



CNSC Accessibility Progress Report 2023 (Amended)

“Nothing Without Us”

December 2023



CNSC Accessibility Progress Report 2023

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Document availability

This document is also available upon request in multiple formats (large print, Braille, audio cassette, audio CD, e-text diskette, e-text CD or DAISY). Copies can be requested by [email](mailto:accessibilityplan-planaccessibilite@cnscccsn.gc.ca) (accessibilityplan-planaccessibilite@cnscccsn.gc.ca), by telephone at 1 800 0-Canada (1-800-622-6232) or by teletypewriter (TTY) at 1-800-926-9105.

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General

The Canadian Nuclear Safety Commission (CNSC) regulates the use of nuclear energy and materials to protect health, safety, security and the environment; to implement Canada's international commitments on the peaceful use of nuclear energy; and to disseminate objective scientific, technical and regulatory information to the public.

Here at the CNSC, we recognize and value the diversity of our workforce. We are committed to creating and maintaining an inclusive, barrier-free and non-discriminatory work environment to ensure that all staff can effectively and efficiently contribute their skills and experience to deliver on our mandate. This includes ensuring that staff have an equal opportunity to participate in all work-related activities.

We also believe in offering accessibility and accommodation programs and support so as to preserve the well-being and the dignity of employees seeking these services. To that end, and in response to the [Accessible Canada Act](#), we created the *CNSC Accessibility Plan 2022–25*.

The *CNSC Accessibility Progress Report 2023* gives an update on the current status of the objectives set out in the Accessibility Plan, which is centred on achieving outcomes that ensure that:

- persons with disabilities are employed across the organization
- persons with disabilities are engaged, provided with timely support and career progression opportunities, and empowered to reach their full potential
- persons with disabilities, including employees and stakeholders, have equitable access to the built environment, programs and services, information and communication technologies, and accessible and plain-language content
- employees at all levels are aware of the goals of the *Accessible Canada Act*, which are to achieve the full and equal participation of all persons in society, especially persons with disabilities, and to proactively identify, remove and prevent barriers to accessibility
- policies, programs and services are accessible and promote equity, diversity and inclusion within the CNSC

Consultations with and feedback from persons with disabilities are vital, as their input will continue to inform the plan's implementation and future iterations. We encourage all employees and members of the public to continue to provide feedback.

How to submit feedback *Amendment

We will acknowledge feedback using the same method by which it was shared. While we cannot acknowledge receipt of anonymous feedback, we will process the feedback appropriately.

Feedback on the Accessibility Plan, feedback process and progress report can be submitted to the Human Resources Advisor from the People Strategies and Workplace Experience Division in the following ways:

Mail

CNSC Accessibility Progress Report 2023

Human Resources Advisor
c/o CNSC Accessibility Plan Feedback
Canadian Nuclear Safety Commission
280 Slater St

PO Box 1046 Stn B
Ottawa ON K1P 5S9

Fax

Human Resources Advisor
c/o CNSC Accessibility Plan Feedback
1-613-995-5086

Please note that we are unable to acknowledge or respond to your feedback by fax because of security and privacy concerns.

Anonymous feedback

If you prefer to submit your feedback anonymously, complete this [online form](#). However, please remember that we are unable to acknowledge or reply to anonymous feedback.

Email

Human Resources Advisor
accessibilityplan-planaccessibilité@cnsccsn.gc.ca.

Telephone

Monday to Friday, 8:30 am to 5 pm (Eastern)

- 1-613-995-5894 (toll-free in Canada) or 1-800-668-5284 (in Canada only)
- Teletypewriter (TTY) at 1-800-926-9105

What we do with your feedback

We will document and review all feedback, questions and suggestions formally submitted from staff and the public about our plan and/or progress report. The feedback received will be shared with the CNSC business process owners responsible for implementing our strategy across the key areas outlined in the *Accessible Canada Act*. All feedback will be considered for integration into CNSC priorities, commitments and progress reports.

Request an alternate format *Amendment

You may request a copy of the Progress Report, Accessibility Plan or the description of feedback process in an alternate format. Contact the Human Resources Advisor using one of the methods list in the previous section to request any of the following alternate formats:

- print
- large print (larger and clearer font)
- braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- audio (a recording of someone reading the text out loud)
- electronic formats that are compatible with adaptive technology

Executive summary

In accordance with the [Accessible Canada Act](#), we are delivering the CNSC's first progress report on the *CNSC Accessibility Plan 2022–25*. This progress report gives an update on our planned actions for each of the key priority areas:

- **Employment:** improve recruitment, widen recruitment pools, and reduce barriers in hiring processes
- **The built environment:** provide an accessible built environment to support employees and the public through barrier-free access to CNSC-managed facilities
- **Information and communication technologies (ICT):** ensure that CNSC employees and the people the organization serves can perceive, understand, navigate and interact with its information and digital tools and services
- **Communication (other than ICT):** provide content, in print and on digital platforms, that is accessible and inclusive for all CNSC employees and the public
- **Procurement of goods, services and facilities:** ensure that accessibility is considered when making purchases that will be used by employees and members of the public
- **Design and delivery of programs and services:** ensure that CNSC employees are equipped to design and deliver external programs and services that are accessible to all
- **Transportation:** this priority area under the *Accessible Canada Act* is not applicable to the CNSC; the CNSC follows the guidelines provided by Public Services and Procurement Canada (PSPC), which oversees government buildings

We have begun our accessibility journey and are focusing on the foundations. We will continue to pivot and adjust where needed based on consultations, new regulations, and feedback received from persons with disabilities in order to provide an inclusive, barrier-free workplace.

One year later: Status ^{*Amendment}

In December 2022, the [CNSC Accessibility Plan 2022–25](#) was published. We have made important progress in implementing the actions laid out in the Accessibility Plan, but there is still work to be done. The plan originally contained 40 action items to complete over the 3-year period from 2022 to 2025. Since publication, we have added 6 actions, for a total of 46 items. Of that number, 9 have been completed and 28 are in progress. The timeline associated with 1 action has been adjusted to accommodate workplans and the remaining 8 are on track to begin as described in the plan.

As an organization, we are moving in the right direction and will continue to work towards building an inclusive and barrier-free workplace.

At the time of this publication, no new barriers have been identified. The CNSC continues to monitor feedback and collaborate with the various business process owners of each of the key priority areas.

Feedback

With the publishing of the CNSC Accessibility Plan in 2022 and the subsequent publishing of this progress report, employees and the public have the opportunity to provide feedback on the plan, its implementation, and the barriers they face when working with or for the CNSC.

Feedback can be in the form of a complaint, a compliment or a suggestion. It can be sent in a way that identifies the sender for follow-up, or it can be sent anonymously.

We acknowledge and reply to the feedback received unless it is submitted anonymously. Internal processes are in place to ensure that we monitor and report on the feedback and incorporate it into future iterations of the Accessibility Plan and the progress reports.

Feedback on the Accessibility Plan is managed by a human resources advisor within the CNSC's People Strategies and Workplace Experience Division.

Feedback received to date

Since the publication of the Accessibility Plan in December 2022, 2 emails from employees have been received. The feedback took the form of suggestions on how we can become a more inclusive workplace. One suggestion was that we should ensure better communication about the self-identification form and raise employee awareness of the option to identify as a person with a disability. The second suggestion was to publish a monthly digital accessibility tip to create awareness and let staff know how they can ensure that the work they are doing is accessible.

Consultations

Consultations with persons with disabilities were vital to the development of the Accessibility Plan, and their input will continue to inform the plan's implementation and future iterations. Both internal and external consultations are held to get a wide range of insights during the preparation of the 2023 Progress Report.

Internal consultations

At the CNSC, we continue to consult employees about the Accessibility Plan using a wide variety of methods. We began by using the CNSC's intranet to showcase a rotating banner that encouraged staff to read the plan and provide input or feedback to help identify and remove barriers to accessibility within the physical, virtual and digital workspaces. The intranet site dedicated to the accessibility plan has had 569 page views.

In the monthly newsletter sent to the entire organization, a series of digital accessibility articles have been published, providing tips on how to make content accessible. So far, a total of 7 articles have been published, with more to come. The articles have had over 230 page views.

We also sent numerous emails to staff and conducted staff surveys to gain a better understanding of how to improve accessibility. We were able to collect feedback using those internally created surveys as well as the Public Service Employee Survey.

In 2022, we established the Accessibility Network, which is made up of employees. This network was consulted through meetings and emails to obtain further input on the Accessibility Plan and any changes needed.

External consultations

We conducted external consultations with the public on the Accessibility Plan by creating numerous social media posts and sending emails to the subscriber list to promote the plan and encourage feedback and input.

The social media posts and the emails to subscribers directed Canadians to a page on the CNSC external website where they could access the plan and a feedback submission form. We were able to reach over 300 people in the span of 8 months.

CNSC priority areas

The following subsections outline our objectives and provide an update on actions for each of the priority areas identified in the *Accessible Canada Act*. It is important to note that the business process owners are responsible for their respective priority areas in terms of resources and delivery on commitments.

Employment

Objective

Ensure that employees living with a temporary or permanent disability have equal access and opportunity to fully participate in the work of the CNSC and can successfully contribute by working to their best potential. This includes ensuring that the CNSC respects and delivers on priorities, programs, practices and services in order to identify, remove and prevent new barriers to accessibility. In cases where the CNSC does not have the knowledge to manage a unique accommodation request, external guidance will be sought from a subject-matter expert.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
Awareness raising			
Self-identification campaign	The Human Resources Directorate is conceptualizing an effective campaign to educate staff on the importance of self-identification and to encourage them to do so.	Human Resources Directorate (HRD)	Ongoing
Establish an advisory council on inclusion	Callout was made to CNSC staff and members were identified through an open application process. New members will undergo training before beginning official activities in fall 2022.	HRD	Completed in 2022

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Priority/Action	Description	Lead	2023 update
Work with the Advisory Council on Inclusion (ACI)*	The ACI has been established and will contribute to a future where the CNSC has embedded behaviours that create safe spaces for equity, inclusion and belonging, thereby transforming the employment culture.	HRD	Ongoing In creating a more inclusive workplace, a forward-looking plan has been created that outlines quarterly goals and learning opportunities for the council.
Accessibility program management	Establish clear accessibility program management; the governance, resources to carry out the monitoring and reporting.	HRD	Ongoing Research has begun on program management, with anticipated completion in August 2024.
Establish an employee-led network on accessibility	Established in early 2022, it aims to provide members with a forum to discuss issues in relation to ableism and accessibility, and to ensure the full participation of employees with disabilities at the CNSC.	HRD	Completed in 2022
Continue to offer the Working Mind training to managers	Sessions are offered annually on a regular basis.	HRD	Ongoing
Open Learning sessions on neurodiversity and accessibility	Open Learning session on neurodiversity was held in June 2021. HRD to continue conversation with the Accessibility Network on how to offer additional, targeted content on a scheduled basis to CNSC staff.	HRD, in partnership with Accessibility Network	Ongoing
Publish 3 articles related to accessibility for employee audiences	<ul style="list-style-type: none"> Staffing accommodations (completed in 2022) Requesting an accommodation (completed in 2023) <i>Accessible Canada Act</i> and plan launch (completed in December 2022) 	HRD	Completed Published an internal article on the duty to accommodate and how to request accommodation. Updated the Duty to Accommodate instructions on the intranet for staff and managers.

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Priority/Action	Description	Lead	2023 update
Inclusive Workplace Policy	Review and update as required as per the CNSC's policy review cycle.	HRD, in consultation with ACI and all employee networks	2023–24 This policy will be reviewed as per our schedule.
Establish employment equity hiring goals	Establish 3-year hiring goals for each employment equity-seeking group based on the National Labour Market Availability. Note: This was done in consultation with both equity-seeking and non-equity-seeking employees.	HRD	Completed in 2022
Identify and establish partner agreements with key recruiting partners or programs	<ul style="list-style-type: none"> • Federal Internship Program for Canadians with Disabilities • Employment opportunities for students with disabilities • Policy and data analyst careers for persons with disabilities • Specialisterne – assists organizations in hiring highly qualified neurodiverse staff 	HRD	<p>Ongoing</p> <p>The staffing team:</p> <ul style="list-style-type: none"> • participated in the Canadian Congress on Disability Inclusion virtual career fair on May 26, 2023 • actively participates in the Diversity and Inclusion Advisory Council and the Employment Accessibility Resource Network (EARN) • explores various Talent with Disabilities pools and inventories managed by the Treasury Board of Canada, including inventories for careers in biology, senior financial analysts, policy and data analysts, and digital careers • participated in a career fair on November 9, 2023, at the Shaw Centre supporting students and recent graduates with disabilities • engaged in networking at the 11th Annual EARN Conference on November 22, 2023
Move to the new Employee and Family Assistance Program*	Move to a new provider with an expanded set of services to meet the needs of employees in a more holistic and inclusive manner.	HRD	<p>Completed</p> <p>The CNSC moved to a new provider to offer an inclusive and barrier-free experience for employees. Homewood Health maintains an internal roster of counsellors who have self-identified in order to offer clients a service</p>

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Priority/Action	Description	Lead	2023 update
			aligned with their gender expression, sexual orientation, background, language profile, life experiences or other preferences. In terms of communication, Homewood's services are offered in 200 languages, including TTY. Homewood also offers online, in-person and instant chats to eliminate barriers to mental health support.
Ease of access			
Monitor the development of the GC Accessibility Passport	The CNSC will review documentation and information available from the Treasury Board Secretariat (TBS) and implement as appropriate.	HRD	Ongoing Documentation has been reviewed. Stakeholder communities will be identified who can help pinpoint actions to simplify and ensure ease of access to accommodation.
Integrate GC Accessibility Passport into HR processes	Integrate the Accessibility Passport into the following areas: <ul style="list-style-type: none"> • Staffing • Onboarding • Learning • Performance • Departure 	HRD	2023–24 Implementation plan to be developed in May 2024 following consultation with key stakeholders
Accessible digital interfaces and documents	Promote and teach how to leverage accessibility tools in the MS365 and MS Teams environment.	Information Management Technology Directorate (IMTD), HRD	Completed in 2023

*New actions added

The built environment

Objective

Provide an accessible built environment that offers employees and the public barrier-free access to CNSC-managed facilities.

The CNSC will work proactively with persons with disabilities to improve accessibility features within the built environment. Work models, such as hybrid working arrangements where time is split between the office and telework locations, will be taken into consideration to assess impacts on persons with disabilities and their workspaces.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
Consultation and portfolio planning			
Review the built environment in consultation with persons with disabilities to identify how it could be more accessible and inclusive	Conduct post-occupancy surveys with persons with disabilities within 12 months of being accommodated in a new GCworkplace location.	Finance and Administration Directorate (FAD)	2023–25 Based on expected completion dates for newly reconfigured office floors, post occupancy surveys are expected to be carried out between April and October 2024.
Assess options to conduct accessibility assessments of the CNSC occupied buildings	Engage an accessibility consultant; based on the findings, develop an action plan to assess the feasibility of improving accessibility in the built environment, cost implications, and a method for prioritizing actions.	FAD	2024–25 Request for consultant contract services planned for April 2024. Proposed action plan to be completed by March 2025.
Contribute to Government of Canada initiatives aimed at the development of office standards and new workspaces which promote barrier-free environments	Convert over 70% of the CNSC office space portfolio to GCworkplace design standards by 2025.	FAD	December 2025
Policy frameworks			

Priority/Action	Description	Lead	2023 update
Update the CNSC facilities management framework	Revise the CNSC facilities management framework relative to the built environment to support accessibility and inclusivity.	FAD	October 2025
Ensure compliance with office accommodation standards	Monitor building features to ensure compliance with PSPC guidelines and building code requirements for all the CNSC buildings.	FAD	Ongoing The conversion of the 5th floor Records Office to GCworkplace standards was completed in March 2023. The conversion of floors 6 to 11 at 280 Slater to GCworkplace standards was completed in October 2023.
Implement GOC Accessibility Passport program recommendations	Implement recommendations related to office accommodation and the built environment received through the adoption of the Government of Canada Accessibility Passport program.	FAD	Ongoing

Information and communication technologies (ICT) *Amendment

Objective

Ensure that CNSC employees and the public can perceive, understand, navigate and interact with its information, services, computers and/or other electronic devices.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
IMTD accessibility project team	Established an IMTD ICT accessibility project team.	IMTD	Completed in 2022
ICT maturity level	Assessing ICT maturity level.	IMTD	Completed in 2023

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Priority/Action	Description	Lead	2023 update
ICT accessibility plan	<p>Create an ICT accessibility compliance program plan organized around 6 activities:</p> <ol style="list-style-type: none"> 1) Governance and accountability 2) Supporting workforce capacity and capabilities 3) Planning, testing and validation 4) Procurement of ICT goods and services 5) User feedback mechanism 6) Software and associated services 	IMTD	<p>Ongoing</p> <p>Although work will be ongoing throughout the 2023–24 fiscal year to address the implementation of action items for all of these activities, IMTD has committed to significantly moving forward on activities 4 and 6 during the fiscal year.</p> <p>To support workforce capability, a web page was designed on the CNSC’s intranet site (also available on SharePoint) that offers a compilation of resources, references and training materials on accessibility.</p> <p>The <i>Procurement of Hardware and Software Standard</i> has been revised to include ICT accessibility and is currently being reviewed for approval.</p>
Incorporate accessibility into the planning and acquisition of new digital systems and solutions	<ul style="list-style-type: none"> • Revise the <i>Procurement of Hardware and Software Standard</i> to include accessibility. • Develop a process to integrate accessibility into existing procurement process for ICT goods and services. • Develop a compliance framework that ensures accessibility is considered when acquiring ICT goods and services or developing ICT solutions. 	IMTD	<p>The <i>Procurement of Hardware and Software Standard</i> has been revised to include ICT accessibility and is currently being reviewed for approval.</p>
Assess current internal and COTS software and services for accessibility to identify gaps and enable accessibility features in	<ul style="list-style-type: none"> • Perform a review and analysis process to prioritize the order in which to test and update systems. 	IMTD	In progress

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Priority/Action	Description	Lead	2023 update
existing systems, programs and technology.	<ul style="list-style-type: none"> Assess internal CNSC systems/software to determine compliance levels with EN 301 549. Report on the level of accessibility compliance and provide recommended actions to improve accessibility. Provide a schedule for updating existing systems to the ICT accessibility standard (EN 301 549). Develop guidance for ICT accessibility by design. 		
Develop a mastery of the fundamental principles of digital accessibility within the IT Team	<ul style="list-style-type: none"> Provide specific training opportunities for each role toward closing the ICT accessibility training and knowledge gap. Develop and adopt training strategies to improve accessibility competency for anyone responsible for the design and/or delivery of the CNSC's corporate ICT solutions, tools, and practices. Attend the GC training events organised by SSC (AAACT) and CSPA for ICT accessibility. 	IMTD	<ul style="list-style-type: none"> To support workforce capability, a web page was designed on the CNSC's intranet site and on SharePoint that offers a compilation of resources, references, and training materials on accessibility. Project team members are scheduled to attend the GC training events organised by SSC for Jan 2024.
Develop a process to receive and deal with feedback from stakeholders regarding ICT accessibility.	<ul style="list-style-type: none"> Establish a feedback process to receive and deal with feedback on barriers encountered from both internal and external ICT users. Review existing governance to identify opportunities to incorporate accessibility information from feedback 	HRD IMTD	In progress

Priority/Action	Description	Lead	2023 update
	and consultations in decision-making on a continual basis		
ICT accessibility plan implementation	Implement the ICT accessibility plan to meet the Level 3 requirements of the TBS Maturity Model.	IMTD	March 2025

Communication, other than information and communication technologies ^{*Amendment}

Objective

Ensure that content, in print and on digital platforms, provides accessible and inclusive information to all CNSC employees and the public.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
Web content audit	Review content to ensure it meets Web Content Accessibility Guidelines from the World Wide Web Consortium (W3C).	Strategic Communications Directorate (SCD)	<p>Ongoing</p> <p>A content inventory is being developed for the current CNSC website. A new content inventory will be done following IMTD’s web migration project. An accessibility audit will be completed following a ROT (redundant, outdated and trivial content) exercise to reduce the amount of content to analyze.</p> <p>Note: The timeline is dependent on web modernization project approval and related funding from the Integrated Planning and Resource Management Committee (IPRMC), scheduled for October 2023.</p> <p>A statement of work is in development for 5 web publishers to assist with the accessibility review and related content updates to meet W3C guidelines.</p>

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Priority/Action	Description	Lead	2023 update
Ensure that web content is easy to find, easy to understand and easy to use for everyone, including people who have physical or cognitive disabilities	Use plain language and write content for a digitally enabled government that is available anytime, anywhere, through any service window. Follow the Canada.ca Content Style Guide .	SCD	Ongoing Statements of work have been developed for 1 web writing and 2 web communications advisor resources to move forward with this priority under the web modernization project. Optimizing key content to meet plain-language needs will be addressed using a prioritized approach.
Update the website information architecture to improve navigation and simplify page layout	Implement the latest Canada.ca template and follow Government of Canada standards on accessibility and usability.	SCD	Ongoing IMTD’s software intake process is being followed to procure software that will enable the development of an information architecture for the site and related activities under the web modernization project. IMTD is currently working on its web migration project to implement the latest Canada.ca look and feel to the wrapper of the website (header and footer, and changes to navigation). Content optimization (latest Canada.ca templates) will be addressed by the web modernization project once it is moved into the implementation phase following approval by IPRMC.
Update all web graphics with accessible formats of graphics	Web modernization project; migration of existing content, formatting of new graphics.	SCD, IMTD	Ongoing The web modernization project will address this in a prioritized, phased, section-by-section approach with the assistance of SCD.
Reduce the use of PDFs on the CNSC’s website	Convert PDFs to accessible web content (HTML) and/or provide alternate format(s) for PDFs currently posted on website.	SCD	Ongoing The initial content inventory of the current site was completed, and over 15,000 PDFs (in English and French) were identified. This number is based on research from March 2010 to June 2023. A second inventory will be completed on the migrated version of the site once IMTD completes its web migration project. After that, a ROT exercise will reduce the volume of PDFs that need to be converted to accessible formats.

Priority/Action	Description	Lead	2023 update
Conduct consultations / seek guidance with persons with disabilities / representative organizations about barriers within these areas	Continue efforts to make lasting improvements to the accessibility of the CNSC website and respond to the needs of people with disabilities.	SCD	Ongoing The web modernization project is developing a user experience plan. The plan will include site surveys that may help identify individuals, including persons with disabilities, who may be interested in adding their names to the mailing list of users who wish to participate in future web-related user experience activities that will have an impact on improving the accessibility of the CNSC website.

Procurement of goods, services and facilities *Amendment

Objective

Accessibility is considered when making purchases that will be used by employees and citizens.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
Build awareness	<p>Raise awareness and promote training for procurement officers and business owners to ensure that accessibility is considered at the early stages of the procurement process. For the business owners, raising awareness, understanding and proactive approach will have a profound impact on reducing barriers and preventing new barriers.</p> <p>The CNSC has revised the following courses that are delivered to:</p> <ul style="list-style-type: none"> • Include accessibility applicability within the CNSC's contracting course and; 	FAD	<p>Completed</p> <p>The training video is available to all staff on the CNSC's Contract Management System intranet page.</p> <p>The topic is now covered in the Contracting 101 training program.</p>

Priority/Action	Description	Lead	2023 update
	Include accessibility applicability within the CNSC's Acquisition Card Program mandatory training provided to all card holders.		
Work procedures	Update the CNSC's Contracting Management Services (CMS) work procedures and internet site to include clear information on accessibility considerations in procurements and to provide guidance to business owners on how to complete accessibility attestation included in the contract request form. By updating the CMS website to provide easy access to clear information to ensure business owners will address accessibility in their requirements.	FAD	Completed. The mandatory questions were incorporated into the Contract Request Form in 2019–20, including a link to the training video to give business owners easy access to the information.
Corporate credit card guidance	Update the CNSC's CMS website to include clear information on accessibility considerations in procurements as well as provide guidance on purchasing assistive items when using credit cards. With clear information and further instructions on purchasing assistive items, this will empower clients to make informed accessibility-conscious decisions.	FAD	Completed. Website has been updated to provide guidance to clients on accessibility considerations in procurement, and training has been updated to include guidance on purchasing assistive items when using credit cards.

Design and delivery of programs and services

Objective

Ensure that CNSC employees are equipped to design and deliver external programs and services that are accessible to all.

Actions

The actions table has been revised to account for developments in 2023.

Priority/Action	Description	Lead	2023 update
Develop and deliver accessible programs and services			

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Priority/Action	Description	Lead	2023 update
Checklists within templates, accessible format	<p>Modify checklists within templates to indicate the need for content/documents to be accessible (i.e., incorporating principles of accessible design) before they are posted to the external website.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Internal Quality Management Division to modify “Create, Revise, or Remove Navigator Documentation” template • Notices of event reports and administrative monetary penalties are posted on the external website 	Various CNSC directorates	Ongoing Navigator responsibility has moved to the Regulatory Policy Directorate (RPD). Work will begin on this task in Q3.
Documents and presentations on external website are accessible	Only accept content for posting to the external website if it meets accessibility standards.	<p>Lead: Various CNSC content owners/requestors</p> <p>Supporting: SCD communications advisors, SCD web team, IMTD web team</p>	2024–25
Online application processes are accessible	Ensuring that content on the external website that relates to applications for funding, to intervene, or for licensees are accessible.	Commission Registrar, Strategic Planning Directorate (SPD)	<p>2024–25 SPD: Started in 2023</p> <p>Source documents related to the CNSC’s Participant Funding Program and Indigenous and Stakeholder Capacity Fund are being identified so that they can be reviewed and edited with an accessibility lens.</p>

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Priority/Action	Description	Lead	2023 update
Public events / videos posted are accessible	Ensuring that public events (Commission proceedings and outreach) are accessible (sign language interpretation, accurate closed captioning in events posted, etc.).	Lead for Commission proceedings: Commission Registrar Lead for outreach: RPD Supporting: SCD	Ongoing Working with PSPC to update what is necessary to ensure that public hearings are accessible. Sign-language interpretation is also being reviewed with PSPC.
Systematically assess CNSC external programs and services			
Obtain feedback from external groups	<ul style="list-style-type: none"> • Leverage existing mechanisms to interact with external groups • Invite comments with respect to the accessibility of CNSC live events and website/hearings at meetings involving already established networks – e.g., meetings with Indigenous groups, public Meet the Nuclear Regulator sessions 	RPD, SPD	<p>Ongoing SPD: Started in 2023</p> <p>A presentation at the CNSC–Environmental Non-Governmental Organizations (ENGO) Forum has been offered to the ENGO representatives. A presentation at a future meeting will be planned.</p> <p>Indigenous Nations and communities that engage with CNSC staff have been invited to attend a public event discussing accessibility. Following the general information session, a regularly scheduled meeting will be used to seek additional feedback where there is interest.</p> <p>The CNSC’s funding program user surveys are being edited to include questions about whether applicants experienced any barriers with the programs. This process may result in data that can contribute to the optional Accessibility Measurement Framework criterion of “Evaluating the number of public-facing services and programs within an</p>

Priority/Action	Description	Lead	2023 update
			organization that have been reported to be accessible”.
Leverage Gender-based Analysis Plus (GBA Plus) tools and processes	Incorporate accessibility considerations into existing review cycles when updating regulatory instruments.	RPD	Ongoing GBA Plus templates will continue to be used in the process to review and create new regulatory instruments. During the end of the 2023–24 fiscal year, these templates will be reassessed to determine whether more details are required in the accessibility considerations section.
Conduct external workshops with the public	Seeking inputs, feedback from licensees, funding programs groups on accessible plan as it relates to delivery of programs and services.	SPD, RPD, Commission Registrar	Ongoing A meet the Nuclear Regulator session to take place in early 2024 to obtain feedback on the <i>CNSC Accessibility Plan 2022–2025</i> and identify additional barriers.
Public hearings			
Integrate accessibility considerations in CNSC public hearing processes at exterior locations	Work with the CNSC Commission Registry staff to ensure that accessibility requirements are integrated for public proceedings, whether in a CNSC or GOC building or in an external public setting.	Commission Registrar	Completed A checklist of items to consider when planning and booking places for public hearings was created. The checklist will be updated depending on the results of the external workshops with the public.

Transportation *Amendment

No barriers were identified during the consultations with CNSC staff, which included persons with disabilities, on transportation. We carefully reviewed all of the CNSC's policies, practices, programs and services and determined that there are no barriers to resolve at this time. In addition, the CNSC does not have jurisdiction to mandate that private or public transportation providers offer more accessible transportation options, but in the event that this barrier materializes, the employee’s manager will assist the employee in finding accessible transportation options.

Conclusion

The *Accessible Canada Act* seeks to create a Canada without barriers by January 2040. We at the CNSC have a key role to play in helping to achieve this goal. We have committed to creating a diverse, safe, respectful, healthy and inclusive workplace. This means that we have made a commitment to identifying, removing and preventing barriers to the full participation of persons with disabilities; dismantling a culture of ableism; and ensuring that employees with disabilities are included in decision-making processes on issues that directly affect them.

We are keeping an accessibility lens on our hybrid work model and are taking specific actions to address accessibility in our priority areas. We will continue to adapt this action plan to meet the needs of employees and the public living with disabilities.

List of acronyms

CNSC	Canadian Nuclear Safety Commission
EARN	Employment Accessibility Resource Network
FAD	Finance and Administration Directorate
GBA Plus	Gender-based Analysis Plus
GC	Government of Canada
GCworkplace	Government of Canada workplace
GOC	Government of Canada
HRD	Human Resources Directorate
IMTD	Information Management Technology Directorate
IPRMC	Integrated Planning and Resource Management Committee
RPD	Regulatory Policy Directorate
PSPC	Public Services and Procurement Canada
ROT	Redundant, outdated and trivial content
SCD	Strategic Communications Directorate
SPD	Strategic Planning Directorate
TBS	Treasury Board of Canada Secretariat