Accessibility Plan 2026–28

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About the Office of the Auditor General of Canada

The Office of the Auditor General of Canada (OAG) reports directly to Parliament, territorial legislatures, and boards of Crown corporations to assist with their work of authorizing and overseeing government spending and operations. The head of the OAG, the Auditor General of Canada, is an independent officer of Parliament. For more information about the OAG, please refer to the About us page on our website.

General

As required by subsection 70(1) of the Accessible Canada Act, the OAG has developed a feedback process in parallel with this plan.

OAG employees, people and organizations that deal with the OAG, and the general public are invited to provide feedback on this plan and the accessibility barriers they have experienced in their interactions with the OAG. You can use our feedback process to send us your comments and ideas to help us contribute to an accessible, barrier-free Canada. We invite you to send us your feedback on

- our accessibility plan or progress report
- the implementation of the plan
- barriers you may encounter when working with us, communicating with us, or accessing our programs and services
- our feedback process

Feedback process

You can contact the OAG using any of the following methods.

Directly online, by completing the following information request form https://www.oag-bvg.gc.ca/internet/English/web-inquiry.html

By email
accessible@oag-bvg.gc.ca

By telephone
1-888-761-5953

By TTY service (telecommunications device service for the hearing impaired)
613-954-8042

By fax
613-957-0474

By mail
ATTENTION: Accessibility Coordinator
Office of the Auditor General of Canada
240 Sparks Street
Ottawa, Ontario K1A 0G6
Canada

By social media
Direct message on any of the following platforms: X, YouTube, LinkedIn, Facebook, and Instagram.

We will acknowledge your feedback within 20 business days in the same way it was submitted. Please note that for security reasons, we delete messages with file attachments. Anonymous feedback can be submitted by mail, email, or telephone. If your feedback is left anonymously, we cannot send an acknowledgement.

All feedback will be reviewed by the Accessibility Coordinator. It will be forwarded to relevant divisions when necessary. If the feedback included contact information, any immediate action resulting from the feedback will be communicated to the person who submitted the feedback. All feedback related to accessibility will be captured in a central location for analysis and record keeping. Feedback will be used to help identify, prevent, and remove barriers in a timely manner.

Our annual progress reports on our accessibility plan will describe the feedback received. They will outline how the feedback informed our accessibility planning. The progress reports will also identify adjustments made in response to the feedback.

Our Accessibility Coordinator is responsible for receiving feedback. The coordinator will also respond to requests for copies of our plan and feedback process, including in alternate formats.

Alternate formats

Subsections 8(2) and 9(5) of the Accessible Canada Regulations require that we must be able to provide our accessibility plan and feedback process in alternate formats on request. Requests for alternate formats of our accessibility plan and feedback processes (such as large print, Braille, audio, and electronic formats that are compatible with adaptive technologies) can be sent through the feedback channels above. Requests will be fulfilled by the Accessibility Coordinator within 15 days, except for Braille or audio formats, which will be fulfilled within 45 days.

Executive Summary

The Office of the Auditor General of Canada Accessibility Plan 2026–28 provides an overview of our mandate, our accessibility initiatives to date, and our commitments for the coming 3 years.

The OAG has identified and is committing to removing and preventing barriers in the following 7 priority areas under the Accessible Canada Act:

- 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

Objectives and associated actions were created in response to barriers reported through consultations with employees with disabilities. The main themes for feedback were centred around accommodation and the need for greater understanding of accessibility and disability. Therefore, actions related to those themes were integrated in as many priority areas as possible. Actions initiated under our OAG Accessibility Plan 2022–25 are not repeated in this plan unless they relate to addressing identified barriers.

The OAG is committed to monitoring results closely and reporting annually on progress. This will ensure that actions taken are having the intended effect in making the OAG a workplace that is "accessible by default," where we apply an accessibility lens to everything we do.

Consultations

To prepare the 2026–28 accessibility plan, we launched a consultation campaign with employees with disabilities to identify technological, physical, system, and attitudinal barriers. However, we recognize that identifying as having a disability can be a personal journey and that disability is not consistently defined from one person to the next. Some employees may not identify as having a disability, may not realize they have a disability, or do not feel comfortable disclosing this information in a work setting. The consultation was open to the entire organization without requiring disclosure of disability status.

In spring 2025, OAG employees received an email inviting them to participate in a survey. The survey was anonymous, and alternate methods of participating were available on request (such as by phone, email, or paper copy). The survey was made up of 19 multiple-choice and open-ended questions and followed a similar format to the consultation survey conducted in 2022. It also included some voluntary demographic questions, such as position location and information about the respondent's disability, to provide further insight into the barriers experienced.

Thirty-one percent of OAG employees responded to the survey, with 28% of respondents identifying as a person with a disability. The responses received from regional offices were comparable to those received in 2022 and correspond well with the percentage of OAG positions located in the regions, meaning that responses received were neither over- nor under-representative of regional offices.

Based on the voluntary responses about a person's disability, the most common disability categories among survey respondents were consistent with information from OAG's self-identification responses. For respondents in 2025, the most common disability categories include:

- Mental health (19%)
- Chronic health conditions (17%)
- Cognitive disabilities (17%)
- Sensory and environmental disabilities (14%)

The OAG is also considering results from its Employment Systems Review, the Public Service Employee Survey, and other internally conducted surveys in the development of its accessibility plan. Although these exercises were not conducted with the sole intent of providing information for the 2026–28 accessibility plan, the results provide valuable information about barriers and incorporating them ensures that voices are heard and that the OAG's approach is holistic.

Priority Areas for Action

Federally regulated entities such as the OAG must prepare accessibility plans that explain their efforts to identify, remove, and prevent new barriers in the following 7 areas listed in Section 5 of the Accessible Canada Act:

- 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

These priority areas are described on the following pages with activities that both respond to reported barriers and aim to proactively prevent a variety of barriers. Where applicable, we will build on activities completed in the 2022–25 accessibility plan and have highlighted some of the most recent activities below. Activities for the next 3 years include measuring the success, targets, timelines, and actions taken in support of these objectives, and activities will remain flexible to respond to employee feedback throughout the project delivery phases.

Employment

Desired result

The OAG supports its employees of all abilities in meeting evolving expectations in an accessible work environment that enables them to deliver their best.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to the modernization of key directives, the development of the OAG strategic plan, and the employment systems review. Also, corporate human resources exercises consistently applied gender-based analysis plus, and the OAG counts on its senior management to promote accessibility and inclusion. Expectations around ownership and accountability are being clearly outlined in senior management's

work objectives to support a respectful, safe, and inclusive workplace. These are among some of the actions that will serve as important building blocks for the current plan.

Barriers

As a result of the consultations described above, we identified barriers related to employment. These included a perceived risk of potential discrimination when self-identifying or requesting support measures and a limited organizational understanding of accommodation processes that are at times perceived as unclear and lengthy, which in turn could create inequities in access to career advancement opportunities.

Related actions

To address these barriers and to prevent potential future barriers, the Human Resources team plans to pursue the following actions:

- Require accessibility training for employees as part of the OAG's learning curriculum to ensure consistent application of guidelines regarding accommodations and barrier removal in human resources processes.
- Communicate the accommodation procedure and tools, such as the Accessibility Passport, according to the OAG's Duty to Accommodate Policy.
- Review learning and development programs to ensure they meet the diverse needs of new employees.

The built environment

Desired result

OAG employees and visitors have barrier-free access and use of the physical environment.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to renovations at 240 Sparks Street, communication about emergency preparedness, and the launch of a new emergency notification system. These are among some of the actions that will serve as important building blocks for the current plan.

It is important to note that as a tenant of the current buildings, the OAG does not have direct control over barrier removal for its work locations. However, the OAG is committed to collaborating with other departments sharing our buildings and providing timely feedback to our landlords and building management companies.

The OAG also continues to be engaged with Public Services and Procurement Canada and landlords to implement a GCworkplace design across all our offices. This means that the OAG will align with designs that integrate accessibility at the outset, including features such as activity-based working principles, to allow employees to choose their optimal settings.

Barriers

As a result of the consultations described above, we identified barriers related to the built environment. These included harsh lighting, visual barriers, noise, physical access issues, and workstation set-up, along with limited awareness of emergency evacuation procedures for persons with disabilities.

Related actions

To address these barriers and to prevent potential future barriers, the Facilities, Security, and Occupational Health and Safety teams plan to pursue the following actions:

- Review all renovation projects to ensure that entrances and walkways meet minimum standards and that adjustable workstations and meeting rooms with various lighting options and noise and activity levels are available.
- Increase promotion, awareness, and validation testing of the Persons Requiring Assistance program.
- Explore wayfinding tools for navigation in and around the OAG offices in preparation for the draft CAN-ASC-2.4 Wayfinding and Signage standard.

Information and communication technologies

Desired result

OAG employees use available tools, software, and documents that they need to fulfill their responsibilities.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to launching our Information and Communication Technologies Accessibility Strategy and completing a software prioritization exercise. These are among some of the actions that will serve as important building blocks for the current plan.

It is important to note that as users of systems procured by the federal public service, the OAG does not have direct control over barrier removal for much of its technology. However, the OAG is committed to collaborating with other departments and providing timely feedback to departments such as Shared Services Canada and the Treasury Board of Canada Secretariat.

Barriers

As a result of the consultations described above, we identified barriers related to information and communication technologies. These barriers included limited understanding of accessibility requirements, solutions, and impacts, leading to inaccessible digital solutions with new or existing tools.

Related actions

To eliminate these barriers and to prevent future barriers, the Digital Services Group plans to pursue the following actions:

- Modify the process for acquiring new or updated digital tools to include accessibility conformance reports and other requirements.
- Track and monitor our inventory of digital solutions and whether they meet the accessibility requirements.
- Continue decommissioning tools that are not accessible and providing alternative options where possible to ensure accessibility requirements are met.
- Provide digital accessibility training to all employees when the Accessible Canada Regulations are updated.
- Raise awareness of the digital accessibility of tools, information, and resources available to OAG employees.

Communication, other than information and communication technologies

Desired result

OAG employees create accessible communication products and conduct barrier-free communication activities.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to launching a new translation process, visual rebranding, and updating the OAG's internal communications plans. The OAG is also in the early stages of migrating the intranet to an alternate platform, where existing content will be reviewed, and will incorporate user interface and user experience (UI/UX) elements. These are among some of the actions that will serve as important building blocks for the current plan.

Barriers

As a result of the consultations described above, we identified barriers related to communication other than information and communication technologies. These barriers included limited understanding of roles, responsibilities, and resources in relation to accessible communications.

Related actions

To eliminate these barriers and to prevent future barriers, the OAG Communications team plans to pursue the following action:

- Provide a comprehensive internal toolkit to help employees better understand their roles and responsibilities to make accessible communication products.

The procurement of goods, services, and facilities

Desired result

Business owners and contracting authorities at the OAG adhere to accessibility requirements when purchasing goods and services, and, where applicable, accessibility requirements are incorporated into our procurement documents.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to adopting new applications and promoting accessible procurement resources on an ongoing basis.

It is important to note that as users of systems provided by the federal public service, the OAG does not have direct control over barrier removal for its procurement tools and policies. However, the OAG is committed to collaborating with other departments and providing timely feedback to departments such as Public Services and Procurement Canada, Shared Services Canada, and the Treasury Board of Canada Secretariat.

Barriers

As a result of the consultations described above, we identified barriers related to the procurement of goods, services, and facilities. These barriers include limited understanding of accessibility requirements in the procurement process and difficulties using inaccessible procurement tools and templates.

Related actions

To address these barriers and to prevent potential future barriers, the OAG's Financial Management Group plans to pursue the following actions:

- Leverage internal tools and training when possible to ensure continued and consistent application of accessibility requirements.
- Verify that all procurement documentation—including intranet forms and OAG procurement templates—are in accessible formats.

The design and delivery of programs and services

The OAG does not deliver traditional programs and services for Canadians. However, as a part of the federal public service and as an agent of Parliament, our services are considered to be our audit reports that we deliver to Parliament and Canadians at large.

Desired result

The OAG applies accessibility principles throughout the audit project life cycle.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25. These activities include but are not limited to updating the audit management system and reviewing the OAG's key audit templates.

Barriers

As a result of the consultations described above, we identified barriers related to the design and delivery of programs and services. These include difficulties using auditing tools, software, and templates efficiently.

Related actions

To address these barriers and to prevent potential future barriers, the OAG's Audit Services Group plans to pursue the following actions:

- Remediate the top-priority annual audit and direct engagement audit templates.
- Review the accessibility of the OAG's audit manuals, audit procedures, and the remaining audit templates.
- Evaluate audit software accessibility conformance.

Transportation

Desired result

OAG employees and interested parties are aware of transportation options that are accessible and inclusive, allowing them to accomplish their work both in the office and while travelling on behalf of the organization.

Foundational activities

Over the course of the last year, several activities were completed as part of the OAG Accessibility Plan 2022–25, such as completing the OAG's transition to a new travel system.

It is important to note that the OAG does not have direct control over barrier removal for transportation. Many transportation and traffic systems such as parking lots are controlled by the cities in which the OAG has its offices. However, the OAG provides feedback on the matter to Public Services and Procurement Canada and building landlords whenever possible.

Barriers

As a result of the consultations described above, we identified barriers related to transportation. These barriers included limited understanding by employees of accessible transportation processes, resources, and options for those travelling for business purposes.

Related actions

To address these barriers and to prevent potential future barriers, the OAG's Financial Management team plans to pursue the following actions:

- Deliver information sessions to employees on accessible transportation.
- Promote guidance, tools, and resources on the OAG's intranet for obtaining accessible transportation, parking, and alternative solutions.

Budget and Resource Allocation

A full-time accessibility coordinator role will continue facilitating horizontal coordination across the OAG on all accessibility efforts. The coordinator is supported by an equity, diversity, inclusion, accessibility, and official languages team, which ensures that accessibility practices are culturally relevant and informed. The coordinator also represents the OAG on cross-governmental communities of practice, networks, and committees pertaining to accessibility and disability inclusion.

Our focus on training across multiple priority areas demonstrates a commitment to build up in-house capacity and expertise in accessibility across different areas of work. This will ensure a sustainable resourcing approach and encourage collective action.

Conclusion

Through the implementation of the actions listed above, together with ongoing employee feedback, the OAG can make significant changes that improve our service delivery and employee experience across the 7 priority areas.