



# 2024 Accessibility Progress Report

Large Print

# CONTENTS

Message from the Parliamentary Librarian.....	i
General .....	iii
A. Accessibility Statement.....	iv
B. Executive Summary .....	vi
Priority Areas: Section 5 of the <i>Accessible Canada Act</i> .....	1
A. Employment.....	1
1. Overview .....	1
2. Objectives .....	1
Objective A .....	1
Objective B .....	2
Objective C .....	4
Objective D .....	5
B. Built Environment.....	5
1. Overview .....	5
2. Objectives .....	6
Objective A .....	6
Objective B .....	7
Objective C .....	8
Objective D .....	9
3. Resolving the Barriers Identified.....	10

C. Information and Communication Technologies .....	12
1. Overview .....	12
2. Objectives .....	12
Objective A .....	12
Objective B .....	13
Objective C .....	14
Objective D .....	15
Objective E .....	16
3. Resolving the Barriers Identified .....	17
D. Communication, Other than Information and Communication Technologies .....	18
1. Overview .....	18
2. Objectives .....	19
Objective A .....	19
Objective B .....	19
Objective C .....	19
Objective D .....	20
3. Resolving the Barriers Identified .....	21
E. Procurement of Goods, Services and Facilities .....	22
1. Overview .....	22
2. Objectives .....	23

Objective A .....	23
Objective B .....	24
Objective C .....	24
F. Design and Delivery of Programs and Services .....	25
1. Overview .....	25
2. Objectives .....	25
Objective A .....	25
Objective B .....	26
Objective C .....	29
Objective D .....	29
3. Resolving the Barriers Identified .....	31
G. Transportation .....	31
1. Overview .....	31
2. Objectives .....	32
Objective A .....	32
Objective B .....	32
H. Culture .....	33
1. Overview .....	33
2. Objectives .....	33
Objective A .....	33
3. Resolving the Barriers Identified .....	37

Consultations .....	38
A. Overview .....	38
B. What We Heard .....	40
Feedback .....	45
Glossary .....	48

# 2024 ACCESSIBILITY PROGRESS REPORT

---

## MESSAGE FROM THE PARLIAMENTARY LIBRARIAN

The Library of Parliament is committed to providing a barrier-free environment for our employees, our clients and the public. We published our first [accessibility plan](#) on 1 December 2022, and this is the second progress report on the implementation of that plan. We have met several objectives set out in the plan in each of the seven priority areas identified in the [Accessible Canada Act](#), as well as in an eighth priority area – [Culture](#) – that we elected to add to the Library’s plan. Our most significant accomplishments in 2024 centred on fostering a culture of understanding with respect to [disabilities](#) and [accessibility](#). We increased our training offerings, both in terms of general awareness about disabilities and more technical training on how to make our policies, products and services accessible. We made changes to our websites and the built environment to remove [barriers](#) and to make accessible services more widely available. We considered accessibility in project planning, in the procurement of new tools, and in our products and services. Consultations with persons with

disabilities were key to informing our approach to accessibility throughout the year.

In 2025, we will continue to work on the remaining objectives of our first accessibility plan while also turning our attention to what we would like to accomplish in our next plan.

Christine Ivory  
Parliamentary Librarian

## GENERAL

The Senior Project Coordinator, Accessibility, provides leadership and central oversight in the planning and managing of key projects and initiatives in support of the Library of Parliament's (the Library's) corporate-wide accessibility strategy. Questions or inquiries about the Library's accessibility plan or other accessibility initiatives can be sent to:

Senior Project Coordinator, Accessibility  
Library of Parliament  
Ottawa, Ontario  
K1A 0A9

Email: [LopAccessibleBdP@parl.gc.ca](mailto:LopAccessibleBdP@parl.gc.ca)

Phone: 613-947-7333

Toll-free: 1-833-411-7845

You can also share your feedback about accessibility or any barriers you may have encountered at the Library by completing our [online form](#).



### A. ACCESSIBILITY STATEMENT

The Library of Parliament is committed to offering an inclusive and accessible environment for employees, clients and the public. To do so, the Library works closely with parliamentary partners and partners in the Government of Canada.

The Library is committed to providing equitable services that are accessible to the most diverse group of users possible, regardless of ability. We are actively working to remove accessibility barriers and gaps for employees, clients and the public in everything we do.

- The Library is working toward Web Content Accessibility Guidelines (WCAG) 2.1 Level AA compliance. Our public websites are compatible with assistive technologies and work best on modern browsers. Additionally, the Library uses a variety of digital tools that meet the accessibility needs of our employees and our parliamentary and government partners.

- The *Library of Parliament Accessibility Plan 2022–2025*, the *2023 Accessibility Progress Report*, the *2024 Accessibility Progress Report* and the results of the feedback process have been published on our [website](#). These publications are also available by request in the following alternate formats:
  - print;
  - large print;
  - Braille;
  - audio; and
  - electronic.
- The Library aims to go above and beyond leading accessibility standards like WCAG by implementing best practices for [universal accessibility](#).

## B. EXECUTIVE SUMMARY

The Library of Parliament is committed to being a leader in accessibility. A great deal of work has been done in the last two years to achieve our goal of removing barriers to accessibility for employees, clients and the public by 1 January 2040, but we still have a lot more to do.

This second progress report describes the many initiatives the Library has undertaken to achieve this objective and to strengthen accessibility within our organization. These initiatives were carried out by various teams at the Library, from 15 November 2023 to 1 December 2024.

Consultations were held at all stages of plan implementation and report development and the Library will continue to consult with persons with disabilities to ensure that we understand, identify, eliminate and prevent accessibility barriers for all.

Out of the 27 objectives included in the Library's accessibility plan, 7 have been completed as of the publication of this report, and 11 are ongoing. Due to unforeseen circumstances, some expected completion dates have been changed since the publication of the plan. However, the Library still aims to complete these objectives by the publication of the next accessibility plan in 2025. Details about each of these objectives follow.

## **PRIORITY AREAS: SECTION 5 OF THE *ACCESSIBLE CANADA ACT***

### **A. EMPLOYMENT**

#### **1. OVERVIEW**

Approximately 435 employees work at the Library in various positions in the organization's service areas: Research and Education, Information and Collection, Corporate Services and the Office of the Parliamentary Librarian. Library staff consists of determinate and indeterminate employees, students and parliamentary guides.

The Library's plan includes four objectives as part of the Employment priority area, all of which were planned for partial completion in 2024.

#### **2. OBJECTIVES**

##### **Objective A**

Ensure that recruitment and assessment tools, processes and resources are accessible and inclusive, with a goal of attracting, hiring and supporting employees who have a wide range of backgrounds and abilities.

- Status: in progress, delayed
- Expected completion: 2025 and later

### Progress

- **Procurement of a New Applicant Tracking System (ATS):** In May 2024, the Library procured a new ATS. During the procurement, the Library evaluated all vendors against the mandatory requirement that all user interface components of the solution meet WCAG 2.0 Level AA web accessibility standards.
- **Accommodation Requests for Accessible Interviews:** Following a request by a candidate for closed captioning for a job interview, tips were provided to recruitment specialists on how to provide candidates with the most accessible interview environment possible, whether virtually or in person.
- **Templates and Communications:** The Library has reviewed about 75% of its staffing templates and communications to ensure the use of plain language and document accessibility.

### Objective B

Ensure that human resources specialists, supervisors, managers and employees at all levels are trained on accessibility issues, including accessibility barriers and gaps, [unconscious bias](#) and [ableism](#), and [workplace accommodation](#).

- Status: in progress, delayed
  - Identify needs, develop a plan and enhance existing training programs. Some ad hoc delivery of training – completed
  - Start delivering training as per the plan – completed
  - Measure the effectiveness of the training in eliminating accessibility barriers and adapt the plan as required – in progress
- Expected completion: ongoing

### Progress

- **Assessment of the Library's Training Offering on Accessibility:** Over the past year, an assessment was done of the Library's training offering on accessibility and disability. The assessment included reviewing the 2023 *Accessibility and Me* employee survey that had a question on training, and researching accessibility programs offered by parliamentary partners, government departments, the private sector or academia, among others.
- **New Mandatory Accessibility-Related Training for all Employees:** As of October 2024, all Library employees must complete two mandatory training sessions on accessibility-related topics. The first is an awareness course on accessibility and disability. It includes subjects

such as accessibility barriers and ways to improve accessibility, various definitions related to accessibility and disability, and Canadian legislation pertaining to accessibility. The second is an introductory course on creating accessible documents.

- **Development of Accessibility-Related Learner Profiles:** In December 2024, the Library launched new learner profiles for accessibility-related training. Profiles include mandatory and optional courses for specific audiences at the Library (employees, managers, HR specialists, procurement specialists, writers, analysts, etc.). Courses include implementing accessible procurement, preparing accessible documents, offering accessible client services and incorporating plain language.

### Objective C

Engage with persons who have different types of disabilities to review both the Library's approach to onboarding new employees and the employment life cycle. Identify accessibility barriers, gaps and areas in need of improvement and develop an action plan to remove these barriers.

- Status: in progress, delayed
- Expected completion: 2025 and later

### Objective D

Review workplace accommodation policies and procedures to identify accessibility barriers and gaps in such areas as awareness, communications, tools, management skills and competencies in managing workplace accommodation.

- Status: not started, delayed
- Expected completion: 2025 and later

## B. BUILT ENVIRONMENT

### 1. OVERVIEW

The Library offers a variety of services to clients and the public, and it has offices for its employees in various locations in the Parliamentary Precinct and beyond.

The Library works in collaboration with the Senate of Canada, the House of Commons and Public Services and Procurement Canada (PSPC) to ensure that our physical spaces are accessible to everyone. The Library's spaces are provided and maintained by PSPC.

The Library's plan includes four objectives in the Built Environment priority area. These objectives are all ongoing and a lot of work has been completed for each of them.



## 2. OBJECTIVES

### Objective A

In collaboration with PSPC and persons with different types of disabilities identify accessibility barriers and gaps regarding the Library's built environment and services through surveys, consultations and site visits. Identify and review areas in need of improvement and develop an action plan to remove barriers and address gaps.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

- **Public Services and Procurement Canada**  
**Universal Accessibility Audits:** Over the last few years, PSPC has conducted universal accessibility audits of all but one of the Library's buildings. The Library has reviewed the reports and has started work to resolve the accessibility barriers presented in the audits.

### Objective B

In collaboration with parliamentary partners, engage with persons with different types of disabilities to review the Library's emergency procedures and its business continuity plan, with particular attention to the unique barriers persons with disabilities face. Identify and review areas in need of improvement and develop an action plan to remove the barriers.

- Status: in progress, delayed
- Expected completion: ongoing

### Progress

- **Training on Stairway Evacuation Chairs:**

In collaboration with the House of Commons, the Library organized a training session for fire wardens, persons with disabilities who need a chair for evacuation and fire evacuation assistants. The training included a demonstration and test of the chair in a staircase to ensure that everyone is prepared in case of an evacuation. This training will be offered annually.

### Objective C

Build awareness among Library employees, clients and the public of the accessibility features of the Library's built environment and services available in the Library's workplace and public-facing spaces.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

#### Accessibility Features at the Library:

- **Visit Canada's Parliament Website:** The Library has updated its [Visit Canada's Parliament](#) website to add more information about accessible features for each of the tour locations, including encouraging visitors to participate in a scent-free environment. It also added information on accessible and safe drop-off points for visits of the East Block and visits of the Senate of Canada Building.
- **Signage at *Parliament: The Immersive Experience*:** Following comments received from visitors and from PSPC, new signage was added to the space to better identify the accessibility supports available and how to access them.

### Objective D

Promote a scent-free environment in the Parliamentary Precinct, in collaboration with parliamentary partners and service providers.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

- **Scent- Multiple Chemical Sensitivity Workshop:** A workshop entitled “Multiple Chemical Sensitivity: Education for Equity, Inclusion and Accessibility” was presented to employees by the Environmental Health Association of Québec to raise awareness of environmental sensitivities and multiple chemical sensitivities. Recordings of the workshop are available on-demand to Library employees.
- **Visit Canada’s Parliament Website:** The Library has updated its [Visit Canada’s Parliament](#) website to encourage a scent-free environment.
- **Scent-Free Environment Signage:** The Library has added signage to encourage a scent-free environment in its various office locations.
- **Procurement of Scent-Free Products:** The Library has purchased scent-free wipes for meeting rooms, kitchenettes and unassigned workstations. Library

administrative staff responsible for office supply purchases have received information on why it is important to buy scent-free or low-emission products and are now ensuring this policy is being followed when purchasing new supplies.

### 3. RESOLVING THE BARRIERS IDENTIFIED

Most of the barriers flagged through the Library's feedback process were related to the built environment. A total of five new barriers were flagged in the last year.

---

#### **Barrier 1: Missing power door operator in washroom**

- Details: The washroom in main administration building does not have a power door operator (PDO).
- Solutions: The landlord is installing PDOs where needed, but some time will be required.

---

#### **Barrier 2: Employees wearing strong perfumes and other heavily scented products**

- Details: The Senior Project Coordinator, Accessibility, received various comments on some employees wearing strong perfumes and other heavily scented products.
- Solutions: A multiple chemical sensitivity workshop was offered to employees. Scent-free signage was added in various office locations. More awareness will

be needed in the coming months to completely solve the barrier.

---

### **Barriers 3 and 4: Washroom accessible stall doors do not close**

- Details: The accessible washroom stall doors on two different floors of 50 O'Connor did not close without force, and it was hard for a person using a wheelchair or other mobility device to reach the handle to close the door.
  - Solutions: D-shaped door handles were added on the hinge side of both doors to ensure users can reach it safely. Other measures were put in place to ensure that the doors close without any force required.
- 

### **Barrier 5: Washroom doors are heavy for people not using the power door operator**

- Details: Main washroom doors of the 10<sup>th</sup> floor of 50 O'Connor are heavy to push for people not using the power door operator.
- Solutions: Looking into changing the door to a lighter one. This should be completed by the end of 2024 or early in 2025.

## C. INFORMATION AND COMMUNICATION TECHNOLOGIES

### 1. OVERVIEW

Library environment is rich in information and communication technologies (ICT). The Library has an extensive web presence and is active on social media. Clients access Library products and services through digital platforms, including an intranet site, a client portal or our e-collections. The public can use our digital platforms to learn about Parliament, reserve tickets to visit Parliament and shop at the Parliamentary Boutique. In addition to maintaining this digital presence, Library employees use a variety of software and tools throughout their workday.

As part of the ICT priority area, the Library's plan includes five objectives.

### 2. OBJECTIVES

#### **Objective A**

Engage regularly with persons with different types of disabilities to test and assess the accessibility of ICT systems, hardware and software.

- Status: in progress
- Expected completion: ongoing

### Progress

- **Procurement of a New Web Content Management System:** The Library hosted two consultation sessions (one in English and one in French) for employees with disabilities and allies to gather accessibility business requirements for the new web content management system. Fifty-five employees participated and shared their thoughts on ways to mitigate barriers and what requirements should be mandatory in the project.

### Objective B

Modify the assessment process for procuring or developing new ICT systems, hardware and software to determine whether they meet leading accessibility standards and any changes that are required to meet those accessibility standards.

- Status: in progress, on track
- Expected completion: 2025–2026

### Progress

- **Procurement of a New Web Content Management System:** Accessibility was prioritized, including WCAG 2.1 compliance, as a key requirement in the selection and procurement process, focusing on both web editing and front-end functionality.



- **Procurement of a New Applicant Tracking System (ATS):** In the acquisition of the new ATS, the Library ensured the selected solution met the minimum requirement of WCAG 2.0 Level AA web accessibility standards. Accessibility documentation was verified to ensure that all user interface components were fully accessible.
- **Enterprise Resource Planning Cloud Migration:** An accessibility assessment is underway as part of an evaluation of a migration to a cloud-based solution. The assessment aims to ensure compliance with accessibility standards, identify areas of non-compliance, and identify and address potential barriers.

### Objective C

Review the major corporate ICT systems, hardware and software currently in use at the Library to identify and address accessibility barriers and gaps.

- Status: in progress, on track
- Expected completion: 2025–2026

### Objective D

Train employees at all levels on how to create accessible documents and how to hold accessible meetings and events, whether virtually or in person.

- Status: in progress
- Expected completion: ongoing

### Progress

- **Creation of ICT Accessibility-Related Learner Profiles and Launch of Training Program:** As part of the accessibility-related training program launched by the Library in the fall of 2024, mandatory and optional courses are offered to employees on how to create accessible documents and how to hold accessible meetings and events, whether virtually or in person. Courses offered range from introductory courses to advanced and subject-specific courses.
- **Library Ambassadors:** In January 2024, a new training module was offered as part of the yearly training for new and returning Library ambassadors (see details in [Objective A](#) of this document). The module included a portion on how to hold accessible meetings whether virtually or in person.

- **Accommodation Requests for Accessible Interviews:** Following a request for closed captioning for a job interview, tips were provided to recruitment specialists on how to provide candidates with the most accessible interview environment possible, whether virtually or in person.

### Objective E

Provide training on accessibility and the needs of persons with different types of disabilities to those responsible for creating web content, including ICT specialists, publishing and communications specialists, other employees and external consultants. Build awareness of the requirement to incorporate accessibility into the assessment, development and implementation of ICT systems, hardware and software.

- Status: completed ahead of schedule in 2024

### Progress

- **Creation of ICT Accessibility-Related Learner Profiles and Launch of Training Program:** As part of the accessibility-related training program launched by the Library in the fall of 2024, mandatory and optional courses are offered to ICT specialists, publishing and communications specialists, other employees and external consultants on creating accessible web content.

### 3. RESOLVING THE BARRIERS IDENTIFIED

Since the publication of the first progress report, two new barriers were identified in the ICT priority area.

---

#### **Barrier 1: Accessibility Inquiries and Feedback Form “submit” button**

- Details: On the user’s side, the submit button was blue, which made the text invisible. Users mentioned they were using the dark mode when accessing the site.
- Solutions: The Library was not able to duplicate the issue. To ensure the issue does not happen again, a change was made to the form to allow for better contrast.

---

#### **Barrier 2: Accessibility Inquiries and Feedback Form text boxes and confirmation email**

- Details: When filling out the form text boxes, red lines appeared under the words to indicate spelling errors. This made reading the text hard for some people. The email confirmation had an issue where some words were broken onto two lines.
- Solutions: The Library deactivated the spelling correction functionality in all text boxes, which solves the issue of red lines indicating spelling errors. The

coding of the form was adjusted to avoid the words being cut in the middle.

## D. COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

### 1. OVERVIEW

As the Parliament of Canada's knowledge centre, the Library produces a large volume of information and resources for parliamentary clients. It also provides guided tours of Parliament and learning resources to help the public understand and engage with Parliament. The Library has developed many tools in the last year to ensure it can communicate with everyone in the most accessible way. The Library has also added accessibility statements in various publications to indicate how to request documents in a variety of alternate formats. No new barriers relating to communication have been reported since the launch of the plan.

The Library's plan contains four objectives in the Communication priority area: two that were to be completed in 2023, one in 2024–2025 and one in 2025–2026. All objectives under the Communication priority area have been completed.

## 2. OBJECTIVES

### **Objective A**

Develop tools, including checklists, that will guide employees on the use of sign language and closed captioning for meetings and events.

- Status: completed ahead of schedule in 2023

### **Objective B**

Develop tools, including checklists, that will provide guidance to employees about preparing written communications in alternate formats, including print, large print, Braille, audio or electronic formats before receiving an official request to do so.

- Status: completed in 2023

### **Objective C**

Engage with persons with different types of disabilities to develop tools, including checklists, that will provide guidance to employees about preparing digital media to ensure they are fully accessible to persons with various types of disabilities.

- Status: completed in 2023

### Objective D

Provide workshops or training to equip employees to develop communications products that are more accessible to the Library's diverse audiences.

- Status: completed ahead of schedule in 2024

### Progress

- **Creation of Communication Accessibility-Related Learner Profiles and Launch of Training Program:** As part of the accessibility-related training program launched by the Library in the fall of 2024, mandatory and optional courses are offered to communications specialists on such topics as web content writing, plain language and social media, among others.
- **Employee Intranet Modifications:** The Library updated the home page of its employee intranet to add quick-navigation tiles in 2024, including one that leads directly to the accessibility web page, where tools and tip sheets (see Objectives A to C above) for employees are housed. These resources have been promoted on our internal news intranet site for employees, both in communiqués (news articles) and in the promotional banner on the news home page. Banner promotion of these resources is intended to occur on a regular basis.

### 3. RESOLVING THE BARRIERS IDENTIFIED

Since the publication of the last progress report, three barriers were identified in the Communication priority area.

---

#### **Barrier 1: Accessibility of Policy Health and Safety Committee documents**

- Details: Policy Health and Safety Committee documents such as meeting agendas are bilingual, making the format inaccessible for some users.
- Solutions: The documents will be offered separately in English and French and in Microsoft Word in 2025.

---

#### **Barrier 2: Dark mode issue when using the “Learning Opportunities” email template**

- Details: There was a lack of colour contrast, which rendered some words hard to read when consulting “Learning Opportunities” emails in dark mode.
- Solutions: The “Learning Opportunities” email template was assessed, and it was confirmed that it was correctly built to allow enough contrast in dark mode. Therefore, it was determined to be a user error by the person populating the template. A training session on how to use the template and to further troubleshoot any errors as required was organized with the employee.



### **Barrier 3: Bilingual email signature block**

- Details: The Library's signature block template has both English and French information on the same line, which could be problematic for those using screen readers.
- Solutions: The Library is exploring best practices to determine how best to address this barrier.

## **E. PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

### **1. OVERVIEW**

The Library procures goods, services and facilities in accordance with various internal policies and public sector financial and accounting norms. No barriers relating to the procurement of goods, services and facilities were identified during the consultations, and no new barriers have been identified in this priority area since the Library published its plan in 2022.

Due to ongoing recruitment challenges in filling vacancies in the procurement team, some activities were postponed to 2025.

## 2. OBJECTIVES

### Objective A

Add information on accessibility to the mandatory training for procurement specialists and cost centre managers, highlighting the importance of including accessibility considerations at all steps of procurement processes and practices.

- Status: completed in 2024

### Progress

- **Accessible Procurement Training:** The Library's procurement team participated in a training session on how to consider and integrate accessibility in procurement.
- **Development of Procurement Accessibility-Related Learner Profiles:** In December 2024, the Library launched new learner profiles for accessibility-related training. Profiles include mandatory and optional courses for procurement specialists.
- **Agents of Change for Accessible Procurement:** The Library participates in Agents of Change for Accessible Procurement, an interdepartmental community that aims to bring together procurement practitioners to build accessible procurement capacity.

### **Objective B**

Examine the possibility of requiring information about accessibility be included in scope of work documentation as part of the procurement processes.

- Status: delayed, planning underway
- Expected completion: 2025

### **Objective C**

Examine the possibility of requiring a clause in contracts to ensure accessibility in the delivery/implementation of goods, services and technical solutions. Ensure that accessibility standards are considered during future updates or changes to services or technical solutions.

- Status: on track, planning underway
- Expected completion: 2025

## F. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

### 1. OVERVIEW

The Library provides programs and services to its employees, parliamentarians and their staff and the public. This includes giving guided tours of Parliament, designing and delivering educational programs and providing customized research and curated information, among other offerings.

### 2. OBJECTIVES

#### Objective A

Consult persons with different types of disabilities to identify ways to make our programs and services more inclusive and to prevent barriers to accessibility.

- Status: in progress, on track
- Expected completion: ongoing

#### Progress

- **Consultations With Visitors to Parliament:** In August and September 2024, the Library consulted the public who participated in guided tours of the Senate of Canada Building, the House of Commons at West Block and East Block, or who visited *Parliament: The Immersive Experience*. Visitors were asked questions related to the

accessibility of their experience, including if they encountered any barriers. Details of the feedback can be found under the “[What We Heard](#)” section of this report.

- **Guided Video Tours:** The Library created accessible versions of video tours of the Senate of Canada Building, the House of Commons at West Block and East Block. Two accessible versions of each video were created in English and in French: one version with audio description, and one with sign language interpretation (American Sign Language [ASL] and Langue des signes Québécoise [LSQ]). Before publication of the videos, consultations were held with ASL and LSQ speakers to ensure the accuracy and accessibility of the videos.
- **Consultation Plan:** The Library has developed a consultation plan for various public outreach initiatives, including its various print publications, websites and the Teachers Institute on Canadian Parliamentary Democracy.

### Objective B

Review the design and delivery of existing Library programs and services to identify any accessibility barriers and develop tools and processes to adapt them as required to ensure accessibility is fully integrated into program design and delivery.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

- **Library Ambassadors:** In January 2024, a new training module was offered as part of the yearly training for new and returning Library ambassadors. The module's objectives were for the ambassadors to understand the corporate expectations and the legal context regarding accessibility; to be able to identify and eliminate accessibility barriers (before, during and after an information session); to understand how and when to report accessibility barriers; and how to get help if needed.
- **Parliamentary Poet Laureate:** An initial review of the Parliamentary Poet Laureate website was completed in spring 2024, with a full accessibility audit carried out in the fall of 2024. Updates will be completed by the end of December 2024 or early January 2025.
- **Poet's Row:** Poet's Row, located at the Interim Main Library, is a series of panels with information on all the Parliamentary Poets Laureate. The panel for the latest poet was recently produced and includes Braille. All of the other panels will be retrofitted with Braille over the next year.
- **Various Publications:** The Library reviewed and updated several publications to ensure better accessibility by increasing font size, using non-serif fonts and better colour contrast, and by adding accessibility tagging and alt text to the online PDF versions.

- **Guided Video Tours:** The Library created accessible versions of video tours of the Senate of Canada Building, the House of Commons at West Block and East Block. Two accessible versions of each video were created in English and in French: one version with audio description, and one with sign language interpretation (ASL and LSQ).
- **Learning Opportunity Web Page:** The Learning opportunity web page registration form was updated with a space where participants can indicate accessibility or accommodation needs. Following the receipt of such a request, a Library employee communicates with the registrant to ensure their needs are met.
- **Learning Videos:** Captions and a table of contents were added to various learning training videos to increase their accessibility.
- **General Counsel Manual:** A statement on accessibility in the provision of legal services was developed and integrated into the General Counsel Manual.
- **Review of Policies:** All policies scheduled for cyclical review under the General Counsel responsibility have gone through an accessibility review in 2024, including the Values and Ethics Code.

### Objective C

Ensure that accessibility is a priority during the design and delivery of all new and updated Library programs and services.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

- **Data Analysis and Visualization:** The Library launched a new census data by region dashboard in September 2024. The dashboard allows users to access visual representations of census data. Accessibility testing was conducted during the development of the dashboard. As the software used for the project does not provide fully accessible products, the Library offers the data in alternative formats upon request. This alternative means of delivery follows the practice in place in other legislative assemblies offering a similar tool and which are subject to equivalent requirements to the Library in terms of accessibility.

### Objective D

Equip all employees and managers with tools and training to design and deliver accessible and inclusive programs and services.

- Status: in progress, on track
- Expected completion: ongoing



### Progress

- **Development of a New Training Module for Guides:** The Library oversees the guided tours of Parliament and the student guides who provide the service. As part of the guide training, a new module was developed and delivered to the last two cohorts of guides (summer and fall 2024). The training module includes awareness of accessibility and disabilities, best practices in accessible client service and the Library's obligations under the *Accessible Canada Act*.
- **Training for the General Counsel Office:** As part of their continuing legal education program, staff of the General Counsel office participated in various training sessions on how to deliver accessible legal services to clients, including drafting accessible documents, the use of artificial intelligence, inclusion and creating change for individuals with disabilities in the legal profession.
- **Deaf and Heard-of-Hearing Awareness, ASL and LSQ Workshops:** Twenty client-facing employees, including interpretation officers, Boutique employees and librarians participated in a full-day workshop on Deaf and hard-of-hearing awareness, followed by a basic ASL and LSQ course that could be helpful to visitors.

### 3. RESOLVING THE BARRIERS IDENTIFIED

One new barrier was identified and resolved in 2023–2024.

---

#### **Barrier 1: Incorrect information for accessible drop-off at West Block**

- Details: On the Visit Canada website, users were told to contact Tenant Operations by phone, however, when calling the number provided, the automated directory did not provide any option to reach Tenant Operations. The options had changed after the publication of the information on the website.
- Solutions: The text on the website was updated with the correct information and a process was put in place to ensure changes are made to the website when the phone options change.

## G. TRANSPORTATION

### 1. OVERVIEW

The Library offers services in various locations in and near the Parliamentary Precinct, and its employees interact with clients in different buildings, which requires travelling between locations at times. Some employees also travel to other areas of Canada or abroad for work-related activities in support of parliamentary committees and associations.

No barriers were identified in this priority area in 2024.

Due to ongoing recruitment challenges in filling several vacancies in Administration and Finance, the activities were postponed to 2025.

## 2. OBJECTIVES

### Objective A

Review the accessible transportation options that Library employees have to perform their work duties, including work activities organized by partners, and build awareness of those options among employees.

- Status: in progress, delayed
- Expected completion: 2025

### Objective B

Review the Library's Directive on the Management of Expenditures on Travel and Conferences to ensure all employees can travel safely when travelling on Library business, regardless of ability.

- Status: in progress, delayed
- Expected completion: 2025

## H. CULTURE

### 1. OVERVIEW

The Library elected to establish “Culture” as a priority area in its accessibility plan, in addition to the seven priority areas identified in the *Accessible Canada Act*. We did so because we recognize that creating a culture of awareness and understanding of accessibility and disabilities is key to becoming a barrier-free organization. A great deal of work has been done on this front since the accessibility plan was launched.

### 2. OBJECTIVES

#### **Objective A**

Develop and provide mandatory and optional training and awareness sessions for all employees on accessibility, barriers, inclusion and unconscious bias to build an accessible, confident organization.

- Status: in progress, on track
- Expected completion: ongoing

### Progress

- **Development of a New Training Module for the Library Ambassador Program:** Library ambassadors provide briefings about Library products and services to Parliamentarians and their staff. In January and February 2024, all ambassadors participated in a new training module on accessibility, which included information on how to provide accessible briefing sessions. The training modules also included tools and resources to ensure accessibility for people with all types of disability, even when participants do not share in advance their needs.
- **Development of a New Training Module for Guides:** The Library oversees the guided tours of Parliament and the student guides who provide the service. As part of the guide training, a new module was developed and delivered to the last two cohorts of guides (summer and fall 2024). The training module includes awareness of accessibility and disabilities, best practices in accessible client service and the Library's obligations under the *Accessible Canada Act*.

- **You Can't Ask That Panel Discussion and Lived Experience Series:** Launched in spring 2022 by the Library for its employees, the Lived Experience series features presentations given by a person living with a disability. During the session, the speaker relates their personal story and explains their disability and the various barriers they encounter. In the You Can't Ask That panel discussions, employees have the opportunity to ask any question about living with a disability (even a question they would not normally dare to ask). Since 2024, these events are now organized by the Precinct Accessibility Working Group, which allows for more employees to participate in the various sessions. Over the last year, four sessions have been offered to 545 administrative employees from the Senate of Canada, the House of Commons, the Library of Parliament, the Parliamentary Protective Service, the Office of the Parliamentary Budget Officer and the Office of the Conflict of Interest and Ethics Commissioner. Events for the last year included:
  - a talk by Chief Accessibility Officer Stephanie Cadieux;
  - a workshop presented by the Environmental Health Association of Québec entitled “Multiple Chemical Sensitivity (MCS) Education for Equity, Inclusion and Accessibility;”
  - a session on living with ADHD; and

- a “You Can’t Ask That” panel discussion featuring four panellists, three of whom are Parliamentary Precinct employees, talking about such disabilities as PTSD, mental health and personality disorders, blindness and working with a service animal, and Parkes Weber Syndrome.
- **International Day of Persons with Disabilities:** On the occasion of the International Day of Persons with Disabilities, the Library hosted a book display in the West Block Branch. The display included books on accessibility and disability, as well as accessibility resources for parliamentary clients.
- **Development of Accessibility-Related Learner Profiles:** In December 2024, the Library launched new learner profiles for accessibility-related training. Profiles include mandatory and optional courses for specific audiences at the Library (employees, managers, HR specialists, procurement specialists, writers, analysts, etc.). Courses include implementing accessible procurement, preparing accessible documents, offering accessible client services, and incorporating plain language.

### 3. RESOLVING THE BARRIERS IDENTIFIED

Two barriers were identified and resolved in 2023–2024.

---

#### **Barrier 1: Employee was told by their manager, “Not everything needs to be accessible.”**

- Details: An employee submitted an anonymous feedback form to indicate that they were told by their manager to stop making accessible documents as not everything needs to be accessible.
  - Solutions: In various meetings and events with management and with employees, the accessibility team reiterated the fact that all accessibility barriers must be removed and that no new barriers can be created.
- 

#### **Barrier 2: Lack of comfort and trust in asking for accommodation**

- Details: An anonymous feedback form was submitted mentioning the barrier above about “not everything needing to be accessible,” adding that the same manager then asked if the employee needed some accommodation for their disability. Considering the manager’s comment, the employee did not feel comfortable in asking their manager for accommodation.
-



- Solutions: The new accessibility-related learner profiles include training for all managers on accommodations requests.

## CONSULTATIONS

### A. OVERVIEW

In keeping with the “[Nothing without us](#)” principle, consultations with persons with disabilities are an important part of all Library accessibility initiatives.

In February 2024, the Library approached the Canadian Association of the Deaf to get feedback from the Deaf community on the addition of ASL and LSQ to video tours of the Senate of Canada Building, the House of Commons at West Block and East Block.

Also in February, the Library hosted consultation sessions for employees with disabilities and allies to gather accessibility business requirements for the new web content management system. Fifty-five employees participated and share their thoughts on what barriers to avoid and what requirements should be mandatory in the project.

In August and September 2024, the Library consulted the public after their visit to Canada’s Parliament (tours of the Senate of Canada Building, the House of Commons at West Block and East Block, as well as visits to *Parliament*:

*The Immersive Experience*). Over a period of two-and-a-half weeks, 549 visitors responded to various questions on the general quality of the experience, the level of customer service, the clarity of pre-visit information, and the accessibility of the experience, among others.

In November 2024, the Library consulted with its employees through an online survey. The survey sought to understand how Library employees feel about accessibility, their training needs and the Library's various accessibility initiatives. Over 80 employees completed the survey.

Consultations were also held with key partners and clients in the parliamentary community and with members of the public through various working group and advisory committee meetings and client satisfaction surveys.

The multiple consultation activities on accessibility held with people living with a disability throughout the year are evidence of the Library's commitment to the "Nothing without us" principle. The organization hopes to increase the number of consultation activities on accessibility in the next year.

## B. WHAT WE HEARD

Comments received throughout the year show that, overall, the Library is on the right path to creating an accessible environment. Although some employees may hesitate to self-identify as a person with a disability for fear of hindering their careers, we have seen an increased number of people contacting the Senior Project Coordinator, Accessibility to discuss accessibility barriers and initiatives at the Library.

For the website content management system project, participants made many suggestions that have been included in all facets of the project. These include having options to change dashboard colours and font sizes, toggle dark mode, work with accessibility checker tools, and ensure accessible training is offered and that a feedback mechanism is included in the system.

Regarding the video tours of the Senate of Canada Building, the House of Commons at West Block and East Block, we heard that the sign language interpretation was too fast and that adding a solid colour block behind the interpreter would make it easier to see the signing. Both suggestions were incorporated into the videos, and the Library applied the same treatment to its next accessible video project, the tour of East Block. The Library will ensure that it includes this same treatment in all future accessible videos.

Members of the public had interesting things to say in a survey of their visit to Canada's Parliament.

- Out of the 549 people who responded, 23 people (4%) identified as a person with a disability or a person who has had a disability in the past; 330 people (60%) said that they did not identify as a person with a disability; and 196 people (36%) preferred not to say. Most of the respondents who identified as a person with a disability said they had a physical disability (82%), followed by hearing (9%) and vision (5%), with some (5%) preferring not to say what their disability was.
- Although 90% of all respondents reported facing no barriers to accessibility at the Parliament buildings, 21 people (4%) reported facing physical barriers. One person identified having faced sensory barriers, social barriers and cognitive barriers. Three people (1%) reported facing other, unspecified, barriers to accessibility.
- Most visitors with disabilities (81%) reported being familiar with at least some of the Library's accessibility supports. The information came from multiple sources, with 61% of visitors reporting that it had been offered by their guide or another staff member; 56% having found the information on the Parliament of Canada website; 33% having seen signage in the building; and 6% having contacted Parliament by phone or email. In total, 86% of visitors with

disabilities reported being either completely or mostly satisfied with the accessible services and supports offered. This number was highest at the Senate of Canada Building and House of Commons at West Block (100% each) and lower at *Parliament: Immersive Experience* (75%) and East Block (67%).

- Visitors' suggestions for improvements to the accessibility of the experience included more ramps, assistance in obtaining and using wheelchairs, and expanding parking options. The Library will examine the survey results more closely and see where improvements can be made, including the active promotion of accessibility supports by staff. As tours are offered by the Library in buildings operated by our parliamentary partners, the Library will share this information with the partners and Public Services and Procurement Canada so that they can consider improvements that can be made to enhance the accessibility of the built environment.

Overall, over 96% of respondents rated the overall accessibility of their visit as good or excellent.

Over 80 employees completed the second edition of the Accessibility and Me survey, a questionnaire that was created to gather employee feedback on the Library's various accessibility initiatives. The participation rate in the 2024 survey was lower by about 50% compared to the

previous year. Almost all survey respondents said that they were either interested in or well informed about accessibility. In total, 37% of respondents said that they would benefit from more training.



### **82 employees**

**completed the Accessibility and Me survey the Library launched in October 2024 to gather feedback from employees about its accessibility initiatives**

Employees responded that the training sessions they would most like to receive are on creating accessible documents and understanding invisible accessibility barriers. A new question on training was included in the 2024 survey.

Employees were asked if they had participated in accessibility-related training offered by the Library or by any other provider in the past year and why. Over 60% of respondents participated in at least one accessibility-related training session and most did so because they were interested in the subject. Of the 36% of employees who did not participate in any training sessions, the main reasons were they were not aware such sessions were offered.

### Accessibility-related training sessions in highest demand at the Library (% of respondents)



Employees were asked if they had participated in any of the awareness activities offered by the Precinct Accessibility Working Group in 2024. A total of 47 Library employees participated in at least one session; 93% of them did so because they were interested in the topic. Some employees mentioned that they would have liked to take part in activities, but they were unable to for various reasons. About 12% of respondents mentioned they wished some awareness activities were offered in a different format, a decrease from the previous year.



**47 people** participated in at least one accessibility awareness session in 2024 and 94% of them did so because they were interested



The last question asked employees whether they had noticed any changes at the Library when it comes to accessibility. More than 25% of respondents said they had noticed changes. Some respondents noted built environment changes that were made, such as the addition of power door operators for washrooms, while others mentioned an increased awareness from employees and management, as well as more training and events offered to employees.

## FEEDBACK

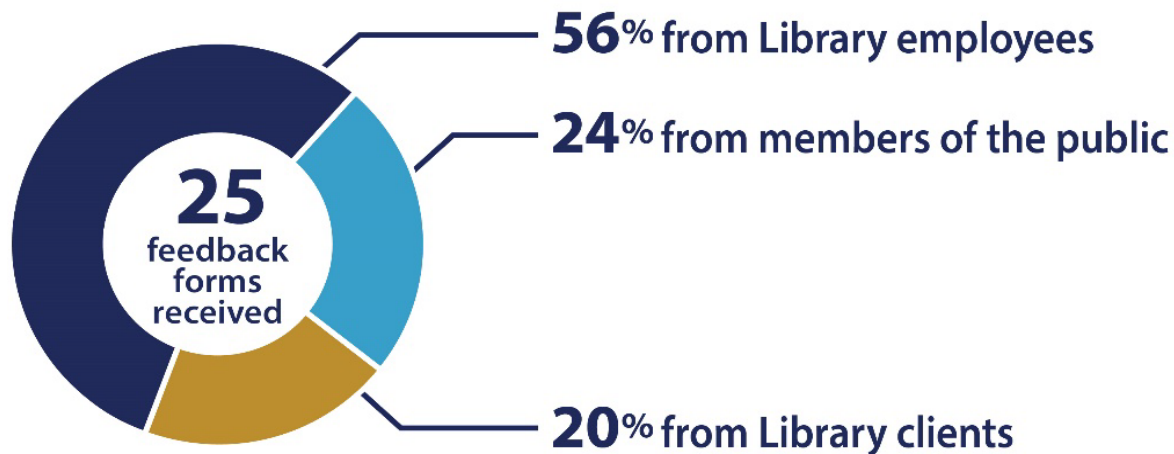
With the publication of its first accessibility plan on 1 December 2022, the Library launched an official [feedback process](#). Anyone can use the feedback process to report an accessibility barrier, anonymously or not, or to comment on accessibility. The process can also be used to request a document in an alternate format or to ask a question about any of the Library's accessibility initiatives. Feedback can be shared through the [Accessibility Inquiries and Feedback](#) form, by [email](#), mail or phone, or in person.

In 2024, the Library's feedback process was used 25 times. The Library received five requests for an alternate format, 14 reports of barriers, one comment and five accessibility-related questions. Close to 50% of the feedback was provided by people who identified as living with a disability, and only 24% of the feedback was provided anonymously. About 70% of the people who submitted feedback requested a follow-up.



Most of the requests came from Library employees (56%), followed by the public (24%) and clients (20%).

### Who used the feedback process in 2024?



The Library responded to the requests for documents in alternate formats within one or two days of receipt of the request. Most of the requests were for parliamentary documents in electronic formats, and one was for a printed copy.

Out of the 14 accessibility barriers flagged, five came under the Built Environment priority area, two under Employment,

three under Information and Communication Technology, three under Communication, two under Culture and one under Design and Delivery of Programs and Services. About 70% of concerns have been addressed, and barriers were removed swiftly once they were brought to our attention, most within a few weeks. The Library plans to address the remaining seven barriers identified in the feedback process over the next few months. Details about how the Library addressed these concerns and how it removed or plans to remove the barriers identified can be found in [“Priority Areas: Section 5 of the Accessible Canada Act”](#) in this document.

When the Library published its 2023 progress report, four barriers were still pending resolution. Out of these, three were resolved in 2024. Resolutions included adding D-shaped door handles to various accessible restroom stall doors; making arrangements with the Senate of Canada for a secure and accessible drop-off location for visitors using a mobility device or having mobility issues; and providing a larger para-transportation drop-off area at 50 O’Connor in winter. The remaining barrier is the addition of an automatic door opener for floor access, and this should be resolved in the coming year.

## GLOSSARY

### **Ableism**

A belief system that sees persons with disabilities as being less worthy of respect and consideration, less able to contribute and participate or of less inherent value than others. Ableism may be conscious or unconscious and may be embedded in institutions, systems or the broader culture of a society. It can limit the opportunities of persons with disabilities and reduce their inclusion in the life of their communities.

Source: Canadian Race Relations Foundation,  
[Glossary of Terms](#).

### **Accessibility**

The degree to which a product, service, program or environment is available to be accessed or used by all.

Source: Treasury Board of Canada Secretariat, [Glossary: Accessibility Strategy for the Public Service of Canada](#).

**Barrier:** Anything 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. Barriers can be physical, architectural, technological or attitudinal.

Source: [Bill C-81, An Act to ensure a barrier-free Canada](#),  
42<sup>nd</sup> Parliament, 1<sup>st</sup> Session  
(S.C. 2019, c. 10).

**Culture:** The [attitudes](#), [behaviour](#), [opinions](#), etc., of a [particular group](#) of [people](#) within [society](#).

Source: [Cambridge Dictionary](#).

Learned and shared patterns of thought and behavior characteristic of a given population, plus the material objects produced and used by that population.

Source: “[Classic Definitions of Culture](#),”  
*Cultural Reader*, Blog,  
19 March 2017.

**Disability:** 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.

Source: [Bill C-81, An Act to ensure a barrier-free Canada](#),  
42<sup>nd</sup> Parliament, 1<sup>st</sup> Session  
(S.C. 2019, c. 10).

**Episodic disability:** Episodic disabling conditions or diseases are lifelong, but unlike permanent or progressive disabling conditions, they result in episodes of disability. Even with the best possible medical management people may experience episodes of disability. The periods of disability can vary in severity and duration. There may be advance warning or the episode may come on unexpectedly. Examples of conditions that are episodically disabling are mental illness, arthritis, HIV/AIDS, multiple sclerosis, Crohn's and colitis, and some forms of cancer and rare diseases.

Source: Episodic Disabilities Network,  
[About the Episodic Disabilities Network](#).

**“Nothing without us”:**

The foundational principle of “Nothing without us” recognizes that persons with disabilities are equal participants in all areas of life. They should be involved in all decision-making on policies, programs, practices and service delivery.

Source: Government of Canada,  
[\*Consulting persons with disabilities: “Nothing without us”\*](#).

**Unconscious bias:**

Refers to the unconscious assumptions, beliefs, attitudes and stereotypes that human brains have about different groups. These learned mental short-cuts affect how we perceive and respond to people.

Source: University of Victoria,  
[\*Unconscious Biases\*](#).

**Universal  
Accessibility:**

Universal accessibility is defined as the character of a product, process, service, information, or environment that, with equity and inclusiveness in mind, enables any person to perform activities independently and achieve equivalent results.

Source: J. Langevin et al.,  
*Research report for Montreal's  
associative environments –  
Universal accessibility  
and contributory designs  
(version 5.3)*, Groupe  
DÉFI Accessibilité (GDA),  
Université de Montréal,  
quoted in Collectif A.U.,  
[\*What is universal accessibility?\*](#)

**Workplace accommodation:** [Workplace accommodation] means taking steps to adjust rules, policies, practices or situations in the workplace that have a negative impact on an individual or groups who are protected under the *Canadian Human Rights Act*.

Source: Canadian Human Rights Commission, [\*A Template for Developing a Workplace Accommodation Policy\*](#), 1 January 2011, p. 7.