



Accessibility Progress Report: December 2022 to December 2023



The Parliamentary Budget Officer (PBO) supports Parliament by providing economic and financial analysis for the purposes of raising the quality of parliamentary debate and promoting greater budget transparency and accountability.

The Office of the Parliamentary Budget Officer is committed to becoming a leader in accessibility. Our goal is to remove barriers to accessibility for our employees, our clients and the Canadian public. This progress report describes what steps we have taken between December 1, 2022, and December 1, 2023, to strengthen accessibility within our organization.

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Yves Giroux

Parliamentary Budget Officer

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Message from the Parliamentary Budget Officer

The Office of the Parliamentary Budget Officer (OPBO) has a diverse and committed team of employees who play an important role in supporting Canada's parliamentary democracy through the provision of economic and financial analysis to Parliament.

The OPBO understands the importance of accessibility, and we are committed to providing a barrier-free environment for our employees, clients and the general public. In the last year, we have begun implementing our first three-year plan to identify and remove barriers in our workplace.

This progress report details the achievements of the past year that lead toward a barrier-free OPBO. It outlines the accomplishments our organization has achieved in our key priority areas.

Training employees on barriers to accessibility and how to reduce and eliminate them will ensure that the OPBO is more inclusive for everyone.

We remain open to feedback at any time about accessibility at the OPBO.

Yves Giroux

Parliamentary Budget Officer

General

The Chief Human Resources Officer (CHRO) and Manager, Human Resources Services, is responsible for leading accessibility initiatives for the OPBO. Questions or inquiries about the Office of the Parliamentary Budget Officer's accessibility plan and/or other accessibility initiatives can be sent to:

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You can also share your feedback about accessibility at the Office of the Parliamentary Budget Officer by completing our online [form](#).

Executive Summary

The Office of the Parliamentary Budget Officer is committed to becoming a leader in accessibility. Our goal is to remove barriers to accessibility for our employees, our clients and the Canadian public.

This progress report describes what steps we have taken between December 1, 2022, and December 1, 2023, to strengthen accessibility within our organization in the seven priority areas identified in the *Accessible Canada Act*, as well as the eighth priority – culture – that we decided to add to our three-year plan. Our organization believes that a stronger culture among our employees regarding disabilities and the importance of accessibility will help us reach our goals.

Accessibility Statement

The OPBO is committed to providing services that are accessible to the widest possible audience, regardless of ability. We are actively working to remove accessibility barriers for our employees, our clients and the Canadian public in everything we do.

The OPBO aims to conform to Web Content Accessibility Guidelines 2.1 AA, among other Web accessibility best practices. Compliance with these requirements is an integral part of the development, continuous integration and deployment process of the public website (www.pbo-dpb.ca).

The OPBO's accessibility progress report is available on our website, but it is also available, upon request, in other formats including:

- print
- large print
- braille
- audio
- electronic

Priority Areas

In consultation with employees, parliamentary clients and members of the public, the OPBO identified goals and actions to improve accessibility in eight priority areas: employment; built environment; information and communications technologies; communications; procurement of goods, services and facilities; design and delivery of services; transportation; and culture.

Employment

General Objective

Promote accessible and inclusive human resource practices, so that all employees are supported and can contribute to the organization to their full potential.

Objective 1

Ensure that staffing and assessment tools, approaches and resources are accessible and inclusive, with special attention on increasing awareness of the availability for accommodation during assessments and applying plain-language principles to communications at all stages of the staffing process to hire and retain employees with disabilities.

Activities

- We reviewed current staffing processes by participating in a number of meetings with federal government working groups on human

resources to identify possible barriers and gaps. We offer adaptive measures for persons with disabilities.

- We regularly research best practices in human resources and implement them in our Office.
- We regularly engage in awareness activities for OPBO directors and human resources professionals about best practices to create an accessible and safe staffing process. Awareness is raised during meetings with directors, before a new position is posted and when we participate in various groups sharing best practices in human resources.

Expected Completion

2023 / completed in 2023 – This activity will be ongoing. We will continue to refine our staffing and assessment approaches and resources.

Responsibility

Human Resources Services

Objective 2

Provide mandatory training sessions for human resources professionals, directors, managers, and employees at all levels on accessibility, barriers, unconscious bias and accommodation requests and processes so they can build expertise.

Activities

- In 2024, we will complete an evaluation of the OPBO's needs in this area and will promote current training offerings.
- We have researched existing training from external providers (governmental, private, and academia).

- A training session tailored to the OPBO's needs for designing accessible tables and graphics in our reports will be offered to all employees in the near future.
- We have developed a bank of tools, checklists, and guidance for employees. A new Accessibility section was created on our Intranet page to share this information with employees.
- We have built awareness among different groups of employees about the training and tools available to them by sending them emails and sharing information about how to register for conferences and training sessions.
- At bimonthly staff meetings, we take the opportunity to promote the training and tools available to employees.

Expected Completion

2023 / completed in 2023 – This activity will be ongoing.

Responsibility

Human Resources Services, in collaboration with the Communications Advisor (Training).

Objective 3

Engage persons with disabilities on the review of the OPBO's programs and policies aimed at onboarding new employees, as well as the employment life cycle. Identify accessibility barriers, gaps, and areas in need of improvement and develop an action plan to remove these barriers.

Activities

- Together with our parliamentary partners, we have consulted employees with disabilities to understand areas for improvement with the current onboarding process.

- We have developed an onboarding form for new employees so that we can identify the employee's needs before their first day of work. This revised onboarding process includes tools and resources for all employees.
- We have given all OPBO employees and their managers access to tools, checklists and guidance that are meaningful and useful for employees who may need the information without having disclosed their disability. The information is available on the Intranet and through the new "Onboarding Guide" sent to employees before their start date.

Expected Completion

2023 – This activity will be ongoing.

Responsibility

Human Resources Services.

Objective 4

Implement a Workplace Accessibility Passport as the means of communication between employees and managers for accommodations-related information, solutions and approvals.

Activities

- We researched different tools, notably the Government of Canada Workplace Accessibility Passport, and determined that this tool can be used at the OPBO.
- In 2024, we will begin taking steps to implement the Workplace Accessibility Passport in consultation with employees with disabilities in order to find the best approach.

- We will train managers and employees on the new tools and processes in a timely manner.

Expected Completion

2023 / Completion in 2024 and 2025.

Responsibility

Human Resources Services.

Built Environment

General Objective

Provide a barrier-free environment with secure access to employees, parliamentary clients, and the Canadian public within OPBO spaces.

Objective 1

Engage persons with disabilities on the accessibility of the built environment through surveys, consultations, and site visits. Identify and review areas in need of improvement and develop an action plan to remove the barriers.

Activities

- We began reviewing the accessibility assessments from Public Services and Procurement Canada (PSPC) for 50 O'Connor (similar

building to ours). Our objective is to contact PSPC to arrange for an assessment of the space occupied by the OPBO at 99 Bank.

- We asked employees working on the Hill with various types of disabilities to help with accessibility assessments at 99 Bank.
- We will prepare a response plan to eliminate barriers identified during the accessibility assessments and in partnership with PSPC and the building manager (Bentall).

Expected Completion

2023 / Completion in 2024 or 2025.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the built environment; however, this area is the responsibility of the Manager, Administrative Services.

Objective 2

Engage with persons with disabilities to review the OPBO's emergency procedures and business continuity plans, with particular attention to the unique barriers they face. Identify and review areas in need of improvement and develop an action plan to remove the barriers.

Activities

- We reviewed the current policies and procedures to assess known gaps at our office.
- We regularly research best practices in place at our parliamentary partners and federal government institutions, in part by participating in committees and working groups.

- We will determine how procedures and policies could be improved through consultations with employees with different types of disabilities, as well as associations representing persons with disabilities (consultations).
- We will work in collaboration with the building manager (Bentall) to update the training for emergency fire wardens to include the improved procedures.
- We will develop an awareness and communication plan to inform employees about the procedures.

Expected Completion

2023 / Completion in 2024 and 2025.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the built environment; however, this area is the responsibility of the Manager, Administrative Services, in collaboration with the Communications Advisor.

Objective 3

Build awareness with the Canadian public about accessibility features and services available through the OPBO's public-facing programming and build awareness among employees and clients about what is available in the workplace.

Change to the Plan

We reviewed this objective and agreed to remove it from our three-year accessibility plan. Our target audience is parliamentarians, and our organization does not provide programs for the general public.

Objective 4

Contribute to a scent-free environment at the OPBO, in collaboration with partners and service providers.

Activities

- We installed signs to remind employees that the OPBO is a scent-free environment.
- We have built awareness at staff meetings of how this policy applies within OPBO workspaces and why.
- We will develop a procedure to encourage visitors and contractors to participate in the scent-free environment by informing them when they are invited.
- We will procure, whenever possible, products that are scent-free (office supplies, cleaning products, etc.) for our workplace.

Expected Completion

To be completed in 2024 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the built environment; however, this area is the responsibility of the Manager, Administrative Services.

Information and Communication Technologies (ICT)

General Objective

Promote information and communication technologies that can be used by all employees, clients, and the Canadian public, regardless of their abilities.

Background

- The OPBO receives IT services from the Library of Parliament and the House of Commons (our partners). For example, our networking, computer equipment procurement, office support and software licence acquisition and management services are provided by them.
- However, some software programs used by OPBO employees, its clients and the general public are developed and maintained internally. For example, applications associated with producing and publishing reports and managing registration for communications events, as well as the system for requesting documents in alternative formats, the employee Intranet and the public-facing website, are all maintained internally. These software programs and the digital infrastructure supporting them are referred to as digital communications infrastructure (DCI).

Objective 1

Develop an assessment process for new IT systems, hardware, and software, whether they are procured or developed internally or externally, to identify if they meet the leading accessibility standards and any changes that may be required to meet those standards.

Activities

- We raised awareness among staff members responsible for DCI and our partners regarding the importance of considering accessibility from the start of the procurement and development process.
- We developed a process to ensure that new DCI systems and software programs comply with the leading accessibility standards and to determine how well they interact with adaptive technologies.
- We plan to develop a process where users, with or without disabilities, can test IT systems, hardware, and software to ensure they meet accessibility requirements whenever this is possible.
- We would like to develop a process to ensure that new IT systems, hardware and software that are acquired or provided by OPBO partners, in collaboration with Parliamentary Precinct partners, meet the leading accessibility standards and are assessed to determine how well they interact with adaptive technologies.

Expected Completion

2024 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for information technologies. However, this area is the responsibility of the Manager, Administrative Services (partners), and the Manager, Digital Strategy and Parliamentary Reporting (DCI).

Objective 2

Engage regularly with persons with disabilities on the accessibility of information and communications tools and technology through surveys and/or consultations and assess and test the accessibility of information technology systems with persons with different types of disabilities.

Activities

- We implemented a process to automatically assess whether DCI software is compatible with the leading Web accessibility standards (Lighthouse test).
- We would like to develop a process where users, with or without disabilities, can test IT systems, hardware and software to ensure they meet the needs of the employees, parliamentary clients and the Canadian public, whenever it is possible to do so.
- We plan to engage with “The Accessibility Exchange,” a new online platform that brings people together to build strong and effective accessibility plans.

Expected Completion

We deferred this objective to 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for information technologies. However, this area is the responsibility of the Manager, Administrative Services (partners), and the Manager, Digital Strategy and Parliamentary Reporting (DCI).

Objective 3

Review the major corporate systems, hardware, and software currently in use at the Office of the Parliamentary Budget Officer to identify and address accessibility barriers.

Activities

- We used several automated tests to assess DCI software programs to identify barriers.
- The team managing DCI developed ways to eliminate the main obstacles identified using automated tests.
- Next, with the help of persons with disabilities, we would like to test all major corporate systems, hardware and software to ensure they are fully accessible—beyond what we were able to identify using automated tests—and address barriers as needed.

Expected Completion

2023.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for information technologies. However, this area is the responsibility of the Manager, Administrative Services (partners), and the Manager, Digital Strategy and Parliamentary Reporting (DCI).

Objective 4

Train employees at all levels in the organization on how to create accessible documents and how to offer fully accessible meetings and events, either virtual or in person.

Activities

- We assessed the level of knowledge of employees within the organization on the topic of accessibility by giving a survey.
- We researched existing training on these topics offered by parliamentary partners and government organizations, as well as the private sector and academia, and we are actively continuing our research.
- We would like to develop training tailored to the OPBO's needs for designing, structuring and presenting documents to provide guidance to employees in accomplishing the organization's mandate.
- We are building awareness among employees about the training and the tools by email and the Intranet.
- We implemented major changes to our digital communications infrastructure (DCI) to ensure a comprehensive approach (from drafting to publication) for accessible documents.

Expected Completion

2023 / Completion in 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for information technologies and communication. However, this area is the responsibility of the Communications Advisor (training), and the Manager, Digital Strategy and Parliamentary Reporting (DCI and processes).

Objective 5

Provide training on accessibility, barriers, and needs of persons with disabilities, to educate publishing and communications specialists and

employees responsible for creating web content on the importance of accessibility and how to build it as a consideration into the assessment, implementation or development of systems, hardware and software.

Activities

- We began assessing the level of knowledge within the organization on these topics, as well as available training offerings.
- We researched existing training on these topics offered by parliamentary partners and government organizations, as well as the private sector and academia.
- If needed, we will develop training tailored to the OPBO's needs, as well as a suite of tools, checklists that will provide guidance to employees.
- We are building awareness among employees about the training and the tools available.

Expected Completion

2023 / Completion in 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for information technologies and communication. However, this area is the responsibility of the Manager, Administrative Services (partners), the Communications Advisor (research and training), and the Manager, Digital Strategy and Parliamentary Reporting (DCI and technological implementation).

Communication

General Objective

Promote equal access to information for the Office of the Parliamentary Budget Officer's employees, clients, and the Canadian public, regardless of their abilities.

Objective 1

Develop tools, checklists and guidance on the use of sign language and closed captioning for meetings and events.

Activities

- We began reviewing best practices within the Parliamentary Precinct, as well as government organizations, the private sector and academia.
- Discuss best practices with persons with disabilities.
- Prepare tools, checklists and guidance for employees.
- Develop an awareness and communication plan to inform the above-mentioned audiences of the tools, checklists, and guidance.

Expected Completion

Deferred to 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for communication; however, this area is the responsibility of the Manager, Administrative Services, in collaboration with the Communications Advisor.

Objective 2

Develop tools, checklists and guidance on offering written communications in alternate formats, including, but not limited to, print, large print, Braille, audio, or electronic formats, before receiving an official request.

Activities

- We reviewed best practices within the Parliamentary Precinct and government organizations through working groups on accessibility.
- We have discussed best practices with persons with disabilities at the meetings of various working groups.
- We have developed new templates for OPBO reports with a view to ensuring that all reports can be consulted by the largest number of people possible without requiring either adaptation or special design.
- We prepared a guide with tools, checklists and guidance for employees on how to use the new templates.
- We are building awareness among employees of the various resources offered by the OPBO on how to produce accessible reports.
- We have designed and implemented a major update to our digital communications infrastructure (DCI) ensuring that accessible documents are published as a matter of course. DCI includes information infrastructure (cloud services, content management system (CMS), data acquisition interface, etc.) and related business processes (training and documentation, report production process, systems maintenance process, etc.).

Expected Completion

2023.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for communication; however, this area is the responsibility of the Communications Advisor (research, development and training), and the Manager, Digital Strategy and Parliamentary Reports (DCI).

Objective 3

Engage with persons with disabilities to develop tools, checklists, and guidance for digital media to ensure they are fully accessible to persons with various types of disabilities.

Activities

- Teams within the organization, as well as parliamentary partners and government organizations working within the Parliamentary Precinct, were consulted on best practices.
- If required, prepare tools, checklists and guidance for employees, informed by consultations with persons with disabilities, and build awareness among employees of these tools.
- Over the last year, a lengthy process was undertaken to review the templates for OPBO reports. Our objective was to give OPBO employees the tools they need to develop high-quality reports that take accessibility into account from the beginning of the drafting process. We worked to ensure that the reports that we create will be accessible to the highest number of people without requiring either adaptation or a special design.
- A guide for using the templates that illustrates best practices for accessibility was developed for OPBO analysts to equip them to format and design reports.

- Since June 2023, OPBO publications (reports and notes) are published in PDF format with metadata ("tags") to make it easier for assistive technologies to read them.
- Since October 2023, the PBO has been publishing notes in an HTML format designed specifically to optimize universal accessibility on the website. This HTML version is available in addition to the PDF version with tags. In 2024, a strategy will be put in place to extend this practice to all OPBO reports.
- We created a new page on the OPBO website to share our accessibility action plan and give our employees, as well as parliamentarians and the general public, a way to provide anonymous feedback and request information about the OPBO's accessibility plan or other accessibility initiatives.

Expected Completion

2023 / Completion in 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for communication; however, this area is the responsibility of the Communications Advisor (training and best practices), and the Manager, Digital Strategy and Parliamentary Reports (systems development and implementation).

Objective 4

Provide workshops or training to equip employees to develop communications that are more accessible to the OPBO's diverse audiences.

Activities

- We consulted experts on best practices for accessibility through workshops offered to government organizations, and we will continue to do so in the years ahead.
- The OBPO implemented a mandatory training session for all employees. The course “Making Documents Accessible” (INC1-V46), offered by the Canada School of Public Service (CSPS), provides basic information on document accessibility and how to make documents accessible. All employees completed the training by June 30, 2023.
- We continue to assess the training available on accessible communications. A training session on making Excel tables accessible will be offered in 2024.
- We are building awareness among analysts and directors of the resources available to them on best practices for accessibility, including specific tools, checklists and other guidance, on a new Intranet page and in staff meetings.

Expected Completion

Completed in 2023 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for communication; however, this area is now the responsibility of the Communications Advisor.

Procurement of Goods, Services and Facilities

General Objective

Implement procurement practices for goods, services, and facilities that are accessible to the OPBO's employees, clients, and the Canadian public, regardless of their abilities.

Objective 1

Give training on accessibility, barriers and the needs of persons with disabilities to procurement employees and cost centre managers to educate them on the importance of accessibility and how to include it as a consideration at all steps of the procurement process.

Activities

- Complete an evaluation of the OPBO's needs and current training offers.
- Research best practices from parliamentary partners, government organizations, the private sector and academia.
- If needed, develop, or enhance current training opportunities.
- If needed, develop a bank of tools, checklists, and guidance for employees and build awareness among relevant employees of these resources.

Expected Completion

Deferred to 2024. This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the procurement of goods, services and facilities; however, this area is the responsibility of the Manager, Administrative Services, and the OPBO's Legal Counsel.

Objective 2

As part of the OPBO's procurement process, determine if a requirement or information about accessibility can be added to scope of work documentation.

Activities

- Research best practices from parliamentary partners and government organizations.
- Consult the OPBO's Legal Counsel about the feasibility of this requirement.

Expected Completion

Deferred to 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the procurement of goods, services and facilities; however, this area is the responsibility of the Manager, Administrative Services, and the OPBO's Legal Counsel.

Objective 3

Research the feasibility of adding a clause in contracts to ensure accessibility in the delivery and/or implementation of goods services, or technical solutions, and to ensure that accessibility requirements are considered during future updates or changes to services or technical solutions.

Activities

- Research best practices from parliamentary partners, government organizations, the private sector and academia.
- Consult the OPBO's Legal Counsel about the requirement.

Expected Completion

Deferred to 2024.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the procurement of goods, services and facilities; however, this area is the responsibility of the Manager, Administrative Services, and the OPBO's Legal Counsel.

Design and Delivery of Services

General objective

Deliver services that are accessible to Office of the Parliamentary Budget Officer's employees, parliamentary clients, and the Canadian public, regardless of their abilities.

Objective 1

Consult persons with various types of disabilities to identify ways to make our services more inclusive and to remove barriers.

Activities

- We reviewed how OPBO reports are published in order to meet various accessibility needs. Our reports will now be published on the website in HTML as well as in PDF format. We will also provide alternative formats.
- We are participating in a number of working groups on accessibility in order to identify the needs of persons with disabilities, and we will continue to improve our service offerings.

Expected Completion

Completed in 2023 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the design and delivery of services; however, this area is the responsibility of the Communications Advisor (research, development and

training), and the Manager, Digital Strategies and Parliamentary Reporting (DCI).

Objective 2

Review policies to identify any accessibility barriers and develop an approach to address them.

Activities

- We consulted persons with disabilities through meetings organized by various government groups to identify potential barriers and to understand what they need to access the OPBO's services.
- Develop a prioritization document to outline in which order the OPBO will review its various services and policies.
- Develop and implement, in consultation with persons with disabilities, tools and processes to help employees review the OPBO's services and policies from an accessibility perspective.
- Build awareness among employees of how the OPBO enhances its services from an accessibility perspective.

Expected Completion

2023 – This activity will be ongoing.

Responsibility

The Manager, Administrative Services; the Communications Advisor; and all Parliamentary Precinct partners.

Objective 3

Ensure that accessibility is a priority during the design of all our services.

Activities

- Develop and implement, in consultation with persons with disabilities, tools, processes and guidelines to help in the creation of services and policies that are accessible.
- We are ensuring that accessibility is considered during all our projects or initiatives.
- During team meetings, we are building awareness among employees about the resources that can support them in developing or enhancing services.

Expected Completion

Completed in 2023 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the design and delivery of services; however, this area is the responsibility of the Manager, Administrative Services, and the Communications Advisor (research, development and training).

Objective 4

Equip employees with tools and training to design accessible and inclusive services.

Activities

- Consult with parliamentary partners and government organizations on existing best practices and training resources.
- Develop or enhance current training opportunities to meet the OPBO's needs.

- Develop a bank of tools, checklists, and other guidance for employees and build awareness among employees of the training and resources available to them.

Change to the Plan

We have reviewed this objective and agreed to include training in the “Culture” section.

Transportation

General Objective

Enable work-related transportation for Office of the Parliamentary Budget Officer’s employees that is accessible for all.

Objective 1

Review the accessible transportation options that OPBO employees can access to perform their work duties and build awareness of those options with employees.

Activities

- Review current transportation options with persons with disabilities to identify barriers and gaps.
- Research government best practices.

Expected Completion

Deferred to 2024 and 2025 – A group that includes all parliamentary institutions will meet in the year ahead to identify solutions to this priority.

Responsibility

Responsibility will be assigned in the weeks ahead.

Culture

General objective

Create a culture that embraces accessibility in all aspects of its work.

Objective 1

Develop and provide mandatory and optional training and awareness sessions for all employees on accessibility, barriers, inclusion and unconscious bias in order to build an accessible, confident organization.

Activities

- We assessed the level of awareness about accessibility issues among employees. This year, we gave employees the opportunity to participate in a Library of Parliament quiz on their accessibility knowledge and how to interact with persons with disabilities.
- We are researching training opportunities offered by parliamentary partners and government organizations on attitudinal barriers and stigmas around disability.

- We will give employees the opportunity to participate in the presentation given by Ms. Yazmine Laroche, a retired federal public servant. The objective of this presentation is to better understand the types of barriers in our environment and to gain a deeper understanding of accessibility and why it is important. Ms. Laroche is the first person with a visible disability to become a federal Deputy Minister and was the first Deputy Minister for Public Service Accessibility.

Expected Completion

2023 – This activity will be ongoing.

Responsibility

We indicated in the Accessibility Plan that Human Resources Services was responsible for the design and delivery of services; however, this area is also the responsibility of the communications service.

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