



Canadian Nuclear
Safety Commission

Commission canadienne
de sûreté nucléaire

Canada

CNSC Accessibility Plan 2026-28

December 2025



Document Title CNSC Accessibility Plan 2026-28

© Canadian Nuclear Safety Commission (CNSC) 2025

Cat. No. CC171-40E-PDF

ISSN 2816-9697

Extracts from this document may be reproduced for individual use without permission provided the source is fully acknowledged. However, reproduction in whole or in part for purposes of resale or redistribution requires prior written permission from the Canadian Nuclear Safety Commission.

Également publié en français sous le titre : Plan sur l'accessibilité de la CCSN 2026-2028

Document availability

This document can be viewed on the [CNSC website](#). To request a copy of the document in English or French, please contact:

Canadian Nuclear Safety Commission
280 Slater St
PO Box 1046 Stn B
Ottawa ON K1P 5S9

Tel.: 613-947-7516 or 1-800-668-5284 (toll-free in Canada and the U.S.)

Fax: 613-995-5086

Email: info@cnscccsn.gc.ca

Website: nuclearsafety.gc.ca

Facebook: facebook.com/CanadianNuclearSafetyCommission

YouTube: youtube.com/cnscccsn

X: [@CNSC CCSN](#)

LinkedIn: linkedin.com/company/cnscccsn

Publishing history

December 2025 Version 1.0

Cover images

From left to right: decorative

CNSC Accessibility Plan 2026–28

The *Accessible Canada Act* seeks to create a Canada without barriers by January 2040. The Canadian Nuclear Safety Commission (CNSC) has a key role to play in helping to achieve this goal. The intent of this plan is to be inclusive by design and accessible to all. It outlines a strategy that supports the CNSC’s equity, diversity and inclusion objectives to build and maintain a diverse and inclusive workforce. The CNSC has committed to creating a diverse, safe, respectful, healthy and inclusive workplace.

Contents

CNSC Accessibility Plan 2026–28.....	1
Introduction	4
Accessibility statement.....	4
General.....	5
Request an alternate format	6
Executive summary	6
Development of the Accessibility Plan 2026–28	7
Governance.....	7
Monitoring and reporting	8
Consultations	8
Engagement on the plan	8
Summary of focus group results.....	9
Priority areas and action items	10
Employment	10
Actions.....	13
Built environment.....	14
Information and communication technologies.....	17
Communication, other than ICT	21
Procurement of goods and services.....	23
Design and delivery of programs and services	24
Transportation	26

Introduction

The Canadian Nuclear Safety Commission (CNSC) regulates the use of nuclear energy and materials to protect the environment and the health, safety and security of Canadians. The CNSC also implements Canada’s international commitments on the peaceful use of nuclear energy and shares objective scientific, technical and regulatory information with the public.

The CNSC recognizes and values a diverse workforce and is dedicated to creating an inclusive, barrier-free and non-discriminatory work environment. This allows all employees to fully contribute their skills and experience to deliver on the organization’s mandate. It also guarantees that each employee has equal opportunities to participate in all work-related activities.

The CNSC also believes in offering accessibility and accommodation programs to support the well-being and dignity of employees who use these services. The *CNSC Accessibility Plan 2026 -28*, created in partnership with the Accessibility Plan Working Group, focuses on the following key goals:

- Employ individuals with disabilities throughout the organization.
- Provide people with disabilities with timely support and career growth opportunities and empower them to reach their potential.
- Ensure equitable access to facilities, programs, services, technology and plain-language content for employees and stakeholders with disabilities.
- Raise awareness among all employees about the mission of the *Accessible Canada Act*, namely, to achieve full inclusion and proactively remove accessibility barriers.
- Promote accessible policies, programs and services that support equity, diversity and inclusion at the CNSC.

Accessibility statement

The CNSC is committed to creating a barrier-free, diverse and inclusive environment for all employees and the public. The CNSC continues to strengthen its culture of equity, diversity and inclusion, which is the hallmark of a truly healthy, safe and successful organization. Showing leadership and taking action – collectively and individually – to foster an equitable workplace is among the organization’s top priorities.

General

We invite members of the public and employees to provide feedback on accessibility barriers. This includes feedback on either:

- the way we are implementing the *CNSC Accessibility Plan 2026 -2028*
- the barriers encountered by our employees or the people who interact with the CNSC

We will acknowledge feedback using the same method by which it was shared. While we cannot acknowledge receipt of anonymous feedback, we will process the feedback appropriately.

Mail

Human Resources Advisor

c/o CNSC Accessibility Plan Feedback

Canadian Nuclear Safety Commission

280 Slater St

PO Box 1046 Stn B

Ottawa ON K1P 5S9

Fax

Human Resources Advisor

c/o CNSC Accessibility Plan Feedback

1-613-995-5086

Please note that we are unable to acknowledge or respond to your feedback by fax because of security and privacy concerns.

Anonymous feedback

If you prefer to submit your feedback anonymously, complete the [online form](#). However, please remember that we are unable to acknowledge or reply to anonymous feedback.

Email

Send an email to the Human Resources Advisor at accessibility.accommodation-accessibilite.adaptation@cnscccsn.gc.ca.

Telephone

Monday to Friday, 8:30 am to 5:00 pm (Eastern)

- 1-613-995-5894 or 1-800-668-5284 (in Canada only)
- 1-800-926-9105 (TTY)

What we do with your feedback

We will document and review all feedback, questions and suggestions formally submitted from staff and the public about our Accessibility Plan and/or progress reports. The feedback received will be shared with the CNSC business process owners responsible for implementing our Accessibility Plan across the key areas outlined in the *Accessible Canada Act*. All feedback will be considered for integration into CNSC priorities and commitments.

Request an alternate format

You may request a copy of progress reports, the Accessibility Plan or the description of the feedback process in an alternate format. Contact the Human Resources Advisor by email, mail, telephone or fax to request any of the following alternate formats:

- 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

Executive summary

In accordance with the *Accessible Canada Act*, the CNSC is proud to deliver an updated accessibility plan. The plan presents a thorough review of CNSC policies, programs, practices and services to identify and remove barriers to inclusion. It aims to be inclusive and accessible for everyone and supports the CNSC's commitment to equity, diversity and inclusion. This plan also aligns with the CNSC's strategic priorities of oversight and readiness.

The plan outlines objectives, identifies barriers, and prescribes concrete actions to remove and prevent barriers within each of the following priority areas identified by the *Accessible Canada Act*:

- employment: create an inclusive work environment, widen recruitment pools, and reduce barriers in hiring processes and official languages training

- the built environment: provide an accessible built environment to support employees and the public through barrier-free access to CNSC-managed facilities
- information and communication technologies (ICT): ensure that CNSC employees and the people the organization serves can perceive, understand, navigate and interact with its information and digital tools and services
- communication, other than ICT: ensure that content, in print and on digital platforms, provides accessible and inclusive information for all CNSC employees and the public
- procurement of goods, services and facilities: ensure that accessibility is considered when making purchases that will be used by employees and members of the public
- design and delivery of programs and services: ensure that CNSC employees are equipped to design and deliver external programs and services that are accessible to all
- transportation: ensure accessible transportation for large events and provide accommodations for field inspectors travelling to sites

The CNSC will continue to evolve and adapt its action items and plan to meet the needs of employees and the public with disabilities. The CNSC will continue to consult people with disabilities when preparing accessibility plans and progress reports.

Development of the Accessibility Plan 2026–28

This plan follows the principle “Nothing without us,” emphasizing the value and contributions of persons with disabilities in all aspects of life. Consultation with persons with disabilities is a key part of the plan’s development and ongoing implementation.

Serving as the CNSC’s accessibility roadmap until 2028, this plan is the starting point to address current barriers. It is not exhaustive, as the organization will continue to identify and tackle barriers to accessibility. The goal of the plan is to raise awareness and promote actions that make the CNSC a more inclusive and equitable workplace for everyone.

Governance

This plan recognizes that all CNSC staff have a role in creating a barrier-free workplace, modelling respectful and inclusive behaviours, dispelling stereotypes and building a work environment based on mutual respect. The CNSC aims to create a safe, healthy and inclusive work environment where the similarities and differences of individuals are respected and valued so that everyone can reach their full potential and maximize their contribution to the CNSC and its mandate.

In 2022, the CNSC established a dedicated Accessibility Plan Working Group, which will continue to meet on a regular basis. The group will leverage feedback from staff and members of the public to inform this and future versions of the plan and to implement key action items.

Monitoring and reporting

The CNSC will continue to work with persons with disabilities and internal stakeholders to develop a prioritized implementation plan. The implementation plan will include costing and resource allocations to support the deployment of key activities. Lessons learned, new research, and emerging best practices and performance metrics will combine to measure the success of the plan. This will be supported by ongoing internal and external surveys and consultations to measure the CNSC's progress against its commitments and against other leading organizations, and to inform future activities necessary to creating a barrier-free organization.

The results of internal and external surveys (including the Public Service Employee Survey) and consultations will continue to be analyzed and used to inform measures and benchmarks for a broader measurement framework for accessibility. This data will be important to identifying gaps and helping to prioritize actions to remove and prevent barriers to accessibility.

Consultations

In early June, the Accessibility Champion sent an all-staff email announcing a series of upcoming focus group sessions. Employees who self-identified as persons with disabilities or who had relevant experience with accessibility – such as caregiving for someone with a disability – were eligible to participate. Sessions were offered in both English and French. Between June and August, 3 focus group sessions were held, with a total of 17 participants.

Engagement on the plan

Multiple groups across the CNSC were engaged and consulted on the development of the *CNSC Accessibility Plan 2026-28*. The focus group participants shared their feedback on the draft action items either during the sessions or in writing afterwards. All employee networks, including the Accessibility Network, were invited to provide feedback on the draft plan in August. The CNSC's employee union, the Nuclear Regulatory Group (NUREG), also provided feedback on the draft version during the same period.

Summary of focus group results

Participants highlighted several positive aspects of the CNSC's approach to accessibility and disability inclusion:

- **Supportive policies:** There was strong appreciation for workplace policies such as the flexible work arrangement and banked time options. These policies were seen as instrumental in allowing employees to tailor their work schedules to better align with their energy levels, health needs and personal circumstances.
- **Autonomy and workspace management:** Many participants valued the ability to manage their own workspace by teleworking and structure their day in a way that supports their productivity and well-being. This level of autonomy was described as empowering and essential for fostering an inclusive work environment.
- **Technology:** The use of accessible technologies was recognized as a key factor in supporting diverse communication styles and work management needs. Participants noted that these tools help bridge gaps and create more equitable opportunities for participation and collaboration.
- **Cultural shifts and openness:** There has been a noticeable increase in open dialogue around mental health, accessibility and accommodation in recent years. This shift toward greater transparency and willingness to engage in conversations about mental health and disability inclusion was seen as a positive cultural change within the CNSC.
- **Awareness initiatives:** The holding of speaker events was frequently highlighted as a valuable initiative that raises awareness, deepens understanding of accessibility issues and makes people feel less alone. Participants felt that these sessions helped build empathy and informed perspectives on how disability can impact individuals in the workplace.
- **Feedback loop:** A few participants shared that there is a good feedback loop for discussing barriers to accessibility through the anonymous feedback form and the focus group sessions.

Participants also highlighted areas to improve on at the CNSC:

- **Lack of centralized expertise and support**
 - Participants expressed frustration with the absence of a centralized accessibility resource or team.
- **Burden on people with disabilities**
 - People with disabilities often bear the emotional and logistical burden of managing their own accommodations, leading to fatigue and a reluctance to seek help.

- **Inconsistent processes and standards**
 - Accessibility practices, in terms of document creation and plain language for example, vary across teams and directorates, leading to confusion and inefficiencies.
- **Shortcomings in training and awareness**
 - Gaps in training for staff and managers on accessibility and inclusion were noted.
 - Mandatory training, especially for managers, and better modelling of accessible practices by leadership were suggested.
 - Remote onboarding poses challenges for some employees with disabilities.
- **Barriers to self-identifying and disclosing**
 - Some employees do not feel safe disclosing their disabilities to managers and supervisors owing to a fear of being treated differently or having their workload altered without consultation.
- **Accessibility in telework and physical workspaces**
 - Issues include difficulties in obtaining accessible parking and inconsistent availability of sit–stand desks across sites and regions.
 - Sensory needs (e.g., scent-free environments, dimmed lighting) are not adequately addressed.
- **Technology overload**
 - The use of multiple digital tools without clear guidance and training creates confusion, especially for neurodivergent employees.

Priority areas and action items

The *CNSC Accessibility Plan 2026–28* is a 3-year plan that contains 7 priority areas and 32 action items to help achieve the desired results.

Employment

It is important to ensure that employees living with a disability, either temporary or permanent, have equal access and opportunity to fully participate in the work of the CNSC and successfully contribute to their best potential. This includes ensuring that the CNSC respects and delivers on the priorities, programs, practices and services to identify, remove and prevent new barriers to accessibility. In cases where the CNSC does not have the knowledge to manage a unique accommodation request, external guidance will be sought from a subject-matter expert.

Context

The CNSC's robust policy, best practice and training framework currently offers employees access to a full range of accommodation services and options, including:

Flexible work policy: A hybrid work model enhances control over work schedules and environments, reduces commuting challenges and barriers, and improves accessibility through technology for persons with disabilities. It allows telework on a full-time basis, should their duties and operational requirements permit. In essence, flexible work arrangements empower individuals with disabilities, enhance their ability to participate in the workforce, and contribute to a more inclusive and equitable workplace.

Office ergonomics directive: This directive ensures that employees have easy access to ergonomic assessments and ergonomic equipment.

Workplace accommodation directive: This directive addresses and seeks to remove any disadvantage resulting from a rule, practice or barrier that has or may have an adverse impact on individuals or groups protected under the [Canadian Human Rights Act](#) or identified as being part of a designated group under the [Employment Equity Act](#), including women, Indigenous peoples, persons with disabilities and visible minorities.

Staffing policy: The CNSC aims to provide inclusive human resources policies and best hiring practices to remove and prevent barriers to the recruitment, development, retention and promotion of persons with disabilities. To ensure a fair hiring selection, the CNSC includes the following possible staffing assessment modifications to address a candidate's functional limitations:

- **Test environment:** for tests taken at the office, an offer may be made to adapt the setting, such as selecting a quiet room, increasing/dimming the lights or using wheelchair-accessible areas
- **Test format:** optional use of larger fonts, a computer-based test, or a live reader to explain or present instructions or questions
- **Schedule or timing** (of the test): this may include offering extra time or breaks, or scheduling the test at a particular time
- **Response format:** option to use speech-to-text software or to respond to questions verbally rather than in writing
- **Informed processes:** every effort is made to find the right accommodation to suit the candidate's legitimate needs; external experts are retained in cases where the

CNSC does not have the knowledge to manage a particular accommodation request

Mental health best practices: The CNSC believes that providing a respectful and healthy workplace is not only essential, but the right thing to do. The CNSC is committed to promoting mental well-being and a culture of acceptance and support for those who may be facing challenges with their mental health.

Performance management and learning approach: The CNSC takes a thoughtful and evolving approach to learning and performance. It fosters a culture of continuous improvement and development, where all employees meaningfully contribute to their goals and career aspirations and to the CNSC's regulatory mandate. These efforts help keep employees engaged, feeling supported, and continuously developing in their roles.

Ongoing initiatives and activities

In its 2022–25 Accessibility Plan, the CNSC identified several action items to improve accessibility, especially in areas like communications, training, and career fair participation. These initiatives have since become part of the CNSC's regular operations. As a result, they are not listed again as action items in this updated plan, but they continue to be actively maintained, monitored and improved as part of the organization's standard procedures and commitment to accessibility.

These ongoing initiatives and activities include:

- providing regular communications on accessibility topics, including for events such as National AccessAbility Week and International Day of Persons with Disabilities
- providing Working Mind training to managers and employees on a regular basis
- providing Open Learning sessions on various accessibility topics on a scheduled basis to CNSC staff
- participating in conferences and career fairs to develop partnerships with post-secondary institutions, communities and associations that represent persons with disabilities to promote and prioritize the hiring of individuals that identify as having a disability across the CNSC

Barriers

Employees with disabilities and their allies reported the following barriers.

- Inclusive workplace
 - many employees do not know where or how to seek accommodations at work; others feel that the process contains multiple barriers (i.e., numerous

forms, too many people to disclose to, too lengthy) and that a strong burden of proof is placed on those living with the disability

- employees receive inconsistent responses to accommodation requests from supervisors/managers
- supervisors/managers are not seen as knowledgeable about accessibility or accommodation policies/processes
- Official languages
 - people with disabilities face challenges in obtaining second language levels or in obtaining accessible second language training

Actions

Based on the barriers reported, the CNSC is prioritizing the following actions.

Action item	Timeline
Assess and monitor the redesigned accommodation process each fiscal year to ensure that it meets the needs of employees.	Fiscal year 2025–26
Distribute a guidance package to all managers and employees that includes key resources from the Better Accommodation Project and the Government of Canada Workplace Accessibility Passport. Ensure that the package outlines the revised accommodation process and includes a checklist for supporting both new and current employees. Track completion through a follow-up survey or confirmation email.	Fiscal year 2025–26
Update the 2030 hiring goals for each employment equity-seeking group based on the National Labour Market Availability.	Fiscal year 2025–26
To better support employees in their second language journey and their wellness during their learning, ensure that the CNSC Official Languages team increases its knowledge of the accommodation process managed by the Public Service Commission and its Personnel Psychology Centre.	Fiscal year 2026–27
Review and validate the accommodations offered by second official language training providers.	Fiscal year 2026–27
Promote information about second official language accommodations to internal clientele.	Fiscal year 2026–27

Conduct an employment systems review to evaluate and improve the various human resources processes and policies related to hiring, managing and retaining employees within the CNSC.	Fiscal year 2025–26
--	---------------------

Built environment

Context

The objective is to provide an accessible built environment so that employees and the public experience barrier-free access to CNSC-managed facilities.

The CNSC will work proactively with persons with disabilities to improve accessibility features within the built environment. Future work models such as hybrid working arrangements, where time is split between office-based and telework locations, will be taken into consideration to assess impacts on persons with disabilities and their workspace.

The CNSC currently has offices in the National Capital Region and site offices at nuclear facilities in the following locations:

- Point Lepreau, New Brunswick
- Chalk River, Ontario
- Bowmanville, Ontario
- Pickering, Ontario
- Tiverton, Ontario

There are also regional offices in:

- Laval, Quebec
- Mississauga, Ontario
- Calgary, Alberta
- Saskatoon, Saskatchewan

As a minimum measure for accessibility, all federal workplaces are legally required to be compliant with CSA Group’s barrier-free design standards.

The CNSC site offices co-located in buildings owned by licensees must comply with relevant provincial accessibility standards.

The CNSC's Facilities Management section implements modifications to the built environment on a case-by-case basis upon receipt of approved requests from management. The most common requests are for the installation of automatic door openers and for electrical system modifications to accommodate reduced lighting levels.

Procedures have been established for assisting persons with disabilities or other special needs in situations that require emergency evacuation of buildings.

Since the beginning of the COVID-19 pandemic, a greater emphasis has been placed on indoor air quality. Public Services and Procurement Canada (PSPC) has implemented enhanced maintenance standards for base building ventilation systems, including more frequent filter maintenance and engineering controls for air intake systems in CNSC-occupied buildings.

The CNSC has converted most of its office space portfolio to PSPC's Government of Canada workplace (GCworkplace) design standards. GCworkplace is an activity-based workplace design concept that features a variety of work points designed with productivity in mind and to support a broad range of activities.

GCworkplace design standards – Enhanced accessibility

GCworkplace has been developed to be an accessible and inclusive workplace design standard. The program provides occupants with full control over the work setting that best suits their functional needs. By integrating accessibility at the outset of the design phase, GCworkplace promotes an inclusive, equitable and adaptive workplace.

As a result of the feedback received through the consultation series, updates have been made to the [GCworkplace Design Guide](#) to improve acoustics, integrate elements of nature, and emphasize intuitive wayfinding and visual distinctions between spaces. GCworkplace will be continually adapted to ensure that all current and future employees can work in a barrier-free environment.

Ongoing initiatives and activities

In its 2022–25 Accessibility Plan, the CNSC identified several action items to improve accessibility, especially in areas like office space design standards and expansion of all-access washroom facilities. These initiatives have since become part of the CNSC's regular operations. As a result, they are not listed again as action items in this updated plan, but they continue to be actively maintained, monitored and improved as part of the organization's standard procedures and commitment to accessibility.

Barriers

Employees with disabilities and their allies reported the following barriers.

- Inaccessible design of facilities
 - issues with the design of kitchen and washroom countertops and sinks and with the height of microwaves, which should have accessible features
 - issues with narrow badge scanners and locations
- Inaccessible entrances
 - heavy doors, narrow security portals, and inactive or insufficient automatic door openers
- Inaccessible spaces
 - limited walking space in meeting rooms
 - sound and visual distractions in the workspace
 - limited lighting options

Actions

Action item	Timeline
Develop design plans for the construction of new all-access washrooms on floors 3, 4, 5 and 14 of the 280 Slater building.	Fiscal year 2026–27
Assess installation of all first aid kits, automated external defibrillator cabinets and fire extinguishers for compliance with recommended heights for persons with disabilities – reinstall/replace if required.	Fiscal year 2025–26
Assess installation of all hand sanitizer and wipe dispensers for compliance with recommended heights for persons with disabilities – reinstall/replace if required.	Fiscal year 2026–27
Assess installation of all white boards on CNSC office floors for compliance with recommended heights for persons with disabilities – reinstall/replace if required.	Fiscal year 2026–27
Install new entrance portals for the 280 Slater ground-floor elevator lobby.	Fiscal year 2026–27
Develop and publish to SharePoint a building accessibility brochure for the 280 Slater building that outlines its accessible features.	Fiscal year 2026–27
Replace current regular microwave ovens with accessible ones.	Fiscal year 2027–28

Information and communication technologies

The CNSC is committed to ensuring that its employees and the people it serves can perceive, understand, navigate and interact with its information, services, computers and other electronic devices. This effort aligns with the *Accessible Canada Act* and adheres to the European Standard for Digital Accessibility (EN 301 549), adopted by the Government of Canada, and in particular by Accessibility Standards Canada. The standard includes accessibility requirements for ICT products and services, ensuring that they are usable by people with disabilities. By upholding these principles, the CNSC fosters an inclusive environment that supports equal access to digital tools and resources for all.

Context

The CNSC has initiated assessments of ICT compliance based on standard EN 301 549. The Information Management and Technology Directorate (IMTD) has established a project team to evaluate the CNSC's current maturity level using the ICT accessibility measurement scorecard developed by the Treasury Board of Canada Secretariat. This team has formulated an ICT accessibility plan outlining incremental actions to advance the CNSC's ICT accessibility from maturity level 1 to level 3.

The IMTD ICT accessibility plan aims to implement and enhance processes that optimize key dimensions of the Accessible ICT Maturity Model, including:

1. governance and accountability
2. supporting workforce capacity and capabilities
3. planning, testing and validation
4. procurement of ICT goods and services
5. user feedback mechanisms
6. software and associated services
7. hardware and associated services
8. digital content and tools and associated services

The CNSC has set a target of achieving level 3 maturity under the Accessible ICT Maturity Model within 3 years. Reaching this milestone entails establishing documented processes for each dimension, with provisions for regular reviews and updates. Upon reaching level 3 maturity, the CNSC will conduct a benchmarking exercise to identify residual gaps that need to be addressed to attain the highest maturity level (level 5) and to define future priorities accordingly.

Ongoing activities and initiatives

In its 2022–25 Accessibility Plan, the CNSC identified several action items to improve ICT accessibility. These initiatives have since become part of the CNSC's regular operations. As a result, they are not listed again as action items in this updated plan, but they continue to be actively maintained, monitored and improved as part of the organization's standard procedures and commitment to accessibility.

The ongoing initiatives and activities include:

- User feedback mechanism
 - Ensure existing tools used for collecting feedback are user-friendly and comply with accessibility standards.
 - Promote feedback opportunities through communication campaigns targeted at end users.
 - Highlight the value of user contributions to improve accessibility outcomes.

Barriers

While ICTs often empower people with disabilities by facilitating everyday tasks and enabling seamless interaction, they can also create barriers when not designed with accessibility in mind. For stakeholders and employees, inaccessible technologies can limit participation and engagement in business and organizational activities. Recognizing this, the CNSC is committed to identifying and addressing such barriers, ensuring its ICT solutions are inclusive and accessible to all.

The following are barriers identified through IMTD's work on assessing and improving the CNSC's ICT accessibility maturity level.

- Procurement of ICT goods and services:
 - Without a documented process, there is no consistent framework to ensure accessibility is prioritized in ICT procurements. This leads to variability and misses opportunities to integrate best practices, use checklists, and verify vendor accessibility claims effectively.
 - Without clear steps to evaluate and verify vendor claims, there is a reliance on unproven assurances of accessibility, increasing the risk of acquiring inaccessible ICT products or services.
 - The absence of testing at every stage of procurement and implementation prevents early detection and resolution of accessibility issues, potentially leading to higher costs for retrofitting later.

- Without formal mechanisms to address non-compliance, there is no clear accountability or resolution for accessibility violations in procurement. This could result in delays, barriers for end users, and limited recourse to enforce accessibility standards.
- Adapting and updating existing internal and commercial off-the-shelf (COTS) software and associated services:
 - Existing internal and COTS software or systems have not undergone assessments or testing for compliance with ICT accessibility standards.
 - Internal digital systems are not consistently updated as new accessibility technologies emerge.
 - ICT accessibility requirements are not yet integrated into the software development lifecycle.
- Knowledge gaps within the IT team:
 - IT staff require enhanced knowledge and skills in fundamental principles of digital accessibility.
 - Limited awareness and experience in using the latest, evolving accessibility technologies.
- User feedback mechanisms:
 - Strategies to encourage and gather meaningful feedback on ICT barriers are underdeveloped.

Actions

Action item	Timeline
Document a standardized procurement process that incorporates accessibility ● Create clear guidelines, checklists, and vendor evaluation criteria for evaluating accessibility in ICT procurements. ● Develop a compliance framework that ensures that accessibility is considered when acquiring ICT goods and services or developing ICT solutions. ● Create a clear policy outlining steps to address accessibility non-compliance during and after procurement.	Fiscal year 2025–26
Implement vendor accessibility validation ● Create a process for testing vendor claims through accessibility audits.	Fiscal year 2025–26

Require vendors to provide supporting evidence or certifications for accessibility compliance.	
Develop an accessibility testing plan - Leverage the PSPC request for standing offer to bring in external accessibility specialists who can design a robust testing program. - Engage the external resource to create and implement a systematic process for validating vendor-provided accessibility conformance reports. - Work with the external resource to develop a structured remediation process for addressing identified accessibility issues. - Ensure that the external resource provides training and documentation to build internal capacity on how to independently perform validation, testing and remediation in the future.	Fiscal year 2025–26
Build awareness and internal capacity - Develop and adopt training strategies to improve accessibility competency for anyone responsible for the design and/or delivery of the CNSC’s corporate ICT solutions, tools and practices. - Organize workshops and training programs like TechTalks to familiarize staff with the importance of accessibility and practical evaluation techniques. - Promote the use of tools and platforms that align with modern accessibility standards.	Fiscal year 2025–26
Adapt and update existing internal/COTS software - Assess existing internal and COTS software for compliance with the EN 301 549 accessibility standard. - Prioritize updates to high-impact systems with accessibility gaps. - Create a schedule to update software to meet the ICT accessibility standard (EN 301 549) and carry out regular updates as new accessibility technologies emerge. - Engage vendors for accessibility improvements in COTS products.	Dependent on the availability of the external accessibility specialist

• Include accessibility requirements and testing in the project planning, development and deployment stages. • Train development teams to incorporate accessibility practices into their workflows.	
Implement the ICT Accessibility Plan to progress from our current level 1 maturity to level 3 maturity under the Accessible ICT Maturity Model.	Ongoing – fiscal year 2028–29

Communication, other than ICT

Context

The Strategic Communications Directorate (SCD) is committed to supporting the CNSC in meeting its accessibility requirements.

SCD is responsible for the dissemination of CNSC information to external audiences and stakeholders via web and social media channels. On these channels, SCD delivers information that is written in plain language, in both official languages, and that is accessible to those who live with disabilities.

SCD makes the same commitment to plain language, official languages and accessibility for the internal communications to all employees for which it is responsible (President’s Office/Executive Team all-staff messages, information on the CNSC Hub landing page and on the SCD Hub communications page, *Synergy*). In addition, SCD communications advisors recommend to their clients/partners that they meet the same standards.

SCD offers a number of resources to support employees who prepare information for public consumption. These resources include basic writing tips, recommendations on the use of inclusive language, and instructions on how to write content to describe photos, images, tables and other graphics-based information to meet the CNSC’s accessibility requirements.

Ongoing initiatives and activities

The action items listed in the 2022–25 Accessibility Plan have either been addressed and completed or are ongoing through SCD’s Web Modernization initiative. The following action items are either partially completed or ongoing:

- **Ensure that web content is easy to find, easy to understand and easy to use for everyone, including people who have physical or cognitive disabilities.** This is being addressed, and work is ongoing. The focus is on high-value content (highest

traffic; top levels of the website; pages flagged as high value from a business needs perspective).

- **Update all web graphics with accessible formats.** This action is being undertaken for high value pages and will be ongoing for other pages.
- **Reduce the use of PDFs on the CNSC's website.** This is ongoing. The Web Modernization project is focusing on converting existing inaccessible corporate PDFs to accessible HTML format.
- **Consult with persons with disabilities and their representative organizations on barriers related to the website.** As part of the Web Modernization initiative, an initial baseline survey was conducted that included people with accessibility requirements. This work is ongoing. The Web Modernization team has a list of volunteers for future user-centred design and research activities.

Barriers

Employees with disabilities and their allies reported the following barriers.

Language

- Not following the Treasury Board of Canada Secretariat's communication standards on such issues as reading levels, with vague and confusing language in policies, guidance and procedures
- Lack of documents available in French

Inaccessible documents

- Lack of knowledge on how to make accessible documents
- Documents only available in PDF format and older documents scanned as images
- Accessible document practices vary widely across teams and directorates, leading to confusion and inefficiencies
- Lack of available printing options for employees working remotely

Actions

Action item	Timeline
Develop a tactical communications plan to build awareness of accessibility obligations and point to available resources.	Fiscal year 2028–29
Promote plain-language training requirements and accessibility formatting in communications.	Fiscal year 2028–29
In organization-wide events, include an active offer of accommodation, such as American Sign Language and Langue des signes Québécoise, in the event invitation.	Fiscal year 2028–29

Procurement of goods and services

Accessibility must be considered when making purchases that will be used by employees and citizens.

Context

The creation of an accessible environment is only possible if goods, services and construction are delivered in an accessible manner. Since the CNSC procures goods and services to support the organization in the delivery of its mandate, it is important that both the procurement process and the resulting purchases meet accessibility requirements. Only then will it be possible to create a truly accessible environment for citizens and employees.

In the [2022–25 Accessibility Plan](#), Contract Management Services (CMS) raised awareness about the need for contracting officers and business owners to consider accessibility. CMS has also updated its work procedures and its intranet page to provide information and guidance to business owners on how to complete the accessibility attestation, thus further raising awareness among business owners.

CMS is committed to building on the actions taken as outlined in the 2022–25 Accessibility Plan.

Barriers

Although the awareness of both business owners and contracting officers has increased in the last few years, some challenges remain:

- It can be difficult to develop accessibility criteria for the purchase of goods, services and construction in accordance with the *Directive on the Management of Procurement* and the *Accessible Canada Act*, given the lack of information and/or access to the information – an initiative on accessibility criteria is in development.
- Some contracting forms are in PDF format, creating a barrier to accessibility.

To help the CNSC business owners and contracting officers meet their accessibility obligations in procurement, the CMS team will:

- be required to take accessibility in procurement training as it becomes available
- build a library of information on accessibility in procurement, as it becomes available, to provide support and guidance to business owners and contracting officers in the preparation of requirements
- improve the accessibility of contracting forms

Actions

To help CNSC business owners and contracting officers meet their accessibility obligations, the CNSC will:

Action item	Timeline
Provide contracting officers with mandatory training when it becomes available This may include training on topics such as: - identifying barriers - understanding regulations - how to prepare accessibility criteria in procurement	Ongoing to December 2028
Build a library of information As standards and regulations develop, build a database of information, documents, or links to documents on the CMS page of the CNSC Hub to make it faster and easier for business owners to find pertinent and accurate information.	Ongoing to December 2028
Improve contracting forms by using an accessible format Currently, some forms used by CMS are in a fillable PDF format. These need to be converted to an accessible format that also aligns with the approval process for CMS and business owners.	Ongoing to December 2028

Design and delivery of programs and services

Context

To fulfill its mandate as Canada's nuclear regulator, the CNSC maintains a robust regulatory program and strives to ensure that the public and Indigenous peoples have meaningful information about, and the opportunity to participate in, the nuclear regulatory process.

This area focuses on externally delivered programs and services and the internal processes that directly support them. The CNSC's external programs and services include:

- maintenance of the regulatory framework
- licensing, certification and compliance
- the dissemination of information
- consultation and engagement with the public and Indigenous peoples

- the Independent Environmental Monitoring Program and laboratory services
- funding programs

Delivering these programs and services involves activities such as:

- live events, including Commission proceedings and information sessions (i.e., outreach events)
- production of documents and online content
- development of regulatory instruments
- administration of funding and other application processes
- solicitation of input through an e-consultation platform
- posting of content to the external website during licensing proceedings (e.g., intervenor and select licensee documents)
- administration of certain certification exams (externally)

The CNSC is already making progress on the accessibility of its programs and services. Commission proceedings are transitioning to a hybrid delivery model, providing in-person and remote options for participants. Furthermore, webinar recordings are posted online with closed captions, and the CNSC's e-consultation platform complies with accessibility standards as outlined by the Web Content Accessibility Guidelines. The CNSC has also begun including plain-language summaries in public technical documents.

Ongoing activities and initiatives

- Inviting comments on the accessibility of the CNSC's live events, website and hearings at meetings involving already-established networks – for example, meetings with Indigenous groups and public Meet the Nuclear Regulator sessions.
- Using the CNSC's Gender-based Analysis Plus (GBA+) template, which includes an accessibility lens, when developing the regulatory framework. The GBA+ template was reviewed in the previous plan to confirm its suitability. The CNSC uses it during the policy analysis phase of revising or creating new regulations and regulatory documents.
- Using Communication Access Realtime Translation (CART) software. This software offers live, word-for-word transcription of speech (i.e., captioning) to text so that individuals can read what is being said in group settings on a laptop or a larger screen. CNSC Commission hearings now offer CART for viewers of the live webcasts.

Barriers

The CNSC continues to work on identifying potential barriers in its programs and services. Some already identified include:

- accessibility of online application processes (e.g., for funding, to intervene, or for licensees) – they are hard to navigate and are not always available in accessible formats
- accessibility of live events – currently they do not offer sign language, closed captioning or other accessibility services, and few offer live translation
- accessibility of all public documents – alt-text, plain language summaries, and a non-PDF format are not always provided
- accessibility of regulatory instruments – the impacts of regulatory instruments on people with disabilities could be negative if accessibility is not explicitly considered when those instruments are developed
- accessibility of hearings for intervenors – intervenors in Commission proceedings are not asked whether they need accommodations to participate

Actions

Action item	Timeline
Review and edit, with an accessibility lens, relevant source documents related to the CNSC's Participant Funding Program and Indigenous and Stakeholder Capacity Fund. Update those documents and upload them to the CNSC website once approved.	Fiscal year 2028–29
Ensure that all figures in CNSC regulatory documents provide text descriptions.	Fiscal year 2025–26
Provide training on document accessibility to staff who create products that are uploaded to the external website.	Fiscal year 2027–28
Explore options for clear signage, including large print and/or braille, for accessibility.	Fiscal year 2027–28
Include an active offer of accommodation to all intervenors in Commission proceedings.	Fiscal year 2027–28

Transportation

During consultations with CNSC staff, one barrier that was identified was accessible parking spots at 280 Slater Street in Ottawa. The CNSC does not have the authority to

require private or public transportation providers to offer additional accessible transportation options. However, if such a barrier arises in the future, the employee's manager will assist in securing accessible transportation options.

For field inspectors with specific requirements, the CNSC will consider accommodations on a case-by-case basis, provided that it falls within the CNSC's jurisdiction.

The Finance and Administration Directorate will ensure that accessible vehicles are provided whenever transportation is offered for organization-wide events. For smaller events, transportation is the responsibility of the divisions or directorate management. Communications on accessibility considerations for these events will be added to ensure inclusivity and clarity.

Conclusion

The *Accessible Canada Act* seeks to create a Canada without barriers by January 2040. The CNSC has a key role to play in helping to achieve this goal. The CNSC has committed to creating a diverse, safe, respectful, healthy and inclusive workplace. This means a commitment to identifying, removing and preventing barriers to the full participation of persons with disabilities, dismantling a culture of ableism, and including employees with disabilities in decision-making processes on issues that directly affect them. The organization must also keep an accessibility lens as it navigates a safe, timely return to the workplace and works to transform its priority areas, such as employment, information technology systems and communications. The CNSC will continue to evolve and adapt this action plan to meet the needs of employees and the public living with disabilities.