



Immigration and Refugee Board of Canada
**The IRB's Accessible Canada Act
progress report 2023**

Aussi disponible en français sous le titre : *Loi canadienne sur l'accessibilité – Rapport d'étape 2023 de la CISR*

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This publication is also available in HTML format on the IRB website: [The IRB's Accessible Canada Act progress report 2023](#)

Cat. No. MQ1-19E-PDF (Electronic PDF, English)
ISSN 2817-979X

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1. Summary

The *Accessible Canada Act* is a law to make Canada more accessible. Starting December 2022, federal organizations must make plans on how they will become more accessible. The Immigration and Refugee Board's (IRB) first accessibility plan detailed actions we want to do in 2023, 2024, and 2025. The IRB has worked diligently this past year, to complete the actions for 2023 in our accessibility plan. This progress report has updates on all the accessibility changes that we had planned to do in 2023. It also includes what we learned from feedback in the last year and in consultations with people with disabilities.

We put together our Accessibility Plan Implementation Committee (APIC) which is made up of Pillar Leads who are responsible for completing the actions in our plan. The committee meets once a month to discuss progress on action items.

Members of the committee:

- Provide regular updates on any accessibility actions they are responsible for.
- Update the accessibility plan tracker regularly.
- Promote and raise awareness on accessibility features, programs and initiatives to IRB employees, partners and stakeholders.
- Consult with persons with disabilities throughout the process of developing and completing initiatives.

In 2023, we completed 18 accessibility actions and have another 13 that are either in progress or ongoing. Many of these goals were key to laying the foundation for accessibility in the future, including:

- Leadership in communicating the importance of accessibility;
- Clarifying and outlining roles and responsibilities on accessibility;
- Hiring people to lead our accessibility initiatives; and
- Ensuring that we are not creating new barriers when buying things, getting new space, or creating new documents.

Five of our actions were delayed to better plan the implementation of these actions. Our goal is to make sure the changes we make will have a real impact on the accessibility of the IRB.

As we worked on removing barriers, we consulted with our Employees with Disabilities Network. We held a consultation about this progress report where we received feedback on our progress and how we can improve accessibility in everyday activities. We also received an email congratulating us on the work we are doing to improve accessibility and encouraging us to go further in areas like communication and accommodation. We will take this feedback and use it to inform our next accessibility plan.

We will remind APIC members to update our tracker regularly and thoroughly. As we head into year two of our accessibility plan, we will continue to look for opportunities that will help the IRB be as efficient as possible in improving accessibility within our organization.

2. General

Description of the Immigration and Refugee Board of Canada

The IRB is Canada's largest independent administrative tribunal. It is responsible for making well-reasoned decisions on immigration and refugee matters efficiently, fairly and in accordance with the law. Our work provides access to justice to tens of thousands of people each year. Our work also contributes to the integrity of Canada's immigration and refugee systems.

As an independent administrative tribunal, the IRB is known for both

- individual decision-maker (adjudicative) independence and
- a degree of institutional independence.

The IRB reports to Parliament through the Minister of Immigration, Refugees and Citizenship.

Our work is done in four separate tribunals, known as “divisions”:

- The Refugee Protection Division decides whether people who have claimed refugee protection in Canada can get that protection.
- The Refugee Appeal Division decides appeals from decisions of the Refugee Protection Division.
- The Immigration Division decides whether certain people who are not Canadian are allowed into Canada, or could be removed from Canada, under the law. This division also reviews decisions made by the Canada Border Services Agency (CBSA) to detain someone.
- The Immigration Appeal Division decides appeals on immigration-related matters including family sponsorships refused by Immigration, Refugees and Citizenship Canada and removal orders issued by the Immigration Division or the Canada Border Services Agency. It also decides appeals from Immigration, Refugees, and Citizenship Canada relating to the removal of a person's permanent resident status based on whether they have spent enough days in Canada, under the law.

Statement of Commitment

The *Accessible Canada Act* (ACA) is a law to make Canada barrier-free by 2040.

It is important that the IRB, as an administrative tribunal, be fully accessible to, and removes barriers for, people with disabilities appearing before it. Barriers to accessibility can affect how people can participate in IRB hearings. In some cases, barriers can affect the fairness of a hearing. The IRB is committed to accessibility for people with disabilities, both across the IRB and those appearing before it.

Accessibility is a continuous process. It is the responsibility of everyone at the IRB and it is the right thing to do.

Through this commitment, the IRB can help ensure that everyone is treated fairly and is able to interact with the IRB with dignity. It will also help ensure that everyone has access to our processes.

People with disabilities make important contributions to the IRB. By working to remove barriers and becoming more accessible, the IRB will become a workplace that will be more like the people of Canada.

Process for Feedback and Contact Information

We welcome feedback about this progress report and IRB accessibility from employees, people appearing before the IRB, or members of the public. We are committed to reviewing the feedback that we receive and taking steps to address barriers.

You can submit feedback on the accessibility plan and progress report, by contacting the Manager, Employment Equity, Diversity and Inclusion:

email: irb.employmentequity-equiteenmatieredemploi.cisr@irb-cisr.gc.ca

mail: Immigration and Refugee Board of Canada

Attention: Manager, Employment Equity, Diversity and Inclusion
Minto Place, Canada Building
344 Slater Street, 12th floor Ottawa, Ontario K1A 0K1

Please note that the IRB does not currently have an accessible telephone line available to the general public. This has been identified as a barrier to be addressed. In the interim, you may contact us by email and mail as listed above.

To submit your feedback anonymously, please see [Providing feedback on accessibility to the Immigration and Refugee Board of Canada](#).

We will also accept feedback about our accessibility plan and the accessibility of our services through direct messages on our various social media accounts.

We collect feedback and monitor the progress of this plan. Any feedback that we receive about our accessibility plan will be kept for seven years. We will use this feedback to help monitor our progress and to help identify other barriers to accessibility.

Alternative Formats

You can request alternative formats of our accessibility plan, progress report and feedback process description, by contacting the Manager, Employment Equity, Diversity and Inclusion:

email: irb.employmentequity-equiteenmatieredemploi.cisr@irb-cisr.gc.ca

mail: Immigration and Refugee Board of Canada

Attention: Manager, Employment Equity, Diversity and Inclusion Minto Place, Canada Building
344 Slater Street, 12th floor Ottawa, Ontario K1A 0K1

Please note that the IRB does not currently have an accessible telephone line available to the general public. This has been identified as a barrier to be addressed. In the interim, you may contact us by email and mail as listed above.

We will provide alternative formats as soon as possible. We commit to providing formats within these timelines:

- Print: 15 working days
- Large print (larger text): 15 working days
- Braille (a system of raised dots that people who are blind or with low vision can read with their fingers): 45 working days
- Audio (a recording of someone reading the text out loud): 45 working days

3. Progress to Date

Our goals are organized under the seven priority areas of the ACA and a section on organization-wide initiatives:

1. [Organization-wide](#)
2. [Employment](#)
3. [Built Environment](#)
4. [Information and Communication Technologies](#)
5. [Priority 4: Communication, other than Information and Communication Technologies](#)
6. [Procurement](#)
7. [Design and Delivery of Programs and Services](#)
8. [Transportation](#)

Organization-wide initiatives

Below are updates on each of the organization-wide goals that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 1.1: By early 2023, our senior leadership will communicate to all staff a commitment to accessibility at the IRB.

Status: Complete

Description of progress: Once we published our ACA accessibility plan, we sent out a message to all our employees communicating senior leadership's commitment to accessibility at the IRB.

Action 1.2: By fall 2023, we will add several new positions focused on accessibility. These will include a plain language writer, an accommodations accessibility coordinator on the human resources team, and an accessibility coordinator on the information management and information technology team.

Status: In progress

Description of progress: The IRB has created a new position of Accessibility Coordinator. The Accessibility Coordinator will be a resource to help with recruitment strategies and the accommodation process. Our next step is to hire people to fill the Accessibility Coordinator roles in the Healthy Workplace Directorate and on the Information Management and Information Technology Team. We are also working on hiring a plain language writer. We anticipate that these roles will be filled in 2024.

Action 1.3: In 2023, our communications team will develop an internal communications strategy to support a culture change within our organization.

Status: In progress

Description of progress: The IRB has developed an internal communications strategy to communicate to all staff. We have reviewed our accessibility plan to identify themes that are more closely aligned with the work done in various IRB divisions and branches. The goal of this strategy is to give more context to our employees on:

- the accessibility work being done,
- the importance of completing each action in our accessibility plan and,
- what role staff must play in implementing actions.
- This will encourage staff to consider accessibility in all their activities. We have consulted our Employees with Disabilities Network in the development of this strategy.

The communications strategy will be finalized in early 2024.

Action 1.4: In 2023, we will define and document the roles and responsibilities that contribute to and advance accessibility within the IRB. This will include defining the roles of the Employees with Disabilities Network, accessibility coordinators, the persons with disabilities champion, and diversity and inclusion teams.

Status: Complete

Description of progress: The IRB developed a guide defining the roles and responsibilities of each area of the IRB when it comes to diversity and inclusion. The guide has been approved and communicated with IRB staff.

Action 1.5: In 2023, we will develop a strategy that explains how we will conduct consultations with people with disabilities, both inside and outside the organization. We will make sure this strategy considers intersectional perspectives and experiences.

Status: Complete

Description of progress: The IRB has developed a consultation strategy to include in our Accessibility Plan Implementation Committee's terms of reference. The strategy was developed in the spirit of "nothing about us without us" to ensure that the voices of people with disabilities are being amplified in the accessibility work that we do.

Action 1.6: In 2023, we will make sure that staff and managers who are involved in the accommodation process are provided training about the importance of accommodation and the legal duty to accommodate employees (if they have not already received that training).

Status: In progress

Description of progress: The IRB has sourced training on providing accommodations and the duty to accommodate. We will be providing training by March 2024.

Action 1.7: In 2023, we will create or identify accessibility awareness and disability sensitivity training for IRB staff.

Status Complete

Description of progress: The IRB has put together a list of accessibility and disability training, resources, and tools that employees can refer to. Most of the content is provided by the Government of Canada and the Canada School of Public Service. We will continually update this list as new resources become available. Currently this list is available upon request and will be posted on our intranet site as soon as the site has been updated.

Employment

Below are updates on each of the employment goals that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 2.1: In 2023, we will develop an internal standard or guideline on the accessibility of training that we will either create or purchase. This will include:

- **defining the accessibility requirements of training material and the delivery of in- person or virtual training**
- **the responsibility and process for training accessibility**
- **what training the standard or guideline applies to, and any exceptions**

Status: Complete

Description of progress: The IRB researched and developed guidelines to ensure employee training is accessible. The guidelines have gone through consultation with our Employees with Disabilities Network. These guidelines present principles and requirements for areas responsible for training to follow when they plan/design/deliver or contract training material. To help areas responsible for training follow these guidelines, we will develop, in 2024 and as required, job aids with practical steps.

Action 2.2: In 2023, we will partner with the Office of Public Service Accessibility (OPSA), to leverage the Government of Canada Workplace Accessibility Passport. The Passport will document possible solutions, devices or supports an employee has received in the past. It will

also list the adaptive tools that the employee would like to bring with them from one position within the public service to another.

Status: Complete

Description of progress: We have introduced the [Government of Canada Workplace Accessibility Passport](#). We held meetings with employees who had the opportunity to ask questions about the passport.

Action 2.3: In 2023, we will make improvements to the language used in our job postings offering accommodations.

Status: Complete

Description of progress: The IRB's Healthy Workplace Directorate consulted with our Employment Equity, Diversity & Inclusion team to come up with ways to improve the employment equity paragraph in our job postings. The paragraph was revised by our Workforce Management Directorate and updated to reflect the new wording.

Action 2.4: In 2023 we will complete an employment systems review, including specific consideration of candidates with disabilities.

Status: Complete

Description of progress: The IRB hired a consultant to perform an employment systems review. We will provide further updates on the results and what actions will come of the review in next year's progress report.

Built environment

Below are updates on each of the built environment goals that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 3.1: We will continue to work with accessibility advisors to identify and plan improvements to our built environment.

Status: Ongoing

Description of progress: The IRB has scheduled meetings with an accessibility consultant from Public Services and Procurement Canada (PSPC) to see what

improvements can be made in our office spaces. Our goal is to meet and, where possible, exceed building codes when planning new office spaces. We will provide an update of the results of these consultations in our 2024 progress report.

Action 3.2: Accessibility will be a core consideration in all future office space decisions and plans, alongside operational considerations.

Status: Ongoing

Description of progress: Two of the IRB's office spaces meet building codes for accessibility. Discussion between IRB and PSPC have started regarding required funding for the long-term accommodation building refit of Complex Guy-Favreau and the Sinclair Hub in Vancouver. In the meantime, we are beginning to plan updates to accessibility in our office spaces as new standards are developed. We will also make minor updates to our office spaces when we receive requests for accommodations.

Action 3.3: Starting in 2023, we will start the planned renovation to update our offices at 344 Slater, Ottawa, including applying new accessibility standards. This refit will be complete by March 2026.

Status: On schedule

Description of progress: The IRB's planned renovation for 344 Slater in Ottawa is to meet current accessibility building codes and standards. The project is on track to be finished by 2026.

Action 3.4: By the end of 2024, we will identify quiet workspace options at all office locations. We will let employees know that they can use these spaces if they need a quiet workspace or a break from the open office. Employees with disabilities requiring use of quiet workspace, will be provided with these spaces through their accommodation request.

Status: Complete

Description of progress: Quiet rooms have been identified for all our current office spaces. We were made aware for the need for wellness spaces. These spaces would be for people who need an area to take a mental health break or take care of any other needs that require privacy. We are currently working on finding spaces for these wellness rooms. Wellness rooms will be included in the specifications for the new buildings.

Information and Communication Technologies

Below are updates on each of the goals about information and communication technologies (ICT) that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 4.1: In the first half of 2023, we will partner with the [Accessibility, Accommodation and Adaptive Computer Technology \(AAACT\) team](#) at Shared Services Canada (SSC). Through this partnership, we will leverage a wide range of adaptations, alternate approaches, tools, training, services, resources, and adaptive computer technologies for employees with disabilities. This will allow us to explore, experiment, and learn about inclusive design, collaborative workplaces, and adaptive solutions.

Status: Complete

Description of progress: A Service Level Agreement with AAACT has been finalized.

Action 4.2: In 2023, we will increase organizational IT capacity and capabilities by adding a new accessibility coordinator in the information management and information technology (IMIT) team.

Status: In progress

Description of progress: The IRB is currently in the process of developing the roles and responsibilities for an accessibility coordinator in the IMIT team. High staff turnover and lack of resources has delayed this action. We anticipate the position will be filled in 2024.

Action 4.3: In 2023, we will assess our ICT accessibility capacity, using the proposed Government of Canada ICT Accessibility Scorecard and maturity model. Key Performance Indicators will be developed, defining what we are going to benchmark against and how we will know we are successful.

Status: In progress

Description of progress: The assessment of our ICT accessibility capacity is in the process of being completed. We will establish key performance indicators to determine if we are successful in improving accessibility. We are aiming to have a plan in place by the end of 2024.

Action 4.4: In 2023, we will develop a change management and communications plan to communicate existing and changing ICT policies, tools and activities that enable accessibility.

Status: Delayed

Description of progress: Change management and communications plans will be developed, with specific activities to support the required IRB ICT changes based on the Government of Canada ICT Accessibility Scorecard and maturity model. These plans will be supporting the plans for the IRB's accessibility plan as whole. The new deadline for this action is fall of 2024.

Action 4.5: In 2023, we will develop new documents on accessibility in IT and/or integrate accessibility into existing IT documents. By doing this, we will set clear internal expectations on accessibility and will integrate accessibility into all activities.

Status: Delayed

Description of progress: Work on this action has not been started. We will aim to complete by the end of 2024.

Priority 4: Communication, other than Information and Communication Technologies

Below are updates on each of the communication goals that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 5.1: Through our ongoing website and intranet renewals, we will prioritize the user experience. This includes:

- using accessibility checkers for new content. These are digital tools that automatically scan documents for accessibility
- removing unnecessary website content, and
- increasing the use of plain language

Status: Ongoing

Description of progress: When new content is published to the IRB's website, we make sure to use plain language where possible. The IRB aims for 6th to 8th grade reading level per the Government of Canada style guide. We are also making sure that images are properly tagged with alt-text.

Action 5.2: In 2023, we will develop and implement accessible branded Word, PowerPoint, and all-staff emails templates that all IRB employees can use.

Status: Complete

Description of progress: The IRB has taken our existing templates and edited them to meet accessibility requirements needed to pass the Microsoft accessibility checker.

These templates have been uploaded to our intranet site and are now available to all employees.

Action 5.3: In 2023, we will develop a checklist and/or tools to guide employees in making documents accessible in Word, PowerPoint, PDF, Excel, Outlook and other media and digital content (e.g., alt tag texts).

Status: Complete

Description of progress: The communications team has developed a list of the top ten accessibility tips and resources based on training offered by Microsoft. The list also provides links to more resources for those who want to learn more about creating accessible content. The list was sent to our Employees with Disabilities Network for suggestions for improvement. We applied the feedback received and have uploaded the list to our intranet site.

Action 5.4: In 2023, we will develop guidelines on plain language for external and internal communications. These standards will set plain language expectations, including when they will and will not apply. For example, the guidelines may not apply to some legal documents. We will share these standards through our Digital Communications Committee and intranet.

Status: Complete

Description of progress: The IRB has developed guidelines for writing in plain language using the Government of Canada style guide. The document also links to the Government of Canada style guide if employees want further information.

Action 5.5: In 2023, we will produce and publish an accessible and plain language video series that explains the refugee claim process.

Status: In progress

Description of progress: The IRB has produced a video series that explains the refugee claims process in plain language. The video has captions and a transcript. The videos will be published in 2024.

Action 5.6: In 2023 we will hire a plain language writer to support simpler writing across the Board.

Status: In progress

Description of progress: The IRB has published a job posting for the position of a plain language writer. Recruitment is currently underway, and we plan to hire someone by spring of 2024.

Action 5.7: In 2023 we will review our website content for plain language.

Status: Ongoing

Description of progress: The IRB reviewed website content for plain language throughout the year. New, plain language content has been published for immigration appellants. New, plain language information on policies and corporate functions has also been published. Plain language review remains an ongoing process which is now embedded into our processes for developing new web content and ongoing management of existing content. Rather than a project with a target completion date, plain language review is a key principle of our day-to-day management of our website.

Action 5.8: In 2023, we will clarify our process for providing documents in alternate formats upon request.

Status: In progress

Description of progress: The IRB is currently reviewing our terms and conditions for requesting alternative formats. In this review, we are making sure our terms and conditions meet the Government of Canada guidelines and includes specific information related to the IRB. Our new deadline for completing this action is spring 2024.

Action 5.9: In 2023, we will review all PDF forms on our website to make sure they are accessible. We will also review forms and web content on our intranet to make sure they

are accessible. In 2024, we will make sure that all previous PDF forms are accessible (if they are IRB forms).

Status: Delayed

Description of progress: The IRB is currently developing forms and has been making efforts to ensure new PDF forms are accessible. We are also updating PDF forms for accessibility when requested. Our new deadline for completing the review of PDF forms is March 31, 2025.

Action 5.10: Starting in 2023, we will conduct ongoing user experience testing. This testing will make sure that our public website content meet accessibility and user experience best practices.

Status: Ongoing

Description of progress: The IRB has bought two software applications to do testing of digital products. We are running tests based on best accessibility practices.

Action 5.11: In 2023, we will evaluate the feasibility of redesigning the menu of options for the IRB's external telephone system to make it clearer and more accessible.

Status: Ongoing

Description of progress: The IRB has launched a new external phone system called VOCALLS. When contacting the IRB by telephone, people are greeted with an automated menu. Currently the menu has two options: select number 1 for French and 2 for English. From there, people are connected to a receptionist who can direct their calls. We intend to explore adding more features and continuing to make improvements as we receive feedback.

Action 5.12: In 2023, we will explore how we meet the needs of deaf people and other people who use sign language to identify barriers and opportunities for improvement.

This includes people appearing before the IRB in either in-person or virtual hearings.

Status: Complete

Description of progress: The IRB has processes to accommodate people appearing before the Board who are deaf or hard of hearing. When people select sign language as their language of interpretation, the division places a request for sign language interpretation for all proceedings. The IRB has two accredited sign language interpreters and works with an agency that can provide additional interpreters if necessary. We will continue to incorporate feedback into the sign language interpretation process as part of continuous improvement to the program.

Procurement

Below are updates on each of the procurement goals that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 6.1: In 2023 we will ensure that accessibility considerations are added to procurement directives, policies, checklists, requirement templates, and template contracts.

Status: Complete

Description of progress: The IRB has now added accessibility criteria to our procurement forms.

Action 6.2: In 2023, we will establish a Source List for required accessibility services (e.g., Braille, digital audio, captioning, descriptive video, sign language interpretation).**Status:** Complete**Description of progress:** The IRB reached out to Office of Public Service Accessibility to develop a list of accessibility services. The list has been added to the process we use when someone requests an alternative format.**Design and Delivery of Programs and Services**

Below are updates on each of the goals about the design and delivery of programs and services that we aimed to complete in 2023. We have also included updates for goals after 2023 that we started this year.

Action 7.1: In 2023, we will review Guideline 8: Procedures with Respect to Vulnerable Persons Appearing before the IRB. This review will include ensuring that the Guideline is respectful and responsive to the needs of people with disabilities appearing before the Board.**Status:** Complete**Description of progress:** The IRB reviewed Guideline 8, replacing it by *Chairperson's Guideline 8: Accessibility to IRB Proceedings – Procedural Accommodations and Substantive Considerations*, which makes it easier for those appearing before the tribunal to request accommodations and provides enhanced guidance on procedural accommodations. Applicable to all of the IRB's four divisions, the updated guideline removes the need to designate and label an individual as a "vulnerable person" and the requirement for an individual to establish that their ability to present their case is "severely impaired". The revised guideline also incorporates the IRB's obligations under the *Canadian Human Rights Act* and other legislation, to increase access to justice for individuals who may face barriers to a fair proceeding taking into account disabilities, vulnerabilities and/or personal characteristics. Comprehensive training was provided to the Board's members and adjudicative staff prior to the guideline coming into force on October 31, 2023.**Transportation**

The IRB has not identified any barriers in the area of transportation. The IRB does not have any actions for transportation in this current plan. When the IRB prepares its next accessibility plan it will reassess if there are any transportation barriers. If any barriers are identified, it will develop action plans to remove those barriers.

4. Consultations

The IRB consulted with persons with disabilities in the creation of this progress report. On November 22, 2023, The IRB consulted with its Employees with Disabilities Network (The Network). The Network is made up of employees of the IRB who have various disabilities and who are allies of persons with disabilities. We had eight members present at the consultation. The meeting was held virtually and was facilitated by an accessibility consulting firm. We offered accommodations as needed and turned-on captions during the meeting. We asked the Network the following questions:

- 1 What are your thoughts on the progress report in general?
- 2 What are your thoughts on the progress the IRB has made in the last year?
- 3 What are your thoughts on the consultations you've been a part of so far? What went well? What could be improved?

4 Do you have anything else to add about the progress report?

Overall, the Network liked how easy it was to read this report and were pleased to see how much progress the IRB has made. The Network mentioned that they are looking forward to seeing more being done to improve accommodations of employees with disabilities. They also noted that there is an opportunity to make smaller changes to everyday practices that would improve accessibility. Some examples mentioned were asking staff to use fonts that are uniform and easy to read and avoiding using screenshots in reports. We will take this feedback and consider how we can help employees to be mindful of accessibility in their everyday work.

We also heard that the Network would like to be able to provide feedback in writing, in person and anonymously when being consulted on accessibility action items. This would allow members of the Network to provide feedback in the way that is most accessible to them. Allowing members to provide feedback anonymously would allow those who aren't comfortable disclosing their disabilities to share their thoughts. We also heard that the Network should be consulted on more actions. There was a concern that those responsible for implementing actions forget that consultations should be happening throughout the work being done and not just at the end.

The IRB has documented the Network's feedback and will use it to inform how we implement actions in 2024 and 2025. We will also make sure to be more mindful to consult persons with disabilities throughout the whole process of developing and putting in place improvements to accessibility. Finally, we will use the feedback we received to develop actions for our next accessibility plan.

5. Feedback

The IRB values feedback, including feedback from persons with disabilities, as we continue to improve accessibility throughout our organization.

In 2023, we received the following feedback:

- The IRB should improve the availability of information for those whose first language is not English or French.
- The IRB's online services are excellent, but it is important that digital accessibility is continuously monitored and improved so everyone can access services.
- The IRB's information about the immigration and refugee status process needs to be easy to read and understand.
- The IRB should reinforce our processes for meeting the accommodation needs of persons with disabilities.
- The IRB should continue to encourage transparency and accountability when it comes to application processing and wait times. This will avoid confusion for applicants.

All feedback received has been tracked and considered as we identify future actions for improving accessibility at the IRB.

6. Conclusion

Accessibility is critical to ensure that all who interact with the IRB do so equitably and with dignity. This first year has provided us with many opportunities to learn and we are excited about the changes that we have made. The IRB will continue to make meaningful improvements as we advance in our accessibility journey.