

2026–2028 ACCESSIBILITY PLAN

December 31, 2025

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Commissioner's Message

At the NFB, we believe that everyone deserves to tell, hear and experience stories that resonate. Documentary and animated works have this power: they allow us to better understand the world, bring us closer together and express ourselves authentically. For people with disabilities, these forms of expression are not only means of representation—they are spaces for creation, advocacy and connection.

This 2026–2028 Accessibility Plan builds on this conviction. It aims to open creative spaces to everyone with visible or invisible disabilities—artists, technicians, employees, partners and audiences alike. Guided by the priorities of the Accessible Canada Act, it sets out concrete measures to eliminate barriers, foster participation and celebrate the richness of lived experiences.

Our goal is simple but fundamental: to build an inclusive creative community where everyone can contribute to the stories that shape our country.

Accessibility is at the heart of our organizational culture, where we seek to create a positive workplace based on trust, respect and mutual support. It also reflects our commitment to governing with transparency and ethics, and to serving groups seeking equity with openness and kindness.

This updated plan deepens our approach and broadens our scope. It also incorporates a renewed focus on intersectionality, an important feature that was missing from our first plan, recognizing how overlapping identities shape experiences of disability.

Accessibility is not just a box to tick: it is a living process, a mobilizing force that unleashes creative expression, empowers communities and brings us closer to the NFB's unique mission and purpose.

I invite all teams, creators, partners and audiences to join us in removing barriers and creating spaces where every voice can be heard. Together, we can build a more accessible, inclusive and inspiring future.

Suzanne Guèvremont

Government Film Commissioner and Chairperson of the National Film Board of Canada

1. Executive Summary

The National Film Board of Canada (NFB) is committed to creating an inclusive organization where people with disabilities can participate fully, whether as employees, creators, collaborators, or audiences. This accessibility plan for 2026–2028 builds on previous efforts and outlines concrete actions across the seven priority areas of the *Accessible Canada Act (ACA)*: employment, the built environment, information and communication technologies, communication, procurement, program and service delivery, and transportation.

The plan was informed by consultations with employees, freelancers, educators and members of the public, as well as survey data and feedback collected through our accessibility channels. Respondents identified barriers such as limited engagement with people with disabilities, inconsistent accessibility practices, attitudinal barriers including ableism, and gaps in awareness and training.

To address these challenges, the NFB commits to the following:

- Improve hiring, onboarding, training, and career development to increase representation and support employees with disabilities;
- Review and advocate for accessible office spaces, signage and safety measures to ensure ease of use for all;
- Update NFB.ca to meet accessibility standards and support assistive technologies;
- Make internal and external communications clearer and more accessible through plain language, inclusive templates and proactive accommodation messaging;
- Align procurement practices with accessibility standards to ensure goods and services are inclusive from the start;

- Embed accessibility in all programs and services through regular consultations, clear policies, training and outreach;
- Monitor and align transportation practices with accessibility standards to remove barriers to participation.

This plan reflects the NFB's belief that disability rights are human rights, and that universal access benefits everyone. It sets out a roadmap for continuous improvement, accountability and collaboration to ensure accessibility is embedded across all aspects of our work.

We also acknowledge that barriers are compounded when disability intersects with other identities.

2. General

2.1 Description of the National Film Board of Canada

The National Film Board is an agency of the Government of Canada. As Canada's public producer and distributor, we have a large and growing collection of films, including award-winning creative documentaries and auteur animation (featuring the unique aesthetic of filmmakers who are intimately involved in crafting all aspects of their work), as well as a catalogue of interactive stories and participatory experiences. We have approximately 360 employees based in offices across Canada.

2.2 Statement of Commitment

The NFB has updated its accessibility plan to better support people with disabilities. This plan was developed in line with the *Accessible Canada Act* and in collaboration with Left Turn Right Turn, a disability-led organization. It reflects the NFB's broader commitments to equity, diversity and inclusion—introduced in 2021—and aligns with the foundations of our 2026–2029 Strategic Plan. These include fostering a positive workplace through equity, diversity, inclusion, accessibility and talent development, advancing our social responsibility as a public institution and making cultural content more accessible.

Our plan is based on the principle that disability rights are human rights and the belief that universal access benefits everyone. It recognizes that the NFB cannot truly serve as Canada's public storyteller unless people with disabilities are full participants. Creators with disabilities have the right to tell their own stories and share their unique perspectives with all Canadians and people around the world, without barriers. Members of the public with disabilities should be able to connect with us and enjoy our works fully, whether virtually or in person. Current and

future employees with disabilities should be able to see themselves participating easily in the NFB work environment, ensuring we reflect the true face of Canada.

This plan is a vision for Canada's public producer and distributor as a creative organization where everyone can participate—with concrete actions to eliminate barriers in recruitment, our workforce, how we collaborate and how we serve our audience. The plan ensures creators with disabilities are fully seen and heard.

2.3 Feedback Process and How to Contact Us

We welcome feedback from our employees and members of the public about accessibility at the NFB and this plan. You can submit feedback without giving your name or contact information. We will review and consider it when we write our progress reports and our next accessibility plan. We will also take steps to address your comments where possible.

The Senior Advisor, Equity, Diversity and Inclusion, is responsible for collecting, keeping and responding to the feedback we receive.

To send feedback, please contact us by using any of the following communication channels:

E-mail: accessibility@nfb.ca

Feedback form: [Contact the NFB](#)

Phone: 1-800-267-7710 (toll-free in Canada)

We are available to take your call Monday to Friday 9:00 a.m. – 7:00 p.m. (Eastern Time)

Mail: National Film Board of Canada
1501, Rue De Bleury
Montreal, Quebec H3A 0H3

Social media: [Twitter-X](#)
[Facebook](#)
[Instagram](#)

Information on our feedback process is available on [our website](#).

Unless you send us feedback without a name or contact, we will respond to let you know we received your comments. We store a copy of all the feedback we receive for at least seven years.

2.4 Alternate Formats

You can request alternative formats of this plan. To do so, please contact us using any of the methods listed below:

E-mail: accessibility@nfb.ca

Feedback form: [Contact the NFB](#)

Phone: 1-800-267-7710 (toll-free in Canada)

We are available to take your call Monday to Friday, 9:00 a.m. – 7:00 p.m. (Eastern Time)

Mail: National Film Board of Canada
1501 Rue De Bleury
Montreal, Quebec H3A 0H3

Social media: [Twitter-X](#)
 [Facebook](#)
 [Instagram](#)

A digital version of this plan that works with assistive technology is available on [our website](#).

We will respond to requests for other formats as soon as we can. For each alternative format, we will provide a copy within the following timelines:

- Print: 15 days from initial request;
- Large print (increased font size): 15 days from initial request;
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers): 45 days from initial request;
- Audio (a recording of someone reading the text out loud): 45 days from initial request.

3. Consultations

Between October 17 and November 16, 2025, we conducted accessible, confidential surveys in English and French to gather feedback on accessibility at the NFB. Separate surveys were shared with employees, freelancers and members of the public.

Respondents included people who identified as Deaf, hard of hearing, blind, partially sighted, physically disabled, neurodivergent, autistic, living with learning or developmental disabilities, mental health conditions, or chronic, temporary or episodic illnesses, as well as others with self-identified disabilities.

Our survey for members of the public was shared through the Disability Screen Office's social media accounts and newsletter, and through Left Turn Right Turn.

Our surveys focused on whether respondents were aware that we have an accessibility plan, if they experienced any accessibility barriers while working at the NFB or interacting with the NFB, and if they have any recommendations to improve accessibility at the NFB.

All feedback was carefully reviewed and, where relevant, integrated into this plan. We also considered input from our accessibility feedback mechanism, the 2024 Public Service Employee Survey, and our internal 2024 Equity, Diversity and Inclusion Survey.

We're deeply grateful to everyone who took the time to share their insights.

Ongoing Consultations

We learned so much throughout the survey process, and we recognize that consultations need to be meaningful and ongoing. We are committed to building relationships with people with disabilities, disabled filmmakers and our employees with disabilities.

The NFB will continue to engage with staff, freelancers and members of the public to support the implementation of this accessibility plan. We'll also work with industry partners to identify best practices for consultation.

4. Areas in Section 5 of the *Accessible Canada Act*

4.1 General and Cross-Cutting Themes

We acknowledge that people with disabilities often face systemic barriers—across policies, practices, culture and organizational structures—that limit full participation. At the NFB, diversity and respect for people are core values that guide our work. These values drive us to recognize and challenge inequities, and to create spaces where everyone can contribute fully. We see meaningful opportunities to work collaboratively across teams and communities to develop integrated, lasting solutions that remove barriers and advance inclusion.

The NFB has made proactive efforts to be more inclusive of people with disabilities. We continue to seek out ways to make our workplace, film collection and interactions with the public more accessible. For instance:

- All NFB managers have identified key performance indicators (KPIs) related to equity, diversity and inclusion (EDI) to help the organization become more inclusive for all, including people with disabilities. This complements other initiatives aimed at increasing the representation of people with disabilities and strengthening inclusion, belonging and well-being in the workplace;
- We regularly offer staff training on various topics related to building an inclusive and respectful workplace (e.g., courageous conversations).

Barriers identified:

- **Consultation gap:** We don't have a regular way to meet with or hear directly from people with disabilities.

- **Public awareness gap:** Most people don't know about our accessibility plan—only about 1 in 5 said they were aware of it, and many who faced barriers didn't get help or didn't know how to ask.

The NFB commits to the following actions to improve accessibility:

- **Implement a strategy for ongoing engagement with people with disabilities:** By December 31, 2026, we will establish a structure and governance for regular consultations with people with disabilities based on guidance from Employment and Social Development Canada.¹
 - **Train on accessibility:** By March 31, 2028, we will add disability and accessibility training to our equity, diversity and inclusion program. This training will help everyone understand ableism, fill knowledge gaps, challenge stereotypes and reduce barriers in our organization and across the film industry.²
- **Launch accessibility outreach and support strategy:** Over the next three years, we will share our accessibility plan more widely to make sure people know how to ask for support.

As we take these actions, we'll look at accessibility through an intersectional lens—making sure we consider how disability connects with race, gender, language, Indigeneity and socioeconomic status.

This area is under the responsibility of the Director General, Human Resources, Institutional Services and Chief Security Officer.

¹ [Guidance on the Accessible Canada Regulations - Canada.ca](#)

² The NFB plans to explore courses offered through the Canada School of Public Service ([Accessibility learning - CSPS](#)) and the Disability Screen Office's new program, the Accessibility & Disability E-Learning Series (ADLS), a foundational-level course designed to help industry stakeholders understand and comply with accessibility legislation specific to their work in the Canadian screen industry. The ADLS e-learning platform and training program are expected to launch to the public in spring 2026.

4.2 Employment

The NFB is committed to increasing the representation of people with disabilities across all roles and levels, and to improving their experience at work.

We recognize there's still work to do to make our hiring, onboarding, training and career-development practices more inclusive. In the meantime, we're taking meaningful steps to reduce barriers and improve the experience of candidates and employees with disabilities. We're committed to learning, listening and improving, so that our hiring, promotion, training and workplace practices better reflect the diverse talents and needs of people with disabilities.

Barriers identified in the area of employment include the following:

- **Representation gap:** We are missing adequate representation of people with disabilities in our workforce and leadership. As of March 31, 2025, only 3.6% of our continuous (permanent status) employees self-identified as having a disability, which is lower than the availability of persons with disabilities in the Canadian labour market.³
- **Attitudinal barriers:** We are seeing ableism, stereotypes, stigma and low awareness of disability and neurodivergence. This lack of understanding can make people feel excluded or uncomfortable.
- **Knowledge gaps on accommodations:** We are not giving staff all the training or tools they need to manage accommodations well and consistently.
- **Stress in accommodation requests:** We are falling short in making the accommodation process straightforward and supportive. In 2024, 1 in 5 of our employees reported stress linked to accessibility issues, and nearly 1 in 4 reported experiencing stress during the accommodation process.

³ NFB 2024-2025 Employment Equity Report

- **Complex HR policies:** We are working with HR policies that are sometimes too complicated or hard to find. An external review showed that some policies are not easy to understand or access.
- **Systemic hiring barriers:** We are using hiring processes that don't always provide clear guidance, inclusive design or enough resources, making it harder for candidates with disabilities to succeed.
- **No clear framework for bias:** We are missing a clear framework to address ableism and systemic bias. We don't yet have a formal anti-discrimination approach to tackle these barriers directly.

The NFB commits to the following actions to improve accessibility in employment:

- **Include accessibility awareness in onboarding:** By May 31, 2026, we will add clear information about the *Accessible Canada Act*, disability rights and accessibility to our onboarding training for all new employees.
- **Promote self-identification:** By December 31, 2026, we will educate staff on why self-identification matters and encourage completion of the self-identification form, so that our data better reflects our workforce.
- **Assess alignment with national accessibility standards:** By December 31, 2026, we will review our employment-related practices to identify any gaps with the Accessibility Standards Canada employment standard (CAN/ASC 1.1).⁴
- **Train staff who handle accessibility requests:** By December 31, 2026, we will provide respectful, informed training to help staff better support accommodation and accessibility needs.
- **Develop a mental health strategy that supports accessibility:** By December 31, 2026, we will create a strategy that treats mental health as part

⁴ [CAN/ASC-1.1:2024 \(REV-2025\)-Employment, Summary of CAN/ASC-1.1:2024 \(REV-2025\)-Employment](#) and [CSA/ASC Z1003 Psychological health and safety in the workplace](#)

of disability inclusion. It will aim to reduce stigma, improve psychological safety and remove attitudinal barriers.

- **Launch the NFB’s anti-racism and anti-discrimination policy:** By December 31, 2026, we will share a clear, easy-to-understand policy that commits to a respectful, inclusive and discrimination-free workplace. For disability inclusion, this means removing systemic barriers, challenging ableism and ensuring equal access to opportunities, spaces and content. We will support the policy with training, accountability and inclusive practices.
- **Support inclusive hiring practices:** By December 31, 2028, we will provide managers with practical guidance and examples on how to identify and remove accessibility barriers in recruitment and hiring.
- **Simplify HR policies with plain-language one-pagers:** By December 31, 2028, we will create and share short, accessible summaries of HR policies and procedures. These will use plain language and inclusive formatting to help staff understand their rights, responsibilities and available supports, based on recommendations from a 2024 equity, diversity and inclusion audit.
- **Close the representation gap:** Over the next three years, we will use targeted outreach and talent pools to increase the number of employees who self-identify as having a disability. Ultimately, we aim to close the representation gap not only for employees with disabilities overall, but also for those who are underrepresented at the intersections of disability and other identities (e.g., Indigenous employees with disabilities, racialized women with disabilities).
- **Monitor exit interviews for insights into disability inclusion:** Over the next three years, we will review feedback from exit interviews—especially when employees with disabilities voluntarily leave or complete their contracts—to better understand their experience at the NFB and, where applicable, the reasons behind their departure. This will help identify potential barriers, improve retention and strengthen inclusive practices.

- **Reduce stigma and support neurodivergent staff:** Over the next three years, we will continue training on neurodivergence—including ADHD and autism—and promote flexible communication and work styles. We will foster a culture that values different ways of thinking, interacting and contributing.
- **Set annual EDI performance indicators:** Over the next three years and building on the exercise in 2025–2026 with managers, we will support managers and staff in establishing annual individual key performance indicators (KPIs) related to equity, diversity and inclusion, based on needs.
- **Equip managers to build trust and inclusion:** Over the next three years, we will train and support managers in embodying good leadership—responding directly to the 2024 Equity, Diversity and Inclusion Survey findings.

This area is under the responsibility of the Director General, Human Resources, Institutional Services and Chief Security Officer.

4.3 The Built Environment

At the NFB, we believe everyone should be able to move through and use their workspaces with ease, comfort and dignity, whether working onsite or remotely. We're committed to making our signage and physical environments—offices, meeting rooms, washrooms, kitchens and entrances—as accessible and easy to navigate as possible for all. To support this, we provide ergonomic tools and practical guidance that promote safety and comfort wherever work happens. Our approach to equipment and workspace design is “accessible by default,” meaning we consider accessibility from the outset—not as an afterthought.

Barriers identified related to the built environment include the following:

- **Physical access:** We are facing gaps in physical access. Washrooms, the Momentum room and emergency exits at the stairwell in the North Tower on the mezzanine level at Balmoral present challenges for wheelchair users due to poor design, signage and delayed repairs. As a tenant, we have limited control over infrastructure upgrades.
- **Wayfinding and sensory design:** We are not providing adequate wayfinding and sensory design. At Balmoral, low-contrast signage, elevator labels that could be confusing (RC and M) can make navigation difficult for blind, low-vision and neurodivergent individuals. Also, braille signage indicating room numbers is not accessible to everyone, as it is mounted too high for children and individuals who use wheelchairs or are of shorter stature.

The NFB commits to the following actions to improve accessibility in the built environment:

- **Assess alignment with national accessibility standard:** Over the next three years, we will review all office spaces to assess alignment with the national accessibility standard for the built environment (CSA/ASC B651).⁵ This includes verifying whether the 2025 Public Services and Procurement Canada (PSPC) audit of our Montreal offices (Balmoral and Cousens) used that standard. As tenants, we'll work with PSPC and property owners to access audit findings, advocate for improvements and document any gaps. Where possible, we'll support upgrades within our shared responsibilities.
- **Advocate as tenants:** Over the next three years, we will continue formal advocacy with Public Services and Procurement Canada (PSPC) and our landlords. As tenants in all of our office locations, we will use structured requests and documentation to push for upgrades in the spaces we occupy.
- **Embed accessibility in Occupational Health and Safety programs:** Over the next three years, we will ensure that hazard prevention, emergency

⁵ [CSA/ASC B651 Accessible Design for the Built Environment](#)

procedures and health and safety policies explicitly address the needs of people with disabilities.

- **Keep up with national standard:** Within 12 months of Accessibility Standards Canada publishing new standards for the built environment—such as wayfinding, signage, acoustics and emergency measures—we will review them and identify any gaps in the areas we control. As tenants, we will focus on the spaces we manage directly and work with property owners and PSPC to support broader compliance.

This area is under the responsibility of the Director General, Human Resources, Institutional Services and Chief Security Officer.

4.4 Information and Communication Technologies (ICT)

The NFB offers several public websites and apps, along with accounts on all major social media platforms. We are committed to making the websites and applications we manage inclusive, accessible with assistive technologies and aligned with the Web Content Accessibility Guidelines (WCAG).

For new web pages, the Platforms team applies the Accessibility Standards Canada ICT standard (CAN/ASC – EN 301 549)⁶ and the latest WCAG guidelines. Some older pages, however, may still have accessibility barriers.

Barriers identified related to ICT include the following:

- **Inaccessible apps and platforms:** We are offering apps, platforms and media interfaces that are not fully accessible. Captioning is inconsistent,

⁶ [Technical guide on Accessible and Equitable Artificial Intelligence Systems, CAN/ASC - EN 301 549:2024 Accessibility requirements for ICT products and services \(EN 301 549:2021, IDT\)](#), [Summary of CAN/ASC - EN 301 549:2024 Accessibility requirements for ICT products and services \(EN 301 549:2021, IDT\)](#) and [Overview of ASC-6.2 Accessible and Equitable Artificial Intelligence Systems](#)

audio description is sometimes missing and assistive technologies are not always supported. This prevents full access for Deaf, hard-of-hearing, blind and low-vision users.

- **Navigation challenges:** We are falling short in helping users navigate and access content quickly. Users—especially those using screen readers or alternative input methods—sometimes struggle to find what they need quickly and independently.
- **Visual design issues:** We are using visual designs that sometimes reduce readability, especially for people with low vision or visual processing challenges.
- **Screen-reader barriers:** We are not providing proper screen-reader support on our website and digital interfaces, which makes navigation confusing or incomplete for some blind and low-vision users.
- **Remote-control obstacles:** We are offering TV app remote controls that are hard to use for some people, creating barriers for those with motor or coordination challenges.
- **Overwhelming homepage elements:** We are using autoplay video previews and interactive homepage features that can overwhelm or exclude users, especially those with sensory sensitivities, cognitive disabilities or neurodivergent needs.

The NFB commits to the following actions to improve accessibility in ICT:

- **Make it easier for users to find what they need on the streaming platform:** By December 31, 2027, we will improve search tools, filters and content organization on NFB.ca. Simplify menus, add skip links and use consistent layouts to support faster, more independent navigation—especially for users with cognitive, visual or motor accessibility needs.
- **Ensure the streaming platform is more accessible to those with screen readers:** By December 31, 2028, we will audit and update the NFB.ca

website to support tools like VoiceOver and use clear alt text, semantic structure and ARIA labels.

- **Make voice search easy to use:** By December 31, 2028, we will add intuitive voice search to the TV app to reduce reliance on remote controls and manual navigation.
- **Help staff use accessible IT tools:** By December 31, 2028, we will share simple guides and resources that explain the accessibility features built into existing software and platforms.
- **Build accessibility into every redesign:** Over the next three years, we will apply best practices when updating interfaces (e.g., video player controls). Test with diverse users and follow WCAG standards.
- **Assess AI systems accessibility:** Within 12 months of their publication, we will review Accessibility Standards Canada standards related to artificial intelligence against our practices to identify any gaps.

This area is under the responsibility of the Director General, Technologies (CTO).

4.5 Communication, Other Than Information and Communication Technologies

At the NFB, we're committed to making all our communications easy to read and accessible to everyone. This includes offering alternate formats like braille, large print and plain language. It also means making sure our signage, public announcements and day-to-day communication practices are clear, inclusive and respectful of diverse needs. With offices across Canada and many employees working remotely, we operate in a hybrid work environment—so digital and interpersonal accessibility are essential to supporting everyone, no matter where or how they work.

Barriers identified related to communications include the following:

- **Internal templates:** We are using common NFB-branded templates, like PowerPoint decks and letterhead, that have not been checked for accessibility. Fonts may be hard to read, colour contrast may be too low, screen readers may not work properly and there may be no space for accessibility messaging.
- **Branding and media assets:** We are using logos, animation and other branded visuals that don't always meet accessibility standards. Our videos may lack captions, audio description or alternatives for fast-paced visuals, which excludes Deaf, hard-of-hearing, blind and neurodivergent audiences.
- **Plain language:** We are not consistently using plain language. Some of our communications are too complex or full of jargon, which creates barriers for people with cognitive disabilities or language-processing challenges.
- **Meeting practices:** We do not always provide inclusive meeting practices. Employees may not get agendas, presentations or notes in advance, which makes it harder for those with cognitive, sensory or energy-related limitations to prepare and participate fully.
- **Accommodation messaging:** We are not including accessibility statements in our meeting or retreat invitations. This can discourage employees from asking for accommodations or make it seem like accessibility is an afterthought.

The NFB commits to the following actions to improve accessibility in communications:

- **Include accessibility statements in internal invitations:** By March 31, 2026, we will add clear messaging to all internal formal event and meeting invitations, inviting employees to request accommodations and reinforcing a culture of proactive inclusion.
- **Review internal templates:** By December 31, 2027, we will ensure PowerPoint decks, letterhead and other commonly used formats meet digital

accessibility standards—using readable fonts, strong contrast, screen-reader compatibility and space for accessibility messaging.

- **Review and update dynamic branding elements for accessibility:** By December 31, 2027, in the process of refreshing the NFB brand, we will ensure that the NFB logo and any opening or closing animation used in films considers accessibility.
- **Promote inclusive meeting practices:** Over the next three years, we will encourage use of the Accessibility Intranet page and promote the sharing of meeting materials (agendas, presentations, notes) in advance to support diverse access needs. We will investigate the use of AI as a tool to accommodate various needs listed above and future needs.
- **Keep up with national standard:** Twelve months from publication, we will review our internal and external communications practices in relation to plain-language standards recommended by Accessibility Standards Canada, to identify any gaps.

This area is under the responsibility of the following individuals:

- Director, Communications and Public Affairs;
- Director General, Programming and Production;
- Director General, Programming and Audience Engagement;
- Director General, Human Resources, Institutional Services and Chief Security Officer.

4.6 The Procurement of Goods, Services and Facilities

We're committed to applying inclusive procurement principles and practices to ensure that the goods and services we purchase are accessible to everyone. This includes ongoing collaboration with the Treasury Board and Public Services and Procurement Canada (PSPC) to align with federal accessibility goals.

No barriers have been identified in the area of procurement.

However, the NFB commits to the following actions to improve accessibility in procurement:

- **Assess alignment with national accessibility standard:** By December 31, 2026, we will review practices against the Accessibility Standards Canada procurement⁷ standard to identify any gaps.
- **Embed accessibility early:** By December 31, 2027, we will update procurement guidelines to ensure accessibility is considered from the start.

This area is under the responsibility of the Director General, Finance & Administration, Chief Financial Officer (CFO).

4.7 The Design and Delivery of Programs and Services

The NFB is committed to making accessibility part of everything we do—from production and post-production to distribution—so that audiences, creators and collaborators can take part fully and fairly.

Here are some of the ways we're putting this into practice:

- Our programming aims to reflect the diversity of Canada.
- In production and post-production, we follow Canadian Broadcast Standards Council standards to ensure accessibility practices like captioning are in place.
- Every new production now includes audio description in the original language and closed captioning in both English and French.
- We offer accommodations to support creators with disabilities on productions.

⁷ [Technical guide on Procurement of accessible goods](#) and [Technical guide on Procurement of accessible services](#)

Barriers identified related to access to events and programming include the following:

- **Remote participation:** We do not always offer remote or hybrid options for events, which makes it harder for people with mobility barriers to take part.
- **Physical access:** We provide event spaces that are sometimes inaccessible. Bathrooms, parking areas and entryways can limit participation for people with disabilities. In most cases, these spaces are not under our control because we work with external partners to showcase our works.
- **Health concerns:** We are not addressing health-related needs. Without mask requirements, immunocompromised or health-conscious individuals may feel unsafe attending events.
- **Language and communication:** We are not consistently ensuring inclusive communication. Gaps in LSQ and plain-language messaging exclude people from events.
- **Sensory and energy needs:** With events typically held in the evenings and weekends, we sometimes overlook sensory and energy-related limitations; it can be difficult for people with fatigue, light or sound sensitivity, or neurodivergent needs to attend. However, we ensure that the works are made available for accessible viewing shortly after on our NFB.ca platform.

Barriers identified related to content include the following:

- **Accessible media:** We are not consistently providing closed captioning, described video and transcription in our catalogue. This limits access to film content for Deaf, hard of hearing, blind and low vision audiences.
- **Engaging filmmakers:** We are lacking clear processes to engage disabled filmmakers, which makes it harder for creators with lived experience to participate professionally.

- **Inclusive opportunities:** We are inadvertently excluding some disabled creators from professional opportunities because of systemic barriers and limited inclusive outreach.

The NFB commits to the following actions to improve accessibility:

- **Set expectations with partners:** By March 31, 2026, we will include language to partnership agreements that highlights the NFB's commitment to accessibility and sustainability, encouraging partners to consider them when planning events in NFB spaces.
- **Create a marketing accessibility checklist:** By March 31, 2026, we will strengthen the marketing and communications team's skills in inclusive marketing through training programs. The checklist will guide campaigns and communications—digital, print and events—on using plain language, alt text, captioning, accessible fonts and colours, and inclusive messaging.
- **Share event accessibility checklist:** By December 31, 2026, we will provide an accessibility checklist for internal and external events, including community screenings ([Host a Film Screening - Events](#)) where organizers are outside partners or organizations hosting screenings in non-NFB spaces, and partner use of NFB spaces. The checklist will cover clear messaging about available accommodations (e.g., captioning, ASL/LSQ, assistive listening, physical access), scheduling events at varied times to increase participation, and offering online or hybrid options to support those who are immunocompromised, have mobility limitations, or live outside major urban centres.
- **Deliver disability-specific customer-service training:** By December 31, 2026, we will provide client-facing staff with training modelled on standards to build confidence in responding to accessibility-related requests across formats and channels.

- **Assess alignment with national accessibility standards:** By December 31, 2026, we will review the Accessibility Standards Canada standard related to the design and delivery of programs and services,⁸ to identify any gaps.
- **Implement the Mental Health Framework:** December 31, 2026, we will support the implementation of the NFB's Mental Health Framework related to films on sensitive subjects (launched in 2025). We will support accessibility by recognizing psychosocial disabilities and ensuring emotionally safe environments for employees, freelancers and audiences.
- **Assess the feasibility of adding live support:** By December 31, 2027, we will explore the potential for a live-chat feature with real staff assistance to help users with questions or technical barriers, as part of Client Relations.
- **Embed accessibility in production early:** By December 31, 2028, we will include accessibility considerations in development and pre-production so that creators and collaborators can participate fully.
- **Normalize accommodations in production:** By December 31, 2028, we will provide producers with talking points and tools to raise accommodation needs early in the production process. We will include accessibility features and supports as standard line items in budgets.
- **Make Education resources more accessible:** By December 31, 2028, we will update the Education section of NFB.ca, focusing on films and resources with accessibility features.
- **Increase engagement:** Over the next three years, we will continue ongoing collaborations with accessibility groups such as the Disability Screen Office (DSO), film festivals and community groups, to decrease barriers for people with disabilities to work on NFB productions.⁹

⁸ [Technical guide on Design and Delivery of Accessible Programs and Services, Including Customer Services](#)

⁹ Note that, in 2024–2025, 16% of productions were led by filmmakers who voluntarily self-identified as having a disability, with 17% of the production budget invested in these projects—an important step toward better reflecting the 27^{9%} of Canadians living with at least one disability.

- **Clarify engagement pathways:** Over the next three years, we will develop and communicate clear processes for engaging with disabled filmmakers, including how to submit proposals and access support.
- **Lead by example:** Over the next three years, we will signal that the NFB welcomes proposals from filmmakers with disabilities. We will model inclusive practices on sets and in editing suites.
- **Keep up with national standards:** Twelve months from their publication, we will review the Accessibility Standards Canada standards with respect to design and delivery of accessible programs and services, to identify any gaps.

This area is under the responsibility of the following individuals:

- Director General, Programming and Production;
- Director General, Programming and Audience Engagement;
- Director, Communications and Public Affairs.

4.8 Transportation

The NFB aims to support accessible travel experiences for its travellers. Travel arrangements are made through federal government platforms—such as the National Joint Council Travel Directive and the public service’s travel booking system—which are managed externally. As a result, the NFB has limited ability to influence how accessibility is addressed within these systems.

No transportation-related barriers have been found in areas the NFB directly manages or controls.

However, the NFB commits to the following action to improve accessibility in transportation:

- **Create a feedback loop to improve accessible travel:** By December 31, 2026, we will set up a simple way for travellers to report travel barriers—such as issues with booking, transit or accommodations—to identify recurring problems and relay that feedback to Treasury Board for consideration and action where appropriate.

This area is under the responsibility of the Director General, Finance & Administration, Chief Financial Officer (CFO).

5. Implementation, Monitoring and Reporting

Accessibility is a shared, ongoing responsibility. As part of our commitment—and in line with the *Accessible Canada Act* (ACA)—the NFB publishes annual progress reports to show how our accessibility plan is being put into action.

These reports are developed in consultation with people with disabilities and include any feedback received, along with how that feedback helped shape our decisions.

The next progress reports will be published in December 2026 and December 2027. They will reflect the implementation of the revised 2026–2028 Accessibility Plan, including updates on actions taken and insights from employee experiences.

Once the federal public service’s self-identification form is updated and available to the NFB, we will collect and analyze data disaggregated by disability and other

identity markers to monitor intersectional progress. Annual reports will highlight intersectional outcomes and gaps.

As required by the ACA, the NFB will publish its next revised accessibility plan in December 2028.

6. Conclusion

The NFB's 2026–2028 Accessibility Plan is a commitment to ongoing consultation, transparency and action. By addressing barriers and aligning with national standards, the NFB will strengthen its role as Canada's public producer and distributor, ensuring creators, employees, partners and audiences with disabilities are fully included. Progress will be tracked through reporting and dialogue, with the goal of building a workplace and cultural institution where everyone can contribute and thrive.