National Security and Intelligence Review Agency | **Office de surveillance des activités en matière de sécurité nationale et de renseignement**

National Security and Intelligence Review Agency Secretariat

Accessibility Plan 2026-2028

National Security and Intelligence Review Agency Secretariat

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From the Executive Director

I am pleased to share the *National Security and Intelligence Review Agency (NSIRA) Secretariat's Accessibility Plan 2026-2028*. This plan builds on the progress made since the publication of the NSIRA Secretariat's inaugural accessibility plan and reaffirms our continued commitment to fostering an organization that is inclusive, equitable, and accessible to all.

Accessibility remains a shared responsibility and an ongoing process of learning, collaboration, and improvement. This new plan outlines the concrete steps we will take over the next three years to identify, remove, and prevent barriers across our workplaces, programs, policies, practices and services. Where barriers cannot be removed immediately, we will take action to mitigate them and ensure accessibility principles are embedded in our daily practices and decision-making.

The development of this plan was guided by consultations with NSIRA Secretariat employees, including persons with disabilities, as well as input from subject matter experts and functional leads across key operational areas. Their insights have been invaluable in shaping our understanding of the barriers that exist and the opportunities to strengthen accessibility across the organization.

Accessibility remains an important part of the NSIRA Secretariat's broader vision of accountability, transparency, and inclusiveness. Through the actions outlined in this plan, we are taking important steps toward ensuring that every member of our workforce–and every Canadian who engages with the NSIRA Secretariat–can participate fully and meaningfully in our work.

Charles Fugère

Executive Director

General

The Executive Director of the NSIRA Secretariat, who is the deputy head and employer, leads the organization that supports the Review Agency in the fulfillment of its mandate under the *National Security and Intelligence Review Agency Act*. The Secretariat will monitor feedback to evaluate progress and to determine its future accessibility plans.

In compliance with the requirements of the *Accessible Canada Act* ("ACA") and the *Accessible Canada Regulations*, this plan is available on NSIRA's website, which is used to communicate with the public.

To request a copy of the accessibility plan or a description of the feedback process in an alternate format, or to provide feedback about the NSIRA Secretariat's accessibility plan and any barriers encountered in dealing with the NSIRA Secretariat, please contact the undersigned by mail, telephone, or e-mail.

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Executive Summary

The [National Security and Intelligence Review Agency](#) (NSIRA) Secretariat is committed to building an accessible organization—one where persons with disabilities can participate fully and equitably in all aspects of its work. The Accessibility Plan (2026-2028) outlines the steps the NSIRA Secretariat will take over the next three years to identify, remove and prevent barriers to accessibility across its programs, policies, practices, operations, and workplaces.

Accessibility is not a one-time achievement, but an ongoing effort that requires continuous attention and collaboration. Where barriers cannot be immediately removed, the NSIRA Secretariat will take proactive steps to mitigate them while building awareness, strengthening inclusive practices, and embedding accessibility into everyday processes and decision-making.

This work aligns directly with NSIRA's Strategic Plan, which promotes innovation, professional growth, retention, and wellbeing, and reaffirms leadership's commitment to a workforce that reflects Canada's diversity. By integrating accessibility into this broader framework, the NSIRA Secretariat seeks to ensure that accessibility principles are considered in all activities—from recruitment and training to publications and stakeholder engagement.

Since publishing its inaugural Accessibility Plan in 2022, the NSIRA Secretariat has made measurable progress in several areas, including improving the accessibility of its websites, publications and complaints processes; reviewing its physical office spaces; and increasing internal capacity through training and guidance These efforts were informed by the results of an initial barrier assessment, ongoing consultations with staff (including persons with disabilities), and feedback from subject matter experts across key operational areas.

The 2026-2028 Accessibility Plan builds on that foundation. It reflects feedback gathered through targeted questionnaires and consultations with leads in Employment, Built Environment, Information and Communication Technologies (ICT), Communications, and other core areas, as well las input from persons with disabilities. The barriers identified largely relate to awareness, training, and the need to embed accessibility into standard practices such as staffing, publications, and policy development.

Guided by principles of the *Accessible Canada Act*, this plan outlines concrete actions to address those barriers and to strengthen accessibility across the NSIRA Secretariat's work environment and service delivery. It reaffirms our ongoing commitment to creating an organization where everyone can participate meaningfully and equitably.

Context

The [National Security and Intelligence Review Agency](#) (NSIRA) is an independent and external review body that reports to Parliament. NSIRA reviews Government of Canada national security or intelligence activities to assess whether they are lawful, reasonable and necessary, and reports accordingly. NSIRA investigates complaints from members of the public regarding activities of the Canadian Security Intelligence Service (CSIS) and the Communications Security Establishment (CSE), as well as decisions by deputy heads to deny or revoke a security clearance. In addition, NSIRA investigates complaints that are closely related to national security referred by the Civilian Review and Complaints Commission for the Royal Canadian Mounted Police (CRCC), matters referred by the Canadian Human Rights Commission (CHRC) and certain reports made to NSIRA under the *Citizenship Act*. This independent scrutiny contributes to strengthening the framework of accountability for national security or intelligence activities undertaken by Government of Canada institutions and supports public confidence in this regard.

The National Security and Intelligence Review Agency Secretariat is a separate agency identified in Schedule V of the *[Financial Administration Act](#)* (FAA) and is not a part of the core public administration. Treasury Board of Canada [policies](#) with respect to financial management, procurement, communications, information management and technology, amongst others, apply to the NSIRA Secretariat. With respect to human resources, the Executive Director is the employer, whose authorities are derived from the *National Security and Intelligence Review Agency Act* ([sections 42 through 48](#)) and [subsection 12(2)](#) of the FAA.

Under the [ACA](#) and the *[Accessible Canada Regulations](#)*, federally regulated entities are required to publish an initial accessibility plan, establish a process for receiving and responding to feedback, and report annually on progress. An updated accessibility plan must be published every three years. The NSIRA Secretariat's first accessibility plan was published in 2022. This updated plan outlines the Secretariat's ongoing and future efforts to remove barriers and advance accessibility in all aspects of its operations.

Consultations

The NSIRA Secretariat developed this Accessibility Plan (2026–2028) using consultation input from employees, including persons with disabilities, and internal subject matter experts. Conducted between 2023 and early 2025 in accordance with the *Accessible Canada Act*, these consultations identified barriers, reviewed progress under the 2022–2025 plan, and set priorities for the next cycle.

Consultation Approach

Consultations included organization-wide staff outreach, targeted engagement with employees who self-identified as having a disability and focus groups with internal experts across the Act's priority areas. Input was gathered through accessible surveys, written submissions, and virtual discussions.

External Perspectives

In addition to internal consultations, the NSIRA Secretariat sought input from external individuals through voluntary post-staffing process surveys and through the accessibility feedback form available on its public website. These mechanisms provide opportunities for members of the public to share experiences or identify barriers encountered when interacting with the organization.

Results

Consultations confirmed progress in areas such as training, communications, and accessible information technology, while highlighting the need for continued awareness, leadership engagement, and the integration of accessibility into staffing and policy development. Participant input directly informed the actions and priorities outlined in this plan.

Ongoing Commitment to Engagement

The NSIRA Secretariat recognizes that meaningful consultation with persons with disabilities is central to the *Accessible Canada Act*. Consultation and feedback opportunities are available year-round by phone, email, mail, or through an online form, with alternate formats and anonymous submissions accepted.

All feedback is reviewed to identify barriers and inform continuous improvement. Future engagement efforts will broaden outreach and include collaboration through interdepartmental committees and working groups to share best practices.

The Secretariat also recognizes the need to strengthen its efforts to actively engage persons with disabilities in future consultations. To support this, the organization will continue to explore opportunities to collaborate with external networks and organizations representing persons with disabilities, ensuring that future plans are informed by diverse lived experiences and expertise.

Feedback and consultation remain key to strengthening accessibility across all areas of the Secretariat's work.

Priority Areas and Actions Planned

The National Security and Intelligence Review Agency Secretariat is committed to identifying and addressing accessibility barriers across all aspects of its operations. This Accessibility Plan addresses the seven key priority areas identified in the *Accessible Canada Act*, ensuring comprehensive coverage of accessibility requirements for employees, stakeholders, and the public.

For each priority area, the plan highlights actions over the next three years that are expected to have the greatest practical impact in removing obstacles, enhancing accessibility, and promoting equitable participation. These actions were informed by consultations, internal subject matter expertise, and an assessment of operational realities, while aiming for accessibility and inclusivity for all employees, stakeholders, and the public.

The following sections detail the priority areas and the concrete steps the NSIRA Secretariat will take to ensure accessibility and inclusion in our workplace, communications, services, and beyond.

1. Employment

The NSIRA Secretariat is committed to ensuring accessibility in recruitment, retention, and the career advancement for persons with disabilities. While formal processes for requesting accommodations are in place, recent Public Service Employee Survey (PSES) results suggest a possible barrier related to stigma. Between 2022 and 2024, the percentage of employees who reported feeling comfortable requesting accommodation measures from their immediate supervisor decreased from 94% to 88%. This shift indicates that some employees may hesitate to seek accommodations due to concerns about stigma or negative perceptions.

The 2026-2028 plan emphasizes accessible and inclusive employment processes throughout the employee lifecycle. In addition to strengthening recruitment, onboarding, and career development practices, particular attention will be given to reducing stigma that may discourage employees from requesting accommodations. Actions will focus on strengthening awareness, promoting available tools such as the Accessibility Passport, and fostering a culture where accommodation requests are normalized and fully supported.

To advance these objectives, the Secretariat will take the following actions;

a)   **Continue improving accessible recruitment and hiring:**

Staffing processes and job postings will continue to clearly communicate accessibility and accommodations. Processes will be regularly reviewed to ensure that no steps disadvantage or prevent persons with disabilities from applying, participating, or being evaluated. Appropriate accommodation measures will be available as needed throughout the staffing lifecycle. By embedding accessibility throughout recruitment, the process helps signal that accommodations are a standard and supported part of employment.

b) **Sustain and enhance workplace accommodations:**

A dedicated email box will remain available to simplify the accommodation request process. Promotion of the Workplace Accessibility Passport will continue, making it easier for employees to document and communicate their accommodation needs. Options to modernize how accommodation requests are tracked and managed will be explored to improve timeliness and ensure continuous support, so that accommodations can be promptly addressed by any member of the Human Resources (HR) team. These measures help normalize the process and reduce stigma by demonstrating organizational commitment to accommodations as a routine and supported practice.

c) **Strengthen accessibility awareness:**

Training and awareness will continue across three key areas;

1) **Staffing:** Hiring managers and staff involved in recruitment will receive ongoing guidance on inclusive hiring practices and the consistent application of accommodation measures.
2) **Onboarding:** Accessibility and inclusion topics will remain a core part of onboarding for all staff, with targeted session for managers and subject matter experts.
3) **Communications and reminders:** Accessibility considerations will be embedded in internal communications and onboarding materials, with regular reminders about available tools and resources that support workplace inclusion, including clear guidance on how to report accessibility issues or request support.

By strengthening knowledge and confidence across these areas, the organization helps reduce potential stigma around requesting accommodations and fosters a consistent, organization-wide approach to supporting accessibility and inclusion.

d) **Embed accessibility in HR policies and practices:**

New or revised HR and organizational policies will be developed with accessibility in mind, ensuring they reflect barrier-free principles from the outset. This approach reinforces a culture where accessibility and accommodation are understood as integral, not exceptional, aspects of workplace practices. Through these measures, the NSIRA Secretariat will continue building a more inclusive workplace and advancing accessibility throughout the employment experience.

Together, these measures help address the stigma that may discourage employees from requesting accommodations by normalizing accessibility as a standard and supported practice. Through sustained effort, the Secretariat will continue fostering a workplace where employees feel safe and confident seeking the support they need.

2. Built Environment

The National Security and Intelligence Review Agency (NSIRA) Secretariat operates from secured office space in the National Capital Region. Employees work on-site and/or remotely, depending on operational requirements. Hearings, investigative interviews, and inter-organizational meetings are often conducted in person, making physical accessibility a critical consideration.

In supporting Canada's independent expert review body for national security and intelligence activities, the NSIRA Secretariat operates within secured areas and must respect strict security protocols. These requirements, while essential to safeguarding classified information, create unique accessibility challenges. For example, personal medical or assistive devices (e.g., heart monitors, hearing aids, glucose monitors) must be reviewed and approved by the Communications Security Establishment (CSE), which can cause delays and postpone the full availability of adaptive equipment or full accommodation for an individual. Similarly, Bluetooth-enabled devices and some electronics cannot be brought into secure spaces at all. In addition, as a tenant rather than a building owner, the NSIRA Secretariat often relies on coordination with partner departments to address building-related barriers. Together, these factors mean that some barriers cannot be fully removed and must instead be mitigated through planning and accommodations.

Some of these barriers were also identified in the NSIRA Secretariat's 2022 Accessibility Plan. While steps have been taken to mitigate them – such as installing automatic door openers at all main entrances – challenges remain. Heavy doors to private or individual office spaces continue to pose difficulties for persons with reduced mobility, and other issues persist.

Based on recent reviews and the use of Accessibility Checklists, the following barriers have been identified. One of these, related to emergency evacuation procedures, was identified earlier in 2025 and subsequently resolved in November, prior to finalizing this Accessibility Plan.

- **Heavy doors to private offices and hoteling stations**
  Some doors remain difficult to open for persons with reduced mobility or those using a wheelchair.
- **Lack of accessible signage**
  Boardroom, offices, and shared spaces are not consistently equipped with signage that meets accessibility standards.
- **Emergency evacuation procedures (resolved in 2025)**
  A gap was identified in that the evacuation assistance process had not yet been formally launched or fully communicated. As a result, individuals who may require support during an evacuation may not have known what steps to take or how to obtain assistance. This process was officially launched in November 2025 and is now being implemented and communicated across the organization.

In 2026–2028, efforts will be focused on addressing these barriers and ensuring that all employees and visitors can navigate the physical workplace safely and equitably. These efforts will include;

a) **Facilitate timely access to assistive and adaptive tools:**

Work will continue with security and building management teams to collaborate on identifying opportunities to streamline approval processes for personal medical and assistive devices, reducing delays when entering secure areas. The Secretariat will also strengthen relationships with both organizations that face similar security requirements and small departments and agencies to share best practices and identify ways to improve or expedite accessibility-related processes. At the same time, the inventory of pre-approved adaptive tools (e.g., vertical mice, split keyboards) will be maintained and expanded to ensure employees and visitors can access necessary supports without delay.

b) **Finalize and communicate accessible emergency procedures:**

With the formal launch of the enhanced evacuation assistance process in November 2025, the Secretariat will now focus on ensuring that all employees understand the procedures and know how support will be provided during an evacuation. Clear, accessible communication materials will be developed and shared so that individuals who may require assistance are aware of the steps to take, the supports available to them, and the roles and responsibilities of designed personnel. Ongoing monitoring will help ensure the process is applied consistently and remains responsive to employee needs.

c) **Improve accessibility of interior office doors:**

To reduce barriers caused by heavy doors to individual offices and hoteling stations, the NSIRA Secretariat will work with building management to explore solutions such as installing mechanisms that support accessibility for persons with reduced mobility.

d) **Enhance accessible signage:**

Consistent with Treasury Board Secretariat (TBS) guidance, the NSIRA Secretariat will refrain from modifying current signage until Accessibility Standards Canada (ASC) completes the standards-development process. The Secretariat will monitor the publication of final standards, expected in 2027, and prepare to update signage in boardrooms, offices, and shared spaces. This will ensure alignment with government-wide standards as appropriate and support consistent, accessible wayfinding for employees and visitors.

e) **Embed accessibility into training and ongoing guidance:**

Accessibility guidance will remain a key part of the mandatory security onboarding, ensuring new employees understand how to navigate secured office spaces with assistive devices, access restricted areas, and request support when barriers are encountered. Annual reminders and guidance will also be provided to all staff on how to identify and address building-related accessibility issues, reinforcing awareness and responsiveness.

Through these actions, the NSIRA Secretariat will continue to improve the accessibility of its physical workspaces, working within the requirements and constraints of secured government facilities and the external processes on which it depends, and using mitigation strategies where full removal of barriers is not possible.

3. Information Communication Technology

The NSIRA Secretariat relies on digital tools and platforms to support internal operations and public engagement. The intranet and internet websites are key means of communication, while employees use secure networks, devices, and applications to carry out their responsibilities on-site and remotely.

Operating within a highly secured digital environment means that all systems must comply with strict IT and network protocols designed to protect classified information. While these measures are essential, they can create challenges in implementing or testing new accessibility tools and

updates. Most IT services are also externally managed, requiring coordination and approval from partner departments before changes are made.

Since the release of the NSIRA Secretariat's 2022 Accessibility Plan, meaningful progress has been achieved – particularly in improving the accessibility of the public website, which now aligns closely with Web Content Accessibility Guidelines (WCAG) standards. However, accessibility gaps persist within internal systems and processes.

Based on recent reviews and input from subject matter experts in ICT, the following barriers have been identified;

- **Intranet accessibility gaps:** The current intranet has not yet been updated to meet accessibility standards. Its renewal is a stated organizational priority for the upcoming fiscal year.
- **Limited capacity to deliver accessibility training:** While resources exist, current staffing and workload constraints have limited the capacity to provide presentations or guidance on accessibility best practices.
- **Dependence on external ICT service providers:** Because ICT procurement and implementation are largely managed by PCO, SSC and CSE, NSIRA Secretariat has limited ability to integrate accessibility considerations directly into these processes.

In 2026-2028, efforts will focus on addressing these barriers and ensuring that digital systems and services are accessible to both employees and the public. These efforts will include:

a) **Integrate accessibility into intranet renewal:**

Accessibility requirements will be built into the design and implementation of the new intranet from the outset. The Web Operations team will collaborate with IM, HR and external service partners to ensure employees can navigate and access key resources, including accessibility tools and guidance, without barriers.

b) **Integrate accessibility considerations into ICT request:**

Accessibility requirements will be incorporated into all ICT-related requests made to external service providers. ICT staff will request accessibility documentation for new tools, software, or equipment and verify known accessibility features before adoption. An internal checklist will support consistent review and documentation.

c) **Strengthen capacity and collaboration on digital accessibility:**

ICT staff will make efforts to contribute to accessibility-focused activities, including sharing guidance and participating in events such as National AccessAbility Week. The NSIRA Secretariat will strengthen relationships with accessibility and ICT teams in other small departments, agencies, and organizations working in secure environments to share best practices and explore ways to improve or accelerate accessibility-related processes.

d) Maintain and monitor digital accessibility compliance:

All new content on internal and external sites will continue to meet or exceed WCAG 2.1 standards. Regular reviews will assess the accessibility of existing digital content and systems, with adjustments made as needed to ensure continued compliance.

Through these efforts, the NSIRA Secretariat will continue to enhance the accessibility of its digital environment, balancing necessary security requirements with its commitment to equitable access for all employees and members of the public.

4. Communications other than ICT

The NSIRA Secretariat communicates findings and recommendations to implicated departments, agencies, responsible ministers, and the public. Ensuring accessibility in all communications allows employees, stakeholders, and members of the public to access and engage with NSIRA's work effectively.

While significant progress has been made in improving accessibility in publications, barriers remain in the consistency and application of accessible communication practices across the organization. The barriers identified include;

- Inconsistent use of plain language in both internal and external communications
- Limited awareness or training among staff on accessible communication principles and best practices.

In 2026-2028, efforts will focus in the following areas:

a) Embed accessibility in communication tools and policies:

Accessible communication principles will continue to be integrated into all communication guides, checklists, templates, and policies. This includes both internal and public-facing materials. Plain language and relevant accessibility standards will continue to be incorporated into the NSIRA Secretariat's publishing practices and guidance materials, including the Review Report Style Guide and other resources supporting external communications.

b) Strengthen awareness and training on accessible communication:

All staff will have access to awareness and learning opportunities on plain language and accessible document creation. Members of the Communications team will complete specialized training and help promote accessibility best practices across the Secretariat.

c) Develop and promote accessible communication resources:

Quick reference materials such as toolkits and checklists will be developed or promoted internally to support accessible writing and digital content creation. The Secretariat will leverage existing federal resources and aim to align, as appropriate with the Accessible Standards Canada Plain Language Standard that was published in October 2025.

d) **Provide alternate formats and communication supports upon request:**

   Processes will be formalized to ensure alternate formats and supports – such as Braille, large print, audio, sign language interpretation, and captioning – are available for meetings, events, and publications. Partnerships with service providers, including Public Services and Procurement Canada (PSPC)'s Translation Bureau, will continue to support these services.

Through these measures, the NSIRA Secretariat will strengthen accessibility, clarity, and inclusiveness in all communications, ensuring that employees, partners, and members of the public can fully engage with its work.

5. Procurement of Goods, Services and Facilities

The NSIRA Secretariat procures goods, services and facilities in accordance with the policies and processes established by Public Services and Procurement Canada (PSPC), the Treasury Board of Canada Secretariat (TBS), and other key partners.

While no barriers were identified in the 2022–2025 Accessibility Plan, the Secretariat recognized the need to strengthen accessibility by design within its procurement practices. Since then, accessibility training has been provided to cost centre managers and procurement staff, and work has begun to develop templates and procedures that better integrate accessibility requirements.

Recent consultations identified areas where accessibility can be more consistently embedded across the procurement lifecycle. These include ensuring accessibility requirements are reflected in solicitation documents and contracts, that supplier compliance is assessed, and that post-delivery monitoring processes are in place.

In 2026–2028, efforts will focus on the following:

a) **Embed accessibility across procurement tools and planning:**

   Standard templates, checklists, and procedures will be completed to ensure accessibility considerations are incorporated from the earliest stages of procurement planning through contract management. These tools will promote consistency and transparency in applying accessibility criteria across all acquisitions.

b) **Strengthen monitoring and accountability:**

   Processes will be established to track accessibility commitments after contract award, ensuring goods and services continue to meet accessibility expectations. Lessons learned from each procurement will be documented to support continuous improvement.

c) **Maintain accessibility awareness and training:**

   Procurement leads and cost centre managers will continue to receive training and guidance to reinforce awareness of accessibility requirements and evolving federal standards. This will help ensure accessibility remains a routine part of all purchasing decisions.

Through these actions, the NSIRA Secretariat will strengthen accessibility by design in procurement and ensure that all goods, services, and facilities support an inclusive and accessible work environment.

6. Design and Delivery of Programs and Services

An important part of the Review Agency's mandate is to investigate complaints related to the Canadian Security Intelligence Service (CSIS), the Communications Security Establishment (CSE), and the Royal Canadian Mounted Police (RCMP) when closely related to national security, as well as complaints concerning the denial or revocation of security clearances. The Agency also reviews the national security and intelligence activities of CSIS, CSE, and all other federal departments and agencies with such responsibilities. In fulfilling this mandate, the NSIRA Secretariat interacts with members of the public as well as public servants, and must promote accessibility for all participants. Ensuring that persons with disabilities can participate fully in these complaint and review processes remains integral to the NSIRA Secretariat's operations.

Amendments to the **Rules of Procedure** have clarified that complaint investigation participants may request accommodations and receive procedural assistance to address accessibility barriers, including support for persons with cognitive or other disabilities. Accessibility remains closely linked to progress in other areas, such as the built environment and information and communication technology (ICT).

Based on recent assessments and questionnaire feedback, the following barriers or opportunities were identified:

- The absence of a formalized process for tracking accessibility-related requests creates a potential risk of gaps in ensuring timely or appropriate support for individuals with disabilities.
- There is a need to enhance existing accessibility training to ensure employees feel fully confident in supporting participant's diverse accessibility needs.

In 2026–2028, the NSIRA Secretariat will focus on the following:

a) **Implement a process to track accessibility-related accommodations:**

The Secretariat will formalize a system to record and monitor all accessibility-related requests made during the public complaints process. This process will support timely follow-up, help identify recurring accessibility needs and improve reporting on service delivery accessibility.

b) **Provide targeted training for staff involved in operations:**

Employees who regularly interact with persons outside of the NSIRA Secretariat—including complainants, members of the public, and public servants involved in review activities—will receive targeted training to strengthen awareness of accessibility principles and confidence in providing accommodations. The training will focus on inclusive communication, plain language, and the practical application of the duty to accommodate during interviews, briefings and correspondence. This will help ensure that all participants can engage fully in the Secretariat's processes.

Through these measures, the NSIRA Secretariat will continue advancing accessibility in its operations, ensuring that its Programs and Services remain inclusive, responsive, and barrier-free for all participants.

7. Transportation

The NSIRA Secretariat's offices are located in Ottawa, where accessible transportation services are provided by OC Transpo and the Société de Transport de l'Outaouais. Designated accessible parking spaces are available at nearby lots.

While no barriers have been identified at the NSIRA Secretariat's primary location, employees occasionally travel domestically and internationally for work-related meetings and activities. To support an accessible and inclusive workplace, accessibility considerations will continue to be integrated into travel planning and coordination.

In 2026-2028, efforts will focus on the following:

a) **Integrate accessibility into travel planning and procedures:**

The Secretariat will incorporate accessibility considerations into travel policies, guidance, and procedures. This will include identifying employees' accessibility needs during the travel authorization process and ensuring that travel arrangements (such as flight bookings, airport assistance, or ground transportation) accommodate those needs.

b) **Provide guidance and support for accessible travel:**

Employees and managers will have access to clear guidance on planning and requesting accessible travel arrangements, both domestically and internationally. This will help ensure that employees with disabilities are supported before, during, and after travel, and that accessibility considerations are applied consistently across all travel requests.

Through these initiatives, the NSIRA Secretariat will promote accessible travel planning, ensuring that all employees can participate in work-related travel and activities.

Implementation, monitoring and reporting

To ensure accessibility remains a core priority, the ACA and the *Accessible Canada Regulations* require regulated entities to prepare and publish annual progress reports on the implementation of their accessibility plans. These progress reports must be developed in consultation with persons with disabilities and describe the consultation process, including how feedback was considered and incorporated.

The NSIRA Secretariat is committed to ongoing engagement with persons with disabilities and other stakeholders to continuously improve accessibility across its programs, services, and workplace. Feedback received through consultations, public inquiries, or other channels will be carefully reviewed and addressed to inform future actions and updates.

In accordance with the regulations, the NSIRA Secretariat will publish an updated accessibility plan every three years. The first plan was published in December 2022, and the second in December 2025. All accessibility plans and progress reports will be made publicly available to ensure transparency and accountability in advancing accessibility throughout the organization.

Through these measures, the NSIRA Secretariat strives to foster an inclusive and accessible environment for all Canadians, demonstrating a sustained commitment to removing barriers and enhancing equitable participation.

Glossary

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

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

Information and Communication Technology (ICT): is 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.

Web Content Accessibility Guideline (WCAG): 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.

References and resources

Accessible Canada Act (justice.gc.ca)Accessible Canada Regulations (justice.gc.ca)

Accessibility Strategy for the Public Service of Canada – Canada.ca (also referred to as "Nothing Without Us")

Canadian Human Rights Act (justice.gc.ca)

Canadian Human Rights Commission

National Security and Intelligence Review Agency Act (justice.gc.ca)

Policy on Government Security- Canada.ca

Web Content Accessibility Guidelines (WCAG)