

CBC/Radio-Canada National Accessibility Plan

1.0 General

1.1 Our vision for an accessible CBC/Radio-Canada

CBC/Radio-Canada is committed to the realization of a Canada without barriers by 2040. We aim to be a public service media organization that is a world leader in accessibility, propelled by the contributions of people with disabilities.

To us, a more accessible CBC/Radio-Canada means offering an accessible and inclusive employee experience, reflecting disability in our stories and storytelling, and championing accessibility in all that we do. This plan is an important piece of our commitment to identifying, removing and preventing barriers, in alignment with fulfilling our mandate to inform, enlighten and entertain *all* Canadians.

CBC/Radio-Canada's accessibility plan reflects its objectives and obligations as both a federal Crown corporation and a broadcaster. We are subject to two different Regulations under the *Accessible Canada Act* and these Regulations have different timelines for meeting certain objectives. The contents of this document respond to the *Accessible Canada Regulations* (SOR/2021-241) and describe what CBC/Radio-Canada is doing to identify, remove and prevent barriers in the following areas:

- [Employment](#)
- [The built environment](#)
- [Transportation](#)
- [Communication](#), as it relates to our activities in the above mentioned categories, other than broadcasting.

By June 1, 2023, we will be complementing this plan with a description of our efforts and commitments in additional priority areas provided under the *Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations* (SOR/2021-160):

- Information and communication technologies;
- The procurement of goods, services and facilities;
- The design and delivery of programs and services;
- Communication, as it relates to the two previous points.

While our reporting timelines under the two Regulations may differ, our commitment to accessibility is united and unwavering. CBC/Radio-Canada is actively and proudly engaged in continuous efforts to achieve the objective of a barrier free Canada by 2040.

1.2 Feedback and contact information

You can use any of the means listed below to contact CBC/Radio-Canada to provide feedback on accessibility. Our Application Support Specialists are happy to acknowledge receipt of your feedback and follow up with you (if not anonymous). The Accessibility Lead is responsible for oversight of this plan and the accessibility process.

These channels can also be used to request a copy of our accessibility plan or feedback process in print, large print, braille, audio format or an electronic format that is compatible with adaptive technology.

Mail	Audience Relations, CBC P.O. Box 500 Station A Toronto, ON Canada, M5W 1E6
Telephone	Toll-free (Canada only): 1-866-306-4636
Feedback form on our websites	Accessibility feedback form
Email	accessibility@cbc.ca

2.0 Employment

2.1 Where we are

We are committed to creating and maintaining a workforce that reflects Canada, and that includes improving the representation of people with disabilities. Since 2019, the diversity of our new hires has been a pillar of our [Corporate Strategy](#) and a key performance objective to reflect contemporary Canada.

At the completion of the 2021-22 fiscal year (March 2022):

- 4.0% of CBC/Radio-Canada's workforce self-identified as having a disability, compared to a labour force availability of 8.2%¹.

¹ The Canadian Labour Force availability is based on the 2016-17 Statistics Canada surveys.

- 6.0% of our new hires in 13 week-plus roles self-identified as a person with a disability.

2.2 What we're doing

CBC-Radio-Canada has implemented a number of policies, programs, practices and services to address previously identified barriers, prevent new barriers from occurring, and create opportunities to improve the accessibility of our workplace. Here are a few highlights:

- In February 2022 we launched our corporate policy on [Equity, Diversity, Inclusion and the Prevention of Discrimination](#), which includes statements on accessibility and reasonable accommodation.
- In February 2022 *Be Heard*, our platform allowing CBC/Radio-Canada employees to submit anonymous and confidential declarations on experiences of racism in the workplace, was expanded to include all prohibited grounds of discrimination under the *Canadian Human Rights Act*, which includes disability. This created additional pathways to prevent and/or address discrimination on the basis of disability in the workplace.
- In July 2022 we released *Disability Awareness*, a self-directed e-learning course for employees of CBC/Radio-Canada. Through testimonials and digital activities, it exposes participants to different types of disabilities, the barriers that can occur in the workplace, and how they can improve accessibility in their spheres of influence.
- CBC/Radio-Canada also offers various programs throughout the year that address creating opportunities for persons with disabilities in our workforce: CAPE (CBC Abilicrew Placements for Excellence), On-air talent program and the Equity, Diversity and Inclusion (EDI) Development Fund. These programs complement the variety of other initiatives we offer to provide opportunities for creators with disabilities within the media industry (e.g. [AccessCBC](#), [Ohdio's podcast team initiative](#) (in French only)).

2.3 What we learned

In preparation for this plan we worked closely with our [Disability Advisory Councils](#) to better understand how CBC/Radio-Canada can become a barrier-free employer of choice. Through analysis of our workforce data and insights derived from our consultations, we identified several key areas where CBC/Radio-Canada can continue to work to remove barriers:

- **Improving workplace accommodation procedures**
We heard that our current process could be streamlined and simplified.
- **Increasing our intentional recruitment of people with disabilities**
We heard that being more intentional in our outreach to people with disabilities as part of our hiring efforts, and creating a more seamless accommodation experience from talent acquisition to onboarding are two key areas we could improve.

- **Increasing opportunities for advancement and professional development**
We heard that employees with disabilities perceive fewer opportunities for advancement and professional development compared to their non-disabled colleagues.
- **Building awareness of disability in the workplace**
We heard that staff would benefit from more education around disabilities and accommodation to dismantle misconceptions and attitudinal barriers.

2.4 The way forward

Two strategic objectives guide our efforts for this first three-year accessibility plan:

1. **Improve the inclusion of employees with disabilities in our workplace.**
2. **Increase the recruitment, retention and promotion of people with disabilities in our workforce.**

2.4.1 Improve inclusion of employees with disabilities

CBC/Radio-Canada recognizes that perceptions of inclusion will vary from individual to individual, and that “inclusion” is an expansive term that can mean many different things. For the purposes of this plan, we have identified two measurable areas of improvement with respect to inclusion: employee engagement and satisfaction with the accommodation process.

Desired outcome	Performance indicator	Data source
Employee engagement scores of employees with disabilities comparable to employees without disabilities	Engagement survey results for employees who self-identify with a disability	Annual employee engagement survey
Improve workplace accommodations procedures	Employee satisfaction with their experience with the accommodation procedure	Not currently measured - measurements will be developed

2.4.2 Increase the recruitment, retention and promotion of people with disabilities in our workforce

CBC/Radio-Canada is working to address the underrepresentation of people with disabilities across our workforce. We will know if our efforts have been successful if we can measure improvements in our recruitment of people with disabilities, growth in the overall representation of people with disabilities (retention), and an increase in the representation of people with disabilities in our promotions.

Desired outcome	Performance indicator	Data source
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Improve recruitment of people with disabilities	% of new hires that self-identify as a person with a disability	Internal self-identification questionnaire
Increase representation of people with disabilities in the overall workforce	% workforce representation of people with disabilities	Internal self-identification questionnaire
Increase opportunities for career development and promotion within the organization for employees with disabilities	% representation of people with disabilities in promotions	Internal self-identification questionnaire

2.4.3 Actions

The first three-year plan will focus on the following occupational groups: unaffiliated roles, roles that impact the diversity of programming, and on-air talent. These occupational groups were identified as priorities through our consultations. While we want to address underrepresentation across our workforce, we believe that by focusing on these three categories of employees, we will be able to make faster progress, and amplify change across the organization as we work to reflect contemporary Canada from inside and out.

Under the leadership of the People & Culture team, the following corporation-wide actions are planned for 2023-25:

- Work with the Talent Management leaders of People & Culture to increase the participation of employees with disabilities in employee development and advancement initiatives, such as the INSPIRE Mentorship Program (which targets underrepresented groups), and the EDI Development Fund.
- Review our current [Rules and Procedures on Accommodation](#) to reduce structural barriers to accessing accommodations. This is currently underway, and is expected to be completed in 2023.
- Develop additional resources on accommodation for employees with disabilities and their managers, including self-serve resources and training programs.
- Conduct a gap analysis of the representation of people with disabilities in our priority employee categories, considering recruitment, retention and promotion. When representation gaps are identified in comparison with the Canadian Labour Force availability, launch action planning to sustainably address these gaps.
- Review results from employee engagement surveys and conduct comparative analysis between results reported by employees with disabilities, and overall results. Where lower results are identified, launch action planning to sustainably address these gaps.

3.0 Built environment

3.1 Where we are

As of 2022, CBC/Radio-Canada has 74 locations across all provinces and territories in Canada. These locations, some of which are owned and some of which are leased, operate 24 hours a day, 7 days a week. This network of physical spaces allows us to be dynamic and production-ready, and directly impacts our ability to be accessible and inclusive. The current state of accessibility across our built environment portfolio differs from region to region based on the various municipal, provincial and territorial building codes along with the year of building construction. While the barriers experienced in our physical spaces are many, our real estate team is actively engaged in identifying, removing and preventing barriers through various means.

Prevention of barriers is the primary goal for newly leased locations, and active work is ongoing to remove barriers within existing spaces. The following are examples of some of the retrofits and improvements that we have been able to make to our owned facilities:

- Adapting building entrances to improve accessibility (e.g., adding ramps, and improving access from sidewalk);
- Adding elevators, lifts, and ramps;
- Upgrading elevators (e.g., adding mirrors, braille push buttons, voice-activated elevator functions);
- Removing obstructions from interior paths;
- Installing universal and accessible washrooms;
- Installing dimmable lighting;
- Replacing door hardware to improve ease of use;
- Creating wayfinding signage with integrated alternate formats (e.g., braille, embossed lettering);
- Implementing ergonomic furniture standards in individual workstations and collaborative work spaces (e.g., adjustable height furniture, soft seating);
- Adding designated accessible parking spots, where parking is available.

Lastly, we use what we have learned to redevelop our guidelines and processes to apply those best practices across our real estate portfolio.

3.2 What we're doing

Our approach to improving the accessibility of our built environment is two-pronged: the prevention of new barriers, and remediating existing barriers. The overarching objective is to find solutions to improve accessibility of our spaces. Here are a few highlights:

3.2.1 Preventing new barriers

- **Collaborative design sessions:** As part of the redevelopment of specific areas of the workplace, our real estate team hosts *neighborhood design workshops* with delegates from the concerned departments. This participative process allows existing and future accessibility needs of the team to be considered from the outset of a project.
- **Subject matter expert review:** A vendor with subject matter expertise in the accessibility of the built environment reviews preliminary design plans for future renovations.
- **Ergonomics:** We incorporate ergonomic best practices in the development of our corporate furniture standards. In addition to preventing accessibility issues through thoughtful choices of furniture, all employees complete mandatory ergonomic training, and have access to self-serve ergonomic resources. These resources are complemented by the availability of ergonomic assessments to support employees with tailored recommendations adapted to their needs.

3.2.2 Remediating existing barriers

- **Subject matter expert audits:** A vendor with subject matter expertise in the accessibility of the built environment conducts audits of our facilities. The issues flagged inform the priorities of our Real Estate's Accessibility Program, and the corporation's workplace accessibility internal standards and guidelines.
- **Accommodations in the built environment:** Our real estate team supports managers and employees in identifying workplace adaptations in the built environment.
- **Pilot projects:** We run pilot projects at sites across the country where we deploy new hardware technologies and furniture at test sites, and use the insights gathered to inform their application (or not) across our portfolio.

3.3 What we learned

User feedback plays a significant role in guiding the redevelopment of CBC/Radio-Canada's workplace standards and guidelines. This feedback, in combination with our consultations, helped to identify barriers and areas of improvement in the built environment. Here are several key areas where CBC/Radio-Canada can continue to work to remove barriers:

- **Going beyond compliance**
We heard that meeting building codes and regulations did not account for all disabilities. Invisible disabilities can also impact the usage of space, and the needs of neurodiverse employees require intentional consideration in the design of our work environments.
- **Improving communication pathways with all users**

We heard knowing where and how to report a barrier in the built environment can be a challenge. This sometimes leads to delays in resolution, creating additional frustrations, and can lead to the underreporting of accessibility issues.

- **Making accessibility information easier to find**

We heard that information about the accessibility of our physical spaces can be hard to find for our visitors and our employees. Efforts to make information about the accessibility of the built environment more easily retrievable would significantly improve accessibility.

- **Improving accessibility in key spaces**

We heard that entrances, wayfinding and amenities spaces (e.g., kitchenettes, meeting rooms) are some of the most common sites of accessibility barriers.

3.4 The way forward

The strategic objective that guides our efforts for this first three-year accessibility plan is to **improve the accessibility of our technology and infrastructure**. As per the reporting timelines set out in [Our Vision for an Accessible CBC/Radio-Canada](#), our plans regarding technology will be set forth by June 1, 2023. This section focuses exclusively on outcomes that touch the built environment.

Desired outcome	Performance indicator	Data source
Improve the accessibility of the built environment	# of critical accessibility accommodation issues resolved	Employee accessibility feedback
Improve the accessibility of the built environment	# of audit accessibility issues resolved	Accessibility audit reports

3.4.1 Actions

Under the direction of the Technology & Infrastructure team, specifically the teams working on real estate projects, the following corporation-wide actions are planned for 2023-2025:

- Continue building audits by subject matter experts, and incorporate results into the Real Estate Accessibility Program. Nine (9) are expected to be conducted by 2025.
- Work with the partners involved in the procurement process (e.g., Procurement, manufacturers, suppliers) to improve accessibility of goods and services that impact the built environment.
- Improve the accommodation process with respect to accommodation requests involving the built environment in collaboration with managers, and People & Culture.

- Pilot new initiatives to improve the accessibility of the built environment (e.g., voice-activated elevator in the Canadian Broadcasting Center in Toronto is ongoing, addition of touchless paper towel dispensers in washrooms).
- Collect and communicate information about the accessibility of the different stations across the country (e.g., [Practical guide to accessibility at the New Maison de Radio-Canada](#)).
- Improve two-way communication between the real estate team and other stakeholder groups, allowing us to better capture and track accessibility feedback on the built environment.
- Update internal accessibility standards based on learnings from audits, feedback, consultations, and industry-related training sessions.

4.0 Transportation

Transportation is not a key area of activity for CBC/Radio-Canada. Throughout our consultation process, the barrier identified in this category concerns accessing adaptive vehicles for journalists or members of a production team who are working out in the field. Since adaptive vehicles are adapted to the specific needs of the driver, our objective of improving the accommodation process under the pillar of [Employment](#) will allow us to better address issues concerning accessible transportation.

5.0 Communication, other than information and communication technologies

As Canada's national public broadcaster, communicating is at the heart of what we do. This section addresses communication as it relates to the areas of employment, the built environment, and transportation.

5.1 Where we are

CBC/Radio-Canada's communications are often the first interactions that a job candidate will have with the organization. Furthermore, an employee's experience in the workplace will be negatively impacted if barriers are not addressed. As such, improving the accessibility of our communications will directly impact our objectives set forth under [Employment: The way forward](#).

5.2 What we're doing

Under the leadership of our Corporate Development team, particularly the Corporate Communications team, we have been actively working to identify, remove and prevent barriers. Here are a few highlights:

- Providing closed captioning for live broadcasts of employee communications (e.g., All-staff virtual meetings).
- Transcripts/meeting notes are provided following corporate all-staff meetings.
- Generating awareness of the importance of accessibility through the publication of internal articles and corporate communications.

5.3 What we learned

Our consultations, as well as the analysis conducted by members of our Accessibility Steering Committee, helped us identify three key ways that CBC/Radio-Canada can improve accessibility of its communications:

- **Making it easy to be accessible:** We heard that making resources such as tip-sheets, guides, and vendor-lists more easily available to all employees would help remove some of the barriers to accessibility.
- **Standardizing accessible communications practices across teams:** As communications are a decentralized function at CBC/Radio-Canada, we heard that more efforts need to be made to provide accessibility training to all teams. This will better equip communications professionals across the organization with the awareness and knowledge needed to be more accessible.
- **Communicating about disability to build awareness:** We heard from our discussions with employees of the importance of communication in breaking down attitudinal barriers within the workplace.

5.4 The way forward

The strategic objectives guiding our communication efforts for this three-year accessibility plan are: **improve the inclusion of employees with disabilities** and **increase the accessibility of our content**. We will know if we have been successful if we can see measurable improvements in the areas outlined in the earlier section, [Improve inclusion of employees with disabilities](#), and to the following indicators related to the accessibility of our corporate communications:

Desired outcome	Performance indicator	Data source
Improve accessibility of audio content	# of all-staff virtual meetings provided with transcriptions	Corporate communications data

Improve accessibility of video and/or visual content	% of corporate communication outputs that provided closed captioning and/or described video	Corporate communications data
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5.4.1 Actions

Through collaboration between the Corporate Development team and the People & Culture team, the following corporation-wide actions are planned for 2023-2025:

- Offer training for internal communication professionals on accessibility best practices.
- Develop guidelines for communications teams to improve the accessibility of the audio, visual and text-based content they produce.
- Use internal communication platforms to promote accessibility, and a disability-inclusive workplace culture (e.g., articles on intranet, Corporate blog, staff meetings).

6.0 Consultations

The experiences of people with disabilities propelled and guided the development of this plan from the start. To have a nuanced understanding of accessibility in employment, the built environment, transportation and communications, we committed to consult people with disabilities internally and externally. We began internally and turned to members of our two Disability Advisory Councils. The description of these consultations is included below. External consultations began (November 2022) and are ongoing. They are focused on the priority areas outlined under *Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations (SOR/ 2021-160)*. Details from this process will be shared in a future publication by June 1, 2023. Together, insights from our internal and external consultations set the foundation for CBC/Radio-Canada’s Accessibility Plan for 2023-2025.

6.1 Disability Advisory Councils

The English and French Disability Advisory Councils actively shaped the corporation’s approach to accessibility. This group of employees with disabilities have a combined total of over 150 years of experience at CBC/Radio-Canada between them. Since December 2021, these groups have met eight times under the guidance of the Accessibility Lead to identify the strategic priorities and objectives for the corporation’s accessibility plan. Their advice and comments are captured in the *What we learned* sections throughout this document.

6.2 Public consultations

As Canada’s national public broadcaster, it is important for us to hear from people with disabilities living across Canada about the barriers that they experience. This is why we

launched a pan-Canadian public consultation process in November 2022. The public consultation was designed with accessibility in mind, and as such three different consultation formats were available: in-person, virtual, and an online questionnaire. In total, over a ten-week period, twenty-seven consultation sessions will be held in seven cities and four languages (English, French, American Sign Language (ASL) and Langue des signes québécoise (LSQ)).

We look forward to combining the insights gathered during the public consultations together with those of our employees to identify additional areas for improvement under the remaining priority areas of the *Accessible Canada Act*, and will publish those by June 1, 2023.