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2024 ACCESSIBILITY PLAN

PROGRESS REPORT

ACCESSIBILITY PROGRESS REPORT
LAW COMMISSION OF CANADA

GENERAL

The Law Commission of Canada is an independent agency committed to engaging the people of Canada in the ongoing and dynamic evolution of law. Preceded by the Law Reform Commission of Canada (1971-1992), the Law Commission of Canada was established in 1997, functioned until 2006, and became operational again on June 6, 2023.

The LCC supports the Government of Canada's efforts towards shaping a more inclusive, representative, and accessible justice system – one that respects the rights of marginalized people and protects vulnerable communities.

In order to ensure that accessibility remains a constant priority within the government, the *Accessible Canada Act* dictates that regulated entities prepare and publish annual progress reports on the implementation of their accessibility plans. These progress reports must be prepared in consultation with persons with disabilities and present the feedback received (if any) and how that feedback was considered.

The LCC President was nominated and announced in February 2023, with official appointment to the position in June 2023 which resulted in the substantial deferral of operational activities and the implementation of our first accessibility plan late in the fiscal year. As such the first progress report was published and included efforts made and realized for a partial year. Both the LCC accessibility plan and progress report are available on the LCC's website *Corporate Documents - Canada.ca*

This report includes the implementation progress for 2024, our second progress report since the establishment of LCC's Accessibility Plan.

As specified in the regulations, GC organizations must publish a revised plan every three (3) years. As such, the LCC's first revised accessibility plan will be published in December 2025.

FEEDBACK

The LCC's Executive Director is designated to receive accessibility feedback and will coordinate with internal subject matter experts responsible for each of the seven priority areas to meet the obligations described under the ACA as required.

Feedback email address: feedback-retroaction@lcc-cdc.gc.ca

Feedback will be acknowledged through the same means by which it was received unless it was received anonymously.

ALTERNATE FORMATS

The LCC will provide copies of the Accessibility Plan and/or feedback process in alternate formats.

Alternate formats include:

- Print
- Large print
- Braille
- Audio format (French and English)
- Electronic format (compatible with adaptive technology that assists persons with disabilities).

Braille and audio formats will be provided within 45 business days. All other formats will be provided within 15 business days.

CONTACT US

TDD/TTY line (will be added to the LCC's feedback options once established).

*For Canadians who are deaf, hard of hearing or speech-impaired, access can be achieved via their own interpreter or via Canada VRS, which provides an interpreter: https://srvcanadavrs.ca/en/

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FEEDBACK

The objective of the LCC's Accessibility Plan is to reduce known barriers and prevent the introduction of new barriers over the plan's five-year period in its seven commitment areas. Prior to this Accessibility Progress Report, and in keeping with the "nothing about us without us" guiding principle, the LCC consulted, both internally and externally, and with persons with disabilities to determine whether the LCC's commitments are having the desired effect, or whether more accessibility features can be incorporated. While the LCC encourages public feedback through its publications and website, no such feedback was received during the reporting period. However, employees have shared observations with the Executive Director in instances where accommodation may have been required or requested by individuals accessing LCC services.

CONSULTATIONS

The LCC has undertaken both internal and external consultations, including with persons with disabilities, to assess whether its accessibility commitments are achieving their intended impact and to identify opportunities for improvement.

To gather internal feedback on accessibility, the LCC circulated an anonymous survey to all employees, including those who self-identify as persons with disabilities. The survey asked employees whether they believe the organization fosters a culture of accessibility and inclusion. Participants were asked to assess the promotion of accessibility-related tools, resources, and awareness events, as well as the availability of learning opportunities such as training and workshops. The survey explored areas for improvement in accessibility practices, particularly in recruitment, retention, and promotion. Employees were invited to share any personal experiences with barriers—whether physical, technological, or procedural—including those related to the physical workspace, workstation configuration, and emergency evacuation plans. Questions also addressed the inclusivity of emergency alerts and whether employees require accessible or adaptive technologies to perform their work effectively.

Externally, the LCC drew upon consultations conducted by accessibility experts during the recent construction of its new workspace, ensuring that the built environment complies with relevant regulations and standards.

ACCESSIBILITY COMMITMENTS

The Law Commission of Canada is committed to accountability in the implementation of its Accessibility Plan. This report presents the progress made in each of the areas of focus under the *Accessible Canada Act,* including:

- Employment
- The Built Environment
- Information and Communication Technologies
- Communication (other than Information and Communication Technologies)
- The Procurement of Goods, Services, and Facilities
- The Design and Delivery of Programs and Services
- Transportation

EMPLOYMENT

The LCC is committed to creating a culture of accessibility, where respect and inclusion are foundational aspects of the workplace and where all employees feel empowered and supported to achieve their full potential. As such, the LCC has made dedicated efforts to include accessibility in all facets of employment processes and practices.

We have made the following progress in removing the barriers identified in our accessibility plan:

Potential Barriers	**Progress**	**Consultation Feedback**
Negative perceptions, assumptions, and behaviors toward persons with disabilities *Stigma related to self-identification*	• **Promotion of Accessibility-Related Tools and Events:** The LCC promoted awareness and participation in **National Accessibility Week**, encouraging staff engagement through internal communications and shared resources. Accessibility-related initiatives were highlighted	Based on responses to the anonymous employee survey, LCC employees reported a strong culture of accessibility within the organization. All respondents (100%) indicated that respect and inclusion are embedded in all

	in staff updates to foster a culture of inclusion. • **Accessibility Learning Opportunities:** Initial steps have been taken to identify and share accessibility-focused learning material which will be integrated into the upcoming training calendar. • **Leveraging Interdepartmental Expertise:** The LCC works with dedicated HR advisors to continuously revise the language, criteria, and definitions in job posters to remove barriers and expand the pool of candidates able to participate in the recruitment processes. • **Ongoing Assessment and Adjustment:** Feedback gathered through internal consultations and employee surveys is being reviewed to identify additional barriers and guide next steps. While the LCC is a micro-organization, efforts remain focused on fostering equitable access at each stage of the employee lifecycle.	aspects of the workplace, and that employees are empowered and supported to reach their full potential. Additionally, 86% of respondents felt that the LCC effectively promotes accessibility-related tools, resources, and events.

THE BUILT ENVIRONMENT

For the majority of 2024–2025, the LCC operated out of a temporary office space located in a building that did not meet the National Standard of Canada for Accessible Design (CSA B651). This environment presented several physical barriers to accessibility.

Toward the end of the fiscal year, the LCC relocated to a permanent office space intentionally designed to eliminate physical barriers and promote equitable access for all individuals, including persons with disabilities. This relocation marked a significant step forward in aligning the organization's-built environment with accessibility best practices.

We have made the following progress in removing the barriers identified in our accessibility plan:

Potential Barriers	**Progress**	**Consultation Feedback**
Any physical obstacles that make it difficult for some to easily access the workplace such as ramps, elevator controls, accessibility buttons for doors, braille indicators and emergency procedures are some features that could be missing or inadequate. *Any qualitative or experiential elements that make it difficult for some in the workplace such as lighting, noise levels and decor.*	• **Entrances and Doorways:** Widened doorways and the installation of automatic doors for improved mobility access • **Accessible Routes:** Barrier-free corridors, ramps, and stairs to support safe and unobstructed movement • **Washrooms**: Fully accessible washroom facilities with appropriate turning space, grab bars, and accessible fixtures • **Lighting and Acoustics**: Installation of glare-free lighting and improved acoustic treatments to accommodate a range of sensory needs • **Signage:** Use of visual, tactile, and audible signage to support inclusive wayfinding and communication. • **Workstation Design** includes desks and tables with a knee	Based on the results of the employee survey, staff did not report experiencing physical barriers in the current work environment. One employee noted that one of the automatic doors to the office does not always function reliably—this issue will be monitored and addressed.

	clearance of at least 750 mm width x 480 mm depth x 680 mm height with adjustable-height workstations, to accommodate sitting or standing positions and enough space beside the workstation for a mobility device (e.g., wheelchair). • **Focus Rooms and Wellness rooms** are available for use, which offers employees a quiet space to relax, meditate, or simply catch their breath, leading to improved focus and productivity. This can be particularly helpful for those that have an increased sensitivity to the constant stimuli of the outside world, and those that work extended or irregular hours. • **Tactile and Braille signage** indicating emergency exits, fire alarms, and areas of refuge. • **Light switches, fire pulls, and communication panels** must be located within accessible reach ranges (typically 400–1200 mm from floor level). Operable with **one hand** and **without tight grasping or twisting**. • Fire and Emergency Alarm Systems were designed to ensure that **no one is excluded from receiving critical safety alerts**. Requirements include: o Visual (flashing strobe) and audible alarms throughout the facility.	

	○ Sound frequencies and volumes that are detectable by people with partial hearing loss, while avoiding auditory overexposure. ○ Alarm controls and reset systems placed at accessible heights and locations. • The LCC office space was equipped with a first aid kit, which is labelled and accessible to all.	

INFORMATION AND COMMUNICATION TECHNOLOGIES

Central agencies and common service providers such as Shared Services Canada and Public Services and Procurement Canada set government standards for the acquisition of software and hardware for many products and services. Their leadership is essential in moving toward more accessible infrastructure.

Although the LCC has not acquired any new technology thus far, accessibility remains front of mind as the organization launches projects that may require the need for new technology.

Microsoft Office 365 is currently in use throughout the office. When using this software to create work (e.g. documents, templates, PowerPoint deck, spreadsheets etc.) the LCC endeavors to consult the Digital Accessibility Toolkit (canada.ca)

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES (COMMUNICATIONS)

The LCC is committed to ensuring that all communication products are developed within an "accessibility by design" culture, where staff at all levels are aware of accessibility requirements.

Potential Barriers	**Progress**	**Consultation Feedback**
Inaccessible web content due to design limitations *Information that includes complex technical or legal language*	• The LCC's website complies with **WCAG 2.1 Level AA** accessibility standards and aligns with industry standard POUR principles (Perceivable, Operable, Understandable and Robust) for web content accessibility. • Public-facing documents (reports, infographics, meeting materials) were consistently produced in **accessible PDF or HTML** formats. • Social media posts/web content consistently include use of plain language, and sufficient color contrast. • LCC content is reviewed with an accessibility lens prior to publication • Accessible templates were developed for reports and presentations to ensure compliance with accessibility standards.	Public users and employees are invited to provide feedback on the accessibility of communication materials. To date, the LCC has not received negative feedback regarding the accessibility of their web content however the LCC is looking into proactively auditing web content for accessibility.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The LCC has entered into a Memorandum of Agreement with the Department of Justice for its procurement-related activities. As the contracting authority for the LCC, Justice will ensure that procurement-related activities conducted on behalf of the LCC comply with all legal and policy requirements, including the ACA. Accessibility requirements will be part of the procurement process from the outset.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The LCC does not deliver programs or services to the public. The LCC will fulfill its mandate through both internal and external communications with specific stakeholders and partner groups.

TRANSPORTATION

Transportation is the seventh pillar of accessibility under the *Accessible Canada Act*. We list it in this plan as required by the Act but is not included in the scope of the Law Commission of Canada's mandate.

CONCLUSION

Building a culture of accessibility requires continuous training, awareness, and a shared commitment across the organization. These efforts are essential to fostering inclusivity and ensuring that every team member understands their role in promoting accessibility. While comprehensive change is the goal, we recognize that smaller, incremental improvements are equally valuable—they sustain momentum and deliver meaningful, lasting benefits.

The next step for the LCC is to review and revise our existing accessibility plan to ensure it remains relevant, effective, and aligned with current regulations and best practices. This process will likely include updating strategies for removing barriers, setting new goals, and integrating the feedback we have received—and continue to receive—as part of our commitment to continuous improvement.