

THE FEDERAL BRIDGE CORPORATION LIMITED
ACCESSIBILITY PLAN 2023-2026
PROGRESS REPORT – AS OF DECEMBER 31, 2023



FEDERAL BRIDGE CORPORATION
SOCIÉTÉ DES PONTS FÉDÉRAUX



Ce document est aussi disponible en français.

The Federal Bridge Corporation Limited
55 Metcalfe Street, Suite 200
Ottawa, Ontario K2P 6L5

Tel.: 613-366-5074
Toll-free: 1-866-422-6346
info@federalbridge.ca



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GENERAL

Contact Information and Feedback Process

You may communicate with us with feedback about this Accessibility Plan or accessibility in general. Feedback may be submitted anonymously, if preferred. Your feedback will improve accessibility within FBCL operations and will inform the next accessibility plan and annual progress reports.

Mail:

The Federal Bridge Corporation Limited
Director, Human Resources
1555 Venetian Boulevard, 4th Floor
Point Edward (Ontario) N7T 0A9

Telephone: (519) 336-2720

Toll Free: 1-866-422-6346

Fax: (519) 336-7622

Email: info@federalbridge.ca

A person may make a request to access the FBCL's Accessibility Plan in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. The FBCL will receive acknowledgment of receipt in the same means by which the request was received. Anonymous requests will be reviewed but not be responded to.

Large Print: A large font printed copy of this plan is available within 15 days of the request.

Braille: A Braille copy of this plan will be available within 45 days of the request.

Audio: An audio copy (an audio file with a person's voice reading the text) of this plan will be available within 45 days of the request.



AREAS DEFINED UNDER SECTION 5 OF ACCESSIBLE CANADA ACT

Employment

| INITIATIVES | TIMELINE (2023-24) | PROGRESS AS OF DEC 31, 2023 | | | | | | | | |
|---|--|--|--------------------|----|-------------------------------|-----|---------------------------|----|--------------------------|----|
| <p>The FBCL will:</p> <ul style="list-style-type: none"> conduct a comprehensive workforce analysis following implementation of a self-identification process. train all employees on accessibility, disability awareness, diversity and inclusion, unconscious bias and digital and communications principles. complete an employee equity plan, including an employment information systems review with an accessibility lens. | <ul style="list-style-type: none"> Complete a workforce analysis based on a self-identification process. | <ul style="list-style-type: none"> Completed a comprehensive workforce self-identification analysis, with bi-annual summaries for the Board of Directors. Current workforce self-identification data: <table border="1" data-bbox="1073 814 1503 1094"> <tbody> <tr> <td>Indigenous Peoples</td> <td>9%</td> </tr> <tr> <td>Members of visible minorities</td> <td>11%</td> </tr> <tr> <td>Persons with disabilities</td> <td>4%</td> </tr> <tr> <td>Non-binary/Non disclosed</td> <td>4%</td> </tr> </tbody> </table> | Indigenous Peoples | 9% | Members of visible minorities | 11% | Persons with disabilities | 4% | Non-binary/Non disclosed | 4% |
| | Indigenous Peoples | 9% | | | | | | | | |
| | Members of visible minorities | 11% | | | | | | | | |
| | Persons with disabilities | 4% | | | | | | | | |
| Non-binary/Non disclosed | 4% | | | | | | | | | |
| <ul style="list-style-type: none"> Finalize a Pay Equity Plan. | <ul style="list-style-type: none"> A pay equity plan will be published by the end of January 2024. | | | | | | | | | |
| <ul style="list-style-type: none"> Develop people leader training program. | <ul style="list-style-type: none"> Launched a foundational training program in accessibility, diversity, and inclusion. Completed a technology and communications training session for People Leaders. Equity, diversity and inclusion training sessions are scheduled to further empower our People Leaders. | | | | | | | | | |
| <ul style="list-style-type: none"> Develop new training and development policy. | <ul style="list-style-type: none"> New training and development policy being developed for approval in early 2024. | | | | | | | | | |

The Built Environment

The FBCL is committed to incorporating barrier-free design for accessibility in new construction projects.

| INITIATIVE | TIMELINE (2023-24) | PROGRESS AS OF DEC 31, 2023 |
|--|---|---|
| <p>The FBCL will:</p> <ul style="list-style-type: none"> achieve Rick Hansen Foundation Accessibility Certification (RHFAC) status on existing buildings. All new construction or retrofits will target the higher Gold level certification. develop, publish, and circulate emergency evacuation plans for employees with disabilities. | <ul style="list-style-type: none"> Address 35 of 83 recommendations from the 2021 RHFAC report at FBCL facilities. | <ul style="list-style-type: none"> Actively addressing recommendations from the 2021 Rick Hansen Foundation Accessibility Certification report. Re-evaluated the number of total actionable recommendations to 87, from 83. Funding has been proposed to address 32 recommendations in Year 1 (2024-25), another 41 in Year 2 (2025-26), and 14 in Year 3 (2026-27). |



Information and Communication Technologies (ICT)

FBCL is dedicated to enhancing digital accessibility. To this end, selected employees have undergone training to identify and address accessibility challenges within our digital platform, including our website.

We are committed to transforming our website to meet the WCAG 2.2 AA standards, with this project slated to begin in the 2024-25 period.

| INITIATIVE | TIMELINE (2023-24) | PROGRESS AS OF DEC 31, 2023 |
|--|--|---|
| <p>The FBCL will:</p> <ul style="list-style-type: none"> update its website and intranet to ensure compliance with the Treasury Board Secretariat Web Accessibility Standard. | <ul style="list-style-type: none"> Stabilize existing web tools. | <ul style="list-style-type: none"> Completed. Ongoing efforts continue to enhance digital accessibility, including upgrading our website to meet advanced standards. |
| | <ul style="list-style-type: none"> Complete assessment of current software solutions. | <ul style="list-style-type: none"> Scheduled assessment for 2023-24 to ensure our digital platforms are accessible to all. |

Other Communications Other Than ICT

Our recent accessibility training also covered communication techniques for public engagement. We focused on aspects such as formatting, colour contrast, and simple sentence structure to ensure our communications effectively reach and resonate with FBCL's diverse audience.

| INITIATIVE | TIMELINE (2023-24) | PROGRESS AS OF DEC 31, 2023 |
|---|--|---|
| <p>The FBCL will:</p> <ul style="list-style-type: none"> conduct benchmarking review on signage with accessibility lens and develop an action plan to address gaps that were not within scope of the 2021 RHFAC assessment. review and update communication of emergency and Business Continuity Plans tailored for employees with disabilities. update policy and communications on accessibility accommodations for Access to Information and Privacy (ATIP) requests. | <ul style="list-style-type: none"> Complete a review of signage and identify accessibility gaps. | <ul style="list-style-type: none"> Working with experts to improve signage and communication methods to be more inclusive and accessible. |
| | <ul style="list-style-type: none"> Implement revised communication plans for emergency and business continuity plans, as recommended in the RHFAC assessment. | <ul style="list-style-type: none"> Reviewing and updating our communication guidelines to better serve diverse audiences. Updating our Business Continuity Plan, including a review on crisis communications. |

Procurement of Goods, Services and Facilities

| INITIATIVE | TIMELINE (2023-24) | PROGRESS AS OF DEC 31, 2023 |
|---|---|---|
| <p>The FBCL will:</p> <ul style="list-style-type: none"> include accessibility considerations in its procurement policies, processes and templates (where appropriate) and ensure that procurement documents are available in electronic formats allowing for use of accessibility aids. | <ul style="list-style-type: none"> Complete accessibility-focused update of procurement policies, processes and templates. | <ul style="list-style-type: none"> Completed. Updated procurement policies to incorporate accessibility considerations, ensuring fairness and inclusivity in our operations. |

Design and Delivery of Programs and Services

The greatest public exposure to the FBCL is through the prepaid lane tolling, as well as entering into CBSA-controlled facilities for the purposes of entry into Canada. After reviewing its policies, programs, practices and services, the FBCL has integrated related accessibility consideration within the information and communication technologies section of this plan, both for FBCL-controlled web services and those administered by the FBCL's tolling provider.

Physical accessibility has been reviewed at the Blue Water Bridge using the robust standards from the Rick Hansen Foundation Accessibility Certification, in which the FBCL's Maintenance and Facilities personnel participated to ensure continuous improvement to this standard through ongoing maintenance programming.

Transportation

As outlined in our initial accessibility plan, the transportation sector is not directly applicable to FBCL's operations.

Updating our Business Continuity Plan, including a review on crisis communications.

CONSULTATIONS

In early 2023, FBCL conducted a comprehensive self-assessment survey, enabling employees to self-identify as persons with disabilities. This initiative has provided us with valuable insights to better understand and support our workforce.

We held three (3) accessibility consultation sessions, inviting employees with a range of accessibility needs. These discussions were aimed at enhancing our Accessibility Plan and identifying proactive strategies for creating an inclusive, barrier-free environment at FBCL.



Results

Visual Impaired

We identified key improvements for blind, visually impaired, and deafblind individuals, such as the need for Braille signage, flashing lights for fire alarms across FBCL facilities, and replacing Radio-Frequency (RF) radios with more accessible alternatives where needed.

Hearing Impaired

We addressed challenges faced by deaf and hard-of-hearing individuals, considering the installation of mirrors for better mobility and the use of visual signs for better communication.

Learning

Discussions centered on supporting learning disabilities, with an emphasis on fostering an inclusive culture that accommodates various learning styles.

Assistive Technologies

We explored potential enhancements to our workplace with assistive technologies, including ergonomic furniture, lighting controls, and accessible interview tools and elevators.

Accommodations

Our consultations reviewed remote working accommodations and the need to reassess our policies to ensure they meet accessibility standards, especially for training materials.

In summary, FBCL is proactively engaging with our employees and accessibility experts to make our workplace more inclusive and accessible. This ongoing effort is crucial in shaping our strategies and ensuring a welcoming environment for everyone.