Design Guidelines, Kichī Zībī Mikan [parkway] renaming process).
  - Updating Public Engagement Policy with additional considerations for accessibility and inclusivity next spring 2024.

Develop a consultation review process for NCC long-range planning initiatives that includes a standard list of local and national stakeholders, partners and groups representing persons with disabilities.

- Ongoing, open-ended initiative:**
- Piloted new approaches to improve accessibility of public consultations.
  - Child supervision can be a barrier for parents who wish to attend public consultations. The Sir George Étienne-Cartier Park Plan consultation had an activity area for children to remove the barrier of child supervision.

**Design and delivery barrier 4:**

Public events organized by the NCC may not fully consider accessibility requirements in their design and delivery.

**Planned actions: Design and delivery**

**Progress report: Design and delivery**

Refine and apply the accessibility checklist for public events.

**Completed:**

The accessibility checklist was completed; updating and applying the checklist will be an ongoing process to make adjustments as best practices are refined.

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## 7. Transportation

**Transportation barrier 1:**

The NCC currently has enough vehicles in its fleet, but ongoing supply issues may make it difficult to obtain additional accessible vehicles and bikes if new needs are identified.

**Planned actions: Transportation**

**Progress report: Transportation**

Continue to consult employees who use vehicles in the current fleet to identify accessibility issues and make modifications, as required.

**Ongoing, open-ended initiative**

**Transportation barrier 2:**

Limiting private vehicle access on parkways could create barriers for certain visitors.

**Planned actions: Transportation**

- The NCC is working to implement a formal accessible shuttle program to achieve its stated goal of equitable and sustainable access.
- The NCC will continue to look for new types of equipment to be added to the inventory of adapted equipment it offers, namely through the Relais plein air.

**Progress report: Transportation**

- Reduction of the speed limit on the parkways, applied pavement markings to indicate designated roadways and improve the “Share the road” campaign.
- Through third parties, offering alternative means to access Gatineau Park, such as electric-assisted bikes and equipment adapted to persons with disabilities.
- Implementation of a pilot shuttle project in 2022 as a first step in the goal to provide a more robust service within the park. Following the 20 days of service in 2022, the NCC has worked and continues to work with its partner, the Société de transport de l’Outaouais (STO), to increase service levels in 2023.

## V. Glossary

**Accommodation** refers to any change in the working environment that allows people with a disability or functional limitation to do their job. Changes can include:

- Adjustments to the physical workspace;
- Adaptations to the equipment or tools;
- Flexible work hours or job-sharing;
- Relocation of the person's workspace;
- The ability to work from home;
- Reallocation or exchange of some non-essential tasks for others;
- Time off for medical appointments.

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

**Attitudinal barriers** are behaviours, perceptions and assumptions that discriminate against persons with disabilities. These barriers often emerge from lack of understanding, which can lead people to ignore, to judge, or have misconceptions about persons with disability.

**Barrier** means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

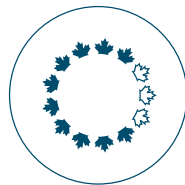


**Disability** is any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

**Types of disabilities in the 2017 Canadian Survey on Disability**

- Seeing
- Hearing
- Mobility
- Flexibility
- Dexterity
- Pain-related
- Learning
- Developmental
- Mental health-related
- Memory

**Inclusion** is the act of including someone or something as part of a group. An inclusive workplace is fair, equitable, supportive, welcoming and respectful. Inclusion recognizes, values and leverages differences in identities, abilities, backgrounds, cultures, skills, experiences and perspectives that support and reinforce Canada’s evolving human rights framework.



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