

# Canada Development Investment Corporation

*Accessible Canada Act*

Multi-Year Accessibility Plan

**Progress Report**

December 31, 2023

# Contents

- General..... 3
  - Progress Highlights..... 3
  - Feedback Mechanism ..... 4
- A. Priority areas identified by the Act ..... 4
  - 1. Employment..... 4
  - 2. Built Environment ..... 5
  - 3. Information and Communication Technologies (“ICT”)..... 6
  - 4. Communications other than ICT ..... 6
  - 5. The Procurement of Goods, Services, and Facilities ..... 7
  - 6. The Design and Delivery of Programs and Services ..... 7
  - 7. Transportation ..... 7
- B. Consultations ..... 8
  - Methodology..... 8
  - Subject Matter Experts ..... 8
  - Accessible Canada Act Review Committee ..... 8
  - Feedback ..... 8

## General

Canada Development Investment Corporation (“CDEV”) is a federal Crown corporation incorporated in 1982 under the *Canada Business Corporations Act* (“CBCA”). It is the entity of choice for critical financial transactions needed to help Canada achieve its goals and maximize the value of the Government of Canada’s corporate assets. In addition to certain activities of its own, CDEV has a number of wholly owned subsidiaries for which it is responsible: Canada Eldor Inc. (“CEI”), Canada Enterprise Emergency Funding Corporation (“CEEFC”), Canada Hibernia Holding Corporation (“CHHC”), Canada TMP Finance Ltd. (“TMP Finance”), Canada Growth Fund Inc. (“CGF”), Canada Innovation Corporation (“CIC”) and Trans Mountain Corporation (“TMC”).

This Accessibility Plan Progress Report applies to CDEV and its subsidiaries CEEFC, TMP Finance, CEI and CGF as all are managed by CDEV employees in the same built environment. CHHC and TMC have prepared their own Accessibility Plans and Progress Reports. CHHC’s Plan and Progress Report can be found in the Accessibility section on the CDEV website and TMC’s Plan and Progress Report can be found on their website.

### Progress Highlights

**Canada Development Investment Corporation has made significant progress regarding their 2023 to 2025 Accessibility Plan. Two remarkable changes in the last year have resulted in progress on the accessibility plan actions:**

- 1. New office space with increased accessibility for employees and visitors. The new office space includes an accessible washroom and workspace. Importantly, it also has enhanced safety features for people with disabilities including visual and auditory fire alarms. The new space provides additional accessibility for people with disabilities to be accommodated within the workplace.**
- 2. Addition of a new role, Vice President of Communications and Public Affairs, ensures that accountability for accessibility is clear and resourced. The new hire has responsibility to the accessibility plan and its associated actions over time. Further, the resources needed to review, create, and implement accessibility actions are overseen by this position and so provides an organization-wide lens on accessibility. This role is also responsible for the feedback mechanism required by the ACA.**

## Feedback Mechanism

The *Accessible Canada Act* requires organizations to establish a process for receiving and dealing with feedback regarding the implementation of the Accessibility Plan. CDEV will regularly monitor and evaluate feedback to incorporate into future plans where possible.

If you have any questions, feedback, or suggestions, please contact us:

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Canada Development Investment Corporation

Telephone: 416 966 2221

Email: [Accessible@cdev.gc.ca](mailto:Accessible@cdev.gc.ca)

Mailing Address: Canada Development Investment Corporation  
161 Bay Street, Suite 4540  
Toronto ON M5J 2S1

### Feedback Process:

1. Feedback will be received by either telephone (and transcribed to an accessible Word document), mail (and scanned to a pdf) or email.
2. All feedback will be saved in a designated “Accessibility Plan Feedback” electronic folder.

The sender of any feedback will be notified that it has been received and suggested modifications to the Accessibility Plan will be reviewed.

**Alternate formats of the Accessibility Plan, this Progress Report and the Feedback Process are available upon request.** Please contact CDEV for information and support.

## A. Priority areas identified by the Act

### 1. Employment

#### Actions

1. Benchmark against ACA standards for Employment and update relevant CDEV policies, guidelines and programs as needed.
  - ACA standards for Accessible Employment is targeted for 2024 publication
2. Provide additional accessibility training for specific employees on topics as identified by their role. i.e., training on WCAG 2.0 (Web Content Accessibility Guidelines), creating accessible documents and accessible recruitment (including encouragement towards people with disabilities to apply to posted job applications).

### **Progress Report**

A revised and improved “commitment to diversity and inclusion has been added to the “Our careers” page. The wording includes people with disabilities, and it is also used on all job postings.

Training, in the form of a “lunch and learn” was conducted at the end of 2023. The training included resources for creating accessible documents. Additional training opportunities are scheduled for 2024.

ACA standards for employment have not yet been published. CDEV will update relevant policies, guidelines and programs as needed when they are made available.

## **2. Built Environment**

### **Actions:**

1. Benchmark against ACA standards published for Built Environment and update relevant CDEV policies, guidelines, and programs as needed.
  - ACA standards for Built Environment, is targeted for publication in 2025
2. Ensure accessibility accommodations are made available to anyone needing accessibility accommodations prior to attending a site or office.
3. Work with CDEV’s lessors to incorporate accessibility best practices for all leased spaces.

### **Progress Report**

In September 2023, CDEV moved its head office to new premises in downtown Toronto. This new workspace represents a significant improvement compared with the previous space. It has more accessible offices, accessible washrooms, and visual and auditory fire alarms. It provides additional accessibility for people with disabilities to be accommodated within the workplace.

Where a visitor or new employee requires accommodations due to a disability, for example, for emergency egress, a process is in place with the landlord to accommodate accessibility needs.

CDEV also opened a new office space in Ottawa in December 2023. The observations made to the head office in Toronto also applies to the workspace in Ottawa as they are configured almost identically.

The ACA standards for the built environment are not yet available. CDEV will continue to monitor opportunities to increase accessibility in the built environment and will update relevant policies, guidelines and programs as needed when standards are provided.

### 3. Information and Communication Technologies (“ICT”)

**Actions:**

1. Benchmark against ACA standards for ICT and update relevant CDEV policies, guidelines, and programs as needed.
  - ACA standards using European harmonized standard, EN 301 549, as a guideline is targeted for 2024 publication
2. CDEV’s new website is compliant with Web Content Accessibility Guidelines (WCAG) and will be activated in early 2023. CDEV continues ensure future content posted to the website is compliant to WCAG requirements.

**Progress Report**

**The CDEV website is accessible and meets WCAG Standards. Content added to the website is accessible in format and meets requirements.**

**When ACA standards for ICT are published, CDEV policies, guidelines, and procedures will be updated accordingly.**

### 4. Communications other than ICT

**Actions:**

1. Benchmark against ACA standard for Communication and update relevant CDEV policies, guidelines and programs as needed.
  - ACA standards for Communication is targeted for publication in 2024
2. Create standards for public-facing communications to be in plain language where necessary.
3. Evaluate current public-facing documents for clarity and plain language and provide plain language versions where necessary.

**Progress Report**

**The creation of a new role, Vice President & Head of Communications and Public Affairs in 2023 is a major step forward to raise the accountability regarding accessibility and to specifically review CDEV language. Evaluation and standards development for public facing documents will take place in the coming year.**

**Additional ACA standards for Communication are pending and will be incorporated as soon as they are available.**

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

### Actions:

1. Benchmark against ACA standards for Procurement when published.
  - No ACA standards for Procurement are currently targeted for publication
2. Establish accessibility expectations of supplier.

### Progress Report

**Until specific ACA standards are published, procurement processes will be viewed through the added lens of accessibility wherever possible.**

## 6. The Design and Delivery of Programs and Services

### Actions:

1. Benchmark against ACA standards for Design and Delivery of Programs and Services and update relevant CDEV policies, guidelines, and programs as needed, when published.
  - No ACA standards for Design and Delivery of Programs and Services are currently targeted for publication
2. Review feedback from our external stakeholders to assess the current state of accessibility with respect to the delivery of our programs and services.
3. Build a culture where universal design is used to guide the design and delivery of CDEV's policies, guidelines services and programs.

### Progress Report

**The new role of Vice President & Head of Communications and Public Affairs in 2023 is a step forward to raise the accountability regarding accessibility, both in terms of having a resource clearly identified to handle the feedback process and engaging CDEV staff with an accessibility lens moving forward.**

**The development and implementation of the new role demonstrates a commitment to accessibility and building a culture of inclusion.**

## 7. Transportation

This priority area under the Act is not applicable to CDEV.

## B. Consultations

### Methodology

This Progress Report was prepared through consultation with subject matter experts within CDEV. CDEV consulted with persons with disabilities with respect to the Plan.

### Subject Matter Experts

Subject matter experts at CDEV were consulted in individual interviews and included follow-up questions and answers. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of public facing documents were consulted through the Office Manager and the Vice President of Communication and Public Affairs at Canada Development Investment Corporation. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this Progress Report.

### Accessible Canada Act Review Committee

The Progress Report was also reviewed by Excellence Canada's standing *Accessible Canada Act* Review Committee. Since 1991, Excellence Canada, a not-for-profit corporation, has been developing national organizational standards of excellence that focus on continual improvement across all business areas. Since 2009, under its People Access division, it has helped employers adopt the *Accessibility for Ontarians with Disabilities Act* regulations, recognizing the impact that accessibility has upon all the business areas of an organization. Consultation group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. Committee members were provided an overview of the functions at CDEV and an advance copy of the draft CDEV Accessibility Plan Progress Report 2023. Members provided comments on the Report format and readability, accessibility actions and noted progress as outlined in the Report, and specific barriers that could be encountered. Committee feedback has been incorporated into this Report. The consultation period was November 28, 2023, to December 3, 2023.

### Feedback

Canada Development Investment Corporation has not received any feedback through its feedback mechanism as of this progress report. Weekly staff meetings have also been used as a platform to engage employees on accessibility matters and remind them about the existing feedback mechanism. A review of the feedback mechanism is planned for the coming year to determine if a barrier exists within the mechanism itself. Further, the feedback mechanism will be promoted where appropriate to drive more interaction resulting in feedback that can be used in the future including increasing the visibility of our accessibility commitment on our website and promoting accessibility on social media through our LinkedIn channel.