

COURTS ADMINISTRATION SERVICE

ACCESSIBILITY

PLAN

2026-2028

Courts Administration Service Accessibility Plan 2026-2028

Aussi disponible en français sous le titre : Plan d'accessibilité 2026-2028

Information contained in this publication or product may be reproduced, in part or in whole, and by any means, for personal or public non-commercial purposes without charge or further permission, unless otherwise specified. Commercial reproduction and distribution are prohibited except with written permission from Courts Administration Service.

For more information, contact

Courts Administration Service
90 Sparks
Ottawa ON Canada K1A 0H9

Email: accessibility-accessibilite@cas-satj.gc.ca

© Courts Administration Service, 2025

Cat. No. JU17-10E-PDF (Electronic PDF, English)
ISSN 2818-1638

This document is available on the Courts Administration Service website at: <https://www.cas-satj.gc.ca/en/pages/publications/accessibility-plans/accessibility-plan-2026-2028>

Table of Contents

Message from the Chief Administrator	4
General.....	4
Contact Us	4
Requesting Alternate Formats	5
Feedback	5
Executive Summary	5
Priority Areas.....	6
Employment	6
The Built Environment	7
Information and Communication Technologies.....	8
Communication, other than Information and Communication Technologies	9
The Procurement of Goods, Services and Facilities	9
The Design and Delivery of Programs and Services	10
Transportation	11
Consultations	11
Monitoring and Reporting.....	12

Message from the Chief Administrator

I am proud to present the Courts Administration Service (CAS) 2026–2028 Accessibility Plan. This plan reaffirms our continuous and clear commitment to the Accessible Canada Act that supports the goal of making Canada barrier free by 2040.

In December 2022, we published our [first accessibility plan](#), outlining the specific actions CAS would take to identify, remove, and prevent barriers to accessibility. Over the past couple of years, as we were implementing our accessibility plan, we have made real progress towards accessibility. For example, we have collaborated with an accessibility expert to support the National Courts Facilities Modernization Program, which will significantly improve accessibility in the built environment in several courthouses across Canada. We have moved our public-facing website to a more accessible platform, and we have developed an Accessibility Hub on CAS’s intranet. This valuable collection contains learning materials, tools and resources on accessibility and inclusion. There have also been many other accomplishments in all priority areas, as detailed in our [annual progress reports](#). Along the way, our efforts were guided by feedback from persons with disabilities and our devoted team.



DARLENE H. CARREAU
CHIEF ADMINISTRATOR
AND CHIEF EXECUTIVE OFFICER

While I am proud of the progress we have made to date, there is still work to do to remove barriers to accessibility. Our Accessibility Plan 2026–2028 builds on the findings and progress from our initial plan, and on lessons we have learned. The actions identified in this plan will help increase access to justice for all and foster inclusion and equity.

Accessibility is a shared responsibility. We can all contribute to improving it through daily actions, mindfulness, allyship and commitment.

Together, as one team, let’s contribute to making Canada barrier free.

Darlene H. Carreau
Chief Administrator and Chief Executive Officer

General

Contact Us

Name of Organization:
Courts Administration Service (CAS)

Contact Person and Mailing Address:

Manager, Diversity, Inclusion and Anti-Racism
Human Resources Division
Courts Administration Service
90 Sparks Street, Office 910-20
Ottawa, Ontario K1A 0H9

Telephone Number: 613-567-7010

Email Address:

accessibility-accessibilite@cas-satj.gc.ca

Requesting Alternate Formats

To request an alternate format of this accessibility plan or our [feedback process](#), please contact us using one of the methods detailed above. Alternate formats include print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

Feedback

To provide your feedback on this plan, on its implementation, and on accessibility barriers encountered at CAS, please contact the Manager, Diversity, Inclusion and Anti-Racism using any of the contact information listed above. You can also provide your feedback anonymously by completing the [Accessibility Feedback Form](#).

Prior to submitting your feedback, please visit the [Accessibility Feedback Process](#) page and the [Accessibility Feedback Form page](#) for more details on our feedback process and to read our privacy notices.

Executive Summary

The Courts Administration Service (CAS) provides registry, judicial and corporate services to the Federal Court of Appeal, the Federal Court, the Court Martial Appeal Court of Canada and the Tax Court of Canada to help deliver justice to all Canadians. In keeping with the principle of judicial independence, CAS's accessibility plan applies only to the functions of the organization as part of the public service.

In line with the [Accessible Canada Act \(ACA\)](#), the [Accessible Canada Regulations](#) and the government's goal to make Canada barrier-free by January 2040, we are continuing our efforts to create barrier-free programs, services, and environments for both our workforce and the public by building on our [first accessibility plan](#), which was published in December 2022. This continued commitment is reflected in this updated accessibility plan, which we developed following consultations with individuals with disabilities and in collaboration with CAS's Accessibility Working Group.

Our Accessibility Working Group brought together representatives from different divisions and teams, who reviewed the implementation and progress of our initial accessibility plan and assessed practices, programs and services. Each representative worked with their respective

teams and subject-matter experts to conduct research, assessments and consultations on their respective priority areas and related topics. This resulted in the identification of areas for improvement and actions to be taken to ensure the removal of accessibility barriers and to prevent any new barriers from being created.

As we continue to promote a culture of inclusivity at CAS where accessibility is understood, promoted and embedded in all areas, this updated plan takes into consideration the progress we made by implementing our initial plan. It addresses all the priority areas set out in the ACA and its Regulations, embedding culture within the respective actions to be taken in these areas. The priority areas are:

- employment
- the built environment
- 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
- transportation

Priority Areas

Employment

Barriers

By reviewing our practices, programs, policies, services and through consultations, we identified the following barriers in the area of Employment:

- Although representation of persons with disabilities has increased, they remain underrepresented in the workforce
- There is limited knowledge among managers of how to provide effective support, which makes it difficult for persons with disabilities to advance in their careers
- There are still some delays in putting accommodations in place for employees

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Promote and implement accessible human resources practices to enhance the recruitment, retention and development of persons with disabilities.

Actions to be taken for 2026-2028

- Promote self-identification and its importance through targeted awareness campaigns, and provide clear instructions on how to update self-identification information
- Make decisions and plan initiatives regarding recruitment, retention and promotion of persons with disabilities based on the review and monitoring of the most updated workforce analysis information
- Review, update, implement and monitor progress of diversity, inclusion and employment equity plans and strategies to address existing representation gaps
- Continue reviewing hiring processes, including assessments, through an accessibility lens
- Monitor training activities in order to ensure that hiring managers complete mandatory training to identify and eliminate biases and barriers
- Continue encouraging the use of existing programs designed to attract and hire qualified persons with disabilities, such as the Federal Internship Program for Canadians with Disabilities and the Federal Student Work Experience Program
- Provide more guidance on the accommodations process to both employees and managers through communications and training sessions
- Enhance awareness of disability inclusion by further promoting available tools, resources and training to help managers better support employees with disabilities
- Analyze the results of exit interviews and surveys to determine if departures from the organization are related to any barriers to accessibility and identify required actions

The Built Environment

Barriers

By reviewing our practices, programs, policies, services and through consultations, we identified the following barriers in the area of the Built Environment:

- Some premises lack accessibility features; these features vary across locations and floors
- Some components do not comply with accessibility standards

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Ensure that CAS premises across Canada are accessible and barrier-free for employees and clients.

Actions to be taken for 2026-2028

- Continue to review the built environment, in consultation with persons with disabilities and subject-matter experts, to identify how to improve accessibility
- Collaborate with Public Services and Procurement Canada (PSPC) to implement changes resulting from the review, where possible
- Work with building custodians to develop plans, address recommendations from consultations, and remove barriers in the built environment
- Continue applying personalized emergency evacuation plans for employees with disabilities, tailored to their specific accessibility needs, to ensure that their safety is prioritized during emergencies

Information and Communication Technologies

Barriers

By reviewing our practices, programs, policies, services and through consultations, we identified the following barriers in the area of Information and Communication Technologies:

- Some of the organization’s internal tools present usability challenges
- There is limited awareness of the available tools to check the accessibility of documents
- Employees lack awareness of adaptive technologies available for them

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Ensure digital solutions provided to CAS employees and the public are accessible.

Actions to be taken for 2026-2028

- Continue improving the accessibility of internal applications that CAS employees use
- Ensure that accessibility standards and criteria are considered in the design, testing, and approval process of all new digital solutions to make sure that anyone can access and use them
- Continue providing IT equipment according to individuals’ accommodations needs, while simplifying related processes
- Promote the use of the Microsoft Office Suite’s built-in Accessibility Checker and provide instructions on how to use it
- Inform staff regularly that adaptive computer technologies are available, and encourage employees requiring accommodations to communicate with their managers

Communication, other than Information and Communication Technologies

Barriers

By reviewing our practices, programs, policies, services and through consultations, we identified the following barriers in the area of Communication, other than Information and Communication Technologies:

- The content we share does not always follow accessibility standards
- The content we share is not always written in plain language, making it difficult to understand

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Ensure that all of CAS's internal and external communications products are accessible by default.

Actions to be taken for 2026-2028

- Improve the accessibility of CAS's internal and public-facing websites
- Continue improving the accessibility of internal information provided to staff
- Continue providing guidance and tips to staff on creating accessible content, including on the use of plain language
- Promote training opportunities, tools and resources related to accessibility to raise awareness among staff
- Continue supporting different business units within CAS to help ensure that information about accessibility is communicated broadly within the organization

The Procurement of Goods, Services and Facilities

Barrier

By reviewing our practices, programs, policies, services and through consultations, we identified the following barrier in the area of Procurement of Goods, Services and Facilities:

- Some business owners at CAS have limited knowledge of accessible procurement practices

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Ensure accessible procurement is applied when purchasing goods, services and facilities.

Actions to be taken for 2026-2028

- Ensure that accessibility criteria are clearly defined and included in procurement processes, and that the accessibility justification form is used when accessibility criteria do not apply
- Provide guidance and advice to business owners at CAS on accessibility considerations in relation to procurement selection criteria
- Continue providing procurement staff with learning opportunities on accessibility requirements and standards

The Design and Delivery of Programs and Services

Barriers

By reviewing our practices, programs, policies, services and through consultations, we identified the following barriers in the area of the Design and Delivery of Programs and Services:

- Consultations with people with disabilities regarding programs and services remain limited
- There continue to be gaps in awareness of accessibility requirements, although progress has been noted

We will continue to take steps to remove barriers and prevent new ones from being created. To do this, we will work towards our objective and the related actions to be taken, as listed below.

Objective

Design and deliver programs and services that are accessible.

Actions to be taken for 2026-2028

- Analyze feedback received through the formal feedback process, surveys (such as the Public Service Employee Survey), and other means to make recommendations for improving programs and services
- Keep consulting persons with disabilities to identify and remove barriers and to increase accessibility
- Ensure that the Diversity, Inclusion and Anti-Racism team is consulted on programs, policies and services
- Continue to regularly update and promote our intranet's Accessibility Hub

- Continue to provide guidance and promote tools and learning resources related to accessibility requirements and features to improve the accessibility of programs and services
- Ensure that the Accessibility Working Group remains active and engaged in monitoring the implementation of the accessibility plan and that its members are consulted on issues within their areas of expertise

Transportation

We have reviewed our policies, practices, programs and services and have determined that there are no barriers in the area of Transportation at this time. CAS does not provide transportation or parking to employees or to the public. Therefore, this section is not applicable.

However, it should be noted that when court locations are selected, they should meet the following important criteria: proximity to downtown, access to public parking, and access to public transportation. Locations that do not adequately meet all three criteria are no longer considered.

In the coming years, CAS will be opening new locations in Victoria and Saskatoon. At each of these locations, and in the event of relocation of any offices, CAS, in collaboration with PSPC, will ensure that consideration is given to the criteria mentioned above.

Consultations

Consultations, particularly with persons with disabilities, were essential to develop this plan and align it with the ACA and its [principles](#), as well as with the principles of “Nothing Without Us: An Accessibility Strategy for the Public Service of Canada”. We included feedback from the consultations in this plan.

Our consultations included the following:

- We sent a call-out to employees, and specifically to employees with disabilities, to participate in consultations. Participants could either complete a digital survey or take part in a one-on-one meeting, depending on their preference. The consultations included questions to identify barriers in all areas of priority, to gather information on lived experiences of persons with disabilities, and to obtain suggestions on how to improve accessibility and remove barriers.
- Some survey respondents specified the types of their disabilities. These included:
 - Mobility disabilities
 - Seeing disabilities
 - Hearing disabilities
 - Learning disabilities
 - Developmental disabilities
 - Mental health-related disabilities

- We invited members of the Diversity, Inclusion and Anti-Racism Committee to play a key role in the consultation process. Members ensured a diverse and inclusive perspective by sharing their enriching experiences, observations and accessibility challenges.
- We held consultations with functional communities, such as human resources professionals, including participants with disabilities.
- We also considered the Public Service Employee Survey results, particularly answers provided by persons with disabilities, in identifying barriers and drafting this plan.
- In creating this plan, we also looked at feedback gathered during consultations held in developing the progress reports on the initial accessibility plan.
- Since 2022, employees can share their ideas about accessibility by communicating with the accessibility project leads. Contact information has been posted on the Diversity, Inclusion and Anti-Racism page (which includes the Accessibility Hub) and shared with all employees via email.
- The accessibility feedback process is open at all times, allowing anyone to provide input or comments on the accessibility plan, its implementation, or any barriers they have encountered. Individuals can also provide suggestions for eliminating accessibility barriers. Input collected through the feedback process has also informed and guided the development of this updated plan by identifying or confirming issues and barriers to be addressed as well as actions to be taken.
- In addition to the feedback received through the above-mentioned means, we have also considered information collected from other departments and through research.

Monitoring and Reporting

To keep the process transparent and accountable, we will be regularly following up on the progress made in implementing the actions to be taken in each priority area of this plan.

- The Accessibility Working Group includes representatives from different fields who are responsible for each of the priority areas. These representatives will monitor the progress of the actions related to their respective priority areas; they will then report on this progress to the rest of the group and to the Diversity, Inclusion and Anti-Racism Team.
- The Diversity, Inclusion and Anti-Racism Team will share with the Accessibility Working Group the feedback gathered from persons with disabilities among employees and members of the public. This feedback will be used to determine if any adjustments must be made to the actions to be taken and will be included in the annual progress reports, as required by legislation.
- The Diversity, Inclusion and Anti-Racism Team will report on progress and feedback to the CAS Executive Committee and to the Diversity, Inclusion and Anti-Racism Committee.

- In accordance with the legislative requirements, the Diversity, Inclusion and Anti-Racism Team, in collaboration with the Accessibility Working Group, will prepare and publish an annual progress report.