



CORRECTIONAL SERVICE CANADA

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2022-2023 Progress Report on the Correctional Service of Canada's 2022-2025 Accessibility Plan



Correctional Service
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Service correctionnel
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General

Introduction

Following the implementation of the 2022-2025 Accessibility Plan, the Correctional Service of Canada (CSC) has worked with its National Champion and Chair for Persons with Disabilities to highlight and promote the commitment that CSC has made to address barriers of accessibility within the organization. With broad engagement across CSC, the objectives under the main priority areas in the [Accessible Canada Act \(ACA\)](#) remain in the forefront of its plans.

Overall, CSC is proud of its progress, especially given the unique barriers and challenges it faces in an environment dedicated to assisting offenders in becoming law-abiding citizens. In 2022-2023, CSC saw progress in many areas. In terms of our hiring objectives for persons with disabilities in 2022-2023, many efforts were made to ensure that various staffing mechanisms and resources were communicated and made available to hiring managers. With the upcoming launch of the new Self-Identification tool and other Government of Canada hiring initiatives in the future, CSC is looking toward meeting its targets for persons with disabilities and improving the overall culture and environment to be more inclusive.

In 2022-2023, an Accessibility Centre of Excellence was implemented to support employees' accessibility needs as they relate to applications and software. CSC also ensured that templates and documents were made accessible, and that employees were informed of accessibility standards when creating communication products.

In the correctional setting, CSC continues to assess its institutions with an accessibility lens and adapt its secure environments as needed. Work is underway to hire a consultant to assist with addressing the complexities of adapting a secure environment to become more accessible.

The National Champion and Chair for Persons with Disabilities look forward to engaging further with staff and offenders in the upcoming year to ensure that the activities outlined in the 2022-2025 Accessibility Plan are promoted across the organization. CSC continues its commitment to creating an inclusive and accessible workplace where staff, offenders, victims, and members of the public can contribute while feeling safe and respected.

Feedback

We want to hear from you! CSC is committed to creating an open and transparent feedback process not only for employees and offenders, but all Canadians. In order to take actions to prevent and remove barriers, the Director of Human Resources Planning, Official Languages and Employment Equity Division will ensure all feedback is shared with the relevant stakeholders in the organization for their consideration.

How to provide feedback

You can provide CSC feedback by contacting our Accessibility Team in the following ways:

- [Accessibility Feedback Form](#)
- **Email:** CSC_Accessibility_Feedback-Retroaction_Accessibilite_SCC.GEN-NAT@CSC-SCC.GC.CA

- **Phone:** 1-833-390-4053
- **Mail:**

Director, Human Resources Planning, Official Languages and Employment Equity
Correctional Service of Canada
Mailbox #9
340 Laurier Ave West
Ottawa ON K1A 0P9

Submit anonymous feedback

If you want to provide anonymous feedback:

- do not state your name or provide any other identifying information (for example, your email address or phone number)
- state that you would like your feedback to remain anonymous if your email address includes your name
- do not include your return address on the envelope if you send feedback by mail

The Accessibility Team will acknowledge the receipt of your feedback using the same method that you used to communicate with us. This will not apply to feedback that is submitted anonymously.

If you want a response

If you ask for a response, we will respond in the same way that you communicated with us.

Finding answers to more complex issues might take time. If that's the case for your feedback, we will follow up to let you know what we're doing.

Online form or email feedback

We will respond by email within 5 business days.

Phone feedback

We will respond by phone within 5 business days.

Mail-in feedback

We will respond by mail within 15 business days upon receipt of mail, plus mailing time.

What we do with your feedback

We analyze feedback for trends and patterns. We don't identify individuals in our reports.

The only time your feedback will be connected to you is when you request a personal response from our Accessibility Team.

We publish annual progress reports in the years between accessibility plans. In these progress reports, we report on the feedback we receive and how we are taking it into consideration.

Request an alternate format

You can request an alternate version of our feedback process, accessibility plans or progress reports by the following methods:

- **Email:** [CSC Accessibility Feedback-Retroaction Accessibilite SCC.GEN-NAT@CSC-SCC.GC.CA](mailto:SCC.GEN-NAT@CSC-SCC.GC.CA).
- **Phone:** 1-833-390-4053
- **Mail:**

Director, Human Resources Planning, Official Languages and Employment Equity
Correctional Service of Canada
Mailbox #9
340 Laurier Ave West
Ottawa ON K1A 0P9

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)
- electronic formats that are compatible with adaptive technology

Feedback regarding the Implementation of the Accessibility Plan

Employees at CSC will be consulted on the implementation of the Accessibility Plan as part of the required annual update process. As per the 2019 [ACA](#), the annual progress reports for this plan must include the feedback on the implementation of the Plan that was received by CSC and how that feedback was taken into consideration. Upon audit, documentation will be provided to the Accessibility Commissioner.

Members of the public can submit feedback on the implementation of this Plan by using one of the methods listed above.

Offenders in the care and custody of CSC will be consulted on the implementation of the Plan through offender committees, in accordance with legislation and policy, as per section 74 of the [Corrections and Conditional Release Act \(CCRA\)](#).

Feedback regarding accessibility of a CSC facility

Members of the public who wish to report feedback regarding accessibility in a CSC facility can use one of the methods above or contact the institutional administration directly. Contact information (phone number and mailing address) is listed in the [National Facility Directory](#).

Any comments, concerns, and complaints from offenders regarding accessibility of facilities can be submitted through the offender request form and, if needed, escalated through the process described in [CD 081 Offender Complaints and Grievances](#).

Feedback regarding the barriers encountered by employees

CSC gathers anonymous feedback on the employment experience of persons with disabilities through the annual Public Service Employee Survey, onboarding questionnaires, and employee departure questionnaires. Employees are encouraged to speak with their manager if they are experiencing barriers in their employment situations. Under the Canadian Human Rights Act, federally-regulated employers are required to accommodate the needs of individuals, or class of individuals, based on prohibited grounds of discrimination. This is commonly referred to as the “duty to accommodate”. Furthermore, the requirement to proactively identify, remove and prevent barriers to accessibility, especially for persons with disabilities, is provided in the Accessible Canada Act. The Employment Equity Act also specifies that employers have an obligation to identify and eliminate employment barriers against persons in a designated group.

The DTA Program can be reached at GEN-NATDTA-OPDMA@CSC-SCC.GC.CA. The Regional DTA Advisors’ phone list is available to employees on CSC’s intranet (the Hub) and contains contact information for the regional advisors. Employees can request an accommodation by submitting CSC/SCC Form 1555 Accommodation Form to their managers.

Feedback about offender programs and services

Any person who interacts with CSC can provide feedback about barriers they encounter in programs and services through one of the methods identified above. Specific to correctional programs, [CD 726 Correctional Programs](#), identifies the Assistant Deputy Commissioner, Integrated Services (ADCIS) in each region as the one who oversees of the quality and consistency in the referral and delivery of correctional programs to all offenders across their respective Region. The regional ADCIS can be reached at their respective Regional Headquarters, by phone or in writing at the address found in CSC’s [National Facility Directory](#).

Since 2019, CSC's Health Services Sector has been promoting clinical independence and patient-centered care by managing the complaints and grievances related to Health services. Consequently, in addition to the methods above, written complaints or concerns can be addressed to the Chief of Health Services in the institution.

Any other complaints, comments and concerns from offenders regarding accessibility of programs and services can be submitted through the offender request form and, if needed, escalated through the process described in [CD 081 Offender Complaints and Grievances](#).

2022-2023 Progress Report

CSC’s Accessibility Plan identifies barriers in accessibility in the priority areas listed in section 5 of the ACA. The activities outlined in the Plan to address these barriers are based on the five departmental goals in the [Accessibility Strategy for the Public Service \(2019\)](#). Each goal captures the actions CSC will undertake to identify, remove, and prevent barriers to accessibility.

The Progress Report is organized based on the priority areas in the [ACA](#). The goals outlined in CSC's 2022-2025 Accessibility Plan and status of the activities are outlined in Annex A: Action Plan.

Employment

In 2022-2023, CSC's hiring objective for persons with disabilities was 330¹, which would equate to 29% of the total number of workforce hires. During this period, CSC hired 44 persons with disabilities. This can be attributed to the need for increased awareness on the importance of self-identification and reducing stigma that employees may feel in relation to identifying as a person with disabilities. Additionally, there are existing barriers for hiring managers and for new employees, which include hiring managers not being aware of the tools and resources available to recruit persons with disabilities and address barriers in their hiring practices. Greater communication is needed to highlight CSC's hiring objectives, and the tools and resources that CSC has available to help meet these goals.

Nevertheless, CSC has made progress in its initiatives and communication strategies to support efforts in the area of employment.

Self-identification

Along with other departments, CSC is working with the Treasury Board Secretariat (TBS) to launch its new self-identification platform and questionnaire. The questionnaire will include changes to the definition of disability to align with those of Statistics Canada and the ACA. It will include additional options for identifying as a person with disability, including mental health, sensory or environmental issues, chronic pain/health conditions, cognitive function, and intellectual development. CSC will promote the launch of the new platform once it becomes available.

Within 2022-2023, CSC has continued its efforts in promoting the importance of self-identification. For example, in the Pacific Region, self-identification has been promoted by Regional Management Committee members through targeted meetings and e-mail messaging. These conversations are meant to take place a minimum of twice a year, which aligns with mid-year and year-end performance reviews.

Tools and resources

In 2022-2023, CSC has promoted a variety of tools and resources to support employees in HR Advisors and hiring managers to create barrier free and inclusive hiring practices. There are a number of resources that were promoted in 2022-2023 and some are available on CSC's intranet (the Hub), including:

- Best practices to build assessment boards
- Navigation tools for advertised and non-advertised processes that include a guide and

¹ CSC's formula used for hiring objectives for Persons with Disabilities is based on the current representation gap, forecasted hires, and Canadian workforce availability (WFA). The current projections are for four years with the intention to increase representation in all occupational groups.

tool for mitigating biases and barriers in assessments

- Training provided to HR advisors to better equip them to provide advice to managers, specifically on:
 - Increasing representation
 - Removal and mitigation of bias and barriers in assessment process
 - Unconscious Bias training
- Other hiring sources for managers to consider, including:
 - CSC's Internal Permanent Accommodation Status (IPAS) program
 - Federal Student Work Experience Program (FSWEP) and the Employment Opportunity for Students with Disabilities (EOSD)
 - The Virtual Door to Talent with Disabilities GCpedia
 - Graduate and Targeted Recruitment site on Canada.ca

Hiring initiatives and flexibilities

In 2022-2023, CSC used various staffing flexibilities to promote hiring persons with disabilities through the use of IPAS, FSWEP, non-advertised appointments and other tools available to hiring managers. These tools will continue to be promoted and used in the future to help address the persons with disabilities hiring gap at CSC.

In the Quebec region, the chair of the Advisory Committee on Employees with Disabilities is working with the Region to establish partnerships with various organizations to help with recruitment and retention for persons with disabilities.

CSC is also participating in a trial subscription with Jobs Ability Canada, an AI-driven virtual platform that connects job seekers with disabilities with employers. This pilot will involve putting links to various CSC employment opportunities on the Jobs Ability platform to help bring greater visibility to CSC for job seekers with disabilities. The trial period will end by March 31, 2024, and CSC will re-assess next steps.

CSC is set to launch a Correctional Officer recruitment process targeted for persons with disabilities before the end of the fiscal year. This will include a social media campaign, as well as additional information regarding accommodation measures in the assessment process about specific requirements for the position (e.g., pre-employment medical evaluation, etc.).

Developing and promoting employees

Currently, CSC does not have a mechanism in place to track acting, assignments and promotion rates for persons with disability. CSC is assessing how to best address this gap in order to monitor progress in this area.

In 2022, CSC launched the first cohort of its Leadership Connexion Program (LCP). The LCP is based on the TBS Mentorship+ model, which was developed by the Center of Diversity and Inclusion, and supports high potential candidates from underrepresented groups who aspire to leadership and management positions. The program had a total of six protégés, one of which identified as a person with disability.

Other future initiatives include, the launch of the Diverse Leadership Development Program (DLDP), sponsored by the Atlantic Federal Council, in the Atlantic Region that is dedicated to supporting African Canadian public servants, employment equity (EE) and diversity communities, including persons with disabilities, Indigenous persons, and persons who identify as members of the 2SLGBTQIA+ Community. The expected outcome of this program is to equip staff with the necessary skills to enhance their careers. This program is open to all departments in the Atlantic Region to participate and employees across CSC's Atlantic Region will be able to self-nominate.

Supporting a culture of inclusion

CSC has worked towards creating culture of inclusion for employees with accessibility needs. In 2022-2023, CSC ensured that promotional materials were distributed during key periods such as International Persons with Disabilities Day and Accessibility Week. In addition, other initiatives and publications related to accessibility were promoted. For example, an article profiling a staff member with a disability was published on Let's Talk Express and the promoted through social media.

The department's National, Regional and site EEDCs also supported CSC in celebrating commemorative dates from coast to coast through organizing events and hosting guest speakers. Region. The EEDC in the Quebec Region promoted sign language courses, training in American Sign Language (ASL) and Quebec Sign Language (LSQ), as well as a workshop with Regroupement des organismes spécialisés pour l'emploi des personnes handicapées on raising awareness for the importance of meaningful inclusion to support retaining employees with a disability.

CSC piloted the Government of Canada's Workplace Accessibility Passport (Passport), a tool for public service employees use, that shares information about the adaptive tools/support measures they require to succeed in the workplace. It can only be used by employees who have a disability and is intended to facilitate conversations between an employee and their manager when requesting an accommodation in the workplace.

To date, the Passport has been piloted in the National Capital Region. CSC is currently evaluating whether the project can be further expanded to its other Regions due to specific considerations. First, CSC has a robust and inclusive Duty to Accommodate (DTA) process that accomplishes all the provisions outlined in the Passport Program. While the Passport only covers disabilities, the DTA process covers all 13 prohibited grounds under the Canadian Human Rights Act. Second, it is a collaborative process supported by [Guidelines 254-3 Workplace Accommodation](#) and is a well-known program across CSC, whereas the Passports are managed by employees only. A final major consideration is the nature of work within CSC, especially in the Regions. As the majority of CSC's staff work in the operations, some of the

provisions outlined in an employee's Passport may not be applicable in certain positions.

Moving forward, if the Passport is implemented government wide, CSC will accept Passports from individual employees as part of its employee accommodation process.

Built environment

CSC's built environment extends beyond its employees and also includes secure environments for offenders (i.e. federal institutions, parole offices, headquarters and other CSC facilities). The combination of a secure environment and the age of institutions makes renovations for accessibility complicated. Nevertheless, CSC has made progress in the area of built environment.

Given the complexities in creating and adapting a secure environment to be accessible, CSC was still in its planning stage in 2022-2023. As a result, timelines have been adjusted for the accessibility assessments that were to be completed in 2022. To address these complexities, the Accessibility Action Plan for the Built Environment was created in Spring 2023 and outlines CSC's methodology and timelines for conducting accessibility assessments.

In Fall 2023, CSC engaged with Public Service and Procurement Canada (PSPC) in the Ontario Region to contract a consultant for the following:

- Use a representative sample in the Ontario Region consisting of nine sites to conduct preliminary accessibility assessments;
- Develop a survey to be completed by persons with disabilities (offenders, employees, and visitors); and,
- Distribute surveys to the representative sample sites in the Ontario Region.

The consultant will develop accessibility design guidelines and other evaluation material for each site, which will become the assessment method for future facility accessibility assessments. These guidelines will be referenced and incorporated into all built environment standards and guidelines at CSC.

Additional accessibility considerations are incorporated into CSC's 2020-2025 Accommodation Plan. A key area of focus in the Plan are efforts to address specialized population needs, which include accessibility requirements and accommodations for those with disabilities or age-related mobility challenges.

In 2018, CSC created a national policy framework to promote wellness and independence among its older persons in custody as a response to an aging offender population in federal custody. CSC conducted environmental scans in its institutions and the findings contributed to the accessibility considerations in the aforementioned Accommodation Plan.

The following is a sample list of on-going projects that have a significant accessibility component:

- The Health Centre of Excellence (HCoE) – a new center for health care in the Atlantic Region that will be fully accessible. Completion date of the HCoE is 2029-2030.
- New 50-bed unit at the Federal Training Centre (Quebec Region) – a unit that is designed for older offenders.
- 16 additional cells with three-sided bed access at Pacific Institution (Pacific Region) – the new cells will allow wheelchair access and allow health care staff better access to support patients.

Currently, CSC incorporates Canadian Standard Association (CSA) B651 Accessible Design standards into all designs for new builds or major renovations for existing facilities.

Site specific accessibility measures continue to be addressed on an as needed basis at specific institutions and needs are being actioned following internal reviews. For example, in the Ontario Region installed certain accessibility mechanisms in various institutions following consultations with stakeholders, including ramps, strobe lights, accessible doors, bathroom railings, etc.

Additionally, the Pacific Region has plans to include consultation as part of conducting a Regional Accessibility Review across all units and to develop a Regional Accessibility Plan over 2023-2025. This review will be multifaceted and address accessibility employment, information and communication technologies (ICT) and built environment factors.

Information and communication technologies (ICT)

CSC has focused on incorporating accessibility to reduce barriers for employees, offenders, and the public in its software development. In 2022-2023, CSC designed, developed, tested, and implemented the CSC Accessibility Compliance Tool. This tool incorporates an industry leading open-source web application accessibility tool that allows CSC to review application source code, to identify accessibility barriers, and to provide advice and guidance to software developers on how to remediate their applications.

Additionally, CSC developed a web application Accessibility Compliance Roadmap and Project Plan that aims to establish an Accessibility Center of Expertise (CoE). The Accessibility CoE will support development teams by providing an accessibility compliance verification tool and recommendations on how to address non-compliance to the standard adopted by the Government of Canada.

A target was also set for the upcoming fiscal year to test 20 web applications for compliance against TBS standards. To date, this target has been surpassed, with testing completed on a total of 25 web applications. As part of the Workload Migration (WLM) project, three applications were remediated and are now deemed fully compliant with the standard.

CSC has also ensured that its applications meet Web Content Accessibility Guidelines (WCAG) standards for its clients. As an example, the Victims Application Module (VAM) and the Victims Portal have been reviewed and deemed to meet accessibility requirements. The VAM and the

Victims Portal have a field where the victim or the Victim Services Officer can identify any accessibility/accommodation needs for the victim (e.g., speak loudly and slowly when calling an aging victim; or increase the font size of our notification letters for a victim who has difficulty with their eyesight).

CSC is currently modernizing its Offender Management System (OMS) and obtained a solution that is compliant with the latest WCAG standards. The project team commenced demonstrating and promoting a prototype of the new software to various sectors for their input. This is a large-scale project for CSC, which will have an impact on the majority of CSC employees at all levels of the organization. Applying accessibility standards and ensuring proper consultation and collaboration will ensure its successful implementation.

Communication, other than information and communication technologies (ICT)

CSC communicates with offenders, employees, stakeholders, and members of the public through various methods, including e-mail, mail, communication products (pamphlets, fact sheets, memorandums, etc.) as well as through its website. CSC has made strides to ensure that employees equipped to provide accessible communication, whether through making tools and resources available or through training.

Training

CSC has continued to leverage digital training strategies at various levels of the organization, including the use of digital workshops, online courses for offenders, second language training, and virtual healthcare services through healthcare for offenders. Employees are also made aware of training that are already available on the Canada School of Public Service Accessibility Learning Series, as well as other training on accessibility (e.g., Accessibility, Accommodation, and Adaptive Computer Technology program by Shared Services Canada). CSC is also considering creating mandatory training on Accessibility under its National Training Standard (NTS) for staff and managers.

Intranet and internet accessibility

CSC has made efforts to ensure that its intranet (the Hub) and internet content meets or exceeds accessibility standards. To date, select staff have been trained to follow WCAG for all web related content.

CSC has also worked to further improve accessibility and overall quality consistency of the Hub. A review is underway of all employees with editor access, in an effort to reduce the number of inactive editors and ensure that those remaining are respecting accessibility guidelines and standards.

Additionally, a number of resources have been made available on the Hub to employees, including:

- Accessibility statements on the Hub indicating:
 - Government of Canada's (GoC) Standard on Web Accessibility, and
 - Web Content Accessibility Guidelines 2.1 AA.
- A section that describes what employees need to know about accessibility when communicating to ensure their communication products meet the GC's accessibility standards. These include:
 - Accessible communications: information and tools to make communication products and activities accessible.
 - Guidelines on making communication products and activities accessible:
 - Maintaining accessibility on Hub pages: find resources to help sectors maintain the accessibility of their pages.
 - Why should hyperlinks be left-aligned: learn why left-aligned hyperlinks are user friendly and accessible.
 - Writing for the web- various games and activities to sharpen writing skills and other useful features.

For the external website, CSC will be migrating to Canada.ca. This migration will significantly enhance its Web team's ability to manage and enforce web accessibility standards, as it is a template-based HTML application.

The migration will also result in a web management centralization exercise, whereby a single unit will be responsible for all content from design to publication, providing better consistency, as well as a faster turnaround time for edits and more efficient detect-and-correct function to ensure Web accessibility.

Documents and forms

Review and renewal of all CSC documents to ensure that they meet accessibility standards has also seen progress in 2022-2023. All sectors who are responsible for specific templates and policy documents continue to review and ensure that their documents are fully accessible for CSC employee use. This includes ensuring that print guidelines and a provision to request alternative formats are available.

CSC has been proactively reviewing all of its forms in order to convert to an accessible format. Over 98% of Word forms have been converted to PDF, with 55% of these forms already published. It is expected that all forms will be published by 2024-2025.

CSC's forms management personnel have also received specific accessibility training to ensure design techniques are in compliance with WCAG 2.0 standards. Through collaboration with the department's Communications team, both teams have worked to ensure that the use of Job Access with Speech (JAWS) software, a computer screen reader program, is compatible with

Adobe Designer.

Mechanisms have also been developed to ensure that all forms that are published meet accessibility requirements and industry standards. These changes also impact externally facing documents and forms, so that CSC's external clients have access to accessible forms and processes. For example, in 2022-2023, the Victim Services Division updated its Victim Registration and Victim Complaint forms. These forms can now be completed and submitted entirely online, along with an e-signature.

Continued effort will be needed to bring awareness to ensure employees understand the importance of considering accessibility when creating new products and learn the current standards. CSC will bring greater awareness in the coming years to ensure that employees can contribute to the ongoing accessibility efforts in this area.

Procurement of goods, services and facilities

Through consultation, no barriers were identified in the area of procurement of goods, services and facilities. CSC will continue to monitor and receive feedback related to this area and should barriers arise, will address them in future planning and reporting.

Design and delivery of programs and services

CSC's mandate is to contribute to public safety by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure, and humane control. Providing offenders with programming is central to CSC's mandate as it contributes to successful reintegration. CSC strives to provide programming that is accessible to offenders, in accordance with their needs.

CSC has various mechanisms and policies in place to assess an offender's needs, at all points of their sentence, to ensure that interventions remain accessible and to guide an offender to successful reintegration. As a part of the intake process, the responsivity of an offender is assessed, which determines the presence of one or multiple characteristics that influence the offender's capacity to benefit from the targeted intervention.

The following factors are used to assess an offender's responsivity:

- language barrier interferes with learning, work or intervention
- basic reading and/or writing skills problematic
- concentration problems are evident
- introverted/shy
- displays chronic anti-sociality
- may have a learning disability (LD)

- low self-esteem
- intellectually disabled
- may have other issues that would interfere with programming
- suicide attempts/self-injury history
- grief and loss
- has unique cultural communication style
- any other factor.

Any accessibility requirements will also be discussed during intake, especially in the area of housing. Accessibility requirements for designated resident bedrooms and support spaces will conform to relevant Canadian Standards Association for accessible design.

Throughout their supervision in the community, offenders are in constant communication with their Parole Officer (PO) to discuss new and current encounters and measures are taken to meet their immediate needs. The Initial Interview Checklist is meant to review offender needs and requirements in the community. If immediate needs are required, the PO can submit referrals for health services, social worker or psychological/psychiatric services or any professionals that can support the offender.

In relation to Correctional Programs, offenders are formally provided with opportunities to offer feedback on programs. This can occur when a new program is implemented or when revisions are made to an existing program. Formal feedback involves providing offenders with feedback forms, which are completed after a program is delivered. Offenders can also provide informal feedback to program facilitators regarding their accessibility needs. Facilitators are trained and supported in adjusting how programs are delivered so that an offender's needs are met.

In institutions, offender committees act as intermediaries between the offenders and the institution to be able to raise issues including those related to accessibility.

New initiatives and programs for offenders

There have been numerous revisions to and changes to programming available to offenders that have led to greater accessibility considerations.

Education programs

CSC is currently modernizing its education programs for offenders and working towards increasing offenders' access to digital education. In 2020, CSC launched the Digital Education Project (DEP) pilot in the Ontario Region at one site. In 2022-2023, the pilot expanded to most minimum and medium security level institutions in the Ontario Region and to one institution in Atlantic Region. The pilot provides an opportunity for CSC to innovate in the area of computer-assisted learning in a controlled manner and offers opportunities for offenders to gain foundational computer skills. The digital learning platform is able to meet the responsiveness needs

of offenders with disabilities and learning challenges.

Correctional programs

In fall 2022, enhancements were made to the Offender Management System to document when an offender has a need for the Adapted Program. This program is specifically designed to meet the unique responsibility needs of offenders who are unable to meaningfully participate in a traditional correctional program environment. This enhancement created efficiencies for the management of correctional programs and improved data quality.

Correctional program materials, such as program manuals and participant workbooks, have been revised with consideration of the accessibility needs of offenders. Changes include simplifying language of content, clarifying handouts, modifying colours and shades, and making handouts available in multiple formats. These revised materials will be finalized by March 2024.

CSC is exploring ways to establish a sustainable approach to deliver correctional programs to offenders using virtual formats to augment offender access. In 2021, CSC implemented the virtual correctional program delivery pilot across the country. This initiative allows offenders whose life circumstances make it difficult to participate in in-person programs, to complete programming as outlined in their correctional plans. CSC continues to monitor the results of this pilot to assess the technological requirements and limitations of virtual delivery in the institutions and in the community.

Social programs

CSC offers a variety of social programs to assist offenders to adjust to incarceration and prepare for community reintegration.

Two of CSC's social programs have undergone revisions. The Community Integration Program (CIP) was revised in 2021-2022 and revisions to the Structured Intervention Unit's Social Program (SIU-SP) have been finalized. Following surveys to staff in the regions, various changes were made to the programs' content. Of these changes, the following relate to accessibility and responsibility and were added:

- clear instructions and useful examples;
- simple, clear writing style;
- the use of headings, sections and sub-sections to make documents easier to read/understand;
- use of graphics and images;
- clear and larger font ;
- gender neutral wording;
- references to resources for offenders with literacy issues;

- accommodation strategies were suggested.

The content was rendered more accessible to Indigenous and ethnocultural offenders, as well as offenders with disabilities.

All programs

Program facilitators have access to a wide variety of Responsivity Kits available on CSC's intranet. The Special Needs Resource Kit provides program staff with the tools needed to work and interact effectively with offenders with special needs in programs. Thorough revisions have been made to the information in the Special Needs Resource Kit, which were finalized in 2023-2024.

Transportation

Through consultation, no barriers were identified in the area of transportation. CSC will continue to monitor and receive feedback related to this area and should barriers arise, will address them in future planning and reporting.

Consultations

In October 2023, consultations were held with employees with disabilities and the Persons with Disabilities National Working Group. Consultation sessions were held virtually in order to accommodate all participants. Participants were provided with a copy of the draft Progress Report prior to the session, along with a list of questions to help guide their review. The questions asked during the sessions were as follows:

- What is your overall opinion of the progress report?
- Is the report simple, clear, and concise? Please share examples
- Were all the items outlined in the report relevant to the goals and items outlined in the 2022-2025 Accessibility Plan?
- In your opinion, what/where are some of the main areas that CSC has made progress?
- Is progress being made in other areas of CSC that has not been captured in the progress report?
- Is there more that CSC could do to improve accessibility? Please share your examples
- Are there new questions that we should be including in future consultations?
- Do you have any comments outside of the questions outlined above?

Participants were also encouraged to express if they required an alternative format to provide their input if a virtual session was not appropriate for them. Written comments were also welcomed.

The consultation session with the National Working Group for Persons with Disabilities was scheduled for two hours and a total of 17 members participated.

A second one-hour consultation took place with employees with disabilities with a total of five participants. An additional three employees provided input in writing.

Overall, the comments regarding the progress made by CSC were optimistic: however, it was noted that the following areas still required improvement:

Self-identification

Self-identification was a key point in the consultation as it was noted that there are a lot of challenges that prevent employees from self-identifying as a person with a disability. While the new TBS platform may allow for a better definition of what it means to have a disability, concerns related to stigma remain. Furthermore, employees may not feel comfortable with the idea of self-identifying and becoming a data-point or statistic. The working group acknowledged that with the new self-identification platform, CSC will need to build awareness and understanding with clear communication from TBS on how it will be used.

Canadian Workplace Accessibility Passport

The status of Canadian Workplace Accessibility Passport (Passport) was also a point of interest. It was noted that the Passport is beneficial as it is employee driven and supports employees in their conversations with their managers on accessibility and accommodations. It was reiterated that CSC will continue to support the Passport Program; however, assessments are currently taking place on how to expand into the regions, especially for operational staff.

Transportation

At the time of drafting CSC's Accessibility Plan, no specific barriers related to transportation were identified. The working group did raise concerns related to the number of useable accessible vehicles to escort offenders for hospital appointments, which, at times, led to appointment cancellations and delays in care. This is an area that will need to be further examined and incorporated into CSC's accessibility considerations in order to address these barriers.

Offender needs

It is evident from the consultations that there remain various offender needs that continue to cause barriers in offender care. Many of these barriers are linked to providing accessibility in a secure environment. For example, Bluetooth devices are not supported within institutions, which prevents more progressive accessible devices from being used, i.e., hearing aids that can connect to a television, or Bluetooth-enabled insulin pump therapy.

It is clear that CSC will need to continue to analyze how to provide the most up-to-date accessibility considerations for the offender population, while still operating within a secure environment.

Gender-based Analysis Plus (GBA+)

GBA+ considerations were also raised during the discussion, which is an intersectional based analysis that looks at various factors, including gender, that may impact policies, programs, and other initiatives. While GBA+ was not a specific focus in this progress report, this is an area that will be investigated by CSC in the future, especially to determine whether there is a disparity between progress in accessibility based on gender.

Feedback

For 2022-2023, the majority of feedback that was received related to the organization's barriers in the areas of accommodation and the built environment.

For accommodations, in certain Regions, employees have experienced barriers that have caused delays in accommodations. Specifically, concerns have been raised regarding interdepartmental communication. Continuing a "yes-by-default" approach in these areas will likely remedy some of these barriers.

In terms of the built environment, in the Ontario Region, feedback based on the needs of employees with disabilities was taken into consideration when identifying priority projects for institutions. This included submitting project requests for the installation of accessible doors for specific buildings. Recent feedback from offender unit representatives and committees also highlighted specific barriers within institutions that will be considered for future accessibility builds, including railings, bars, door openers, and ramps.

Feedback has also been received and incorporated in the emergency evacuation plans for CSC buildings and facilities.

In Fall 2023, CSC implemented an official feedback mechanism on the Hub and external website. The launch of the process was promoted amongst staff and efforts were made to ensure that external stakeholders (volunteers, victims, etc.) were aware that they may provide CSC feedback on the implementation of the Plan and overall accessibility barriers. To date, CSC has not received specific feedback on the implementation of the Plan.

Annex A: Action Plan

CSC's Accessibility Plan addresses five departmental goals, which are outlined in the *Accessibility Strategy for the Public Service (2019)*. Each goal captures the actions that CSC will undertake to identify, remove, and prevent barriers to accessibility. A summary of the goals and objectives are as follows:

- **Goal 1:** Improve recruitment, retention and promotion of persons with disabilities by:
 1. Planning strategically to hire a diverse workforce;
 2. Removing and preventing barriers during recruitment and staffing processes;

3. Developing and promoting persons with disabilities employed at CSC; and,
 4. Supporting a culture of inclusion.
- **Goal 2:** Enhance the accessibility of the built environment by:
 1. Reviewing accessibility standards in consultation with persons with disabilities;
 2. Developing an accessibility assessment strategy and facility assessments;
 3. Providing the necessary resources to address gaps identified by facility accessibility assessments; and,
 4. Reviewing the accessibility of emergency evacuation plans.
 - **Goal 3:** Make information and communications technology usable by all through:
 1. A review of technology systems;
 2. The promotion and awareness of digital accessibility standards; and,
 3. The application of accessibility standards in all documents.
 - **Goal 4:** Equip public servants to design and deliver accessible programs and services by:
 1. Providing tools to employees and managers;
 2. Identifying and removing accessibility barriers for offenders; and,
 3. Preventing accessibility barriers in the workplace.
 - **Goal 5:** Build an accessibility-confident public service by:
 1. Providing resources and leadership to employees and managers on accessibility;
 2. Normalizing individual accountability for accessibility; and,
 3. Improving CSC's accessibility culture, learning and innovation.

The following outlines the status of each activity in fiscal year 2022-2023.

Goal 1: Improve recruitment, retention, and promotion of persons with disabilities

Item 1: Planning strategically to hire a diverse workforce.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Develop hiring objectives for persons with disabilities to close gaps in the representation.	i) Representation of persons with disabilities has increased.	Ongoing.	Human Resource Management (HRM).	The persons with disabilities hiring objective for 2022-2023 fiscal year was 330, which was 29% of projected hires. Actual hiring over that period was 44 persons with disabilities.
a) Develop hiring objectives for persons with disabilities to close gaps in the representation.	ii) Hiring objectives are integrated into the annual Human Resource (HR) planning cycle.	Annual.	HRM.	All Regional and Sectoral HR plans for 2023-2026 have actions related to improving employment equity in terms of recruitment. Some Regional and sectoral plans are still to be finalized.
b) Promote self-identification to monitor and report on progress.	The Self-Identification Campaign is promoted and supported.	Annual.	HRM.	<p>2022-2023: Managers are encouraged to have conversations with their staff about the importance of self-identifying.</p> <p>2023 and beyond: TBS to launch new self-identification platform and questionnaire. A communications strategy is in place for the launch of the platform.</p>
c) Equip hiring managers with staffing resources and tools to address gaps for persons with disabilities, such as:	Tools and resources are shared with hiring managers and available on the internal network.	Ongoing.	HRM.	<p>2022-2023: CSC shared the following tools with hiring managers:</p> <ul style="list-style-type: none"> - Best practices to build assessment - Training to junior

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
<ul style="list-style-type: none"> • Increasing representation through a staffing process; • Real time Power Business intelligence data analysis tools; • Best practices in staffing; • and, • Assessment of candidates. 				<p>advisors on increasing representation and mitigation on bias and barriers.</p> <ul style="list-style-type: none"> - Student hiring and the Employment Opportunity for Students with Disabilities - Various talent sources for hiring persons with disabilities.
<p>d) Ensure that accessibility considerations are included in departmental, sectoral, regional, and unit level HR plans.</p>	<p>Accessibility considerations are integrated into all business planning processes.</p>	<p>Annual.</p>	<p>Executive Committee (EXCOM).</p>	<p>Unit level HR plans: not all are finalized; however, some groups have included actions to improve employment equity gaps.</p> <p>2022-2025 Strategic Plan for People Management: outlines actions related to accessibility to implement a multi-year Accessibility Action Plan in consultation with persons with disabilities that is in alignment with the <i>Accessible Canada Act</i>.</p> <p>Departmental Plan: outlines CSC's plans to implement the Accessibility Plan to address accessibility barriers, as well as feedback processes</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				and networks with persons with disabilities.

Item 2: Removing and preventing barriers during recruitment and staffing processes.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Address representation gaps using staffing flexibilities, available programs and tools.	Persons with disabilities representation gap has narrowed.	Ongoing.	EXCOM.	<p>2022-2023: representation gap for persons with disabilities in 2022-2023 is below the Workforce Availability. Greatest representation gap is with the CX group.</p> <p>Ongoing: numerous staffing flexibilities were used in 2022-2023, including IPAS, FSWEP, non-advertised appointments.</p>
b) Job advertisements and selection processes to include accommodation procedures.	Accommodation procedures are identified in advertisements and processes.	Winter 2021-2022 and Ongoing.	HRM	<p>2022 and beyond: all advertisements must include the following PSC statement: <i>All job applications must be submitted ONLINE ONLY through the Public Service Resourcing System. Persons with disabilities who cannot apply online are asked to contact the following number 1-800-645-5605</i></p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				All invitation letters to assessment must include paragraphs regarding accommodation procedures.
c) Education is provided to hiring managers on how to remove potential barriers.	Managers are provided with resources and education on removing barriers for accommodation.	Winter 2021-2022 and Ongoing.	HRM.	<p>2022-2023: resources were distributed, including Public Service Commission (PSC) reference documents on resources for fair assessments.</p> <p>Training on Unconscious Bias is offered virtually to managers.</p> <p>2022-2023 and beyond: navigation tools for advertised and non-advertised appointments are available on CSC's intranet, which speak to the Guide and Tool for Mitigating Biases and Barriers in Assessment and DTA.</p>
d) Reduce assessment barriers for candidates with disabilities by exploring the expanded use of alternate methods of assessments during selection processes.	Alternative accessible testing platforms are provided as an option during selection processes.	Ongoing.	HRM.	<p>2022-2023 and beyond: staffing Advisors provide ongoing advice and guidance to managers on assessment options. Upon accommodation request, analysis is conducted, and options are provided for</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				alternative assessments, if needed.

Item 3: Developing and promoting persons with disabilities employed at CSC.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Make opportunities available specifically for employees with disabilities such as micro-missions ² , acting, and assignment opportunities.	Acting, assignment, and promotion rates for persons with disabilities increase.	Ongoing.	EXCOM.	<p>Ongoing: sectors and regions have reported ongoing efforts in providing opportunities for acting, assignments, and promotions.</p> <p>Staffing Advisors provide ongoing advice and guidance to managers on potential opportunities to be advertised or staffed with persons with disabilities, under the staffing flexibilities and options.</p>
b) Pilot a Sponsorship Program.	Review number of persons with disabilities participating in the program.	Winter/Spring 2022.	HRM.	2022-2023: Cohort 1 of the Leadership Connection Program with a total of six protégés (one protégé identified as a person with a disability) was completed.
c) Apply a “yes-by-	Employee reports on the accommodation process.	Spring 2022 and Ongoing.	EXCOM.	2022-2023: Regions and sectors report compliance with a

² Micro-missions offer an opportunity for learning development. It will provide participants with an opportunity to use their skills and abilities, develop networks outside of their daily work activities and acquire key leadership competencies such as critical analysis communication and teamwork.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
<p>default³ approach to accommodation and assistive technology requests.</p>				<p>“yes-by-default” approach, especially for assistive technology.</p> <p>When an employee requests an accommodation, the manager accepts the accommodation request in good faith and requests clarification or supplementary information required to make an informed decision (Guidelines 254-3 Duty to Accommodate Program, 4e).</p> <p>A feedback mechanism for Duty to Accommodate was launched in Fall 2022 and remains available for employees. CSC has received close to 200 completed forms and is currently assessing next steps.</p>

Item 4: Supporting a culture of inclusion.

³ A “yes-by-default” approach essentially refers to a manager’s duty to inquire with Duty to Accommodate should an employee have a specific request or need to be accommodated. Management should engage in discussions with the employee about their accommodation request/individual circumstances as well as request an additional information/clarification if required. Throughout this process, management should honour the request/situation until a decision about the accommodation request is provided to the employee.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Through consultation with employees with disabilities and subject matter experts, review internal HR policies and processes to ensure that they are accessible and inclusive.	Consultations and reviews of HR policies and processes to ensure accessibility and inclusion are considered.	Ongoing.	HRM.	Ongoing: This is a standard requirement when reviewing HRM policies and processes. CSC will ensure that this remains ongoing.
b) Communications to all staff on accessibility awareness and accommodation resources.	A promotion campaign on International Persons with Disabilities Day and Accessibility Week, and opportunities which promote accessibility.	Annual and Ongoing.	EXCOM.	<p>2022-2023: the following communications were distributed:</p> <ul style="list-style-type: none"> • Promoted National AccessAbility Week in the Commissioner’s Message, CSC’s internal newsletter, and social media. • Promoted International Day of Persons with Disabilities on the Hub, Commissioner’s Message and social media. • Published a story through Let’s Talk Express, Commissioner’s Message and social media profiling a CSC staff member with a disability. • Published an internal newsletter on the importance

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>of self-identifying as a person with a disability.</p> <ul style="list-style-type: none"> • Highlighted other government department's events regarding accessibility (including the Canada School of Public Service event for National AccessAbility Week and Shared Service Canada's accessibility workshop). • Published articles on the Hub regarding the Champion and Chair for Persons with Disabilities. • Published CSC's 2022-2025 Accessibility Plan live on CSC's external website. <p>Regions and sectors have ensured that these communications are shared with staff.</p>
c) Continue to adapt and develop resources for staff on accessibility and Duty to Accommodate processes.	i) Pilot of the Government of Canada's Workplace Accessibility Passport (Passport)	July 2021-Winter 2021-2022.	HRM.	Complete: CSC began piloting the Passport at National Headquarters (NHQ) in 2021.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
c) Continue to adapt and develop resources for staff on accessibility and Duty to Accommodate processes.	Phase I: Implement Pilot Passport Project at National Headquarters (NHQ).	Spring 2022 and Ongoing.	HRM.	Complete: Summer and Fall 2021, eight virtual lunch and learns were held virtually for NHQ managers to promote the workplace Accessibility Passport.
c) Continue to adapt and develop resources for staff on accessibility and Duty to Accommodate processes.	Phase II: Regional implementation of Pilot Passport Project (including training)	Spring 2022 and Ongoing.	HRM.	CSC is currently assessing whether the pilot will be implemented further based on current Duty to Accommodate (DTA) process and unique working environment at CSC.
c) Continue to adapt and develop resources for staff on accessibility and Duty to Accommodate processes.	ii) Promotion of Shared Services Canada's Accessibility, Accommodations and Adaptive Computer Technology Lending Library Service Pilot Project.	Semi-annual.	HRM, Information Management Systems (IMS), and Communications and Engagement (C&E).	<p>2022-2023: An intranet page dedicated to ACT services has been created and Adaptive computer technology is available through the DTA Hub section. The DTA Hub resources have been highlighted through:</p> <ul style="list-style-type: none"> • TW@CSC articles • Commissioner's messages <p>The Return to the Office initiative also resulted in regular reminders to staff regarding Duty to Accommodate resources.</p> <p>Ongoing: The Accommodations and ACT Lending Library</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				Service Pilot Project continues to be an option for staff to use whom require specialized equipment.

Goal 2: Enhance the accessibility of the built environment

Item 1: Reviewing accessibility standards in consultation with persons with disabilities.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	
a) Identify current standards of accessibility and conduct a review with persons with disabilities for varied facility types (institutions, community correctional centres, district and parole offices, and training facilities). *Note that leased administrative sites are under the purview of Public Services and Procurement Canada fit-up standards and timelines.	Consultation is conducted and summarized for EXCOM distribution.	Fall 2023-2024* *Note that this timeline has been changed from Fall 2022.	Corporate Services (CS).	2023-2024: CSC has engaged Public Services and Procurement Canada (PSPC) Ontario Region to contract a consultant.
b) Update CSC's Technical Criteria, Facility Guidelines and other design documents, in consultation with persons with disabilities, to reflect approved accessibility standards within the context of security,	Various CSC standards documents were reviewed and updated to include approved elements of accessibility standards.	Fall 2023-Spring 2025* *Note that timeline has been changed from Spring 2022-Fall 2023.	CS.	Spring 2025: consultant will develop accessibility design guidelines and other evaluation material for each portfolio segment, which will become the assessment method for future facilities.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	
operations, and facility type.				

Item 2: Developing an accessibility assessment strategy and facility assessments.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Develop an accessibility assessment strategy or other evaluation materials for varied CSC facility types.	Methodology and the timeline are determined for conducting accessibility assessments of varied CSC facility types.	Fall 2023-Spring 2025. * *This timeline was changed from Spring 2022-Fall 2022 and ongoing.	CS.	2022-2023: CSC has developed an Accessibility Action Plan for the Built Environment in Spring 2023, which outlines the methodology and timelines for conducting accessibility assessments. 2023-2024: consultants will develop accessibility design guidelines and other evaluation material for each portfolio segment, which will become the assessment method for future facility accessibility assessments.
b) Through consultation with persons with disabilities, conduct an accessibility assessment of CSC’s facilities to identify how they could	Phase 1: Accessibility assessments of varied CSC facility types are conducted by CSC and/or contracted out.	Fall 2022-Spring 2025.	CS.	Fall 2023: CSC engaged PSPC Ontario Region (Fall 2023) to hire a consultant to develop surveys, which will be

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
be made more accessible and inclusive.				used to obtain input from persons with disabilities. This will be completed at sites in the nine representative samples.
b) Through consultation with persons with disabilities, conduct an accessibility assessment of CSC's facilities to identify how they could be made more accessible and inclusive.	Phase 2: Evaluation of the assessment results is completed, and a work plan is established.	Fall 2022-Spring 2025.	CS.	2025: after surveys are completed in collaboration with persons with disabilities, a report outlining how the facilities can be made more accessibly will be completed by the consultant. From the information in this document a prioritization of projects and a work plan will be established.
c) Where applicable, assess any new builds, or renovations to existing facilities to ensure they are considering accessibility needs.	Consultation process is developed and integrated into the design process. Persons with disabilities will be included as stakeholders for each new or major renovation project.	Within each project timeline.	CS.	2022-2023: CSC's 2020-2025 Accommodation Plan is currently being implemented. It will set out a strategic plan that will provide a Right-Size and Right-Fit for CSC facilities. A key area of focus is its efforts to address specialized population needs, which include accessibility

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>requirements and accommodations for those with disabilities or age-related mobility challenges.</p> <p>2023 and beyond: surveys provided by contracted consultant will be completed by persons with disabilities and these consultations will be integrated into CSC's design process.</p>

Item 3: Providing the necessary resources to address gaps identified by facility accessibility assessments.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
Based on the work plan identified (above), develop a list of prioritized projects to be submitted for funding through the Capital Program of Work	Projects are completed on a prioritized basis to meet CSC's accessibility standards.	Ongoing beginning in Spring 2023 – timeline based on availability of funding.	CS.	To be completed: a list of prioritized projects will be prepared by CSC based on the accessibility assessments completed by consultants.

Item 4: Reviewing the accessibility of emergency evacuation plans.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
Ensure that emergency evacuation plans account for the needs of persons with	A national reminder sent to all facilities that the emergency evacuation plans must	Annual.	Correctional Operations and Programs	2022-2023: a communique was sent to employees to maximize each

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
disabilities.	account for the needs of persons with disabilities, including the self-identification of persons requiring assistance.		(COP) Sector in collaboration with CS.	<p>employee’s awareness of the Persons Requiring Assistance (PRA) construct and the delineation of responsibilities.</p> <p>A communique was sent by the Security Branch to all Regions to remind them of their responsibilities for their emergency evacuation plan to account for PRAs. This communique was in line with the Business Continuity Plan’s annual cycle.</p> <p>An Individual Emergency Evacuation Plan (IEEP) was developed to meet the needs of employees at National Headquarters who identified as requiring assistance during an evacuation/emergency.</p>

Goal 3: Make information and communications technology usable by all

Item 1: Reviewing technology systems.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
Undertake thorough review to ensure that	i) Equipment is accessible, and a	Current and	IMS.	Ongoing: CSC has a self-service tool in

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
equipment, websites, and applications are accessible, and develop a plan to address shortfalls, including building standard requirements into procurement process and documentation.	straightforward process is in place for specialized equipment requests (i.e., screen reader, ergonomic keyboard/mouse, monitor, etc.).	Ongoing.		place for requesting adaptive computer technology support. Information is available on the Hub as well as through the self-service portal on how to request accessible equipment, along with contact names and additional resources.
Undertake thorough review to ensure that equipment, websites, and applications are accessible, and develop a plan to address shortfalls, including building standard requirements into procurement process and documentation.	ii) CSC's intranet meets Web Content Accessibility Guidelines (WCAG), and content editors are equipped to meet accessibility standards.	Ongoing.	EXCOM with support from HRM (Learning and Development) and C&E.	<p>Ongoing: under Government of Canada policy, CSC must ensure that its web content meets or exceeds accessibility standards. To this end, relevant staff are trained to follow WCAG and have also completed the Hub editor training.</p> <p>The following resources are also available to staff:</p> <ul style="list-style-type: none"> • Hub accessibility statement that explains how CSC's intranet (the Hub) follows Government of Canada's Standard on Web Accessibility, and Web Content Accessibility Guidelines 2.1 AA.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<ul style="list-style-type: none"> “What you need to know about accessibility when communicating” page on CSC’s Intranet that covers everything one needs to know to ensure their communications products meet the GoC’s accessibility standards.
<p>Undertake thorough review to ensure that equipment, websites and applications are accessible, and develop a plan to address shortfalls, including building standard requirements into procurement process and documentation.</p>	<p>iii) Whenever possible, in partnership with the Application Modernization Project, applications will be assessed, recommendations will be provided, and any new or restructured applications will meet WCAG accessibility compliance.</p>	<p>Fall 2021-Fall 2028.</p>	<p>EXCOM with support from HRM (Learning and Development) and C&E.</p>	<p>2022-2023: CSC designed, developed, tested, and implemented the CSC Accessibility Compliance tool. This tool incorporates an industry leading open-source web application accessibility tool that allows CSC to review application source code, to identify accessibility barriers, and to provide advice and guidance to software developers on how to remediate their applications.</p> <p>Applications that have been modernized or are currently being reviewed:</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<ul style="list-style-type: none"> • Learning Management System • Victims Application Module • Volunteer module in HRMS • Modernization of the Offender Management System <p>Fall 2023: Migration of CSC's external website to Canda.ca will significantly help enforce web accessibility standards.</p>

Item 2: Promoting awareness of digital accessibility standards.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
Explore opportunities to collaborate on digital accessibility training strategies and the promotion of digital accessibility with other sectors.	Collaboration on digital training strategies and digital accessibility is promoted.	FY 2021-2022 and Ongoing.	EXCOM.	Ongoing: CSC has continued to leverage digital training strategies at various levels of the organization, including the use of digital workshops, online courses for offenders, e-training, second language training, and virtual healthcare services for offenders.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>2022-2023: A preliminary draft was presented to TBS on a proposed Accessibility Center of Expertise on the topic of ICT. Due to limited resources, this initiative continues to be worked on a “best effort” basis.</p>

Item 3: Applying accessibility standards in all documents.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	
<p>Review all CSC documents (including, reports and forms) to ensure they meet accessibility standards.</p>	<p>Phase 1: All templates, new reports, documents, and forms will be reviewed and edited for accessibility.</p>	<p>Spring 2022 and Ongoing.</p>	<p>EXCOM.</p>	<p>Ongoing: all OPIs ensure that their templates, new reports, documents, and forms consider accessibility.</p>
<p>Review all CSC documents (including, reports and forms) to ensure they meet accessibility standards.</p>	<p>Phase 2: Documents conform to accepted print guidelines (i.e.: CSC and Public Service Writing Guide) and a provision for requesting an alternative format is available.</p>	<p>Spring 2024.</p>	<p>EXCOM.</p>	<p>2022-2023: CSC has been pro-active in reviewing and transitioning its over 1000 forms to an accessible format, the team has converted over 98% of its WORD forms to PDF, 55% of these have been published with a forecasted completion date of mid 2024-2025.</p> <p>CSC has ensured that a computer screen reader program,</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	
				<p>JAWS, is compatible with Adobe.</p> <p>Adobe Designer accessibility checker is also in place to ensure that all forms meet accessibility requirements.</p>

Goal 4: Equip public servants to design and deliver accessible programs and services

Item 1: Providing tools to employees and managers.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
<p>a) In collaboration with the CSC Persons with Disabilities Network and using the Public Service Employee Survey satisfaction data results from persons with disabilities, build a continuous quality improvement review of HR tools.</p>	<p>i) Review of HR tools is undertaken based on feedback from persons with disabilities.</p>	<p>Annual.</p>	<p>HRM.</p>	<p>Annual: All areas of CSC encourage completing the PSES.</p> <p>Feedback from Duty to Accommodate feedback process is also considered when reviewing process and policy amendments.</p> <p>Ongoing: CSC continues to work on its Employment Systems Review which captures feedback from persons with disabilities and highlights barriers in policies, programs, initiatives, and activities for Employment Equity groups.</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) In collaboration with the CSC Persons with Disabilities Network and using the Public Service Employee Survey satisfaction data results from persons with disabilities, build a continuous quality improvement review of HR tools.	ii) Identified barriers are reviewed and removed.	Ongoing.	HRM.	Ongoing: No significant feedback or barriers were identified in 2022-2023.
a) In collaboration with the CSC Persons with Disabilities Network and using the Public Service Employee Survey satisfaction data results from persons with disabilities, build a continuous quality improvement review of HR tools.	iii) The Public Service Employee Survey satisfaction results for persons with disabilities improve.	Annual.	HRM.	<p>2022-2023: The PSES results indicated the following:</p> <p><u>Physical environment:</u> A decrease in the area of physical environment for persons with disabilities with just over 50% of respondents indicating their environment is suitable and that they have the information, equipment to ensure their health and safety at work. A decrease indicates that less of the respondents feel as though the office/workspace is suitable for their requirements. (Q. 1, 3, and 5)</p> <p><u>Request for accommodations:</u> An increase in the request for accommodations related to a disability however, when looking</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>at responses from persons with disabilities, a decrease in the number of requests for accommodations measures.</p> <p>Additionally, there was a decrease in satisfaction on how workplace accommodations were implemented.</p> <p>Over 50% of responses from persons with disabilities felt comfortable requesting an accommodation measure from their immediate supervisor (Q. 84, 85, 86, and 87)</p>
<p>b) Encourage employees and managers to consult both internal and external sources for guidance on developing accessible programs and services so that employees can consider accessibility factors for internal services (such as: audits, investigations, financial reporting, documents, interviews, meetings, and online surveys).</p>	<p>i) Employees develop accessible programs and services.</p>	<p>Ongoing.</p>	<p>EXCOM, with the department's Designated Official for Service Management.</p>	<p>Ongoing: In 2022, the Centre of Excellence on Learning in Diversity was established with the mandate to provide ongoing input on strategic activities related to learning and development in order to ensure that training content is updated or developed through a diversity lens. Input is based on consultation of existing materials and with internal and external partners.</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
b) Encourage employees and managers to consult both internal and external sources for guidance on developing accessible programs and services so that employees can consider accessibility factors for internal services (such as: audits, investigations, financial reporting, documents, interviews, meetings, and online surveys).	ii) Barriers are reviewed and removed in CSC internal services.	Ongoing.	EXCOM, with the department's Designated Official for Service Management.	<p>Ongoing: all sectors and regions continue to review barriers and address them in CSC internal services.</p> <p>CSC's Anti-Racism, Diversity and Inclusion Directorate will provide support across the organization, through the Employment Equity and Diversity Committees, to raise awareness about accessibility among staff, in order for all sectors and regions to continue to review barriers and address them in internal services.</p>

Item 2: For offenders: identifying and removing accessibility barriers.

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
a) Develop a mechanism to gather feedback from offenders on their accessibility related needs in all interventions, programs, and services.	Accessibility feedback is received from participants of offender programs and services.	March 2023.	Correctional Operations and Programs (COP).	<p>Ongoing: CSC ensures that accessibilities needs are assessed and addressed throughout the entirety of an offender's sentence.</p> <p>Offenders are formally provided with opportunities to offer feedback on programs. This can occur when a new program is rolled</p>

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
				<p>out or when revisions are made to an existing program. Formal feedback is obtained after a program is completed. Offenders can also provide informal feedback to program facilitators regarding their accessibility needs during programs. Facilitators are trained and supported in adjusting how programs are delivered so that offenders' needs are met.</p> <p>Offender Welfare Committees also act as a feedback mechanism and relay issues with accessibility to management teams or designated staff within the institution.</p>
<p>b) Remove barriers identified and ensure that any new offender programs and/or initiatives meet accessibility requirements.</p>	<p>Barriers are removed and new programs and/or initiatives are accessible.</p>	<p>Spring 2022 and Ongoing.</p>	<p>COP with support of Regional Deputy Commissioners (RDCs).</p>	<p>Modernization in digital education:</p> <p>In 2020, CSC launched the Digital Education Project (DEP) pilot in the Ontario Region at one site. During the second half of FY 2022-23, the pilot expanded to most minimum and medium security level institutions in the Ontario Region and to</p>

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
				<p>the Atlantic Region. The pilot provides an opportunity for CSC to innovate in the area of computer-assisted learning in a controlled manner and offers opportunities for offenders to gain foundational computer skills.</p> <p>Correctional Programs:</p> <p>In fall 2022, enhancements were made to the Offender Management System to document when an offender has a need for the Adapted Program.</p> <p>Program materials were also revised with accessibility needs of offenders taken into consideration.</p> <p>CSC is exploring ways to establish a sustainable approach to deliver correctional programs to offenders using virtual formats to augment offender access. In 2021, CSC implemented the virtual correctional program delivery pilot across the country. This initiative allows</p>

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
				<p>offenders whose life circumstances make it difficult to participate in in-person programs, to complete programming as outlined in their correctional plans.</p> <p>Social programs:</p> <p>The Community Integration Program (CIP) was revised in 2021-2022 and revisions to the Structured Intervention Unit's Social Program (SIU-SP) are being finalized to include accessibility.</p> <p>All programs:</p> <p>Program facilitators have access to a wide variety of Responsivity Kits.</p>

Item 3: Preventing accessibility barriers in the workplace.

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
<p>Include accessibility statements, which incorporate contact information, in all correspondence with CSC's internal and external stakeholders to ensure</p>	<p>Corporate correspondence includes accessibility statements and contact options.</p>	<p>Winter 2021 - 2022 and Ongoing.</p>	<p>EXCOM.</p>	<p>Ongoing: CSC continues to use accessibility statements and contact options in its correspondence.</p>

Activity to address barriers	Performance indicator	Timeline	Office of Primary Interest	Status
accessibility for all.				

Goal 5: Build an accessibility-confident public service

Item 1: Providing resources and leadership to employees and managers on accessibility.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Provide resources and ensure concerns can be raised confidentially.	i) Accessibility and accommodation resources are centralized and promoted to all employees.	Current and Ongoing.	HRM.	Ongoing: Accessibility and accommodation resources are available on the Hub and communicated by managers to all employees.
a) Provide resources and ensure concerns can be raised confidentially.	ii) Public Service Employee Survey (PSES) results that reflect an increase in confidence around accessibility in the workplace.	Current and Ongoing.	EXCOM.	<p>Ongoing: CSC encourages all employees to complete the PSES in order to understand the trends and barriers for employees working in the organization.</p> <p>In 2022-2023, the PSES results indicated the following:</p> <p><u>Job Related Stress:</u> although there was an increase in respondents attributing work-related stress to accessibility or accommodation issues. Persons with disabilities responses have been consistent since 2019 with approximately one quarter of persons with</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>disabilities respondents attributing work-related stress to accessibility or accommodation issues. (Q. 70)</p> <p>The same can be said for belief that accessibility or accommodation issues to adversely affecting career progress. The results remained consistent since 2019 with one quarter attributing accessibility or accommodation issues to adversely affecting career progress. (Q. 43d)</p> <p><u>Leadership:</u> Persons with disabilities had the least positive responses as it relates to the perception of senior management with only a third of respondents indicating they have confidence in senior management. (Q. 33)</p>
<p>b) Continue to support grassroots networks and sense of belonging for persons with disabilities.</p>	<p>i) CSC has identified a Champion and a Chair for Persons with Disabilities.</p>	<p>Current and Ongoing.</p>	<p>HRM with support of EXCOM.</p>	<p>2022-2023: In 2021, the most recent National Chair for persons with disabilities was appointed for a two-year term.</p> <p>In 2022, the most recent National Champion for persons with disabilities</p>

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				was appointed.
b) Continue to support grassroots networks and sense of belonging for persons with disabilities.	ii) An employee network is available and promoted.	Current and Ongoing.	HRM with support of EXCOM.	<p>Ongoing: An employee network for persons with disabilities exists and is promoted. In 2023-2024, CSC plans on re-engaging with the employee network and ensure that the group remains active.</p> <p>In 2017, the Quebec Region established an Advisory committee for employees with disabilities.</p>
b) Continue to support grassroots networks and sense of belonging for persons with disabilities.	iii) All employees are encouraged to participate in grassroots networks.	Current and Ongoing.	HRM with support of EXCOM.	Ongoing: Grassroot networks are open to all employees and can be accessed through MS Teams.
c) Promote Government of Canada initiatives, annual commemorative dates, and support all employees to proactively eliminate and prevent accessibility barriers.	CSC identified a Persons with Disabilities Chair and Champion to be involved in interdepartmental committees, to provide information to staff about initiatives, and encourage all to actively support CSC's Accessibility Plan.	Winter 2021-2022 and Ongoing.	HRM with support of EXCOM.	<p>2022-2023: the Champion and Chair have provided information to CSC staff on numerous occasions:</p> <ul style="list-style-type: none"> • Changes to the Accessibility Hub page (CSC's intranet) • Publication of CSC's 2022-2025 Accessibility Plan • Meetings with various sectoral OPIs to highlight

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
				<p>their areas of responsibility to encourage engagement and commitment to the goals outlined in the 2022-2025 Accessibility Plan.</p> <p>Ongoing: The Champion and Chair belong to the Persons with Disabilities Champions and Chairs Committee, an interdepartmental employment equity committee, which meet on a biannual basis. Through their involvement, they participated in consultations on the Employment Equity Act and responded to surveys such as, Seeking Feedback from Executives with Experience of Disability.</p>

Item 2: Normalizing individual accountability for accessibility.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
a) Encourage innovative communication methods to increase access to accessibility information.	Develop and promote self-directed, interactive accessibility guides.	Ongoing.	EXCOM with support of C&E.	Ongoing: no special initiatives or new challenges to report.

Item 3: Improving CSC’s accessibility culture, learning and innovation.

Activity to address barriers	Performance Indicator	Timeline	Office of Primary Interest	Status
Share best practices with the Office of Public Service Accessibility (OPSA) and other organizations to encourage collaboration within the Government of Canada and to achieve consistency across government departments, where possible.	Ideas are shared with OPSA and other departments.	Ongoing.	EXCOM.	Ongoing: CSC continues to collaborate with other departments on items related to Employment Equity, Diversity and Inclusion, including an interdepartmental working group.