



# Canada Infrastructure Bank

Accessibility Progress Report 2023-24



Canada Infrastructure Bank | Banque de l'infrastructure du Canada

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# General

## Feedback process and contact information

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

- » Email: [accessible@cib-bic.ca](mailto:accessible@cib-bic.ca)
- » Phone: 1-833-551-5245
- » Mail: Accessibility Team - Human Resources,  
150 King Street West, P.O. Box 15, Toronto, ON, M5H 1J9

## Alternate Formats

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

Formats available:

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

## About the CIB and our accessibility plan

The CIB was formed in 2018 with a mandate to invest in revenue-generating infrastructure which benefits Canadians and attracts private capital. Since that time, the organization has grown to approximately 130 employees with the head office in Toronto, and small regional offices in Montreal and Calgary.

As a small and young Crown Corporation, the CIB has diligently worked towards building an Accessibility program that meets the needs of employees and stakeholders and is appropriate to its size and the type of work it does.

Last year, in 2022, we developed the CIB's first multi-year Accessibility Plan.

The Plan focused on:

- » Identifying opportunities to extend our reach and accommodations to persons with disabilities
- » Training our employees on accessibility and disability inclusion
- » Improving our built environment and information technology to create a seamless experience for our employees and clients
- » Enhancing communication to provide persons with disabilities the same opportunity to access our programs and services

### **Year 1 Progress Report – Overview**

At the beginning of this year, the CIB created an Accessibility Working Group to lead the implementation of the commitments within our Accessibility Plan. This group, working closely with both our Diversity & Inclusion (D&I) Committee and external advisors, made significant progress in the following areas:

- » Implementing and communicating a streamlined accommodations process to provide effective and timely accommodations
- » Training our employees on accessibility, including:
  - » accessibility in the built environment for all employees
  - » disability inclusion and accommodations for IT accommodations staff
- » Implementing a diversity self-identification survey
- » Reviewing our built environment and emergency procedures for accessibility, and developing a roadmap to address areas of opportunity
- » Working with our third parties to evaluate the accessibility of our systems and applications
- » Continuing to monitor the ongoing conformance of our website with WCAG 2.0 AA standards
- » Developing a communications strategy to raise awareness about the CIB's accessibility plan and barriers facing persons with disabilities

- » Reviewing documents, forms, templates, and communications used to interact with suppliers and clients to make sure that they reflect accessible practices.

While we are proud of what we accomplished this year, we recognize that building a more accessible workplace for our employees, stakeholders and clients is an ongoing journey, and we are dedicated to continuously evaluating, monitoring and improving the effectiveness of the Plan.

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

## Employment

### Overview

In the first year since the development of our Accessibility Action Plan, we focused on building out the governance and processes to support our accessibility efforts. This included developing the Accessibility Working Group, documenting and implementing an accommodations process, and supporting employee accessibility education and awareness through training. The CIB has taken important steps as outlined below that will help position us for further progress in the coming years.

### Key commitments and actions taken to date

- » **Implement a formalized and streamlined accommodations process to provide effective and timely accommodations.**
  - » Developed a formalized accommodation process in consultation with employees and external advisors, including persons with disabilities. The accommodation process was developed using principles of inclusion, accessibility, timeliness and privacy. The accommodation process is available to all employees on our Intranet as well as on the external [CIB Accessibility](#) webpage. We will continue to promote awareness of the process to external stakeholders (e.g., job applicants, clients, suppliers, etc.) through our external communications.
- » **Create a centralized accommodations fund to cover the costs of employee accommodation requests.**
  - » Created a centralized fund for accommodations as part of our budgeting process. The fund will help the CIB to provide accommodations in a timely manner. This fund was developed in consultation with our third-party advisor who supports the CIB in reviewing and supporting medical-based accommodation requests.

» **Deliver training on accessibility.**

- » The CIB conducted a training session in May 2023 in partnership with the Rick Hansen Foundation to train employees on accessibility and disability inclusion, with a specific focus on accessibility within the built environment.
- » Going forward, we plan to continue educating our employees and managers on accessibility and disability inclusion, through webinars, speakers, and sharing guidance and resources.

» **Continue to monitor employee self-identification data and compare to labour market availability to make sure the CIB is providing equal employment opportunity to persons with disabilities.**

- » During 2023, the CIB completed an inaugural self-identification survey with a high response rate of 91%. The survey reported 4% of employee respondents as identifying as having cognitive, physical and/or mental health conditions.

» **Continue to support the D&I Committee to deliver accessibility and disability inclusion initiatives.**

- » An Accessibility Working Group was created in connection with the CIB's broader D&I Committee. The Working Group is chaired by the HR representative who is the CIB's Accessibility Lead and leads efforts on the Employment Pillar. Other members include two members of the CIB's D&I Committee from the Legal and Communication teams (who lead efforts with respect to the Procurement and Communications accessibility pillars) and two other members from the IT and Office Services teams to lead efforts across the other accessibility pillars. The Working Group meets monthly (and more frequently as required) with team consultation and collaboration on initiatives in between meetings. In 2023, the Working Group focused on continued education on the Accessible Canada Act as well and executing on the commitments set out within the CIB's Accessibility Plan.

## Looking forward

- » Raise external stakeholder awareness of and monitoring effectiveness of the Accommodations Procedure
- » Deliver additional disability and inclusion awareness training in the first half of 2024
- » Incorporate specific strategies to hire, develop, and retain more persons with disabilities at all levels within the CIB's refreshed Talent and Development Strategy
- » Develop and implement strategies to diversify the talent pipeline by partnering with employment organizations focused on employing persons with disabilities



# Developing The Built Environment

## Overview

The CIB made significant progress during 2023 to advance accessibility within our built environment. Through our partnership with the Rick Hansen Foundation, we have completed an accessibility review of our offices and we have made some physical changes, such as adding interactive screens in meeting rooms. We also have a roadmap to eliminate other identified barriers within our built environment.

## Key commitments and actions taken to date

- » **Implement a formalized and streamlined accommodations process to provide effective and timely accommodations.**
  - » o Developed a formalized accommodation process in consultation with employees and external advisors, including persons with disabilities. The accommodation process was developed using principles of inclusion, accessibility, timeliness and privacy. The accommodation process is available to all employees on our Intranet as well as on the external [CIB Accessibility](#) webpage. We will continue to promote awareness of the process to external stakeholders (e.g., job applicants, clients, suppliers, etc.) through our external communications.
- » **Establish an accessibility standard for the CIB's office and workspaces based on principles of universal accessibility. Consider principles of accessibility in the design of any future offices and workspaces.**
  - » We partnered with the Rick Hansen Foundation to review our Toronto office and provide guidance on opportunities to advance accessibility. We are pleased to report that we have met the Rick Hansen Foundation standard of being "Accessibility Certified" for our Toronto head office. We have developed a roadmap using the findings from the review to improve with the goal of achieving the "gold" standard. We will also use the findings from the review to assess accessibility at our smaller Calgary and Montreal offices.

- » **Develop an accessibility checklist to monitor and evaluate the accessibility of the CIB offices and workspaces on an ongoing basis. Adjust or fix any exceptions identified.**
  - » The review completed by the Rick Hansen Foundation provided us with a checklist that can be used to monitor and evaluate the accessibility of our offices on an annual basis.
- » **Create a centralized accommodations fund to cover costs of employee accommodation requests.**
  - » Created a centralized fund for accommodations as part of our budgeting process. The fund will help the CIB to provide accommodations in a timely manner. This fund was developed in consultation with our third-party advisor who supports the CIB in reviewing and supporting medical-based accommodation requests.
- » **Review emergency and evacuation plans for accessibility and include alternative support for employees or visitors with disabilities. Consult persons with disabilities in the review to create a seamless experience.**
  - » Completed a review of our emergency and evacuation procedures for all offices, in parallel with the implementation of the CIB's defined accommodation procedures. Regular reviews and updates of our emergency evacuation procedures will be conducted to address any emerging concerns or changes in the workspace environment.
  - » A key element of the updated procedures is ensuring that our employees are aware of the processes in place to proactively provide accommodations during emergency evacuations for both employees and visitors. This process has been communicated through our revised emergency and evacuation procedures and within our Accommodations Procedure.

## Looking forward

- » Begin implementing the environment improvements identified in our built environment accessibility roadmap, based on the findings of the Rick Hansen Foundation review
- » Continue to monitor the accessibility of our offices using the accessibility checklist provided by the Rick Hansen Foundation
- » Continue to improve the built environment of our offices based on feedback we receive through our accessibility feedback process

# Information and communication technologies (ICT)

## Overview

As part of our technology-related commitments within the Accessibility Plan, the CIB has begun to undertake a review of its corporate applications and its infrastructure to determine the level of accessibility they support and identify gaps where additional technology resources or training are required.

## Key commitments and actions taken to date

- » **Implement a formalized and streamlined accommodations process to provide effective and timely accommodations.**
  - » Developed a formalized accommodation process in consultation with employees and external advisors, including persons with disabilities. The accommodation process was developed using principles of inclusion, accessibility, timeliness and privacy. The accommodation process is available to all employees on our Intranet as well as on the external [CIB Accessibility](#) webpage. We will continue to promote awareness of the process to external stakeholders (e.g., job applicants, clients, suppliers, etc.) through our external communications.
- » **Develop a long-term information and communication technology accessibility strategy to make sure all current and future digital assets are accessible.**
  - » We have begun a review of corporate applications to better understand the accessibility standards the applications support. A policy is under development which will include an annual review of all corporate applications.
  - » Developed the first iteration of a roadmap for continuous awareness and training on making digital assets more accessible. We have trained the IT team to support in developing accessible digital assets and further training is planned with our office services team and departmental coordinators early in 2024 with anticipated CIB-wide training or resources being provided organization wide in FY2024-25

- » **Create a centralized accommodations fund to cover costs of employee accommodation requests.**
  - » Created a centralized fund for accommodations as part of our budgeting process. The fund will help the CIB to provide accommodations in a timely manner. This fund was developed in consultation with our third-party advisor who supports the CIB in reviewing and supporting medical-based accommodation requests.
- » **Provide training to IT staff on digital accessibility and supporting persons with disabilities with assistive technology.**
  - » We engaged our external consultant to deliver a training to key IT staff on IT accommodations and how to support persons across a spectrum of different disabilities. The training covered different types of disabilities, common IT accommodation needs and leading practices for supporting requests for IT accommodations.
  - » Even though the CIB is a small organization with a limited number of new hires and visitors, we want to ensure we are positioned to support a barrier-free environment. As we progress into FY2024-25, we will continue to upskill our IT staff and other relevant team members on this topic.
- » **Continue to meet the WCAG 2.0 standard with ongoing monitoring and evaluation of the CIB public-facing website.**
  - » We reviewed the CIB public-facing website to align with WCAG 2.0 AA standard with support from our third-party consultant to ensure images, fonts and design features meet standards. We updated more than 300 website images to include alt-text descriptions and are in the process of remediating more than 350 PDF documents to add accessibility features (completion Feb. 2024).

## Looking forward

- » Ensure ongoing delivery of the training on producing accessible digital assets
- » Accessibility will be considered in future development and/or procurement of IT technologies. Guidelines will be developed and made available to employees
- » Continue to monitor the accessibility of new content and documents added to the CIB public-facing website. Perform periodic reviews of the website to ensure meets WCAG 2.0 AA standard

# Communication, other than ICT

## Overview

During the first year of the Accessibility Plan, the CIB team has enhanced communication to inform employees, stakeholders and the public about our accessibility initiatives, and to educate employees about resources for a more inclusive workplace.

## Key commitments and actions taken to date

- » **Develop a communications strategy to raise awareness about the CIB's accessibility plan and barriers facing persons with disabilities.**
  - » We have developed and implemented a communications strategy to raise awareness about the CIB's accessibility plan and barriers facing persons with disabilities to both CIB's workforce and the public. The strategy includes regular employee updates on the CIB's accessibility plan, initiatives, educational resources, and accessibility days of importance. It also includes external updates on the CIB's LinkedIn feed, sharing information on how the CIB is achieving the pillars outlined in the Accessibility Plan.
- » **Provide guidance to all employees on accessible communication techniques and organizing accessible meetings (in-person and virtual).**
  - » We have developed and communicated a toolkit to all employees on organizing accessible meetings (in-person and virtual) via development of the CIB's accessible meetings guidance document.
- » **Create a standard accessibility checklist to make sure large events and meetings are accessible for all.**
  - » Developed a standard accessibility checklist using best-practice research from sources such as Canada.ca, Accessibility Canada, the Diversity Policy Alliance, and others

- » **Make the CIB's Accessibility Plan, progress reports and accessibility educational resources available in a centralized location.**
- » Communicated the CIB's Accessibility Plan and first progress report on the Accessibility page of the CIB's public-facing website. Future progress reports will be posted in this location as they are completed.
- » Provided accessibility educational resources to CIB employees on our online learning database.
- » Communications team members participated in several learning opportunities to gain additional skills in accessible communications.

## Looking forward

- » Develop relationships with accessible communication providers
- » Further enhance accessible organization-wide communications
- » Implement alternative communication supports on the CIB automated phone system for accessibility of all users



# The procurement of goods, services, and facilities

## Overview

The CIB has undertaken a detailed review of its procurement practices with the objective of enhancing accessibility. We recognize that true accessibility across our procurement practices must include procuring accessible goods and services, facilitating an accessible procurement process for suppliers, and procuring from suppliers owned by persons with disabilities.

## Key commitments and actions taken to date

- » **Review the procurement process, including documents, forms, templates, and communications to make sure that they reflect accessible practices**
  - » We have identified the types of procurements conducted by the CIB where accessibility needs to be considered, as well as the key documents, templates and communications in procurements.
  - » Our team is reviewing the procurement procedure and template documents with an accessibility lens, including:
    - » conforming with Web Content Accessibility Guidelines 2.0 AA
    - » removing barriers for people with disabilities created by existing criteria or requirements in the procurement template
    - » communicating the CIB's expectations of the suppliers regarding accessibility when they are interacting with third parties on behalf of the CIB and when they are providing a technology service to the CIB. These revised procurement templates are expected to be finalized and rolled out by March 31, 2024
- » **Implement a formalized and streamlined accommodations process to provide effective and timely accommodations.**
  - » Our accommodations process for suppliers builds off our Accommodations Procedure mentioned in the "Employment", "Built Environment", and "Information and Communication Technologies" sections of the progress report. The CIB has committed to providing reasonable accommodations to existing and prospective

suppliers when requested. We are now exploring how to best integrate and communicate the supplier accommodations process on an ongoing basis.

- » **Provide training or guidance to the procurement team on leading practices for accessible procurement and communication with suppliers with disabilities.**
- » There is no specific procurement team at the CIB, but rather, procurement is a shared responsibility across different departments with oversight by our Legal department. Future disability and inclusion awareness training will support awareness of and use of best practices for communicating with persons with disabilities.
- » Once the CIB's updated procurement procedure and procurement templates are finalized, guidance on inclusive communication and interaction with persons with disabilities will be part of the upcoming mandatory procurement training for all employees at the CIB.

## Looking forward

- » Implement process to consistently communicate the CIB's commitment to accessibility and information about the accommodations process to suppliers
- » We will communicate the CIB's accessibility commitment and accommodations process to suppliers in the RFP template and supplier contracts, once the updated procurement documents are revised with an accessibility and sustainability lens
- » The CIB will begin to collect information about the diversity of suppliers and accessibility practices to better understand organizational supplier diversity.
- » The collection of information regarding suppliers and accessibility practices is part of a broader initiative, planned for FY2024-25

# The design and delivery of programs and services

## Overview

The CIB's role as an impact investor supporting the development of infrastructure sees the organization partnering with a select number of external stakeholders. We have completed a review of these touchpoints in an effort to support a barrier-free interaction and an effective accommodations process.

## Key commitments and actions taken to date

- » **Implement a process to consistently communicate the CIB's commitment to accessibility and information about the accommodations process to clients.**
- » Educated CIB employees with partner or other external stakeholder interactions educated on accommodation processes. We expect these employees to share information on our accommodations processes with new external partners. The accommodation process is available to all employees and on our Intranet as well as on the external [CIB Accessibility](#) webpage.
- » **Review documents, forms, templates, and communications used to interact with clients during the delivery of services to make sure that they reflect accessible practices.**
- » Engaged a cross-functional team to review partner and other external stakeholder touchpoints and determine the most effective means to ensure that CIB materials reflect accessible practices and/or clearly outline the process to request an accommodation.
- » **Implement a formalized and streamlined accommodations process to provide effective and timely accommodations.**
- » Developed a formalized accommodation process in consultation with employees and external advisors, including persons with disabilities. The accommodation process was developed using principles of inclusion, accessibility, timeliness and privacy. The accommodation process is available to all employees on our Intranet as well as on the external CIB Accessibility webpage. We will continue to promote

awareness of the process to external stakeholders (e.g., job applicants, clients, suppliers, etc.) through our external communications.

## **Looking forward**

We are confident that the actions we have taken and continue to take set a strong foundation for accessible interactions with our partners and external stakeholders going forward. We will continue to closely monitor any accessibility feedback received and establish additional initiatives in this area as needed.

## **Transportation**

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

# Consultations

## Overview

One of the CIB's Accessibility Plan's guiding principles is to embody the Government of Canada's "Nothing without us" strategy by continuing to actively consult with persons with disabilities in key decisions and implementation of commitments within our Accessibility Plan.

The CIB performed accessibility consultations throughout the year aimed at:

- » Understanding accessibility leading practices to inform the CIB's implementation of accessibility commitments across focus areas
- » Obtaining an independent assessment of the CIB's built environment
- » Obtaining feedback on the newly developed accommodations process and the 2023 annual Accessibility Plan progress report

## How we consulted persons with disabilities

We performed consultations in-person or virtually based on participants' preferences. Consultation guides were provided in advance and accommodations offered.

Depending on the group being consulted with, we asked specific questions to understand existing barriers, seek feedback on the CIB's initiatives, and obtain feedback on the CIB's progress report.

The CIB consulted with both employees and external accessibility advisors, including members of the disability community in the preparation of the progress report. We consulted with the following groups:

- » CIB's Accessibility Working Group
- » CIB's D&I Committee
- » Employee consultations
- » External accessibility advisors
  - » Rick Hansen Foundation
  - » Deloitte Canada
  - » CIB's third-party accommodation advisor

## **Internal consultations**

### **Accessibility Working Group consultations**

The Accessibility Working Group is made up of CIB representatives across the areas of Human Resources, Office Services, Communication, IT and Legal. The Working Group meets monthly (and more frequently as required) with team consultation and collaboration on initiatives in between meetings. In addition to leading the progress in their respective accessibility areas, the members of the Accessibility Working Group provided feedback to fellow members on initiatives being managed within other accessibility areas.

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

To ensure diverse and comprehensive consultations, the Accessibility Working Group engaged a number of employees across the organization to seek feedback on accessibility-related initiatives. With responsibility for executing D&I initiatives, the D&I Committee provided feedback on the newly developed accommodations process, accessibility training materials, and the annual accessibility plan progress report.

Furthermore, in the fall of 2023 a call was made to all CIB employees with disabilities, caretakers of persons with disabilities or employees affiliated with external disability networks inviting them to join an ongoing employee accessibility advisory team. Outside of the members of the Accessibility Working Group and D&I Committee, no further employees volunteered to advise. As we move into 2024, we will continue to actively reach out to employees with hope of developing an advisory team in the future.

## **External subject matter advisor consultations**

### **Rick Hansen Foundation**

The CIB engaged the Rick Hansen Foundation to perform an assessment of our Toronto office to better understand the current state of accessibility. The Rick Hansen Foundation provided feedback on built environment accessibility strengths and specific areas for improvement. In response, the CIB has developed a roadmap to address areas of opportunity across all our locations over the coming years.

## **Deloitte Canada**

The CIB consulted with accessibility subject matter advisors from Deloitte Canada.

These consultations included:

- » Ongoing consultations as part of accessibility initiatives design and implementation
- » Consultations with individuals identifying across a spectrum of disabilities to obtain feedback on the CIB's newly developed accommodations process and annual accessibility plan progress report.

## **CIB'S third-party accommodation advisor**

The CIB's third-party accommodations advisor assists in responding to medical accommodation requests. The advisor was consulted in the development of the CIB's new accommodations process described in the Accommodations Procedure.

# Feedback

## **Accessibility feedback received**

In December 2022, the CIB implemented an Accessibility Feedback Process to accept feedback about accessibility and our Accessibility Plan. Feedback can be submitted by email, phone or mail. The CIB has not received any accessibility feedback since the implementation of the feedback process. Moving forward, we will continue to monitor any feedback received.

Even in the absence of feedback provided through our formalized process, we have actively engaged with employees, our D&I Committee, external subject matter advisors and consulted with other Crown Corporations to share key learnings and resources.

## **How the CIB has taken this feedback into consideration**

The information and perspectives gained from our employees, external subject matter advisors and other Crown Corporations have been valuable in supporting the ongoing development and implementation of our accessibility practices. As an example, external consultations to develop our Accommodations Procedure was especially valuable as the smaller size of the CIB has resulted in relatively limited accommodation requests in the past.



# Glossary

## **Accessibility**

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

## **Accommodation**

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

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

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

## **Barrier**

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

This includes:

- » physical
- » mental
- » intellectual
- » cognitive
- » learning
- » communication or sensory impairment, or

- » a functional limitation

Barriers can be physical, architectural, technological, or attitudinal

(Source: *Accessible Canada Act*).

## **Clients**

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

## **Disability**

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

- » physical
- » mental
- » intellectual
- » cognitive
- » learning
- » communication or sensory impairment, or
- » a functional limitation (Source: *Accessible Canada Act*).

## **Employee**

A person employed by the Canada Infrastructure Bank.

## **Persons with disabilities**

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

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

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

## **Self-identification**

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

## **Workforce availability**

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

