CSIS

Accessibility

Plan

January 2023 — December 2025

Canadian Security
Intelligence Service

Service canadien du
renseignement de sécurité

Canada

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Message from the Director

CSIS is committed to putting its people first. Our 2022 Diversity, Equity and Inclusion (DEI) Strategy empowers us to identify, remove and prevent barriers to inclusion so all our employees feel welcome and supported.

At the heart of this commitment centred on inclusion, is accessibility. We need to ensure everyone has easy access to the resources and facilities they need. This includes our entire workplace – the physical buildings, the digital spaces, and more.

In 2019, we implemented our "Information and Communications Technologies Accessibility Strategy and Action Plan" to create an inclusive workplace for persons with disabilities. This included creating the CSIS Accessibility Committee, mandated to ensure compliance with the *Accessible Canada Act* and to raise internal awareness surrounding accessibility and accommodation; and investing in a five-year project to ensure all facilities are barrier-free and accessible. Noteworthy accomplishments under this strategy are the construction of a Para Transpo bus shelter at our National Headquarters and the continual updating of approved adaptive devices and accessibility software. Additionally, the following accessibility upgrades were implemented:

- Customization of sinks, counters and accessible stalls;
- Power door operators for washrooms and certain specific zones; and
- Strobe lights were added in addition to fire bells to assist an employee.

In order to stand by our commitment, we must never stop moving the organization forward in terms of accessibility. As we now focus toward the future and ongoing progress, the objectives of the 2023-2025 CSIS Accessibility Plan are to:

- Ensure the organization is compliant with the *Accessible Canada Act*;

- Continue to identify, remove and prevent barriers; and

- Raise awareness and educate employees to foster an inclusive work environment.

This accessibility plan reflects the views, ideas and input of persons with disabilities across the organization. As it was important to provide opportunities for all employees to contribute to the development of the plan, consultations were conducted through various formats including an employee survey focused on accessibility and an employment systems review conducted by an independent contractor. The CSIS Accessibility Committee, comprised of persons with disabilities and experts responsible for implementing changes, also played a significant role in the development of this plan. We furthermore recognize the contributions of multiple stakeholders who are responsible for the built environment, recruitment and staffing, technology and security.

Summarizing what we heard during our initial consultations and stakeholder engagement process, the following will be priorities for our organization, as set out in the 2023-2025 CSIS Accessibility Plan:

- Training and guidance for employees at all levels on accessibility, workplace accommodations, inclusion and barriers faced by persons with disabilities;

- Education and awareness on various disabilities, visible and invisible;

- Mandatory accessibility training for managers and supervisors to give them the tools to fully support employees with disabilities in achieving success;

- Updating policies, practices and guidelines for accommodations; and

- Creating a safe and inclusive workplace for our employees with disabilities in which the focus centres on their ABILITY, not their disability.

The improvement of our workplace is a collective effort. We firmly believe that everyone has a role to play in creating a diverse, inclusive and accessible public service. We are proud to say that the plan addresses the majority of matters raised by our employees through the consultation process. Our collective effort and the implementation of this new accessibility plan will result in meaningful progress towards the inclusive and respectful workplace that every employee deserves.

David Vigneault

Land Acknowledgement

CSIS Offices in Canada are located on various ancestral and traditional lands. In the spirit of reconciliation, we acknowledge all Indigenous Peoples across Canada and their connection to these lands:

The **Atlantic Region** Head Office is located in Miˈkmaˈki, the ancestral and traditional lands of the Miˈkmaq people.

The **New Brunswick** District Office is located in the unceded and traditional territories of the MiˈKmaq, Wolastoqiyik (Maliseet), and Peskotomuhkati (Passamaquoddy) Peoples.

The **Newfoundland** and **Labrador** District Office is located in the ancestral unceded homelands of the Beothuk with the island of Newfoundland being the ancestral homelands of the Miˈkmaq and Beothuk. We also recognize the Inuit of Nunatsiavut and NunatuKavut and the Innu of Nitassinan, and their ancestors, as the original people of Labrador.

The **British Columbia** Region Office is located on the shared traditional territories of the Coast Salish Peoples, including the territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh Úxwumixw (Squamish), kʷikʷəƛ̓əm (Kwikwetlem) and səl̓ilw̓ətaʔɬ (Tsleil-Waututh).

The **National Headquarters** and the **Capital** Region Office are located in the unceded ancestral territories of the Algonquin Anishinaabe Nation.

The **Edmonton** District Office is located on Treaty 6 Territory, a meeting ground and home for the Métis', nêhiyaw (Cree), Dené, Anishinaabe (Saulteaux), Nakota Isga (Nakota Sioux), and Niitsitapi (Blackfoot Peoples).
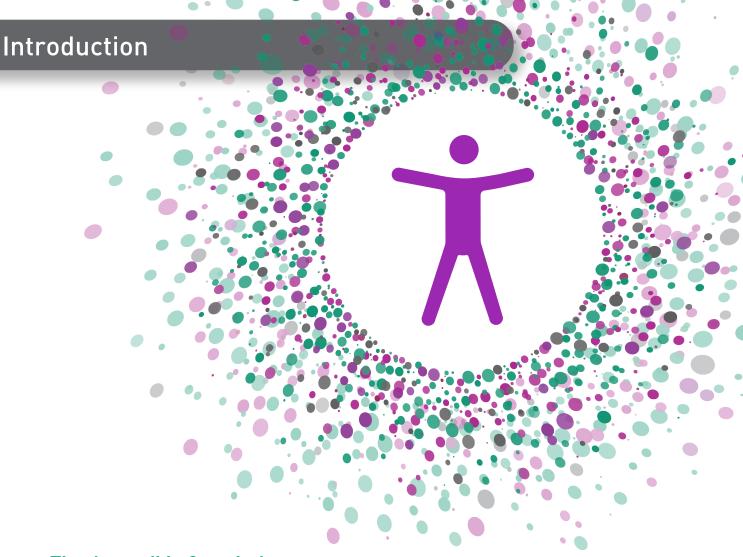
The **Saskatchewan** District Office is located on Treaty 4 territory, the original lands of the nêhiyawak (Cree), Anihšināpēk (Saulteaux), Dakota, Lakota, and Nakoda, and on the homeland of the Métis Nation.

The **Manitoba** District Office is located on Treaty 1 Territory, the traditional lands of the Anishinabe (Ojibway), Ininew (Cree), Oji-Cree, Dene, and Dakota, and is the Birthplace of the Métis Nation and the Heart of the Métis Nation Homeland.

The **Quebec** Head Office is located on the traditional territory of the Kanien'kehà:ka (Mohawk) Nation, part of the Haudenosaunee Confederacy. The land has also served as a site of meeting and exchange amongst many First Nations including the Kanien'kehá:ka of the Haudenosaunee Confederacy, Huron/Wendat, Abenaki, and Anishinaabeg.

The **Toronto** Region Head Office is located on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples.

As public servants we recognize our obligation to learn about Indigenous history and the contributions of First Nations, Inuit and Métis people.

The *Accessible Canada Act*

The *Accessible Canada Act* (Act) came into force on July 11, 2019. The purpose of the *Act* is to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdictions in the following priority areas:

- employment;
- the built environment (buildings and public spaces);
- 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; and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders).

The *Act* recognizes the existing human rights framework that supports equality for people with disabilities in Canada. This includes:

- the *Canadian Charter of Rights and Freedoms*;
- the *Canadian Human Rights Act*; and
- Canada's commitments as a State Party to the United Nations Convention on the Rights of Persons with Disabilities.

The *Act* builds on this framework through a proactive and systemic approach for identifying, removing and preventing barriers to accessibility.

The *Act* defines '**barrier**' as:

"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."

The *Act* defines '**disability**' as:

"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."

Principles

The *Act* is to be implemented in recognition of, and in accordance with, the following principles:

- everyone must be treated with dignity;
- everyone must have the same opportunity to make for themselves the life they are able and wish to have;
- everyone must be able to participate fully and equally in society;
- everyone must have meaningful options and be free to make their own choices, with support if they desire;
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

Planning and reporting requirements

The *Act* requires that organizations:

1. Prepare and publish accessibility plans:

- make accessibility plans to identify, remove and prevent barriers in the priority areas in their:
  - policies;
  - programs;
  - practices;
  - services.
- update their plans every three years or as specified in regulations; and
- consult people with disabilities when creating and updating their plans.

2. Set up a feedback process:

- Have a way to receive and deal with feedback about their accessibility.

3. Prepare and publish progress reports:

- Make regular progress reports that describe the actions the organization has taken to implement their accessibility plans;
- Include information in their reports on feedback received and how the organization took the feedback into consideration; and
- Consult people with disabilities when preparing their reports.

Priority 1: Culture, Education and Awareness

Workplace culture encompasses values, traditions, beliefs, interactions, behaviors, and attitudes. A positive workplace culture attracts talent, drives engagement, impacts job satisfaction and happiness, and can have a direct effect on performance.

CSIS is committed to creating a healthy and equitable workplace environment where employees feel valued, have access to equitable employment opportunities, and are able to express and advocate for themselves freely in the workplace. Part of this change sought via this plan will be establishment of a safe space where those who have not always felt comfortable to share / self-identify their disability and needs with others can do so.

Awareness and attitudinal barriers are areas in need of more focus. The following activities are identified to foster an inclusive and accessible workplace:

1. Ensure all CSIS employees have the knowledge and tools to become accessibility confident.

Short term (within one year):

- Develop an Accessibility site as a single source for tools and information;
- Post all policies and procedures related to duty to accommodate and accessibility, as they become available;
- Continue to expand resources and tools in the existing Managers' tool kit; and
- Provide clear guidelines and practical tools for managers on their roles and responsibilities in supporting employees with disabilities.

Long term (two to three years or more):

- Provide a "library" of tools that are vetted by the organization. (Example: microphone for speech to text, software, tips & tricks such as how to make your phone screen brighter, loud ring tone...)

2. Strengthen understanding of accessibility, empathy and respect for employees with disabilities.

Short term:

- Enhance current programming for National AccessAbility Awareness Week; and
- Educate managers and employees about invisible disabilities.

Medium term (one to two years)**:**

- Communicate quarterly on accessibility matters:
  - disseminate information and articles on accessibility-related topics;
  - provide progress updates on Accessibility Plan; and
  - communicate new accessibility initiatives to employees/managers.
- Assist in launch of an employee-led Persons with Disabilities Network and/or Neurodiversity Network to create a safe space for employees with disabilities to connect, build community and raise issues related to accessibility; and
- Increase communication throughout the organization about the ABILITY portion of cognitive disabilities.

3. Ensure events and meetings are accessible to all employees and external stakeholders.

Short term:

- Prepare, promote and disseminate guidelines on how to hold accessible in-person and virtual events/meetings.

4. Pilot "accessibility ambassadors" within branches and regions, who will be points of contact for knowledge, training and awareness.

Medium term:

- Assess and develop options for accessibility ambassadors, especially in the broader context of diversity and inclusion, and implement as appropriate to provide expertise and a voice on accessibility issues.
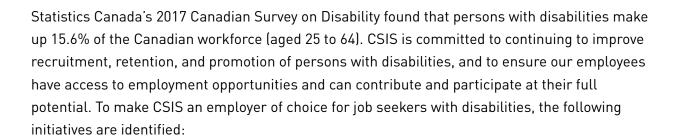
Long term:

- Measure impact of accessibility ambassadors on branch and regional accessibility.

Priority 2: Employment

Statistics Canada's 2017 Canadian Survey on Disability found that persons with disabilities make up 15.6% of the Canadian workforce (aged 25 to 64). CSIS is committed to continuing to improve recruitment, retention, and promotion of persons with disabilities, and to ensure our employees have access to employment opportunities and can contribute and participate at their full potential. To make CSIS an employer of choice for job seekers with disabilities, the following initiatives are identified:

1. Conduct analysis and benchmarking of hiring, promotion and retention rates for employees with disabilities.

Ongoing:

- Continue quarterly analysis of employment equity data of our workforce to identify underrepresented occupational groups.

Short term:

- Expand the dissemination of this information to hiring managers and all employees.

2. Enhance recruitment, retention and promotion opportunities for employees and potential employees with disabilities.

Short term:

- Clarify staffing options to allow managers to address underrepresentation;

- Continue student recruitment campaigns using the Public Service Commission's Students with Disabilities Inventories and requesting information from candidates who self-identify as a person with a disability in the Federal Student Work Employment Program; and

- Include disability representation in marketing material, mention of Public Service Healthcare Plan, accessibility accommodations and health and disability benefits in recruitment and hiring materials to help recruit persons with disabilities.

Medium term:

- Establish a recruiter role with a dedicated responsibility for the persons with disabilities portfolio;

- Continue to hold targeted events to recruit persons with disabilities in order to help deliver on the commitment of the broader Public Service to recruit 5,000 people with disabilities by 2025-26; and

- Continue collaborating with post-secondary institutions, communities and employment placement agencies/organizations, for persons with disabilities, such as Live Work Play, to recruit qualified candidates.

3. Make accessibility considerations part of the onboarding process.

Short term:

- Include a segment on duty to accommodate and the accommodation process (rights and obligations) during onboarding for new employees.

Medium term:

- Establish a process to reach out to new employees who have self-identified as having a disability at 1-month, 3-months and 6-months post-hire to ensure the workplace has been adapted to suit their needs and they have the tools they require. Should the employee not have the tools they require, managers will be contacted.

4. Promote the importance of Self-Identification to employees.

Ongoing:

- Continue annual self-identification campaigns and other initiatives to improve information about diverse groups, including employees with disabilities.

5. Adopt a "yes by default" approach to accommodations throughout the hiring or competitive process.

Ongoing:

- Continue asking candidates/employees to identify required accommodations at various stages throughout the competitive hiring process.

- Provide training to all HR professionals about approaches to accommodate candidates and employees with disabilities throughout selection processes (e.g., provide additional time, read questions aloud during written exams, and have an option to provide answers to a written exam orally).

6. Include mandatory discussion of employee rights associated with duty to accommodate in performance assessments.
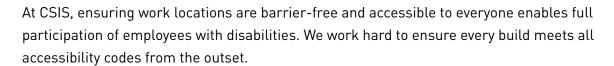
Medium term:

- Managers to be held accountable for discussing performance criteria at the beginning of the performance assessment period, mid-term and at the end of the performance assessment period and that duty to accommodate be appropriately integrated into all discussions. This accountability will be considered in performance assessment of executives.

Priority 3: Built Environment

At CSIS, ensuring work locations are barrier-free and accessible to everyone enables full participation of employees with disabilities. We work hard to ensure every build meets all accessibility codes from the outset.

Over the past five years, the organization has been removing barriers, and ensuring all facilities are compliant with the following:

- Accessibility Standard for Real Property (ASRP), Treasury Board of Canada Secretariat;
- Barrier-Free Design Standard CAN/CSA-B651-95 and CAN/CSA-B651-04;
- Canadian Standards Association CAN/CSA B651-12, Accessible Design for the Built Environment; and
- Canada Labour Code, Part II (CLC).

The project will be reaching its conclusion shortly. While conducting consultations for the Accessibility Plan, employees identified the following new barriers in CSIS's built environment:

1. Conduct an assessment to determine feasibility of installing additional automatic doors at National Headquarters (NHQ).

Short term:

- Add automatic door to the theatre; and
- Add automatic doors to all washrooms, to the extent possible.

Medium term:

- Examine adding automatic doors, or removing all doors to lunchrooms.

2. Conduct an assessment to determine feasibility of installing additional automatic doors in Regional Offices.

Short term:

- Confirm/inquire if any locations have concerns that may fall under immediate duty to accommodate needs, and add automatic doors to washrooms, if required.

Medium term:

- Complete plan-based review to identify existing conditions where automatic doors would be beneficial and configurable with existing washroom layouts.

Long term:

- Obtain building standards direction from Public Services and Procurement Canada in accordance with Bill C-81, and add automatic doors to washrooms in regional locations, where required.

3. Examine the possibility of installing automatic doors on security doors in NHQ and Regional buildings.

Long term:

- Explore options to have automatic doors installed on the heavy security doors in NHQ and Regional buildings.

4. Conduct an assessment to determine feasibility of creating an accessible boardroom for employees with hearing disabilities.

Medium term (NHQ) and Long term (Regions):

- Explore removing the carpet, which can muffle the sound of someone speaking, in one boardroom at each CSIS building.
  - Advertise this new accommodating feature to the entire workforce;
  - List the feature ("Accessible for hearing disabilities") in the room description in the Outlook calendar.

5. Increase the number of accessible parking spaces in NHQ.

Short term:

- Create additional accessible parking spaces at NHQ to meet the demand.
  - Explore assigning standard size parking spaces as accessible spaces (for example not requiring wide/wheelchair accessible spaces).
- Review procedure to manage accessible parking requests on a case-by-case basis.

6. Update parking policies and protocols.

Medium term:

- Review parking policies and protocols to ensure we meet obligations for employees and visitors.

7. Examine the need to enlarge regional fleet parking spaces.

Long term:

- Ensure that fleet parking spaces have ample space for individuals to enter and exit their fleet cars, and complies with regulations.

8. Make cellphone area at NHQ accessible.

Short term:

- Add ramps to ensure raised platforms are wheelchair accessible.

Medium term:

- Add indoor seating for employees with mobility issues.

Long term:

- Run a feasibility study on long-term solutions for a room dedicated to accessing personal electronic devices.

9. Make space near elevators more accessible at all CSIS offices.

Medium term (NHQ) and Long term (Regions):

- Add seating near elevators for employees with mobility issues.

10. Provide sit-stand workstations on request.

Long term:

- Make sit-stand workstations available to all employees requesting one, without requiring medical certificates.

11. Create quiet rooms in all CSIS office locations..

Short term (NHQ) and Medium term (Regions):

- Create or identify small break rooms where employees can be alone, decompress/ disconnect from work-related stress. These spaces can also be used as prayer rooms, to pump breast milk, make personal phone calls, etc.

12. Allocate enough space or private offices so that quieter work areas are available for a variety of disabilities.

Long term:

- Create a "calm", furnished, internet and phone equipped space to work – low traffic, low-level lights, little sound, soothing paint colours for employees requiring calm and consistency.

13. Explore the need to widen doors to accommodate different sized mobility devices.

Medium term:

- Conduct an accessibility study for door size for larger wheelchairs at NHQ and in Regions.

14. Ensure adjustable lighting in Workspace 2.0.

Short term:

- Allow for adjustable lighting for employees whose illness or disability is affected or mitigated by lighting levels.

15. Implement accessibility signage throughout Toronto Region office.

Short term:

- Conduct accessibility signage study and installations throughout this building.

16. Promote best practices for a scent-free work environment.

Short term:

- Educate and promote the importance of being scent-free.

17. Continue to update the exterior campuses of all CSIS buildings to meet or exceed minimum standards.

Ongoing:

- Review and identify areas in need of improvement, in consultation with persons with disabilities, where building areas are not accessible (e.g., curbs, change in elevation, accessible parking options, etc.).

18. Continue to update Interior Design Standard to meet or exceed minimum standards and reflect accessibility requirements for both visible and invisible disabilities.

Ongoing:

- Engage and consult employees with disabilities on new installations and any retrofits to ensure they are barrier-free. Ensure design consultants adhere to accessibility requirements.

Priority 4: Information and communication technologies

To have accessible information and communication technologies is to ensure each user is able to interact with the technology in ways that work best for individual needs and situations. Whether in relation to disabilities, injuries, or ergonomic requirements, it is essential that we make programs, systems, computers, and computer resources accessible to all. This not only ensures each employees' full participation, but also enables fulfillment of the organization's mission. To continue improving and ensure barrier-free technology at CSIS the following initiatives are identified:

1. Ensure new systems, including internally developed or procured hardware and software, meet modern accessibility standards and are supported by internal security/accreditation standards. Integrate accessibility into the Enterprise Architecture Review process.

Long term:

- Continue to have technicians, webmasters, application developers and project managers attend the following training at the Accessibility, Accommodation and Adaptive Computer Technology (AAACT) Program of Shared Services Canada:
  - Sessions that provide information on accessibility, job accommodations and adaptive computer technology accessibility testing, such as product evaluations application accessibility evaluations website and web content accessibility evaluations;
  - Training courses, such as hands-on training for technicians on supporting adaptive computer technology; and
  - Accessibility boot camps for application developers.

2. Ensure accessible fonts are the default in our corporate applications.
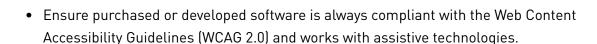
Short term:

- Make accessible fonts the defaults in all applications widely used in the work environment; and
- Add the OpenDyslexic font to applications widely used in the work environment.

3. Make software accessible.

Medium term:

- Ensure purchased or developed software is always compliant with the Web Content Accessibility Guidelines (WCAG 2.0) and works with assistive technologies.

4. Update existing software for accessibility.

Medium term (to review) and long term (to implement):

- Review existing stock of user-facing technologies for accessibility gaps and take into consideration lack of accessibility features when prioritising updating or replacing software.

5. Incorporate user requirements from the start in research related to software development.

Long term:

- Incorporate modern development practices, which place researching user requirements, ergonomics and accessibility – using empirical practices – at the beginning of an initiative.

6. Create a shared pool of technologies and tools to aid with note taking by procuring accessibility aids in advance and providing them to employees upon request.

Long term:

- Explore options to help employees with dexterity and cognitive disabilities to have the tools needed to take notes effectively during meetings and presentations. Purchase a number of shared tools so that they are available upon request.

7. Provide better quality audio and/or closed caption capabilities for video teleconference.

Long term:

- Explore solutions to ensure meetings, corporate messaging and interviews conducted by video teleconference are equipped with higher quality audio capabilities and closed caption.

8. Explore making speech-to text software available to all employees.

Medium term:

- Assess the option of having speech to text available at every desk.

9. Ensure that accessibility features are available by default and allow for opt-in.

Short term:

- The Desktop "Ease of Access" features will be part of the on-going upgrades of the desktop. Update the desktop to its highest capacity possible and ensure that users who require these features can opt-in without requiring a request.

10. Accessible-by-default intranet and web spaces.

Medium term:

- Ensure that the organization's intranet tools, web platforms and Content Management Systems (CMS) platforms generate content that is WCAG2.0 compliant by default.

11. Conduct a review using standardized scoring of Information Communication Technologies (ICT) User Interfaces across the organization.

Medium term:

- Conduct a review of User Interfaces (UI) using standardized scoring of functional accessibility features, and identify commonly found issues and priority systems in need of remediation.

12. Hire more User Interface/User Experience (UI/UX) professionals and incorporate expertise at the beginning of projects.

Long term:

- Development teams require expertise and skillsets in accessible UI/UX design. Hire more UI/UX professionals and empower them to direct design and development of accessible systems.

13. Develop accessible UI/UX standards and enterprise-wide design systems, which incorporate accessibility.

Long term:

- Establish enterprise-wide UI/UX design standards and design systems which empower developers to incorporate accessibility by default.

14. Liaise with, and re-use accessibility standards from other partner organizations.

Ongoing:

- Continue to identify best practices, re-use and incorporate accessible design systems and standards from other partner organizations in the intelligence community.

15. Formally incorporate accessible UI/UX when reviewing ICT procurement, software deployment and architecture.

Long term:

- Accessible UI/UX design and capabilities should be formally incorporated into design, software procurement/deployment and architecture reviews when determining best ICT solutions.

Priority 5: Communication, other than information and communication technologies

Accessible communication benefits all audiences by making information clear, direct and easy to understand. People communicate in different ways, including through speech, writing, sign language, pictures, body language and communication assistants. This includes the way people give, receive and understand information. To ensure employees work in an environment where communication is free of barriers, the following initiatives are identified:

1. Apply plain-language principles to communications.

Medium term:

- Launch an awareness campaign about the use of plain-language.

2. All internal and external communication is accessible by default where applicable.

Short term:

- Create a segment during onboarding on accessible documents, highlighting every employee's responsibility to ensure the documents produced are accessible; and

- Improve templates to ensure accessible briefing notes, presentations, meeting agendas and other documents as required.
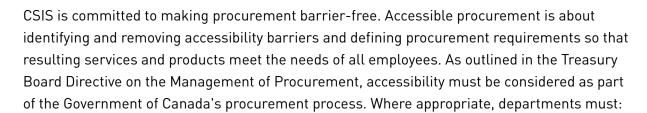
Medium term:

- Promote accessible and inclusive internal and external communications practices in compliance with the latest WCAG 2.0 and provide training and support on the creation of accessible content, documents, and communications; and

- Provide current employees with training, tools, checklists, and guidance required to create accessible internal and external documents.

3. Informing employees of accessibility initiatives at CSIS.

Short term:

- Advertise initiatives and tools in the Diversity, Equity and Inclusion Newsletter on a bi-annual basis.

4. Ensure employees and candidates receive accessible communications.

Medium term:

- Make letters of offer and other documents related to staffing accessible.

5. Ensure the Business Continuity Planning Program and Emergency plans include physical accessibility considerations.

Short term:

- Communicate with stakeholders responsible for the implementation and maintenance of the Business Continuity Planning Program and Emergency Management exercises that physical accessibility considerations are included.

6. Barrier-free intranet and internet sites.

Long term:

- Ensure all information posted to CSIS intranet and internet sites are accessible.

Priority 6: Procurement of goods, services and facilities

CSIS is committed to making procurement barrier-free. Accessible procurement is about identifying and removing accessibility barriers and defining procurement requirements so that resulting services and products meet the needs of all employees. As outlined in the Treasury Board Directive on the Management of Procurement, accessibility must be considered as part of the Government of Canada's procurement process. Where appropriate, departments must:

1. include accessibility criteria when specifying requirements for goods, services and construction; and

2. ensure that deliverables incorporate accessibility features.

Including accessibility considerations from the start means employees immediately have barrier free products and services, and can cost less than adapting, modifying or replacing a product or service later on. The following initiatives are identified to ensure acquired services and products are "inclusive by design" and "accessible by default":

1. Ensure effective consideration of accessibility needs at the initiation of procurement processes.

Short term:

- Establish mandatory training for procurement officers to ensure accessibility is considered at the early stages of the procurement process; and

- Promote awareness and understanding about the requirements for accessible procurement and ensure access to resources and tools available to support Procurement Officers, for example the identification of requirements, related provisions and accepted goods and services to meet contract requirements.

2. Ensure that the selection and purchase of goods and services are accessible to all employees.

Short term:

- Assess furniture available through procurement options to ensure the selection is accessible for common spaces and consult with persons with disabilities prior to product selection.

Priority 7: Design and delivery of programs and services

CSIS is committed to building the foundation of a barrier-free workplace for employees by designing programs for inclusion from the start. Understanding employees' lived experience and discovering the challenges that service barriers can create for persons with disabilities, whether those barriers are physical, technological, attitudinal, in communications or in CSIS policies and practices, will allow the development of a strong and accessible workplace that supports dignity for all. The following initiatives are identified to accomplish this priority:

1. Review all policies related to duty to accommodate and accommodations in consultation with persons with disabilities.

Medium term:

- Update the Accommodation Workplace Policy to reflect all grounds in the *Canadian Human Rights Act* and the definition of disability in the *Accessible Canada Act*.

2. Establish a clearer procedure for accommodations requests.

Medium term:

- Develop and communicate a clear, simple procedure for requesting accommodations:
    - Publish on Accessibility site; and
    - Publish on the intranet.

3. Implement a sponsorship and/or mentoring program for employees with disabilities.

Short term:

- Extend the mentoring program to include employees with disabilities.

4. Develop and launch a CSIS-tailored version of the Accessibility Passport.

Medium term:

- Implement the Government of Canada Accessibility Passport as a communications tool for employees and managers to exchange accommodations-related information with managers when they change jobs.

5. Remove the cost of accommodations from branch budgets.

Long term:

- Establish a centralized fund for all accommodation requests:
  - Medium Term – Explore the possibility of subsidizing accessible parking in the regions; and
  - Long term – Explore possibility of paying for additional medical equipment employees need to purchase due to our secure environment (e.g., hearing aids without blue tooth, diabetic receivers).

6. Simplify routine requests for accommodations.

Short term:

- Review existing processes related to more routine requests for job supports for all employees with disabilities, streamline processes and related requirements (e.g., medical notes and other documentation) to promptly handle more routine requests.
  - Continue to move away from requiring medical notes for accommodations and move to a "yes by default" approach with a focus on removing the barrier.

7. Ensure programs and services are reviewed through an accessibility lens.

Short term:

- Consult persons with disabilities through the Accessibility Committee prior to developing programs and services, when required.

Medium term:

- Commit to the use of the Gender-Based Analysis Plus (GBA PLUS) tool when considering the specific needs and circumstances of persons with disabilities who may be impacted by CSIS policies, programs and decisions.

8. Support medical exclusions for official languages requirements.

Short term:

- Monitor and assess newly implemented process for medical exclusions for official language requirements and adjust accordingly.

Priority 8: Training

Accessibility training and education is a focus for the organization. This priority is two-fold. First, training offered must be accessible to everyone, taking into consideration any accommodations for visual, auditory, cognitive and physical disabilities. Our Learning and Development team has already begun this important undertaking. Second, is to ensure all employees have access to the tools needed to become accessibility-confident. Training ensures the removal of barriers in our policies and practices, our recruitment and staffing processes and creates an environment of inclusion. The organization is committed to creating a safe space for employees to identify that they have a disability and helping them receive the support they need to be successful and valued. The following initiatives are identified to accomplish this priority:

1. Implement training to facilitate an accessibility-confident organization.

Long term:

- Provide mandatory training to all team leaders, supervisors, managers, executives, members of selection boards and human resources professionals at all levels on unconscious bias training, accessibility, barriers and inclusion.

2. Find and promote accessibility training to build awareness and practical skills to reduce attitudinal barriers.

Long term:

- Provide education, awareness and training to managers to assist in their understanding of neurodiversity.

3. Provide training and pertinent information to managers of employees with visible and invisible disabilities.

Short term:

- Continue to educate and provide support to managers on employees' performance evaluations (how to avoid confusing work objectives and performance issues).
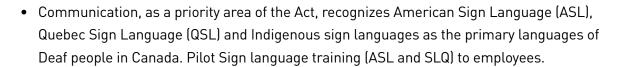
Medium term:

- Provide access to information, resources and training to build managers' knowledge, skills and confidence on accessibility issues (e.g., invisible disabilities, soft skills such as building trust, the value that employees with disabilities bring to their teams and how to build inclusive teams).

4. Make training available to all employees with the aim of making the work environment better for persons with a hearing disability.

Medium term:

- Communication, as a priority area of the Act, recognizes American Sign Language (ASL), Quebec Sign Language (QSL) and Indigenous sign languages as the primary languages of Deaf people in Canada. Pilot Sign language training (ASL and SLQ) to employees.

Priority 9: Transportation

This priority area under the *Act* is not applicable to CSIS.

Consultations

In preparation for the drafting of this accessibility plan, the following consultations took place:

1. An accessibility survey was administered to the entire workforce on the Workplace Accommodation Practices at the Canadian Security Intelligence Service;

2. A questionnaire was sent to all employees who self-identified as having a disability regarding accessibility barriers experienced at CSIS;

3. The Accessibility Plan was shared with all stakeholders and members of the Accessibility Committee for consultation;

4. A focus group composed of employees having self-identified as a person with a disability was presented with the final copy of the plan for their input.

Glossary

Ableism

Ableism is a belief system, analogous to racism, sexism, or ageism, that sees persons with disabilities as being less worthy of respect and consideration, less able to contribute and participate, and of less inherent value than others. Ableism may be conscious or unconscious and may be embedded in institutions, systems or the broader culture of a society.

Accessibility

Accessibility is the combination of aspects that influence a person's ability to function within an environment.

Accessible

Accessible refers to a place that is easily reached, an environment that is easily navigated or a program or service that can easily be obtained.

Accommodation

Accommodation is the personalized adaptation of a workplace to overcome the barriers faced by persons with disabilities. For example, an accommodation could be providing an employee with an assistive item, such as an ergonomic keyboard or mouse, or adjusting an employee's weekly targets to align with their abilities.

Barrier

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

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.

Seeing disabilities affect vision, including total blindness, partial sight and visual distortion

Hearing disabilities affect ability to hear, including being hard of hearing, deafness or acoustic distortion

Mobility issues affect ability to move your body, including the required use of a wheelchair or a cane, or other issues impacting your mobility. Issues with flexibility or dexterity affects ability to move joints or perform motor tasks, especially with your hands

Mental health issues affect psychology or behaviour, such as anxiety, depression or social/compulsive disorder or phobia or psychiatric illness

Sensory/environmental disabilities affect sensitivity to light, sounds or other distractions, as well as allergens and other environmental sensitivities

Cognitive disabilities affect ability to carry out tasks involving executive functioning, such as planning and organization, learning information, communication and memory, including autism or Asperger's syndrome, attention deficit disorder, and learning disabilities

Intellectual disabilities affect your ability to learn and to adapt behaviour to different situations

Chronic health conditions or pain affect ability to function on a regular or episodic basis due to migraines, Crohn's disease, colitis, and other disabilities or health conditions

Discrimination

Discrimination means treating someone differently or unfairly because of a personal characteristic or distinction, which, whether intentional or not, has an effect that imposes disadvantages not imposed on others or that withholds or limits access that is given to others.

Inclusion

Inclusion is the act of recognizing, valuing and building on differences in identity, abilities, backgrounds, cultures, skills, experiences and perspectives while respecting human rights.

Nothing Without Us

Nothing Without Us is a guiding principle used across the Government of Canada to communicate the message that no policy should be decided by a representative without the full and direct participation of the members of the group affected by that policy.

Systemic barrier

A systemic barrier is a pattern of behaviour inherent in the policies and practices of an organization, which creates or perpetuates disadvantage for persons with disabilities.