Military Police
Complaints Commission
of Canada

Commission d'examen des plaintes
concernant la police militaire
du Canada

MILITARY POLICE COMPLAINTS COMMISSION OF CANADA

Multi-Year Accessibility Plan Progress Report

January 1, 2025 to December 31, 2025

Canada

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MILITARY POLICE COMPLAINTS COMMISSION OF CANADA

Message from the Chairperson

I am pleased to present the Military Police Complaints Commission's (MPCC) third and final Accessibility Plan Progress Report. As this is the concluding year of the Multi-Year Plan, it provides a comprehensive summary of all actions taken in response to the commitments outlined in the initial [Multi-Year Accessibility Plan (2023-2025)](#). This report also highlights our ongoing efforts to implement improvements in line with the *Accessible Canada Act*, ensuring that the MPCC remains barrier-free and a leader in accessibility.

As a small administrative tribunal, the MPCC has long recognized the importance of accommodating requests from people with disabilities, whether from employees or the public we serve. Ensuring accessibility is fundamental to providing fair and unfettered access to administrative justice and maintaining a safe workplace. Over the years, the MPCC has enhanced its physical workspace, including creating an accessible office environment and upgrading door systems to touchless openers. We continue to be flexible and responsive in how complaints against the military police are received and how we communicate with the people we serve.

The goals we have set for ourselves in our Multi-Year Accessibility Plan allow us to proactively monitor and make improvements in each of the priority areas identified in the *Accessible Canada Act*: namely employment, the built environment, information and communication technologies, communications, procurement of goods and services, and the design and delivery of programs and services.

While the MPCC already exceeds the Government of Canada's 2025 target of 7% of employees identifying as persons with disabilities—currently at 13.3%—we recognize that there is always more to be done. We remain committed to strengthening internal processes and fostering an inclusive and accessible environment for the benefit of those we serve. Our approach continues to be trauma-informed, user centric, incorporates intersectionality principles, and reflects a commitment to equity, diversity, and inclusion.

Finally, our plan for 2026 is to review best practices implemented in other work environments similar to ours, continue improving our own practices, and develop a new three-year accessibility plan. We welcome feedback and comments on this progress report and on the steps, we have taken to enhance accessibility for all.

Original signed by

Me Tammy Tremblay, MSM, CD, LL.M
Chairperson

General

The Military Police Complaints Commission of Canada (MPCC) is a civilian, quasi-judicial oversight agency that operates at arm's length from the Government of Canada. The MPCC derives its mandate from Part IV of Canada's *National Defence Act* (NDA). While it reports to Parliament through the Minister of National Defence, the MPCC is both administratively and legally independent from the Department of National Defence and the Canadian Armed Forces. The MPCC is formally part of the Core Public Administration under the Institution Schedule I.1 and of the HR Schedule IV of the *Financial Administration Act* (FAA).

The MPCC regularly monitors and evaluates feedback concerning accessibility and ensures that it is incorporated into its plans when possible. Please reference Annex A: Feedback process at the Military Police Complaints Commission of Canada for more information on our feedback process.

Contact us

Contact the **Senior Director, Corporate Services** to:

• provide feedback or ask questions
• request the accessibility plan in an alternative format
• request descriptions of the MPCC's feedback process in an alternative format

By mail

Military Police Complaints Commission of Canada
Attention: Senior Director, Corporate Services
270 Albert Street, 10th Floor
Ottawa, ON, K1P 5G8

By phone

• Toll-free: 1-800-632-0566
• Local: 613-947-5625

Operating hours are Monday to Friday from 8 a.m. to 4 p.m. ET, excluding statutory holidays.

By email: reception@mpcc-cppm.gc.ca

Feedback can be submitted either with an identified contact or anonymously. We will acknowledge the receipt of all accessibility feedback by the same means it is received unless the feedback is received anonymously.

Alternate formats

The following formats may be available:
• Large print (larger, clearer font)

- Braille (a system of raised dots that blind or visually impaired people can read with their fingers)
- Audio format (recording of someone reading the text aloud)
- Electronic formats compatible with adapted technology

Accessibility Statement

The Military Police Complaints Commission strives to be an organization that exhibits fairness and impartiality, inspires trust, and contributes to a climate of confidence in military policing. The MPCC aims to be barrier-free, accessible and inclusive to all and is committed to providing accessible and inclusive services for all employees, clients, complainants, subjects and other stakeholders. The MPCC will review and develop its programs, policies, directives and services with the intent to continually improve.

Multi-Year Accessibility Plan Progress Report

Progress

The Military Police Complaints' Commission's (MPCC) Multi-Year Accessibility Plan was prepared in consultation with a third-party consultation firm, and with the input of subject matter experts within the MPCC, external stakeholders and people with disabilities. The MPCC is a small agency with approximately 32 full-time employees and three part-time members. The implementation of its Accessibility Report is done in accordance with its resources and needs. As of November 2025, 13.3% of the MPCC's employees identified as a person with a disability.

To attain the goals of the *Accessible Canada Act*, the MPCC began its progress on proactively identifying, removing, and preventing barriers in six (6) of the 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; and
- *transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)[1].*

Overview

In summary, over the last three years, the MPCC has made significant progress in advancing accessibility across its operations and in its workplace. From enhancing our physical workspace and improving how we receive and communicate with the public, to embedding accessibility in training, IT systems, and policies, these initiatives demonstrate our ongoing commitment to an inclusive and barrier-free environment. While we have exceeded government targets for representation of employees facing disabling barriers, we remain dedicated to continuous improvement, ensuring our programs, services, and workplace reflect the principles of the *Accessible Canada Act* and the values of equity, diversity, and inclusion. The main achievements and ongoing efforts by priority are as follows:

Employment

The MPCC reviewed and updated its training practices to enhance employee awareness of accessibility, equity, diversity, and inclusion, incorporating feedback to address learning needs and barriers. In 2024, the Learning Directive was updated, making the Canada School of Public Service course *Addressing Disability Inclusion and Barriers to Accessibility (INC115)* mandatory for all employees.

The MPCC has established a list of mandatory training courses tied to performance reviews and shares resources via Microsoft Teams on accessibility, mental health, equity, diversity, and inclusion. A digital GC Workplace Accessibility Passport has been launched, following a Memorandum of Understanding

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[1] This item does not apply to the MPCC

with the Public Service Accessibility Office and approval for access to the Treasury Board Applications Portal (TAP).

This ongoing initiative includes Human Resources (HR) continuously identifying relevant training opportunities and reviewing accessibility considerations when updating job descriptions to ensure inclusivity for people with disabilities.

Build Environment

The MPCC consulted Public Services and Procurement Canada (PSPC) to explore accessibility assessments but learned that PSPC's support is limited to specific projects and will not include office walkthroughs. To maintain accessibility compliance, the Health and Safety Committee conducts monthly inspections, which have led to improvements such as enhanced accessibility in the small boardroom. Additionally, the MPCC is developing a Disability Consideration Checklist, guided by principles of inclusion and independence, with completion targeted for 2026.

Information and Communication Technology (ICT)

The MPCC website and IT infrastructure fully comply with the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) and government accessibility standards. The webmaster regularly reviews content, and all systems, software, hardware, and devices to ensure they include accessibility features for users with diverse abilities. Accommodation requests for specialized hardware or software are assessed and addressed.

The MPCC continually evaluates its IT environment by enabling accessibility features, using enterprise tools, collaborating with Shared Services Canada's Accessibility, Accommodation and Adaptive Computer Technology program (AAACT), aligning initiatives with government standards, and leveraging open-source software to promote accessible IT solutions.

Accessibility improvements include a simplified Microsoft Teams "tap-and-join" console for the main conference room. The IT Asset Management and Planning Policy ensures accessibility is considered in all infrastructure modernization efforts, and the network account request form includes a section for disability-related requirements to support inclusive onboarding.

Communications other than ICT

The MPCC communicates with parties through multiple channels and is committed to improving information accessibility. Efforts include using plain language, incorporating visuals in annual reports, and exploring an accessible PDF version. The website has been updated for greater usability, including a streamlined complaint submission process, with further enhancements planned. Staff receive training to strengthen plain language skills, supporting clear and accessible communications. The refreshed landing page marks the start of a broader website modernization, aiming for a fully accessible, intuitive, and user-friendly site.

Procurement of Goods, Services and Facilities

All investigative services contracts and new Statements of Work now incorporate accessibility requirements, reflecting the MPCC's commitment to inclusive and barrier-free procurement practices.

The MPCC has ensured that the workplace is both accessible and secure by providing adequate circulation space throughout the office and common areas. Doors are equipped with power-assisted openers to allow easy access. In addition, two new guidelines – *the MPCC Guidelines on Home Equipment While Teleworking* and *the Guidelines on Ergonomic Assessments* – were developed in May 2025 to support employees in creating safe and ergonomic work environments.

Design and Delivery of Programs and Services

The MPCC communicates with parties via email, mail, E-post, or in-person pickup and is working to enhance information accessibility. Initiatives include using plain language, incorporating graphs in annual reports, developing an accessible PDF version, and implementing secure SharePoint links for protected documents by 2026.

Rather than surveying users, the Executive Committee decided to instead focus on internal employees using the results of the 2024 Public Service Employee Survey (PSES) that were released in July 2025. This survey includes broader questions that offer the MPCC a better understanding of our employees' perspectives on various topics, including accessibility, accommodation and barriers. The MPCC achieved a strong participation rate and scored highly in accessibility and accommodation, with employees facing disabling barriers expressing strong agreement on implemented measures. Additionally, the MPCC ranked 2nd among 85 federal departments as one of the Best Public Service Workplaces 2025, as reported by the *Ottawa Citizen* on November 3, 2025, based on PSES data.

Progress Conclusion

Since launching our Multi-Year Accessibility Plan, the MPCC has continued to make meaningful progress and is pleased to present its third and concluding annual progress report. This report highlights the actions and sub-activities completed in 2025 to remove barriers and enhance conditions for persons with disabilities across our organization.

Employment

The MPCC is dedicated to implementing government-wide initiatives and increasing representation of persons with disabilities across all occupational groups and levels. As such, the MPCC is committed to removing and preventing barriers to recruitment, retention, and the promotion of persons with disabilities. The MPCC's HR recruitment continues to actively offer accommodation throughout the assessment phases, up to and including the letter of offer. Once hired, employees who subsequently identify a need for accommodations can submit a request to their manager who in turn will reach out to the various members of the corporate services team for action. Various other measures are in place to support people with disabilities in helping ensure their full participation in the workplace. The following are some examples:

- Emergency protocols for floor evacuations at the MPCC include consideration for employees with disabilities.
- All documents posted on the website are accessible.
- Alternative formats and communication supports are provided when requested by a user or employee.

- The development of policies and procedures are made in consideration of accessibility, GBA+ and equity, diversity and inclusion practices.
- Where operationally feasible, the MPCC continues to facilitate telework and flexible work arrangements to accommodate the needs of all employees.

Goal

Continued efforts should be made to increase MPCC employees' awareness about accessibility upon appointment and thereafter, so they are aware of their rights to accommodation.

Action	Target Timeline	Status
Review and determine general training/information sessions, tools, or communication strategy to increase employees' and managers' awareness and knowledge on accessibility.	2023	The MPCC conducted a comprehensive review of its training practices in collaboration with other departments to identify and implement best practices, while enhancing employees' awareness of accessibility, equity, diversity, and inclusion. Employee feedback was also gathered to better understand learning needs and identify potential barriers to learning. The analysis and update process was completed in 2024. The Learning Directive was reviewed and updated. In July 2024, the Executive Committee approved a list of mandatory training courses that employees are expected to complete as part of their performance review process. Consequently, the Canada School of Public Service course, *Addressing Disability Inclusion and Barriers to Accessibility (INC115)*, is now mandatory for all employees. In addition, HR uses Microsoft Teams to share resources with employees on topics such as accessibility, mental health, and equity, diversity, and inclusion.
Adopt the GC Workplace Accessibility Passport which is a tool for public service employees and applicants to document and support measures and tools they need to succeed in the workplace.	2023	The digital GC Workplace Accessibility Passport has been launched at the MPCC. A message was sent to employees on Aug 25, 2025 informing them and encouraging them to watch a short video on *the digital version of the Passport*. A Memorandum of Understanding (MOU) between the Public Service Accessibility Office

		and the MPCC was approved in July 2025, and access was granted to the Digital Passport application on the Treasury Board Applications Portal (TAP) as of August 14, 2025. The MPCC introduced the service during an all-staff meeting in December.
Review and determine targeted training to employees who are tasked to draft / publish public documents to ensure that these meet the accessibility standards for communication.	2023-2024	This action item is ongoing. HR continuously identifies and evaluates relevant training opportunities for employees and promotes appropriate learning programs. When reviewing job descriptions, HR systematically reviews accessibility considerations to ensure they are inclusive for people with disabilities, fostering a workplace that is welcoming and accessible to all candidates.

Additional goals and targeted actions:

- While the MPCC currently exceeds the Government of Canada's target employment rate for people with disabilities, it strives to support the government-wide initiative to increase representation across the Public Service. As such, the MPCC targets and considers hiring people with disabilities when it conducts hiring processes, to advance the overall Government of Canada strategy.

- The MPCC continues to offer ergonomic assessments and does not require medical certificates to support employees who require it.

Built Environment

The MPCC continues to pursue an accessible built environment. As such, the MPCC works with employees, building owners, and PSPC to achieve the highest level of accessibility in the current office space. The office of the MPCC is in downtown Ottawa, in a building owned by a private company, where government space is leased by PSPC. The MPCC is one of many tenants that share some of the common areas, such as the entrance to the building, lobby area, elevators, washroom facilities and parking. The building includes a wheelchair ramp and power door operators at the entrance. Power operated doors are also available at the MPCC office entrances and at the washroom entrances. Washrooms include an accessible stall. MPCC workstations are equipped with power sit/stand desks and ergonomic office chairs allowing an accessible desk set-up to respond to employee accommodations.

Goals

There are no identified barriers under MPCC's responsibility.

Action	Target Timeline	Progress
An external subject matter expert (SME) will be hired to provide recommendations to continuously improve office accessibility.	2023	The MPCC consulted with the Manager of NCA Accessibility & Inclusivity – Codes Compliance Group at PSPC to engage an SME for assessing accessibility concerns. PSPC clarified that their role is limited to specific project assessments and does not extend to general accessibility walkthroughs of office floors. As a result, PSPC will not be conducting an accessibility walkthrough of MPCC office spaces. To ensure compliance with accessibility requirements, the Health and Safety Committee conducts monthly inspections of our premises to identify and address any health, safety, or accessibility concerns. As a result of these inspections, the MPCC has enhanced accessibility to its small boardroom to better accommodate employees with reduced mobility or medical conditions.
We will use the inclusive design checklist for accessibility considerations (including design, safety, ergonomics, and signage).	2023	The MPCC is developing a Disability Consideration Checklist to support the ongoing identification of accessibility needs. Its development will be guided by key principles, including full participation, equal opportunity, independence in daily living, and economic self-sufficiency. The MPCC aims to complete the checklist by 2026.

Information and Communication Technologies (ICT)

The MPCC webpage is a sub-page of the Government of Canada structure. The pages are templated and follow specific guidelines that meet current accessibility requirements. The MPCC does not have an intranet page.

Goals

Content added to the webpage must be accessible and the MPCC must increase its internal expertise and capacity in creating accessible documents.

Action	Target Timeline	Progress
Ensure all content posted to the webpage is compliant with Web Content Accessibility Guidelines (WCAG) requirements.	2023-2024	All elements of the MPCC website comply with the Web Content Accessibility Guidelines (WCAG) 2.0. The webmaster regularly reviews site content to ensure continued adherence to these standards. In support of the Government of Canada's goal of fostering an inclusive and barrier-free society, the MPCC is also committed to implementing the Accessibility requirements for ICT products and services standard.
Review systems, software, and equipment to ensure that they are accessible. Where they are not accessible, the MPCC will develop a plan to remediate the accessibility shortfalls.	2025	The MPCC has conducted a thorough review of its IT infrastructure. All systems, software, hardware, and cellular equipment follow accessibility standards and requirements. Accessibility features are available for individuals with varying abilities, including those who are blind or have low vision, colour blindness, hearing impairments, limited vocal capabilities, dexterity or strength issues, and limited reach. The MPCC assesses and responds to all accommodation requests, including those for special hardware and specialized software. The organization regularly examines its technological infrastructure, including software and hardware, to guarantee its usability by: • Ensuring that accessibility features are enabled for their IT solutions and equipment. • Utilizing enterprise tools and resources to ensure that internal-facing IT solutions and equipment are accessible to public servants. • Collaborating with Shared Service Canada and its Accessibility, Accommodation and Adaptive Computer Technology (AAACT) Program to discover and implement accessible resources and technology and eliminating any remaining IT accessibility obstacles. • Customizing our internal accessibility initiatives to align with the government's accessibility standards

Action	Target Timeline	Progress
		• Employing open-source software to support others to develop accessible common IT systems across all departments. Finally, a solution was implemented to simplify the process of joining Microsoft Teams meetings in the main conference room. A user-friendly "tap-and-join" console was purchased to streamline access and address existing accessibility challenges.
Ensure that accessibility considerations are included in the MPCC ICT plan.	2025	The MPCC's IT Asset Management and Planning Policy ensures that accessibility requirements are incorporated into all assessments of infrastructure modernization needs. In addition, the network account request form includes a dedicated section for disability-related requirements, helping ensure that accessibility considerations are identified and addressed during the employee onboarding process.

Communications other than ICT

The MPCC is dedicated to ensuring all its internal and external communications are accessible. This includes ensuring that MPCC communications are written in plain and accessible language.

Goals

- Develop formal processes to provide alternative formats and communication supports in a timely matter, upon request by a user or employee.
- Reduce the technical and/or sector specific language used in public-facing reports and documents.

Action	Target Timeline	Progress
Develop an internal process and information on providing alternative formats and communication supports.	2024	The MPCC communicates with parties through multiple channels, including email, mail, E-post, or in-person pickup at the MPCC office upon request. As part of its commitment to enhancing information accessibility, the MPCC is expanding the use of plain language and integrating graphs and visuals into its annual reports. The organization is also exploring the development of

		an accessible PDF version of the annual report to improve usability for all website visitors. The MPCC website has been updated to be more user-friendly and intuitive, and improvements have been made to streamline the complaint submission process. Additional enhancements are planned, as resources permit, to ensure continued accessibility and ease of use.
Identify and adopt standards for public-facing communications to be in plain language.	2024	The MPCC applies plain language principles across its corporate documents and decisions. To strengthen this commitment, we have invested in training sessions to further enhance staff skills. We will continue to review and refine our approach to ensure that our communications are clear, accessible, and meaningful for all Canadians.
Evaluate current public-facing documents for clarity and plain language and provide plain language versions where necessary.	2024	The MPCC has refreshed the landing page on its website as a first step toward a broader modernization effort. The long-term goal is to redesign the entire site using plain language and to ensure it is fully accessible, intuitive, and user-friendly for all visitors.

Additional Goals:

- The MPCC promotes accessible and inclusive internal and external communications practices in compliance with the latest WCAG.
- IT reviews the MPCC website to ensure that it meets the Web Content Accessibility Guidelines (WCAG) (2018) (including: contrast ratio requirement on background colour; increase contrast between colours in bar graphs; avoiding split/merged cells in tables).

The Procurement of Goods, Services and Facilities

PSPC is a key partner in achieving accessibility at the MPCC. As such, the MPCC will implement procurement principles, rules, and practices with the goal of advancing accessibility objectives.

Goals

Provide external consultants (investigators and others) accessibility-related training prior to being contracted and interacting with MPCC employees and clients.

Action	Target Timeline	Progress
Provide accessibility training as needed to contractors and investigators as needed.	2023	All investigative services contracts now include General Conditions which focus on Accessibility, and which automatically encompass accessibility requirements. Accessibility considerations are also embedded in our Statements of Work for new requirements, reinforcing our dedication to inclusive and barrier-free procurement practices.

The Design and Delivery of Programs and Services

As an organization that offers services to members of the public, the Military Police, the Canadian Armed Forces and to other stakeholders, the MPCC must consider accessibility in the delivery of its programs and services. A fundamental aspect in achieving this is through feedback and by implementing meaningful accessibility improvements.

Goals

No barriers were identified at this time.

Action	Target Timeline	Progress
Establish processes to provide complainants, subjects, and other stakeholders with alternate formats of their Final Reports which includes the MPCC Findings and Recommendations when requested.	2024	The MPCC sends and receives information via email, mail, E-post, or makes it available to be picked up at the MPCC office at the request of the party. As part of the process to make information more accessible, the MPCC uses plain language and incorporates graphs and figures in its annual reports. Additionally, the MPCC will explore the development of an accessible PDF version for our website. We will also roll out the ability to send documents to individuals via a secure SharePoint link – this will provide additional accessibility to protected documents without the need to create an account, as is the case when using E-post connect platform. The goal is to implement this change in 2026.
Conduct additional external survey with our clients to assess the current state of accessibility with	2025	The Executive Committee has decided not to survey external clients and instead focus on internal employees using the results of the 2024 PSES. This survey includes broader questions that offer the MPCC a better understanding of our employees' perspectives on

respect to the delivery of our programs and services.		various topics, including accessibility, accommodation and barriers. An analysis was conducted of the PSES results in July 2025: the MPCC had a strong participation rate, and our results were strong especially in the areas of accessibility and accommodation. Employees with disability also strongly agree with accommodation measures implemented. Finally, an article was published in the Ottawa Citizen on Nov 3, 2025 and the MPCC ranked 2nd amongst 85 federal departments as Best Public Service Workplaces 2025 based on data collected from the PSES.
When applicable, consult with people with disabilities prior to new policies and procedures to be implemented.	Ongoing	No new policies or procedures have been implemented; however, the organization is aware of its accessibility responsibilities and will systematically consult persons with disabilities when developing new policies.
Adopt standards for public-facing communications to be in plain language.	2024	The MPCC incorporates clear and straightforward language in our corporate documents and operational decisions. We have also invested in training sessions to help us improve our skills.

Transportation

This priority area under the Act is not applicable to the MPCC.

Consultations

The MPCC's three-year plan was prepared with the help of an external consultant by first completing an environmental scan to ensure understanding of "central agencies" and other government departments' accessibility initiatives, and to review existing related policies and procedures. The exercise helped identify existing practices and initiatives that could be adopted as best practices across the organization. Consultations were conducted in three parts:

1. **Subject matter experts** at the MPCC were consulted in facilitated focus groups with their knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of good and services. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this plan.
2. **External Stakeholders**, including military family members, law firms and other stakeholders were invited to respond to a survey question about access to services, information and resources as well as accessibility barriers.
3. **Accessible Canada Act Review Committee:** The MPCC Accessibility Plan was also reviewed by the consultation firm's standing Accessible Canada Act Review Committee. Consultation Group members are individuals with lived experience with disabilities, and knowledge of accessibility issues.

Feedback

Employees and members of the public are encouraged to share their feedback, anonymously or otherwise, about our Accessibility Action Plan, barriers experienced, or any matter related to accessibility. Individuals can consult the Accessibility Feedback Process (Annex A) for other ways to provide feedback and how we use the feedback we receive.

In 2025, the MPCC received the following requests aimed at improving workplace accessibility and ergonomics:

- Ergonomic Assessments: Two requests were processed. For the first, all recommendations have been fully implemented. The second is currently in progress.

- Workstation Improvements: A request was submitted to enhance the ergonomics of some chairs, so they are suitable for various employee profiles. This project is ongoing. A survey was launched to identify issues with the current chairs and determine which type of chair will be purchased.

GLOSSARY

Accessibility:

The degree to which a product, service, program, or environment is available to be used or accessed easily by persons with and without disabilities. Improving accessibility helps everyone participate fully and equally in society and realize their full potential.

Accommodation (adjustment):

Any change in the working environment that allows a person with functional limitations in their abilities to do their job. Changes can include:

• adjustments to the physical workspace

• adaptations to the equipment or tools

• flexible work hours or job-sharing

• relocation of the workspace within the greater workplace

• the ability to work from home

• reallocation or exchange of some non-essential tasks for others

• time off for medical appointments

Accommodations (adjustments) can be temporary, periodic, or long-term, depending on the employee's situation or changes in the workplace.

Barrier

According to the *Accessible Canada Act* the definition "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

According to the *Accessible Canada Act,* the definition "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."

ICT (Information and Communication Technology)

"An extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals) and computers, as well

as necessary enterprise software, middleware, storage and audiovisual, that enable users to access, store, transmit, understand and manipulate information."

Persons with disabilities

Persons who have a long-term or recurring physical, mental, sensory, psychiatric, or learning impairment and who a) consider themselves to be disadvantaged in employment by reason of that impairment, or b) believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment.

Persons with disabilities include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

Web Content Accessibility Guideline (WCAG)

The WCAG documents explain how to make web content more accessible to people with disabilities. Web "content" generally refers to the information in a web page or web application, including:

- natural information such as text, images, and sounds
- code or markup that defines structure, presentation, etc."

The Web Content Accessibility Guidelines (WCAG) are part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the Internet. They are a set of recommendations for making Web content more accessible, primarily for people with disabilities.

Annex A

Feedback process at the Military Police Complaints Commission of Canada

The feedback received will be acknowledged by the Senior Director, Corporate Services, within five (5) business days, by the means of which we received the information:

- If we receive the information by mail, we will write back and send the communication by mail to the contributor of the feedback.
- If we receive a telephone call, we will return the telephone call to the contributor of the feedback, to acknowledge the voicemail and we will gather the feedback in a conversation. We will ask the contributor of the feedback for an email address or a mailing address to confirm that the information transmitted during the telephone conversation was understood and accurate.
- If we receive an email to the Reception@mpcc-cppm.gc.ca, the email will be sent to the Senior Director, Corporate Services, as the contact person for the MPCC, and an email of acknowledgement will be sent.

- If we receive feedback on our social media, we will respond on the same social media platform in a private message or if not possible, directly reply to the contributor from the message where the feedback was noted.
- If we receive feedback anonymously, a receipt of acknowledgement will not be issued.

The MPCC will also review the feedback and assess how the MPCC can improve its accessibility from the feedback received, wherever possible.

Furthermore, all feedback will be retained in our record data management system and referenced in that year's progress report. We do not identify individuals in our reports.

Annex B

MPCC's Accessibility Action Plan at a glance

Action	Timeline (Calendar year)
Employment	
Review and determine general training/information sessions, tools, or communication strategy to increase employees' and managers' awareness and knowledge on accessibility.	2023
Adopt the GC Workplace Accessibility Passport which is a tool for public service employees and applicants to document and support measures and tools they need to succeed in the workplace.	2023
Review and determine targeted training to employees who are tasked to draft / publish public documents to ensure that these meet the accessibility standards for communication.	2023-2024 (based on availability of training)
Built Environment	
An external subject matter expert will be hired to provide recommendations to continuously improve office accessibility.	2023
We will use the inclusive design checklist for accessibility considerations (including design, safety, ergonomics, and signage).	2023
Information and Communication Technologies (ICT)	
Ensure all content posted to the webpage is compliant to Web Content Accessibility Guidelines (WCAG) requirements.	2023-2024
Review systems, software, and equipment to ensure that they are accessible. Where they are not accessible, the MPCC will develop a plan to remediate the accessibility shortfalls.	Begin in 2023 and complete by 2025
Ensure that accessibility considerations are included in the MPCC ICT plan.	Begin in 2023 and complete by 2025
Communications other than ICT	
Develop an internal process and information on providing alternative formats and communicative supports.	2024
Identify and adopt standards for public-facing communications to be in plain language.	2024
Evaluate current public-facing documents for clarity and plain language and provide plain language versions where necessary.	2024

The Procurement of Goods, Services and Facilities	
Provide accessibility training as needed to contractors and investigators as needed.	2023
The design and delivery of programs and services	
Establish processes to provide complainants, subjects, and other stakeholders with alternate formats of their Final Reports which includes the MPCC Findings and Recommendations when requested.	2024
Conduct additional external survey with our clients to assess the current state of accessibility with respect to the delivery of our programs and services.	2025
When applicable, consult with people with disabilities prior to new policies and procedures to be implemented.	When applicable
Adopt standards for public-facing communications to be in plain language.	2024