

2024 Annual Progress Report

Bank of Canada Accessibility Plan, 2023–25



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General

Overview

At the Bank of Canada, our commitment to accessibility is rooted in our values, which guide us to include everyone, think ahead and inspire confidence. Our efforts to achieve accessibility are deeply inspired and reinforced by:

- the Bank's priorities, including ongoing work in support of equity, diversity and inclusion
- legislation, such as the *Canadian Human Rights Act*, the *Canadian Charter of Rights and Freedoms*, the *Canadian Labour Code*, the *Accessible Canada Act*, and the *Employment Equity Act*
- the United Nations' *Convention on the Rights of Persons with Disabilities*

We recognize that accessibility is an ongoing and central element of being an inclusive organization. The accessibility plan developed in December 2022 builds on our inclusive mindset and practices. This report provides an update on the progress we made in 2024. The plan includes in its scope not only the Bank of Canada and the Bank of Canada Museum but also the Canada Savings Bonds Program since that program is administered by the Bank on behalf of the Government of Canada.

To deliver on the commitments in our plan, we formed a working group composed of internal partners, including teams across the Bank focused on enhancing accessibility and representatives from Enabled, the Bank's employee resource group (ERG) for persons with disabilities and their allies. In collaboration with the Equity, Diversity, and Inclusion (EDI) team in Human Resources (HR), the Accessibility Working Group raises the visibility of the accessibility plan and supports the design, implementation, and evaluation of key actions. The working group had 20 members at the end of 2024, and it met four times during the year.

The Bank made progress on many action items in six priority areas designated by the Accessible Canada Act in which the Bank identified barriers. We also invested in setting the groundwork for upcoming or longer-term initiatives.

Highlights of the second year of implementation include:

- twelve fully completed actions
- fifteen initiated actions
- five Bank-wide communications about accessibility
- three events for all employees to raise awareness and understanding of:
 - accessibility
 - the Bank's commitments through the accessibility plan
 - practices to foster the inclusion of persons with disabilities



Contact us

Alternate formats or copies and providing feedback

Our commitment to inclusion and accessibility incorporates a feedback process so that employees and members of the public can share their ideas and input with us. To provide feedback on accessibility, use one of the contact methods below. If you require support while providing feedback, let us know, and we will do our best to meet your needs. If you provide your contact information, we are committed to responding to your accessibility feedback in a timely manner and in the format in which we receive it. You may also choose to provide feedback anonymously.

To request copies of the accessibility plan, progress report or a description of the feedback process in alternate formats, please use the contact information below.

Contact: Senior Accessibility and Equity, Diversity and Inclusion Specialist

Mailing address: 234 Wellington Street, Ottawa ON K1A 0G9

Email: accessibility-accessibilite@bank-banque-canada.ca

Webpage: <https://www.bankofcanada.ca/accessibility/>

Toll-free, North America: [1-800-303-1282](tel:1-800-303-1282)

Outside North America: +[1-613-782-8111](tel:1-613-782-8111)

TTY: [1-888-418-1461](tel:1-888-418-1461)

The Bank is also active on social media—you can find us here:

English: [Twitter](#), [LinkedIn](#), [Facebook](#), [Instagram](#), [YouTube \(EN/FR\)](#)

French: [Twitter](#), [Facebook](#), [Instagram](#)

The Bank's accessibility plan covers the Canada Savings Bonds Program and the Bank of Canada Museum. You can connect with them through their websites:

- Canada Savings Bond program—[Bank of Canada Unclaimed Properties Office](#)
- [Bank of Canada Museum](#)

Reporting on our plan

As required by the *Accessible Canada Act*, this annual report documents our progress against our commitments.



Addressing areas outlined in the *Accessible Canada Act*

Several priority areas are outlined for action by legislation and in the Bank's [accessibility plan](#). Below are the barriers and actions we identified for each, with a progress update for 2024 on those actions.

Employment

Barrier 1

Our current number of job applicants and employees hired with disabilities is lower than labour market availability.


Actions

- Enhance the careers section of our website to increase visibility of Bank jobs among Canadians with disabilities and signal our commitment to their inclusion in our workforce. [In progress]
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process. [In progress]
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices. [Completed 2024]

Progress update

Compared to the prior two years of data, we see a significant increase in external hires of persons with disabilities (5.6% in 2022, 6.4% in 2023, 9.2% in 2024) and in external candidates with disabilities who made it to the screening stage (3.8% in 2022, 4.3% in 2023, 5% in 2024), bringing the Bank closer to overcoming barrier 1. The Bank has also made progress on the actions under the Employment priority. We started the review of content on the Bank's career website with an accessibility lens. The aim of the review is to identify ways to better showcase the Bank's inclusive work environment, attract diverse talent, and showcase policies and support for potential employees with disabilities. Once content has been updated in 2025, a communication plan will be developed to promote the website's enhancements among employees.

We completed Equity, Diversity, and Inclusion (EDI) data presentations to all departmental leadership teams that included analysis on employment outcomes for employees with disabilities as well as tips for leaders on accessibility and how they can ensure barrier-free hiring, selection, and accommodation. Guidelines for hiring managers are also being drafted as part of a review of the Recruitment policy and efforts to better equip leaders with tools to lead inclusively. The guidelines are intended to include information on facilitating a barrier-free



recruitment process and minimizing potential bias, among other topics. The guidelines will be completed in 2025.

To support the Bank's initiative to benchmark our recruitment practices, an analysis comparing our current processes against the recruitment and onboarding requirements contained in the Accessibility Canada standards on employment was done. Work will be undertaken in 2025 to prioritize actions to close any identified gaps (e.g., providing policies related to accommodations at orientation or prior to the first day of work).

Barrier 2

Employees with disabilities experience lower feelings of inclusion in Bank surveys than the Bank average.

Actions

- Review human resources policies with an inclusion and accessibility lens. [Completed 2024]
- Launch an online learning module on accessibility to promote inclusive behaviours. [Completed 2023]
- Review and centralize existing accessibility and accommodation-related resources for employees and develop new resources as needed. [In progress]
- Continue to support our employee resource group for employees with disabilities and their allies to deliver programming to reduce stigma and improve inclusion. [In progress]

Progress update

The review of the Bank's human resources policies using an accessibility lens has been finished, with implementation of all updated policies to be completed in early 2025. A total of 13 policies were reviewed, of which 10 were approved and fully implemented in 2024. Three policies reviewed in 2024 will not be implemented until 2025. Some of the policies that were updated, and which support the inclusion of persons with disabilities include: hours of work, flexible work arrangements, and our accommodation guidelines.

The Bank has started creating an internal SharePoint (intranet) site to centralize existing accessibility and accommodation-related resources such as the Bank's Accessibility Plan, progress reports, tips sheets and resources, and links to the persons with disabilities employee resource group, Enabled. The work will be completed in 2025.

Members of Enabled, our employee resource group for employees with disabilities and their allies, continued their initiatives and programming in 2024, with support from human resources. The Bank participated in "Unlocking Potential: Neurodivergence in the Workplace" organized by the Public Sector Network as part of their program initiatives for 2024.



The built environment

Barrier 3

Despite recent renovations, some spaces continue to limit the mobility of employees and visitors with disabilities.

Actions

- Prioritize and update the accessibility features of key meeting rooms. [In progress]
- Automate door openers in the Bank's primary pathways. [In progress]
- Establish a standing advisory committee of internal stakeholders to provide feedback on proposed design changes to the built environment. [Planned in 2025]
- Implement high-priority recommendations from previously completed third-party reviews of our facilities. [In progress]

Progress update

In 2024, the Bank made progress on several of the actions on our built environment. They include:

- Implementing numerous accessibility enhancements to the Bank's Montreal and Halifax Regional Offices as part of major renovation programs to modernize these sites. Improvements made were not limited to removing barriers in meeting rooms, but also included putting in place proactive accessibility best practices such as increased turning space for mobility devices, alternative seating accommodations in conference rooms, and universally accessible washrooms and shower facilities.
- Installing bar-type automatic door actuators is scheduled to be completed at the Montreal and Halifax Regional Offices in early 2025. This action was prioritized in consultation with the Rick Hansen Foundation.
- Through consultation with the Rick Hansen Foundation, the Bank initiated an assessment of its owned and leased sites to develop a strategy to prioritize the removal of barriers to their accessibility. Assessments of the built environments were completed for 9 of the Bank's 11 sites in 2024. Work under this initiative is also continuing to be addressed in 2025 as part of an action listed under barrier 4.

Barrier 4

A variety of accessibility standards exist across Bank locations, mainly resulting from different provincial regulations. This can lead to unevenness in how employees or the public experience our facilities.

Actions

- Implement a national, Bank-specific framework establishing a set of design criteria that standardizes universal access at all sites. [In progress]
- Compare our built environment at every site with previously completed Bank accessibility reports and implement high-priority projects. [In progress]

Progress update

Structured accessibility assessments of the built environments for 9 of the Bank's 11 sites in 2024 confirmed that all sites meet the standard criteria and requirements of accessibility codes and standards. Recommendations and opportunities to better adopt accessibility best practices are highlighted as part of the Rick Hansen Foundation report we received and will be considered in 2025.

The Bank engaged the City of Ottawa to learn about the model and structure of their accessibility design manual (which is currently adopted by over 50 municipalities and universities across Canada). The intent is to consider leveraging and adapting it for Bank use. Benchmarking against other similar guidelines will take place in 2025.

Information and communication technologies

Barrier 5

The requirement for individuals to request that accessibility features be turned on or activated limits the ability of employees and guests with disabilities to use them.

Actions

- Develop standards for the application of simultaneous interpretation, translation and captioning functions for key Bank meetings, media engagements and conferences, when appropriate. [Completed 2024]
- Raise awareness of accessibility features for in-person and hybrid meeting technologies. [Completed 2023]
- Ensure that Bank websites continue to meet web accessibility requirements. [In progress]



Progress update

The Bank implemented a new event management platform (vFairs) that offers registration and virtual event delivery. It has embedded accessibility features such as enhanced simultaneous interpretation and closed captioning that can be turned on by request. The features are automatically turned on for some key Bank events, such as the Monetary Policy Report Briefing. We also embedded information on the accessibility features and functionality available for events into ongoing communication planning. The standards for the use of these accessibility features have been documented in a guideline for all staff.

The Bank continues to meet WCAG 2.1 AAA standards wherever possible and meets AA standards wherever AAA guidelines would significantly impact design. We ensure accessibility testing continues to be a part of our on-going web development process and that accessibility is factored into components of that testing to promote sustainability of the process. Planning for an external audit of the usability and accessibility of the Bank's public website started in 2024 and the auditing will take place in 2025.

Barrier 6

The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Actions

- Review the technology used in common conference, learning and meeting spaces to ensure that it meets a high level of accessibility and respects all legal and policy requirements.
[Completed 2024]

Progress update

An assessment of meeting room technology was undertaken by an external agency in early 2024. It identified accessibility tools that could be used in specific conference, learning and meeting spaces at the Bank. Approximately three-quarters of the rooms that currently have a surface hub will have new technology installed by the end of 2024, with the other quarter planned for completion in 2025. To ensure the sustainability of this initiative, these spaces have been added to the Bank's information technology services evergreen plan for ensuring up to date products and services.

Communication, other than information and communication technologies

Barrier 7

The Bank's standard document templates and formats for its files, reports and presentations do not always meet the accessibility needs of their users.

Actions

- Embed accessibility into the Bank's internal and external corporate communications products and templates (e.g., briefing note templates, PowerPoint templates). [Completed 2023]
- Develop or share resources for employees on how to make documents and communications accessible. [Completed 2023]
- Develop guidelines for the provision of American Sign Language, *Langue des signes Québécoise* and Plains Indian Sign Language during remote and hybrid internal and external meetings and events, as the situation warrants. [In progress]

Progress update

All of the Bank's communication products and templates (such as Word and PowerPoint) have accessibility features built into them. Guidelines have been documented and shared with all staff in 2024 to help them make sure they use the templates properly.

To continue to promote the correct use of our accessible templates, we are creating messaging for new employees when they join the organization and regular reminders to all employees. This content is to be completed and shared in early 2025.

American Sign Language (ASL) and Langue des signes Québécoise (LSQ) services are available, upon request, for all internal and external Bank events. In 2024, a working group was formed to develop and document guidelines for the use of ASL and LSQ, including information on how to request the services. The guidelines will be completed and shared with staff in 2025.

Barrier 8

The Bank does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.

Actions

- Identify service providers and develop contracts or agreements to create alternate formats, where appropriate. [Completed 2023]
- Catalogue and store documents and materials requested in alternative formats. [Completed 2023]
- Prepare key accessibility resources in alternative formats so that they are ready to be distributed upon request. [Completed 2023]

Progress update

The Bank has established relationships with an external vendor to provide alternate formats, when requested. We also maintain a document to track the corporate documents and materials that have been previously requested in alternate formats. A guideline documenting our approach to the preparation of key resources and outlining how the Bank will meet requirements to provide alternate formats has been prepared.

The procurement of goods, services and facilities

Barrier 9

Accessibility considerations are not fully embedded in the Bank's procurement framework and tools.

Actions

- Revise the procurement policy to reinforce that accessibility must be considered when procuring goods and services. [Completed 2023]
- Embed accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services that will abide by the requirements of the *Accessible Canada Act*. [Planned in 2025]



Progress update

In 2024, the Bank updated the Procurement Policy to highlight the importance of accessibility in the procurement of goods and services. Procurement template and system accessibility enhancements will be considered as part of a multi-year Enterprise Resource Planning (ERP) migration project beginning in 2025. In the interim, accessibility considerations are discussed with staff wanting to procure good and services as new requirements arise.

The design and delivery of programs and services

Barrier 10

The lack of a comprehensive and documented approach to setting the accessibility standards for Bank programs and processes results in inconsistent experiences for clients.

Actions

- Develop internal accessibility best practices and review the accessibility levels at key points of interaction with the public to ensure they meet these standards. [In progress]
- Develop best practices and promote guidelines for accessible client services at the Bank. [In progress]

Progress update

In 2024, the Bank initiated a Public Points of Access (PPA) project that documents the key points where the public comes into contact with the Bank. An inventory of these access points has been drafted and analysis of the various accessibility standards currently in place has been finished. The findings of the analysis will be used to develop a Bank-wide accessibility standard for access points so that there is consistency in how the public can expect to interact with the Bank.

Barrier 11

A lack of standard measures to assess internal and external programs, events and engagements limits the evaluation of their accessibility.

Actions

- Standardize the Bank's approach to collecting accessibility-related feedback and reporting on the accessibility of programs, events, and engagements. [In progress]
- Develop a high-level accessibility metric to track overall change resulting from the accessibility plan and embed it (or similar metrics) into internal reporting. [In progress]



Progress update

The Bank held an internal workshop with relevant teams to discuss how accessibility-related feedback is currently collected for events and engagements. Recommendations are being drafted with the intent identifying a standardized approach for the Bank in 2025.

In 2024 we also completed an annual Work Environment Check Up (WECU) survey, the Bank's engagement survey. The survey includes several accessibility-related questions, and the survey findings can also be broken down to see the results for employees with disabilities. The results of the 2024 survey were reviewed and several questions were combined to create a metric measuring progress in key areas related to the ACA priority areas.

Transportation

The Bank did not identify any barriers related to transportation in our current accessibility plan and did not receive any feedback through our online feedback form. A fulsome review of this priority area will be undertaken as we develop the Bank's next accessibility plan in 2025.



Consultations

Consultation process

From October 11 to 25, 2024, Bank employees with disabilities were invited to participate in an anonymous online survey to provide input on the progress made in the second year of the Bank's accessibility plan. These employees identified as having a disability using the Bank's internal self-identification tool and indicated they could be contacted by HR. This included employees with disabilities from any Bank location, including our head office in Ottawa, our regional offices (Vancouver, Calgary, Montréal, Toronto, and Halifax) and Agency Operations Centres (Toronto and Montréal).

Participants were asked to read a summary of the 2024 progress updates provided to them and then answer a set of questions (see [Appendix A](#)). To protect participants' privacy and reduce the risk of identifiable information being shared, the survey contained rating scales and multiple-choice response options but did not contain open text questions. Participants were invited to use the formal [accessibility feedback form](#) to provide any written comments if they wished to expand on their responses.

Findings of the survey


In total, 45 individuals (25%) of 177 employees with disabilities who were contacted participated in the survey. The following categories of disabilities were represented: deaf, deafened, or hard of hearing; developmental or neurological; mental illness or disorder; mobility; vision impairment; other disability not represented by the above options.

We've made progress on most of our barriers

To report on the survey results, we combined the responses "good," "very good" and "excellent" into a "favourable" category. Responses of "poor" and "fair" are captured in a "less favourable" category. A new response option, "unsure", was added in 2024 to help us better understand the experiences of employees who felt that they did not have enough information to respond to the question. The new response option is further explained in the next section.

The majority of respondents felt that the Bank made a favourable level of progress on 8 of the Bank's 11 barriers. A less favourable level of progress was reported for the remaining three barriers. This breakdown excludes responses of "unsure."

The total favourable ratings for each barrier are listed below:



Barrier 1: Our current number of job applicants and employees hired with disabilities is lower than labour market availability.

Favourable responses: 76%

Barrier 2: Employees with disabilities experience lower feelings of inclusion in Bank surveys than the Bank average.

Favourable responses: 49%

Barrier 3: Despite recent renovations, some spaces continue to limit the mobility of employees and visitors with disabilities.

Favourable responses: 63%

Barrier 4: A variety of accessibility standards exist across Bank locations, mainly resulting from different provincial regulations. This can lead to unevenness in how employees or the public experience our facilities.

Favourable responses: 79%

Barrier 5: The requirement for individuals to request that accessibility features be turned on or activated limits the ability of employees and guests with disabilities to use them.

Favourable responses: 57%

Barrier 6: The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.

Favourable responses: 71%

Barrier 7: The Bank's standard document templates and formats for its files, reports and presentations do not always meet the accessibility needs of their users.

Favourable responses: 71%

Barrier 8: The Bank does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.

Favourable responses: 63%

Barrier 9: Accessibility considerations are not fully embedded in the Bank's procurement framework and tools.


Favourable responses: 57%

Barrier 10: The lack of a comprehensive and documented approach to setting the accessibility standards for Bank programs and processes results in inconsistent experiences for clients.

Favourable responses: 45%

Barrier 11: A lack of standard measures to assess internal and external programs, events and engagements limits the evaluation of their accessibility.

Favourable responses: 43%



The level of favourable progress on 8 of the 11 barriers outlined above, are on par with the 2023 feedback received through the consultation survey.

Some barriers still exist at the Bank

Overall, one in five individuals responded that they were unsure how to respond about the 11 barriers identified by the Bank. We believe that this is because some employees are not exposed to work happening in these areas. To raise awareness of our work on accessibility, we are developing a strategy to increase the effectiveness of accessibility-related communications.

The “unsure” responses are a percentage of all possible question responses. The top three barriers with the greatest share of “unsure” responses are listed below:

Barrier 1: Our current number of job applicants and employees hired with disabilities is lower than labour market availability.

Unsure: 43%

Barrier 4: A variety of accessibility standards exist across Bank locations, mainly resulting from different provincial regulations. This can lead to unevenness in how employees or the public experience our facilities.

Unsure: 45%

Barrier 8: The Bank does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.

Unsure: 39%

In the survey, we also asked respondents to report whether they were aware of, had witnessed or had experienced barriers related to accessibility in the last year. All respondents mentioned at least one of the five types of barriers listed (attitudinal, architectural, and physical, information and communications, technology, systemic).

- When it comes to **experiencing** barriers, employees were most likely to respond that they have encountered them in the form of attitudes (61%) and systemic (54%) issues. For example, an individual experiencing a feeling of not belonging due to stigma of an invisible disability.
- Respondents were most likely to be **aware** of barriers related to architectural or physical space (61%), informational and communications (54%) and technology (50%). For example, an individual experiencing challenges with the use of the placement of an automated door button.
- Respondents who **witnessed** barriers were more likely to cite barriers that were technology (20%) or attitude related (15%). For example, an individual being concerned that a feature of the Bank’s website is not accessible to them because of their invisible disability.



We're continuing to engage employees in a meaningful way

A majority of respondents believe that the Bank's progress report is easy to understand (56%), and close to half of the respondents believe that the Bank has made progress on actions in the plan (47%) and consults meaningfully with employees with disabilities (44%). About one-third of respondents indicated "neutral" in these three areas, and a minority indicated a less favourable response.

We're committed to continuous improvement

While the survey yielded many favourable experiences and perceptions about the progress the Bank has made in identifying, removing, and eliminating accessibility barriers, some responses indicate more work is still needed such as communicating about the accessibility-related work that is being done. We intend to use the data collected through the survey to enhance the work we do in 2025 to create a more accessible and inclusive environment for persons with disabilities.

Feedback

In the second year of our accessibility plan, we received seven accessibility-related emails through our formal accessibility feedback process. The feedback covered the following accessibility topics: delivery of programs and services, employment, offices, buildings and the built environment, information technology and communication and other topic not represented by the above options.

The emails identified areas where individuals believe we need to focus specific attention. Feedback suggested:

- Reviewing how we recruit persons with disabilities to include more accommodation-related practices.
- Exploring alternative methods for providing training to be more inclusive for persons with disabilities.
- Integrating additional considerations such as flexible workspaces or resting areas to create a more inclusive environment regardless of the nature and visibility of an individual's disability.
- Reviewing wellness policy and processes to identify more support for mental health and neurodivergence.
- Reviewing accessibility best practices to improve the information and communications experience of the Bank's website.

The feedback received is being used to apply a more specific accessibility lens to on-going and future projects.

Appendix A: Survey Questions

To prepare this progress report, the Bank of Canada consulted persons with disabilities. The questions below are from the online survey that supported this consultation work.

1. Do you identify as having a disability?

The *Accessible Canada Act* defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

- Yes
- No

2. Please identify your category of disability

- Deaf, deafened or hard of hearing
- Developmental or neurological
- Mental illness or disorder
- Mobility
- Vision impairment
- Speech disorder
- Other

3. Please indicate how you would rate the Bank's progress on each barrier.

If you have no opinion on an area, you can leave it blank.

	Poor	Fair	Good	Very good	Excellent	Unsure
Barrier 1 - Our current number of job applicants and employees hired with disabilities is lower than labour market availability.						
Barrier 2 - Employees with disabilities experience lower feelings of inclusion in Bank surveys than the Bank average.						
Barrier 3 – Despite recent renovations, some spaces continue to limit the mobility of employees and visitors with disabilities.						
Barrier 4 – A variety of accessibility standards exist across Bank locations,						

	Poor	Fair	Good	Very good	Excellent	Unsure
mainly resulting from different provincial regulations. This can lead to unevenness in how employees or the public experience our facilities.						
Barrier 5 – The requirement for individuals to request that accessibility features be turned on or activated limits the ability of employees and guests with disabilities to use them.						
Barrier 6 – The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.						
Barrier 7 – The Bank’s standard document templates and formats for its files, reports and presentations do not always meet the accessibility needs of their users.						
Barrier 8 – The Bank does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.						
Barrier 9 – Accessibility considerations are not fully embedded in the Bank’s procurement framework and tools.						
Barrier 10 – The lack of a comprehensive and documented approach to setting the accessibility standards for Bank programs and processes results in inconsistent experiences for clients.						
Barrier 11 – A lack of standard measures to assess internal and external programs, events and engagements limits the evaluation of their accessibility.						

4. Please indicate the extent to which you agree with the statements below.
If you have no opinion on an area, you can leave this blank.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The updates provided in the annual report are easy to understand.					
I am satisfied with the 2024 progress outlined in the report.					
The Bank meaningfully consults with employees with disabilities on accessibility related matters.					

5. Please check whether you are **aware** of, have **witnessed** or have **experienced** the following types of barriers at the Bank, **within the last year**.
If you are not aware of, have witnessed or experienced the barrier, you can leave this blank.

	Aware	Witnessed	Experienced
Attitudinal barriers (e.g. how people think about, speak to, or otherwise treat persons with disabilities)			
Architectural and physical barriers (e.g., entrances without ramps)			
Informational and communications barriers (e.g. website or publications that are not written in plain language)			
Technology barriers (e.g., website regularly use images and tables without captions or alt-text)			
Systemic barriers (e.g., policy that doesn't recognize the needs of persons with disabilities reinforces a disadvantage)			



Appendix B: Glossary of Terms

Accessibility: The degree of ease with which something (e.g., device, service, physical environment, and information) can be accessed, used, and enjoyed by persons with disabilities. The term implies conscious planning, design, or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population by making things more usable and practical for everyone, including older people and families with small children.

Barrier: The *Accessible Canada Act* defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability: The *Accessible Canada Act* defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”