



Canadian Grain
Commission

Commission canadienne
des grains

Accessibility Plan

2026 to 2028

Canadian Grain Commission

Canada 

Accessibility Plan

© His Majesty the King in Right of Canada, represented by the Minister of Agriculture and Agri-Food, 2025

Cat. No.: A91-13E-PDF

ISSN: 2817-0644

This document is available on the Canadian Grain Commission website at: <http://grainscanada.gc.ca/>

This document is available in alternative formats upon request.

Table of contents

Message from the Chief Commissioner..... 3

General 3

Consultations 4

Employment 5

The built environment..... 7

Information and communication technologies (ICT) 8

Communication, other than ICT..... 8

The procurement of goods, services and facilities 9

The design and delivery of programs and services 10

Transportation 10

Looking ahead 10

Message from the Chief Commissioner

The Canadian Grain Commission is proud to present our next 3-year Accessibility Plan. The plan aligns with the goal of the [Accessible Canada Act \(ACA\)](#) to improve accessibility in organizations under federal responsibility and builds on the progress made since our [2023-2025 Accessibility Plan](#) was published. Our commitment to accessibility is also supported by the Canadian Grain Commission's Values and Ethics Code and the [Values and Ethics Code for the Public Sector](#).

Accessibility is not a one-time initiative, but a continuous journey shaped by the lived experiences of persons with disabilities. Our approach to accessibility is proactive and incorporates the principals of universal design, recognizing that disabilities can be permanent, temporary or episodic in nature. The plan lays out strategies that will help all employees and clients fully participate at the Canadian Grain Commission.

The 2026-2028 Accessibility Plan is based on feedback from persons with disabilities and data from within our organization. It focuses on how we can remove barriers to accessibility in the 7 priority areas specified in the ACA and describes accessibility initiatives that have recently been implemented.

If you encounter something that prevents your full participation in a project, event, program or service, I encourage you to contact our Accessibility Officer at accessibility-accessibilite@grainscanada.gc.ca. By working together, we can achieve an environment that is fully accessible for everyone.



David Hunt
Chief Commissioner
Canadian Grain Commission

General

The Canadian Grain Commission is a federal government organization that administers the provisions of the *Canada Grain Act*. We regulate grain handling in Canada to ensure the integrity and marketability of Canadian grain for domestic and international markets. We have a presence in 7 provinces, with the head office in Winnipeg and regional offices in Montreal and Vancouver. Our employees work in more than 40 locations, including terminal elevators at waterfront sites, scientific laboratories and offices.

As of March 2025, the number of employees at the Canadian Grain Commission was 502, including all tenures. Of these, 5.2% have officially self-identified as persons with disabilities, which is below the current workforce availability of 11.4%. There are, however, indications from internal and external surveys that the actual number of employees with disabilities at the Canadian Grain Commission may be higher than what is captured through our

self-identification process. The 2025 Employment Systems Review reported a rate of 8.9%, while the Public Service Employee Survey reported rates of 10.6% in 2022 and 14% in 2024.

How to submit feedback on accessibility and barriers

Employees, clients and members of the public can provide feedback on accessibility and barriers they have encountered at the Canadian Grain Commission.

Comments and questions can be sent to our Accessibility Officer, Melissa Lindsay, using any of the following methods:

- Email: accessibility-accessibilite@grainscanada.gc.ca
- Telephone: [204-430-2471](tel:204-430-2471)
- Teletypewriter: [1-866-317-4289](tel:1-866-317-4289)
- Online: [Accessibility Feedback form](#)
- Mail: Canadian Grain Commission
303 Main Street
Winnipeg, Manitoba R3C 3G8

More details on how we use your feedback can be found on our [feedback process](#) page. We will acknowledge your feedback in the same manner in which it was received, unless it was received anonymously.

Request an alternate format

You can also contact the Accessibility Officer to request a copy of our plan, progress reports or feedback process in an alternate version, such as:

- 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

Consultations

Persons with disabilities were consulted in the preparation of this report. The ACA defines disability as any physical, mental, intellectual, cognitive, learning, communication or sensory impairment or functional limitation that hinders a person's full and equal participation in society when barriers are encountered. Consultations were primarily conducted through virtual meetings to accommodate employees located at various work locations.

Accessibility is a recurring topic on the agenda of the Canadian Grain Commission's National Employment Equity, Diversity and Inclusion Committee. This employee committee is comprised of members across a variety of occupational groups and meets monthly to discuss diversity and inclusion issues that support the Canadian Grain Commission's employment equity goals and objectives. The committee includes employees who self-identify as persons with disabilities, ensuring that accessibility perspectives are represented in its discussions.

An accessibility working group was established in 2022 to ensure the implementation of our first Accessibility Plan and to continue to document barriers to accessibility. The internal consultative group meets quarterly and includes employees who identify as persons with disabilities, a union representative and our Accessibility Officer. Feedback on accessibility is solicited and discussed at each meeting.

In 2025, the Canadian Grain Commission held an Employment Systems Review of its policies and practices to identify systemic and attitudinal barriers to employment opportunities. The main focus of the review was the 4 designated groups identified in the *Employment Equity Act*, including employees who identify as persons with disabilities. Once the final report is available, its findings will be reviewed and integrated into our strategies and policies to remove barriers and strengthen equity, inclusion and accessibility.

Data from several other sources were used to better understand the experiences of employees with disabilities across the Canadian Grain Commission. These include organizational data (hires, departures, workplace accommodations, etc.) and responses from the [2024 Public Service Employee Survey \(PSES\)](#).

Individual consultations with employees in functional groups related to key areas of focus were also held to understand systemic and procedural gaps that may be present.

Employment

The area of employment includes all phases of employment: recruitment, hiring, onboarding, employee retention, career development, performance management, and job exit. It also includes workplace culture.

The Canadian Grain Commission continues to advance inclusive employment practices by embedding accessibility throughout its staffing processes and reinforcing the Canadian Grain Commission's commitment to equitable and accessible hiring practices. These include:

- clear language in job postings and invitations regarding the availability of accommodations and the right to request them
- openness from managers to accommodation requests, including those related to extended time and larger font during assessments
- regularly review and update tools to eliminate potential barriers before they affect candidates. features on new letters of offer that have been developed in collaboration with persons with disabilities, such as simplified and inclusive language, as well as colour choices that avoid contrast issues for individuals with colour blindness
- the identification and mitigation of potential biases and barriers in assessment design

In terms of culture, our National Employment Equity, Diversity, and Inclusion Committee has been instrumental in fostering an accessible and inclusive culture through ongoing promotion and awareness initiatives and will continue to support efforts that inspire meaningful progress.

Barriers related to employment

Barriers to employment make it harder for persons with disabilities to get and keep jobs, and advance in their careers. Through our consultations, we identified a number of barriers related to different areas of employment.

1. Recruitment/hiring

- Employees reported that they were not fully aware that assessment accommodations were available to them during the selection process and that they found communication about assessment accommodations to be inconsistent.

- There is no formal tracking of accommodation requests or their implementation to know how often they are requested or if there are identifiable patterns.
2. Career development
 - Employees with disabilities felt they had fewer opportunities for promotion within the organization compared to employees who do not identify as disabled.
 - Employees reported being concerned that requesting a work accommodation may negatively affect their career progression.
 3. Workplace accommodations
 - Employees with disabilities reported that workplace accommodation measures are not always implemented, but did report 100% satisfaction when accommodations were received.
 - Employees with disabilities also indicated that accommodation issues caused them workplace stress.
 - Not all groups involved in implementing workplace accommodations understand the urgency of accommodation requests. Managers lack clarity on their responsibilities and the budget implications of accommodations.
 4. Workplace culture
 - The percentage of Canadian Grain Commission employees who self-identify as having a disability is lower than the 2024 workforce availability estimates from the Treasury Board of Canada Secretariat.
 - Not all employees at the Canadian Grain Commission understand their role in accessibility across workplace areas, processes and practices.

Next steps

1. Recruitment
 - Integrate consideration of a representative workforce into Articulation of Selection decision forms.
 - Track the number of applicants who have self-declared as having a disability and their progression in staffing processes.
 - Develop a mechanism to track assessment accommodations.
 - Communicate availability of assessment accommodations to candidates in selection processes in a variety of ways.
 - Launch a biennial self-identification campaign.
2. Career development
 - Provide more training to managers on the role of workplace accommodations in removing barriers.
 - Continue to track the promotional rate of employees who identify as disabled against those who do not identify as disabled.
3. Workplace accommodations
 - Develop and implement a model to support coordinating solutions, tracking progress and providing follow-up support.
 - Develop formal accommodation tracking log.
 - Clarify manager responsibilities and budget processes.
 - Increase internal awareness of accommodation timeliness in response to accommodations requests.
 - Onboard to the [Government of Canada Workplace Accessibility Passport](#).
4. Work culture
 - Launch a biennial self-ID campaign to obtain a more accurate picture of disability representation at the Canadian Grain Commission.
 - Encourage leaders to continue modelling inclusive behaviours and make understanding their role in accessibility a priority.

The built environment

The built environment refers to our physical surroundings. In the workplace, it includes things such as access to workspaces, air quality, washroom accessibility and signage. The goal of accessibility is to make buildings and the exterior built environment accessible and safe for those with physical, sensory, or cognitive disabilities. This area of focus continues to receive the most feedback from employees through the feedback process.

Improvements have been made since our [2024 Progress Report](#) that we will continue to build on, including the:

- upgrade of key access points with automatic door openers and vertical push plates at our headquarters
- replacement of grading benches with height adjustable benches at several Canadian Grain Commission locations
- alignment of access card readers and automatic door button placements to ensure that there is sufficient time to pass through doorways safely
- replacement of the doors in the Montreal Regional Office to support easy movement, especially during a site evacuation

Barriers related to the built environment

Employees have identified several barriers within the built environment that impact equitable access and mobility. These barriers have been grouped into key themes to aid future planning and action.

1. Physical accessibility challenges

Employees reported some physical barriers that hinder ease of movement and access across Canadian Grain Commission workplaces, including:

- overall washroom functionality, including inaccessible or poorly positioned toilet paper dispensers
 - Washroom configurations that do not accommodate individuals with physical disabilities was highlighted as a significant barrier for employees with mobility challenges, especially at headquarters
- absence of automatic door openers on frequently used doors

2. Gaps in accessibility planning and resourcing include:

- a formalized process for assessing the impact of accessibility-related modification requests to prioritize and implement required upgrades
- a general understanding of the length of time required to plan, order and install accessibility solutions to ensure expectations are reasonable

3. Gaps in training and capacity building include:

- more formal learning opportunities for employees in Facilities that focus on accessibility in the built environment
- on-the-job learning that is primarily used to build capacity within the unit

Next steps

- Continue to consult with Accessibility Working Group members on real property projects.
- Prioritize real property projects based on improvements to accessibility to ensure equity of workspaces across the department by including fully adjustable workstations and height adjustable grading benches as well as upgraded and automatic door openers in high traffic areas.
- Participate in targeted learning opportunities that focus on accessibility in the built environment.

- Support Public Services and Procurement Canada to develop a fully accessible washroom at our headquarters, where 57% of our employees work.
- Track the implementation of projects related to accessibility.

Accountability: Real Property

Information and communication technologies (ICT)

The area of information and communication technologies (ICT) refers to digital tools and systems such as computers, mobile devices, software and networking components that enable people to access, share and communicate information in order to conduct their work and obtain services. Accessible ICT means creating digital environments that are usable by everyone, regardless of ability, ensuring equal access to information, communication and participation in the digital world.

Progress to date

- TTY phones at headquarters have been upgraded.
- Several backup landlines have been installed at headquarters and are located at accessible heights and locations.
- Softphones, laptops and cellular phones have built-in accessibility features.

Barriers related to ICT

- No accessibility-specific training or testing has been provided to or taken by ICT employees.

Next steps

- Take role-specific accessibility training, when available, for employees working in information and communication technologies.
- Engage the Accessibility Working Group when developing new tools, resources and processes to ensure inclusive design.

Accountability: Information Management and Technology Services

Communication, other than ICT

The goal of accessible communication is to have written, verbal, visual or in-person information understood by everyone. This includes employees and external clients who may seek information or services from the Canadian Grain Commission.

Significant progress has been made in embedding accessibility and inclusive communication practices across Canadian Grain Commission initiatives. Our digital platforms adhere to the Government of Canada's Digital Accessibility Standards, ensuring the use of plain language, compatibility with screen readers, enriched metadata and responsive design across devices. Videos feature subtitles, transcripts and timestamps, and images are tested for colour blindness to support diverse user needs. Our responsive design approach ensures that barriers identified through user testing and feedback are addressed swiftly, enhancing usability.

In-person engagement at trade shows continues to be strong, with grain producers actively learning about programs and services offered by the Canadian Grain Commission. Feedback is systematically captured through question logs and post-event reports. Tours of our facilities are tailored to meet individual accessibility needs, if

required. No feedback specifically related to accessibility has been received at trade shows or facility tours, which may indicate a gap in how feedback on accessibility is collected

Barriers related to communication, other than ICT

- User feedback on our external website remains limited until the Canadian Grain Commission fully transitions to the Canada.ca platform.
- There is limited awareness of the requirements for accessibility by internal clients, leading to delays or not fully meeting standards.
- New developments in the accessibility of digital communication continually occur and a formalized training plan is needed for Digital and Creative Communications team members to stay current.

Next steps

- Continue transition to the Canada.ca platform for increased user feedback on our external website.
- Educate internal clients on accessibility requirements for external and internal websites.
- Develop a plan for training to allow Digital and Creative Communications team members to keep current with advancements in accessibility.
- Formalize accessibility questions during tour preparation.
- Add an accommodation section to tour and tradeshow feedback forms.
- Provide a written summary of tours for new hires or other participants, or as requested.
- Review accessibility needs for tours at buildings where provided.
- Investigate alternative formats for printed promotional materials.

Accountability: Communications

The procurement of goods, services and facilities

In the area of procurement, accessibility means ensuring that organizations actively consider accessibility from the start when purchasing equipment or services. By incorporating the principles of universal design, equipment and services can be used by all people, regardless of ability. Accessible procurement practices also ensure that the process of acquiring adaptive equipment and services for employees with disabilities is timely and transparent.

Currently, accessibility is integrated into procurement practices at the Canadian Grain Commission through the use and promotion of the mandatory accessibility form when procuring goods or services, the re-routing of clients to the appropriate manager for accessibility concerns and the challenge function that procurement plays in ensuring accessibility is considered.

Barriers related to the procurement of goods, services and facilities

- Insufficient understanding among managers on how to help facilitate the procurement process for employees with disabilities.
- Procedures for the procurement of adaptive equipment need more documentation.
- Information on the procurement process needs to be more widely shared with other divisions.
- Not all individuals who procure goods or services at the Canadian Grain Commission understand what it might mean to consider accessibility in their contracts.

Next steps

- Develop documents for managers and employees to outline the key steps in procuring goods and services for employees with disabilities.
- Develop more robust examples of accessibility to accompany mandatory accessibility form.

Accountability: Procurement

The design and delivery of programs and services

Accessible design and delivery allow all employees and external clients, including persons with disabilities, to access, understand and participate in Canadian Grain Commission programs and services.

The Canadian Grain Commission has 3 programs related to grain regulation: the Grain Quality Program, Safeguards for Grain Farmers Program and Grain Research Program. In recent years, the Canadian Grain Commission has taken a proactive approach to improving its program delivery by moving towards a digital services system and improving public access to its unique and substantial grain supply chain statistics, including enhancing the accessibility of its online tools.

The Canadian Grain Commission regularly holds stakeholder engagement sessions with external clients. In 2025, no barriers related to the design and delivery of its programs and services were reported during these consultations. The accessibility of internal services has been addressed in several other areas of focus in this plan.

Transportation

Accessible transportation ensures employees with disabilities can participate in meetings, conferences and other work-related events that require travel. It applies to policies and procedures, as well vehicles available for employees' use. Accessible transportation also ensures that the parking lots and entrance ways associated with Canadian Grain Commission buildings are free of barriers for persons with disabilities.

After reviewing our policies, practices, programs, and services related to transportation, no barriers to accessible transportation were identified in 2025.

Training

Accessibility training through the Canada School of Public Service has been made a requirement for both employees and managers at the Canadian Grain Commission. Ensuring that employees who create and deliver programs and services take relevant and sometimes role-specific accessibility training helps make sure that accessibility isn't just the responsibility of a single team or office, rather it makes it a shared organizational commitment.

Looking ahead

As a small department, the Canadian Grain Commission must remain agile in responding to evolving pressures and shifting priorities, which may impact the timing of certain planned activities. While flexibility is necessary, the Canadian Grain Commission remains firmly committed to transparency, with regular monitoring and reporting on progress.

For each of the next steps identified under areas of focus, the Canadian Grain Commission will develop Key Performance Indicators (KPIs) to measure and report on progress. These will be developed over the course of 2026.