



Accessibility Plan

2026–28

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Accessibility Plan

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Message from the President



Nancy Gardiner, President

Federal Economic Development Agency for Southern Ontario

I am honoured to share the Federal Economic Development Agency for Southern Ontario (FedDev Ontario) Accessibility Plan for 2026–28. Since being appointed President in 2021, I have felt a great sense of pride in our Agency’s efforts to create a workplace that is open, accommodating and willing to adapt so that everyone can feel comfortable and supported.

FedDev Ontario remains dedicated to enhancing accessibility for its employees and clients. Through the work of our champions for Accessibility and for Diversity, Equity and Inclusion, our staff have the opportunity to engage with and learn from colleagues with disabilities and hear from experts and advocates for equity. Our champions and committees also launched an annual Accessibility Check-in survey to create opportunities for staff to provide input and feedback with open, honest and safe dialogues. In addition, the Agency implemented the digital application of the Government of Canada Workplace Accessibility Passport (the Passport). The Passport helps federal public service employees get the tools, support and measures they need to perform at their best and succeed in the workplace.

I invite you to read about our commitments in this Plan, and I encourage you to continue to watch for our annual progress reports against these commitments. I am confident that our dedication to each other and the clients we serve in southern Ontario will drive our efforts in achieving our accessibility goals.

I am proud of how initiatives of the Agency, and of the Accessibility Committee in particular, have resulted in year-over-year improvements in awareness for every priority included in our annual survey. I look forward to the continued progress we will make over the coming year.

General

The FedDev Ontario Accessibility Plan 2026–28 (the Plan) aligns with the [Accessible Canada Act](#) and the [Accessible Canada Regulations](#).

To submit feedback on the Plan, to request a copy of the Plan or the feedback mechanism in alternate formats, or to comment on barriers within FedDev Ontario, please use the [FedDev Ontario Accessibility Feedback Form](#) or connect with our executive Champion for Accessibility, Carole Bourget:

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Background

The *Accessible Canada Act* (the Act) received royal assent in July 2019 and aims to achieve a Canada without barriers by January 1, 2040. The Government of Canada will achieve this by identifying, removing and preventing barriers from emerging within these seven pillars:

1. employment
2. the built environment
3. information and communication technologies
4. communication (other than information and communication technologies)
5. the procurement of goods, services and facilities
6. the design and delivery of programs and services
7. transportation

As the Public Service of Canada is the nation's largest employer, the [Office of Public Service Accessibility](#) (OPSA) was established to prepare the public service to meet or exceed the requirements of the Act. Canada's public service can set an example of what it means to be accessible and can demonstrate that the inclusion of individual differences, abilities and disabilities will make the public service stronger.

OPSA's creation of the [Accessibility Strategy for the Public Service of Canada](#) established the vision of being the most accessible public service in the world. To realize this vision, OPSA identified five key goals based on the areas identified in the Act:

1. improve recruitment, retention and promotion of persons with disabilities
2. enhance the accessibility of the built environment
3. make information and communications technology usable by all
4. equip public servants to design and deliver accessible programs and services
5. build an accessibility-confident public service

Accessibility statement for FedDev Ontario

The current Accessibility Plan for the Federal Economic Development Agency for Southern Ontario (FedDev Ontario or “the Agency”) continues to be based on the guiding principles in the Act and the goals established in OPSA’s *Accessibility Strategy for the Public Service of Canada*. The Plan adheres to the objectives outlined in the *Accessible Canada Act* and its associated regulations and standards, as applicable to FedDev Ontario. These goals build upon those originally set in the Agency’s first [accessibility plan](#) published in 2022. The Agency’s progress is documented within annual progress reports on the Plan, both past and future.

FedDev Ontario is committed to creating a working environment where:

- everyone is treated with dignity and respect, regardless of disability or ability
- everyone has barrier-free access to full and equal participation in the work and activities of FedDev Ontario, regardless of disability or ability
- everyone has the opportunity to be involved in the development and design of FedDev Ontario’s activities, with the objective of reaching the highest level of accessible involvement for all persons

Accessibility is under the umbrella of Diversity, Equity and Inclusion at FedDev Ontario, and is grounded in respect of and the acknowledgement that our differences make us stronger. The drivers of accessibility at FedDev Ontario include:

- our intention to make FedDev Ontario the best it can be for all internal and external stakeholders, including employees and clients alike, regardless of disability or ability
- the [Accessible Canada Act](#)
- the [Accessibility Strategy for the Public Service of Canada](#)
- Canada’s support of the United Nations [Convention on the Rights of Persons with Disabilities](#)

FedDev Ontario established an Accessibility Committee that includes employees with disabilities who testify directly to issues of accessibility and identify barriers. The committee collaborates with Agency champions, management teams, employees and external groups to align the Accessibility Plan with Agency priorities.

Consultations

FedDev Ontario held several engagements sessions, through formal committees and informal working groups, to obtain employees' views on accessibility barriers and potential solutions. In addition, an anonymous employee accessibility survey was circulated to all employees and made available on the Agency's intranet site. The consultation process that the Agency initiated for FedDev Ontario's Accessibility Plan 2022–25 has continued every year and has included virtual meetings with small and large groups, fireside chats, targeted group discussions and digital surveys. The actions listed below for all seven pillars were drafted based on feedback received from stakeholders.

Our plans will continue to include input and feedback from these groups:

FedDev Ontario's Accessibility Committee, composed of employees with disabilities who can speak directly to issues of accessibility and identify barriers within the Agency.

Deputy Ministers Accessibility Group (DMAG), supports Government of Canada-wide efforts to identify, prevent and remove barriers in accessibility at the enterprise level.

Young Professionals Network, an inclusive network of younger employees within the Agency who bring their diverse perspectives to issues of accessibility.

FedDev Ontario's Managers' Forum, a network through which managers develop technical and soft skills, share best practices and collaborate on areas of common interest from a management perspective.

FedDev Ontario's Executive Committee, a group of Agency executives with the wisdom and experience of years of leadership and varied involvement in the public service.

Office of Public Service Accessibility, a leading organization within the Government of Canada that offers resources, best practices and advice on accessibility.

Human Resources Diversity, Equity and Inclusion Centre of Expertise, a team of knowledgeable Human Resources staff with experience in the areas of Duty to Accommodate and other avenues for accessibility and inclusion.

FedDev Ontario employees, engaged annually with the "Accessibility Check-In" survey, a voluntary and anonymous platform that provides a safe place to share concerns and highlight areas where the Agency could make the greatest impact on accessibility.

Mobile Resources Group and their subject matter experts, led by David Berman, CPWA ADS, are leading experts in assessment and remediation of digital and built environment accessibility and conducted stakeholder interviews and planning on behalf of the Agency.

Business unit leads for the seven pillars

The seven sections that follow provide a summary of FedDev Ontario's priorities and planned actions, as guided by the seven pillars of the *Accessible Canada Act* and the *Accessibility Strategy for the Public Service of Canada*.

As the identified pillar leads, the FedDev Ontario business units below are responsible and accountable for the development and implementation of the actions with each of the pillars required by an Accessibility Plan:

1. **Employment:** Human Resources Branch
2. **Built environment:** Corporate Services Branch
3. **Information and Communication Technologies (ICT):** Corporate Services Branch
4. **Communication (other than ICT):** Communications Directorate
5. **Procurement of goods, services, and facilities:** Corporate Services Branch
6. **Design and delivery of services and programs:** Business Innovation and Community Development Branch and Policy, Partnerships and Communications Branch
7. **Transportation:** *not applicable for FedDev Ontario*

1. Employment

FedDev Ontario is committed to attracting, developing and retaining a workforce that is high-performing, skilled and engaged, drawing from a wide range of backgrounds and viewpoints, including individuals with both visible and non-visible disabilities. The Agency's commitment to accessible employment begins with using straightforward, plain language in job descriptions and extends to ensuring job applicants and current staff know their accessibility needs will be supported and their privacy protected. FedDev Ontario acknowledges the importance of challenging and addressing stigmas related to disabilities and accommodations, recognizing that this is essential to building and maintaining a workplace culture that is inclusive, respectful and accessible for everyone.

FedDev Ontario’s goals for this pillar

- job seekers and employees with disabilities have access to employment opportunities at FedDev Ontario and can contribute to their full potential
- meet or exceed the Treasury Board of Canada Secretariat (TBS) targets of 7% for recruitment and 6% for promotion of persons with disabilities in the public service

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|--|--|--|----------------------|----------------|
| <p>Employees and managers may not be fully aware of the tools and processes available to support accessibility-related workplace accommodations, leading to inconsistent or delayed support.</p> | <p>Employees and managers are informed about and use available tools and processes to support accessibility-related workplace accommodations, resulting in timely, equitable and reliable support for all staff members requiring accommodations.</p> <p>This could be in the form of annual survey results for a new question, specific to the digital version of the Passport (to be introduced in the 2026 survey), showing year-over-year increases over the next 3 years.</p> | <p>Continue to promote and implement use of the Government of Canada Workplace Accessibility Passport.</p> <p>Deliver tailored training for HR representatives, managers and employees to ensure understanding of the Passport, available resources, and clear guidance for supporting accommodation requests.</p> | <p>Yearly</p> | <p>Ongoing</p> |

Ongoing commitment

Additional to the action items listed above, FedDev Ontario is committed to pursuing the following to support accessibility in the employment pillar:

- hiring managers and human resources advisors will continue to use clear, plain language for job descriptions, job postings, assessment material and other communication to job seekers and employees, and will continue to welcome accommodation requests
- promoting use of the Public Service Commission's [Federal Internship Program for Canadians with Disabilities](#) to hiring managers as a way to connect with potential candidates with disabilities
- generating awareness about the requirements and opportunities of the [Directive on the Duty to Accommodate](#)
- continuing to promote and implement use of the [Government of Canada Workplace Accessibility Passport](#)
- providing access to targeted career development support and leadership opportunities for employees with disabilities
- implementing mandatory training on accessibility, barriers and inclusion for managers, supervisors and human resources professionals
- using the Corporate Accommodations, Security and Procurement team's available resources to action accessibility requests and ensure the timely delivery of accommodation measures
- continuing to use forums like town halls and fireside chats to raise awareness of accessibility and working to reduce the stigma that surrounds issues of accessibility
- using surveys and feedback to measure progress and continue to improve the experience of persons with disabilities

2. Built environment

FedDev Ontario does not own the buildings in which its offices are located. The Agency will work closely with building management, Public Services and Procurement Canada (PSPC) and Shared Services Canada (SSC) to identify and address any existing physical barriers in all locations.

FedDev Ontario's goals for this pillar

- all office locations are accessible and barrier-free
- employees are equipped with the tools they need to do their work

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|---|---|---|----------------------|---------------|
| Physical barriers such as inaccessible office layouts or lack of adaptive equipment may prevent employees with disabilities from fully utilizing the workspace. | All employees can fully access and use office spaces, supported by adaptive equipment and inclusive layouts that enable equal participation and productivity. | Maintaining office environments that are designed for comfortable use and accessible to all employees. Make available centralized funding with a view to providing seamless, timely and effective accommodation solutions. Quiet spaces or noise cancelling headphones are available. Increase in the availability of ergonomic desks. | Yearly | Ongoing |

Ongoing commitment

Additional to the actions items listed above, FedDev Ontario is committed to pursuing the following to support accessibility in its physical office locations:

- engaging employees with disabilities, visible and non-visible, in identifying and addressing gaps in accessibility of the built environment and workplace culture
- conducting, with input from PSPC and SSC, accessibility audits in Agency office locations
- engaging building management to address physical barriers

3. Information and communication technologies (ICT)

Work that is done at FedDev Ontario relies on information and communication technologies. These technologies must be accessible to all employees, regardless of ability or disability.

FedDev Ontario’s goals for this pillar

- all systems, software, websites, meetings and equipment are accessible to all employees
- employees with accessibility needs have access to adaptive technologies to do their work effectively

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|--|---|---|------------------|-----------------|
| Some sections of the FedDev Ontario website do not fully meet accessibility standards. | Ensure conformance with updated standard EN 301 549. | Conformance review, followed by any necessary remediation. | By May 2027 | Not yet started |
| Some presentation and meeting materials may not fully meet accessibility standards. | Presentations and meetings, including learning materials and how they are presented, are EN 301 549 conformant. | Further improve and promote the FedDev Ontario Guide to Organizing Accessible Meetings. Strengthen guidance and training regarding accessible meetings (e.g., duration, breaks, avoiding back-to-back meetings, camera use, coaching participants on how to help with visual acuity and transcription and caption accuracy). | By April 2026 | In progress |
| Employees require increased access to digital accessibility skills training. | Employees will have increased knowledge and skills in digital accessibility. Digital content will be more accessible to all, fostering an inclusive workplace environment and | Review training resources currently available through Canada School of Public Service (CSPS) and create a formalized training plan for everyone who develops, maintains, or purchases digital technologies, as well as everyone who produces | By December 2026 | Not yet started |

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|---------|--|--|---------------|--------|
| | ensuring compliance with evolving accessibility standards. | documents, meetings, or presentations. | | |

Ongoing commitment

In addition to the above listed actions, FedDev Ontario is committed to pursuing the following to support accessibility in ICT:

- collaborating with employees and with other departments, evaluating current systems, software, websites and equipment for accessibility and best practice implementation
- increasing awareness of resources to assist managers and employees in finding accessible solutions, such as the [Accessibility, Accommodation and Adaptive Computer Technology](#) (AAACT) team, through presentations, employee onboarding sessions and the internal employee newsletter

FedDev Ontario is aware of anticipated updates to regulations within the *Accessible Canada Act*. These may require the Agency to provide training on digital accessibility fundamentals by June 1, 2027, as well as refresher training at least every three years, to all employees involved in the development, maintenance, or purchasing of digital technologies. Such training would, at a minimum, provide these employees with a baseline level of knowledge and awareness about digital accessibility concepts as they relate to their job-specific roles and responsibilities.

As ICT continues to evolve, FedDev Ontario remains committed to meeting accessibility standards and empowering all employees to interact effectively with ICT and associated assistive software and hardware. In this area, FedDev Ontario continues to raise awareness of resources that support employees in their use of new tools and technologies, with the goal that accessibility becomes habituated in how our work is accomplished daily.

4. Communication (other than ICT)

Accessible communication helps everyone by presenting information clearly and simply. It means acknowledging people's differences and eliminating obstacles so that all individuals can access information and services, join discussions and events, and complete their tasks. Ensuring accessible communication is something we all share responsibility for, as highlighted in the information below.

FedDev Ontario's goals for this pillar

- accessibility is a primary consideration when developing documents, presentations and events
- employees and managers have an increased level of confidence in how accessibility is approached and achieved

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|---|---|--|---------------|-----------------|
| Inconsistency with using the most recently adopted accessible typefaces universally now available in Microsoft Office. | Updated documents and all newly created documents, will adopt Aptos (instead of Calibri) typeface family when feasible in line with other agencies leading in accessibility (e.g., Shared Services Canada). | Update master templates and checklists to reflect this change. | By May 2026 | Not yet started |
| Document accessibility is not always prioritized and is often addressed later rather than being consistently integrated as a standard practice. | Accessibility is embedded as a core standard in document creation processes. | Provide training sessions to management and all employees on how to create accessible documents. | By May 2026 | In Progress |

Ongoing commitment

In addition to the actions listed above, FedDev Ontario is committed to pursuing the following that support accessibility in communications:

- continuing efforts to meet all accessibility standards for internal and external content;
- adopting an “inclusive and accessible first” approach for web, intranet, social media and other digital content; and
- promoting the use of the [Digital Accessibility Toolkit](#) to support the creation of accessible content

5. Procurement of goods, services and facilities

FedDev Ontario complies with the [Policy on the Planning and Management of Investments](#) and the [Directive on the Management of Procurement](#), which state that all departments and agencies must include accessibility criteria when specifying requirements for goods, services and facilities.

FedDev Ontario’s goals for this pillar

Procurement strategies will continue to apply the principles of universal design when considering the purchase of goods and services, including:

- the design is useful to people with diverse abilities
- the design is flexible to accommodate a wide range of individual preferences and abilities
- the purchased good or service is easy to use, regardless of experience, knowledge, language or concentration level
- the design minimizes hazards to the user
- the purchased good or service can be used efficiently, comfortably and with a minimum of fatigue

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|--|--|---|-------------------|-----------------|
| Procurement templates and documents are difficult to navigate due to the use of complex language or unclear definitions, creating barriers for people with diverse abilities and language backgrounds. | Everyone can more easily understand Request for Proposal (RFP) and agreements, ensuring that applicants with disabilities are not disadvantaged. | Perform plain language edits on the most-used RFP and agreement templates, or ensure glossary is included in RFP documents where plain language may not be feasible. | By September 2026 | Not Yet Started |
| | | Triennial conformance audit of the Procurement Management Framework (PMF) and content of all contract templates and their checklists, followed by any necessary adjustments to policies or contracting templates. | By December 2028 | Not Yet Started |

Ongoing commitment

In addition to the above listed actions, FedDev Ontario is committed to pursuing the following that support accessibility in procurement:

- provide support and resources to the procurement team, including [PSPC’s guidance on accessible procurement](#), as it continues to meet or exceed Treasury Board requirements; and
- educate managers and employees on the elements of accessible procurement through training opportunities, internal staff newsletter and awareness-raising content during National AccessAbility Week

6. Design and delivery of programs and services

As a federal agency within the Government of Canada, FedDev Ontario aims to be representative of the people it serves. FedDev Ontario acknowledges its role and responsibility to:

- create and implement inclusive and accessible policies and programs
- offer alternative formats through which Canadians can access program and service information

- make decisions that best serve the region of southern Ontario

FedDev Ontario’s goals for this pillar

- policies exist to guide in presenting information and services to the widest range of clients without disadvantage to persons with disabilities
- program information and tools are available in multiple formats to best serve clients
- the process of applying for and participating in FedDev Ontario’s programs and services is free from systemic, cultural, attitudinal or physical barriers

Identified barriers that exist at FedDev Ontario

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|--|--|--|----------------------|-----------------|
| Using technical terms or complicated language can make information difficult to understand for people with different literacy levels, cognitive abilities, or for those whose first language is not English or French. | New web pages and application processes are easier to read and understand. | Include plain language principles within harmonized checklists that apply to the development of all web pages and documents. | By May 2028 | Not Yet Started |

| Barrier | Intended outcomes | Planned actions | Timeline span | Status |
|--|--|--|---------------|-----------------|
| Individuals with disabilities may face challenges accessing information and services on web pages that do not meet web accessibility standards. This includes difficulties navigating content using assistive technologies, incompatibility with screen readers, or lack of alternative text for images. | All applicants, and especially those with disabilities, succeed in completing application processes independently. | Establish a review step for new program web pages and documents to ensure they follow web accessibility standards. | By May 2028 | Not Yet Started |

Ongoing commitment

In addition to the above listed actions, FedDev Ontario is committed to pursuing the following to support accessibility in program design and delivery:

- continuing efforts to meet or exceed the Treasury Board Secretariat’s [Standard on Web Accessibility](#) on all internal and external web pages;
- providing alternate formats for program information, applications and other documents when requested by a client; and
- consulting with clients experienced in diversity, cultural sensitivity and design thinking on their experiences with FedDev Ontario programs and services and making improvements where needed

7. Transportation

In 2022, after a careful review of the Agency's policies, programs and services, and after consultations with FedDev Ontario employees, no barriers in relation to transportation were identified. Reviewed annually, this remains true today. However, should the situation arise where transportation barriers are identified, FedDev Ontario will follow best practices to eliminate these barriers.

This pillar remains out of scope for FedDev Ontario as it does not manage transportation for its clients or employees. However, FedDev Ontario employees may be required to use transportation for various aspects of their jobs (e.g., client site visits, off-site training and meetings). In any situation where travel and transportation are required, FedDev Ontario works with its employees to overcome barriers to accessibility and ensure successful travel.

FedDev Ontario will confirm annually that it reviews and address any barriers that arise regarding ad hoc travel or transportation requests.

Training

FedDev Ontario continues to train all employees on the requirements of the *Accessible Canada Act* and its regulations and the *Canadian Human Rights Act* as they pertain to persons with disabilities.

As part of new employee onboarding, FedDev Ontario provides training as best suited to their duties. FedDev Ontario also provides ongoing training, as needed, in relation to any changes to relevant policies.

FedDev Ontario maintains training records, including dates of training, the content, the number of participants and the names of those with successful completion.

Conclusion

The Government of Canada's [Accessibility Strategy for the Public Service of Canada](#) outlines how the public service can identify, remove and prevent physical, systemic and cultural obstacles to enable every person, including those with disabilities, to flourish. The Agency contributes to the vision of building a better Canada by including the knowledge and expertise of persons with disabilities in all aspects of our work.

The Government's goal from the outset has been both simple and monumental: to make Canada's public service the most inclusive public service in the world. Through this Plan, FedDev Ontario continues to shape our workplace into one that is accessible for all employees and clients.

Glossary

Accommodation (Adjustment): any change in the working environment that allows a person with a disability or functional limitation 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
- 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: anything that hinders or prevents the full and equal participation in society of persons with an impairment, including physical, mental, intellectual, cognitive, learning, communication or sensory impairments, or a functional limitation (obstacle). Barriers include anything physical, architectural, technological or **attitudinal**. * Barriers can also be based on information, communications or anything that is the result of a policy or a practice.

***Attitudinal barriers** (attitudes) are behaviours, perceptions and assumptions that discriminate against persons with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, to judge, or have misconceptions about persons with disability.

Disability:** 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.

Discrimination: treating someone differently or unfairly because of a personal characteristic or distinction. Whether the discrimination is intentional or not, it imposes disadvantages not imposed on others or withholds or limits access that is given to others. Under the *Canadian Human Rights Act*, there are 13 prohibited grounds of discrimination:

- race
- national or ethnic origin

- colour
- religion
- age
- sex
- sexual orientation
- gender identity or expression
- marital status
- family status
- genetic characteristics (including a requirement to undergo a genetic test or disclose the results of a genetic test)
- disability
- conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered

Inclusion: the act of including someone or something as part of a group. An inclusive workplace is fair, equitable, supportive, welcoming and respectful. Inclusion recognizes, values and leverages differences in identities, abilities, backgrounds, cultures, skills, experiences and perspectives that support and reinforce Canada’s evolving human rights framework. (Source: [Building a Diverse and Inclusive Public Service: Final Report of the Joint Union/Management Task Force on Diversity and Inclusion](#))

The above definition of **disability is from the *Accessible Canada Act*. It may be useful to also be aware of these other definitions of **disability**

Canadian Human Rights Act (Section 25)

“**disability** means any previous or existing mental or physical disability and includes disfigurement and previous or existing dependence on alcohol or a drug.”

Employment Equity Act (Section 3)

“**persons with disabilities** (PWD) means 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,

and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.”

The Employment Equity Team at Treasury Board Secretariat is now using the French term “**Personnes en situation de handicap**” which aligns with international usage and replaces the legislative term “Personnes handicapées” that appears in the Employment Equity Act and the Employment Equity regulations. The legal definition has not changed.

United Nations Convention on the Rights of Persons with Disabilities

“(e) Recognizing that **disability** is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.”