



# UPDATED ACCESSIBILITY PLAN (2026–2028)

Office of the Correctional Investigator

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## Contents

Executive Summary .....	2
A. General.....	2
The Strategy's guiding principles.....	2
The Strategy's goals .....	3
B. Organizational Context.....	3
C. Priority areas identified by the Accessible Canada Act .....	4
1. Employment.....	4
2. Built environment.....	4
3. Information and Communication Technologies (ICT).....	4
4. Communications other than ICT.....	4
5. Procurement of goods, services and facilities .....	5
6. Design and delivery of programs and services .....	5
7. Transportation.....	5
D. Consultations.....	5
E. Feedback.....	6
F. Implementation, monitoring and reporting .....	7
G. Glossary.....	7

## Executive Summary

The Office of the Correctional Investigator (OCI) remains committed to identifying, removing and preventing barriers to accessibility in accordance with the *Accessible Canada Act* (ACA). This updated Accessibility Plan builds on [OCI's 2023–2025 Accessibility Plan](#) and reflects progress achieved to date, while setting out targeted actions for 2026–2028.

### A. General

In July 2016, the Government of Canada began consultations with more than 6,000 Canadians in order to determine what an accessible Canada means to them. Following these consultations, Bill C-81: An Act to Ensure a Barrier-Free Canada, was tabled in June 2018. The [Accessible Canada Act](#), which aims to make Canada a barrier-free country by January 1, 2040, came into force in July 2019. In order to attain that goal, all Government of Canada organizations are required to proactively identify, remove and prevent barriers in the following seven (7) priority areas:

- employment
- the built environment (buildings and public spaces)
- information and communication technologies
- communication, other than information and communication technologies
- the procurement of goods, services and facilities
- the design and delivery of programs and services
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

In light of various studies conducted since 2017, it is evident that the public service as a whole has some work to do to in terms of improving representation in the public service and ensuring that persons with disabilities can participate fully and meaningfully in the workplace. The Government of Canada's [Accessibility Strategy for the Public Service of Canada](#) (the Strategy) lays out a vision for becoming the most accessible and inclusive public service in the world.

#### The Strategy's guiding principles

- “Nothing about us without us” – persons with disabilities are involved in the design and implementation of the Strategy
- Collaboration – GC organizations work in collaboration with each other, with bargaining agents and with other public, private and not-for-profit organizations
- Sustainability – the Strategy prioritizes actions that will have an enduring impact

- Transparency – the Strategy is developed and implemented transparently; and GC organizations will report openly and transparently on their efforts to remove barriers

## The Strategy's goals

Five goals are key to realizing the vision:

- Employment – Improve recruitment, retention and promotion of persons with disabilities
- Built environment – Enhance accessibility
- Technology – Make information and communications technology usable by all
- Services – Equip public servants to design and deliver accessible programs and services
- Culture – Build an accessibility-confident public service

In addition to the publication of Government of Canada organizations' first Accessibility Plan, the *Accessible Canada Act* has the following planning and reporting requirements:

- Prepare and publish accessibility plans
- Establish a feedback process
- Prepare and publish progress reports

## B. Organizational Context

The Office of the Correctional Investigator (“the Office”) is a micro agency of 40 FTE with one program dedicated to investigations of complaints directed to the Correctional Service of Canada by federally sentenced individuals or those supervised in the community and carries out systemic investigations of issues that affect large numbers of this population. The Office reviews all Correctional Services of Canada investigations of deaths in custody and serious bodily injury cases to ensure Correctional Service of Canada compliance with law and policy. The Office also conducts reviews of all use of force incidents. The Office's investigative activities support a safe, lawful and humane federal corrections to ensure that federal correctional decisions and practices comply with human rights, law, policy, and are fair.

As a separate agency of the Federal Public Administration, the organization is listed in Schedule I.1 and in Schedule 5 for all matters related to Human Resources Management of the [Financial Administration Act](#) (FAA).

## **C. Priority areas identified by the Accessible Canada Act**

The Office of the Correctional Investigator contributed toward the Government of Canada's Accessibility Strategy and its goals, in the following areas:

### **1. Employment**

Context: As a small organization, OCI relies on a highly specialized workforce and is committed to inclusive recruitment, retention and advancement.

Progress to Date: Increased awareness, strengthened accommodation practices, inclusive staffing considerations and participation in Government-wide initiatives.

Barriers: Limited targeted recruitment capacity.

Actions 2026–2028: Strengthen inclusive hiring, enhance manager guidance, improve tracking and expand training.

### **2. Built environment**

Context: OCI operates in leased space with limited control over infrastructure.

Progress: Workspace assessments and accommodations; hybrid work increased flexibility.

Barriers: Constraints from shared spaces and limited control over modifications.

Actions: Continue assessments, engage building management, integrate accessibility in future planning.

### **3. Information and Communication Technologies (ICT)**

Context: ICT is central to OCI operations and accessibility of information.

Progress: Use of accessible tools and improved staff awareness.

Barriers: Limited oversight/authority as OCI relies on its suppliers to provide access.

Actions: Provide training and ensure accessibility in new systems, including alignment with applicable Web Content Accessibility Guidelines (WCAG).

### **4. Communications other than ICT**

Context: OCI produces reports for diverse audiences requiring accessible formats.

Progress: Improved accessibility and awareness of plain language.

Barriers: Inconsistency in plain language and alternate formats.

Actions: Standardize formats, promote plain language and ensure timely alternate formats.

## **5. Procurement of goods, services and facilities**

Context: Procurement volume is small but critical for preventing barriers.

Progress: Growing awareness of accessibility considerations.

Barriers: Limited volume and reliability of service providers.

Actions: Integrate accessibility criteria into procurement processes, including at the planning and solicitation stages, and support staff involved in procurement with guidance.

## **6. Design and delivery of programs and services**

Context: OCI focuses on oversight; accessibility applies to outputs and engagement.

Progress: Accessibility considered in reports and engagement.

Barriers: Lack of resources.

Actions: Embed accessibility into planning, improve reports and inclusive engagement, and ensure output is accessible to diverse audiences.

## **7. Transportation**

Context: Limited applicability; occasional travel requirements.

Progress: Case-by-case accommodation considerations.

Barriers: Variability in accessibility of travel services.

Actions: Consider accessibility in travel planning and support employees as needed.

## **D. Consultations**

As previously highlighted, the OCI is committed to meaningfully involving persons with disabilities in the ongoing design and implementation of its accessibility plan. This approach will ensure that their unique perspectives and lived experiences are reflected and respected, in line with the principle of “Nothing without us.”

Given its size and limited internal capacity, the OCI continues to take a progressive and iterative approach to strengthening its accessibility efforts. This updated Accessibility Plan builds on the foundation established in the 2023–2025 plan and is informed by a combination of sources, including government-wide consultations, relevant insights from the Public Service Employee Survey, and feedback gathered through internal discussions, including stay and exit interviews.

As OCI continues to expand its engagement efforts, both internally and externally, a broader and more diverse range of feedback will be used to guide decision-making and support the implementation of targeted measures. This approach will contribute to

fostering a more accessible, inclusive, and responsive organization for current and future employees, as well as for stakeholders interacting with the OCI.

## E. Feedback

The *Accessible Canada Act* requires organizations to establish and maintain a process for receiving and responding to feedback regarding accessibility barriers and the implementation of their accessibility plans.

The Office of the Correctional Investigator has established a feedback process that allows both employees and members of the public to provide feedback on accessibility barriers encountered when interacting with the organization.

Feedback may be submitted by mail, telephone, fax, or email, including anonymously. The Office acknowledges receipt of feedback, except when it is provided anonymously, and ensures that all feedback is reviewed and considered as part of its ongoing accessibility planning and reporting activities.

Responsibility for monitoring and evaluating feedback rests with the Accessibility Champion, who reports regularly to the organization's senior management to ensure that feedback is taken into account in decision-making, where appropriate.

For questions, feedback or suggestions regarding this Report, please contact the Office by:

- calling OCI 1-877-885-8848
- sending your feedback by mail to the attention of the Correctional Investigator Office of the Correctional Investigator Canada, PO Box+ 3421, Station D, Ottawa, Ontario K1P 6L4 Canada
- sending your feedback by fax to 613-990-0563
- sending an email to: [org@oci-bec.gc.ca](mailto:org@oci-bec.gc.ca)
- scheduling a stay interview with the Small Department and Agencies Ombuds (for employees only)

The Office's Accessibility Champion will assess and respond to all feedback and questions in a timely manner. Feedback aimed at improving the organization's approach to Accessibility will be tabled for discussion at the senior management table. The Accessibility Champion is a permanent member of the Senior Management Committee. Feedback received is used to identify, remove and prevent barriers, and to inform updates to the Accessibility Plan as well as the development of annual progress reports.

## F. Implementation, monitoring and reporting

To ensure that accessibility remains a sustained priority, the *Accessible Canada Act* requires regulated entities to prepare and publish annual progress reports on the implementation of their accessibility plans. These reports must be developed in consultation with persons with disabilities and include a summary of any feedback received, as well as how that feedback was considered in advancing accessibility objectives.

The OCI has met its obligations to date by publishing progress reports in 2023, 2024, and 2025. These reports outlined the progress made in implementing the commitments set out in its 2023–2025 Accessibility Plan and identified areas requiring continued attention.

In accordance with the Accessible Canada Regulations, federally regulated government entities are required to publish an updated Accessibility Plan every three years, followed by annual progress reports in the two subsequent years. As such, the OCI has developed and is now publishing its updated Accessibility Plan for the 2026–2028 cycle. OCI will continue to report on its implementation through annual progress reports in 2026 and 2027.

This Accessibility Plan has been prepared in accordance with the *Accessible Canada Act* and the Accessible Canada Regulations and will be reviewed and updated as required to ensure continued compliance.

## G. Glossary

### **Access to Justice**

means a people-centered approach to justice that puts consideration of the individual at the heart of Canada’s rule of law, by providing access to information, programs and policies.

### **Accessibility, Accommodations and Adaptive Computer Technology**

The Accessibility, Accommodation and Adaptive Computer Technology Program of Shared Services Canada provides a wide range of services, on a cost-recovery basis, to help integrate employees with disabilities, injuries and ergonomic requirements and who require access to systems, programs, information, computers and computer resources.

### **Barrier**

“means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

## **Disability**

“means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

## **Government of Canada Workplace Accessibility Passport**

The Government of Canada Workplace Accessibility Passport helps address the obstacles federal public service employees and applicants with disabilities face in obtaining the tools, supports and measures to perform at their best and succeed in the workplace. It facilitates recruitment, retention, and career advancement for persons with disabilities. The Accessibility Passport facilitates employee mobility between GC organizations. It is meant to follow each employee and it is an evergreen document that can be updated throughout a career.

## **“Nothing about us without us”**

“Nothing about us without us” is a guiding principle used across the Government of Canada to communicate the message that no policy should be decided by a representative without the full and direct participation of the members of the group affected by that policy.

## **Self-Identification Modernization Project**

In September 2020, the Treasury Board Secretariat launched the Self-Identification (self-ID) Modernization Project to increase the accuracy, depth and breadth of the data across government. The project explored ways to reduce stigma associated with self-identification for all employment equity groups. Following extensive research and consultations, a new questionnaire was co-designed with employees from various diversity networks.