

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 have made so far.

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 employees 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 comprised 25 members at the end of 2023, and it met five times during the year.

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

Highlights of this first year of implementation include:

- five fully completed actions
- thirteen initiated actions
- seven Bank-wide communications about accessibility
- five 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 people 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 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 report 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.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection, and accommodation process.
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices.

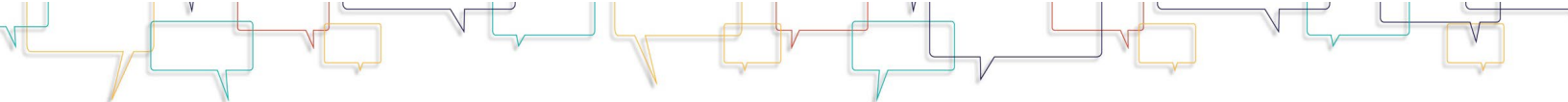
Progress update

In 2023, the Bank increased its share of external hires with disabilities to 6.4%, compared with 5.6% in 2022. We also saw an increase in the share of external candidates with disabilities who made it to the screening stage (4.3% in 2023 compared with 3.8% in 2022). These increases bring the Bank closer to overcoming barrier 1.

To continue to attract diverse talent in 2024, we will enhance the careers section of the Bank's external website to increase the visibility of the Bank's inclusive work environment.

In 2023, HR teams brainstormed ways to educate hiring managers on accessibility. The proposed approach includes reviewing existing resources for hiring managers and developing new resources or engagements as required. Beginning in autumn 2023, HR also provided an update on equity, diversity and inclusion to departmental leadership teams, including tips for leaders on how they can ensure barrier-free hiring, selection and accommodation for people with disabilities.

In late 2023 we began benchmarking the Bank's current recruitment, selection and onboarding practices against draft standards shared by Accessible Standards Canada. This work will continue



into 2024. Early engagement with the Recruitment team in HR on the draft employment standards released by Accessibility Standards Canada is underway to assess our practices. In 2024, this work will extend to other HR teams, such as Disability Management and Leadership and Employee Development.

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

Progress update

The Bank hired an external consultant to review its human resources policies with an inclusion and accessibility lens. This work should be completed in 2024.

An online module on accessibility was released Bank-wide in late 2023 with an accompanying learning guide to reinforce the following learning objectives:

- understanding the main concepts of disability, accessibility and accommodation
- recognizing the importance of inclusive language
- developing a better understanding of how disability affects people's lives
- recognizing the different ways people tend to think about disability and how these are changing
- learning how to be more inclusive of people with disabilities

Enabled, the Bank's employee resource group for employees with disabilities and their allies, continued its initiatives and programming in 2023 with the support of an ERG liaison in HR. Enabled also collaborated with the EDI team to host an event to recognize the International Day of Persons with Disabilities in December 2023.

HR developed a SharePoint site to serve as a central location for storing resources related to accessibility and accommodation. In 2024, HR will develop new accessibility resources that are based on suggestions made by employees with disabilities during consultations.



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.
- Automate door openers in the Bank's primary pathways.
- Establish a standing advisory committee of internal stakeholders to provide feedback on proposed design changes to the built environment.
- Implement high-priority recommendations from previously completed third-party reviews of our facilities.

Progress update

In 2023, the Bank updated its new site in Toronto to limit barriers. New features include touchless controls for doors, water faucets and soap and towel dispensers. As well, the kitchenette hardware and the furniture used in collaborative areas were selected based on accessibility considerations.

The Bank of Canada Museum completed additional work on the built environment, significantly enhancing the accessibility of the space for employees and visitors. This includes:

- adding contrasting nosing to the stairs of the Museum
- purchasing accessible chairs and tables for various programming activities
- updating vestibules to make them more accessible for wheelchair users (this included consultation with external experts and those with lived experiences of disabilities)
- installing tactile domes on staircases
- consulting with external experts for modifications to the bathrooms to increase accessibility

Remaining actions to address this barrier are scheduled to be implemented in 2024 to 2027 because the work for each relies on the outcomes of action items in barrier 4 below. All proposed enhancements build on the high level of accessibility already incorporated into the Bank's head office site during a major renovation completed in 2016–17.



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.
- Compare our built environment at every site with previously completed Bank accessibility reports and implement high-priority projects.

Progress update

In June 2023, the Bank also ran a competitive process and hired a third party to perform an audit of our built environment that will inform further actions in our plan and address the listed barriers. The project will be divided into three parts:

- Part 1 (2023–24): Review and validate findings from previous accessibility reviews that were completed in 2021, conduct a new assessment of all Bank facilities, and prioritize actions from both to develop a high-level plan to address barriers.
- Part 2 (2024–25): Use guidance from external experts to decide if specific accessibility guidelines for the Bank of Canada and Bank of Canada Museum’s built environment and facilities are needed, aligned with upcoming standards from Accessible Standards Canada.
- Part 3 (2024–25, overlapping with Part 2): Design and implement governance and consultation structures to continue to review the accessibility of the Bank’s built environment and maintain oversight of accessibility in the built environment (e.g., proposed design solutions, prioritization of work).



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.
- Raise awareness of accessibility features for in-person and hybrid meeting technologies. (Completed)
- Ensure that Bank websites continue to meet web accessibility requirements.

Progress update

A team in the Bank's Information Technology Services drafted a document outlining the accessibility features available on all Bank-issued equipment and software (such as Outlook and MS teams). Staff shared the document with employees at a Bank-wide "Tech Talk" event in September 2023 and demonstrated some features live.

In February 2023, we conducted a web audit to ensure Bank websites continue to meet WCAG 2.1 AAA standards wherever possible or AA standards wherever AAA guidelines would significantly impact design. The audit used a combination of assistive technology and automated scanning tools.

The Bank is sharing accessibility testing guidelines internally with relevant teams to ensure that accessibility testing is embedded into our internal processes. An accessibility checklist is completed as part of both peer and code review processes and includes, but is not limited to, checking against WCAG 2.1 AAA or AA standards, using a screen reader, running an automated accessibility scan and verifying that HTML is used correctly.

We are also initiating a usability and accessibility audit of the Bank's public website. This audit aims to identify potential gaps in accessibility. We are also aiming to consult people with lived experience of disability to ensure our approach to accessibility not only meets guidelines but also provides all users the best experience possible. In 2023, we met with external organizations to see how the Bank could best complete the audit. This work will continue into 2024.



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.

Progress update

The Bank made Communication Access Realtime Translation (CART) available in its auditorium for an event hosted by the Enabled employee resource group. We will continue to provide CART as required for future events. We also performed numerous tests to ensure we can offer simultaneous interpretation for attendees of hybrid meetings.

In March 2023, the Bank purchased large monitors (four 85-inch monitors and eight 55-inch monitors) for the auditorium and conference centre so that everyone attending events in those spaces, including people with some vision impairments, can view the on-screen content. Additionally, the Bank invited bids from external agencies to update the technological equipment in various meeting rooms. As a part of the request for proposals, we asked that accessibility features be included in the updates. We expect bidders to be up to date on the latest technology and accessibility offerings. We anticipate that this initiative will be completed by the end of 2024.

Additionally, to support the use of existing accessible technologies, we prepared bilingual videos (with captions) and bilingual step-by-step guides explaining how to use our technology (Polycom rooms, Surface Hub rooms, microphones, slide changers, etc.).

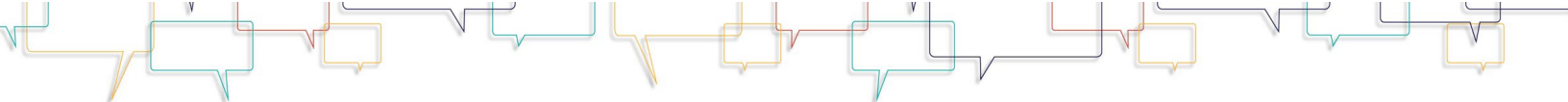
Communication, other than information and communication technologies

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, wayfinding).
- Develop or share resources for employees on how to make documents and communications accessible. (Completed)

- 
- 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.

Progress update

In late 2022, The Bank tested and released accessible templates for documents and presentations. These templates are available on all Bank-issued laptops and can be accessed in Microsoft Word and PowerPoint when creating a new document or presentation. In 2024, communications across the Bank will remind staff to use the templates as they are intended and to keep accessibility in mind when creating content.

The Bank of Canada Museum completed additional work on communications, which, while not listed among the action items in the accessibility plan, has been critical in enhancing the accessibility of the Museum for employees and visitors. This work includes:

- creating a braille book for the special exhibit, *Money in 10 Questions: Kids Edition*, completed in consultation with external experts
- sourcing potential providers of American Sign Language, *La langue des signes québécoise* and interpretation for guided tours at the Museum (this work will continue into 2024)

In 2024, we will develop guidelines for the provision of American Sign Language, *La langue des signes québécoise* and Plains Indian Sign Language during remote and hybrid internal and external meetings and events across the Bank.

Barrier 8

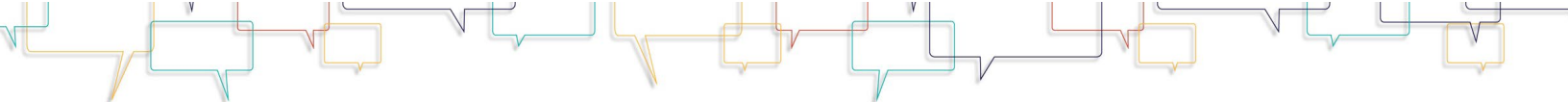
The Bank does not have a uniform process to ensure alternate formats, such as braille or captioned audio, for the information and communications it issues to employees and Canadians.

Actions

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

Progress update

We made an arrangement with a provider of alternate formats, and we used this contact to proactively prepare copies of our accessibility plan in braille and audio formats. Bank staff can obtain these copies through the EDI team in HR.



We created an online storage location to house existing Bank documents and materials related to the accessibility plan in alternate formats. The catalogue of documents is available in the Accessibility section of the EDI team's SharePoint site.

Finally, we prepared a guideline to document the Bank's approach to making key resources available on demand in alternate formats. In 2024, the Bank will begin preparing in alternative formats of any documents that Bank staff identify as key resources for the public but that do not already exist in alternate formats.

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)
- 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*.

Progress update

In 2022–23, a high-level statement was added to the Bank's Procurement Policy that indicates that addressing diversity and inclusion (including accessibility) in procurement at the Bank is a priority. The statement reads as follows:

"The Bank is also committed to integrating best practices, tools and resources that will help guide us in assessing and making choices that address Environmental, Social, and Governance (ESG) factors in the Bank's procurements. Specifically, the Bank will implement measures within its procurements that support broader enterprise-level initiatives in Greening the Bank, Reconciliation with Indigenous Peoples, Diversity and Inclusion (D&I)."

The Bank has committed to ensuring all of our competitive procurement documents are issued in an accessible format. We have also added environmental, social and governance questions to procurement templates to reinforce employees' awareness of accessibility and invite vendors to share information on the steps they take to ensure accessibility.



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.
- Develop best practices and promote guidelines for accessible client services at the Bank.

Progress update

This work is scheduled to begin in 2024.

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.
- Develop a high-level accessibility metric to track overall change resulting from the accessibility plan and embed it (or similar metrics) into internal reporting.
- Document all accessibility features that people have access to on all equipment (Outlook, MS Teams). (Completed)

Progress update

In 2023, we developed an accessibility index based on accessibility-related questions asked in the Work Environment Checkup survey, the Bank's employee engagement survey. It contains questions related to the priority areas in the *Accessible Canada Act* and will serve as a high-level metric to track overall change resulting from the accessibility plan.

In 2024, the Bank will work on standardizing our approach to collecting accessibility-related feedback and reporting on the accessibility of programs, events and engagements. In the meantime, the Bank has been promoting the opportunity to provide feedback on accessibility through our formal accessibility feedback process, which is monitored by the Senior Accessibility and Equity, Diversity and Inclusion Specialist.



Transportation

The Bank does not coordinate a transportation system or a fleet of transportation vehicles as defined in the *Accessible Canada Act*. Transportation is therefore not in the scope of the Bank's accessibility plan or this progress report.



Consultations

Consultation process

From November 7 to 17, 2023, Bank employees with disabilities were invited to participate in an anonymous online survey to provide input on the progress made in the first year of the Bank's accessibility plan. These employees identified as having a disability using the Bank's internal self-identification tool and who 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). Members of the Bank's employee resource group for people with disabilities were also invited to complete the survey.

Participants were asked to read a summary of the 2023 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

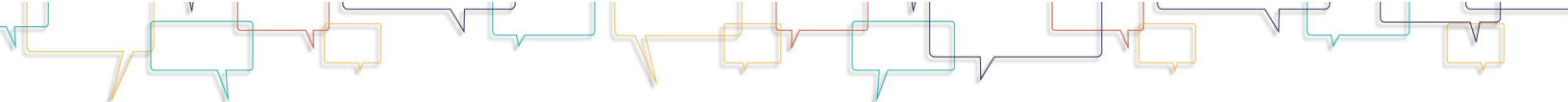
In total, 38 individuals participated in the survey. The following categories of disabilities were represented: deaf, deafened or hard of hearing; developmental or neurological; mental illness or disorder; mobility; vision impairment; speech disorder; other disability not represented by the above options.

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 majority of respondents rated 8 of the Bank's 11 barriers as having a favourable level of progress and 3 as having a less favourable level of progress. 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: 62%



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

Favourable responses: 35%

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

Favourable responses: 50%

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: 60%

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: 60%

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: 67%

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: 81%

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: 56%

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

Favourable responses: 58%

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: 32%

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

Favourable responses: 35%



Some barriers still exist at the Bank

We asked respondents to report whether they were aware of, had witnessed or had experienced barriers related to accessibility. 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 (63%) and information and communications (54%). For example, one participant shared experiences of stigma around mental illness and other invisible or episodic disabilities.
- Respondents were most likely to be **aware** of barriers related to architectural or physical space (41%), technology (46%) and systemic (52%) issues. For example, two participants said there are multiple heavy doors without accessibility buttons in the Bank and Museum.
- Respondents who **witnessed** barriers were more likely to cite barriers that were architectural or in the physical space (24%) or related to technology (21%). For example, one participant expressed concern that the user accessibility checks that the Bank's website performs may not represent or include multiple types of disabilities and user challenges.

We're engaging employees in a meaningful way

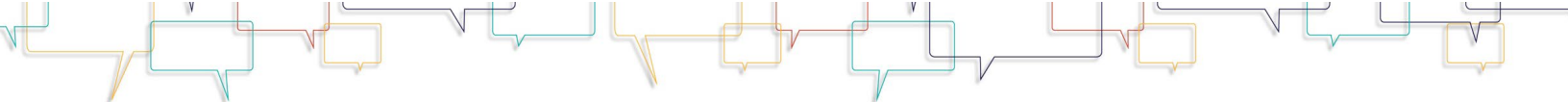
A majority of respondents believe that the Bank's progress report is easy to understand (63.2%), that the Bank has made progress on actions in the plan (54%) and that the Bank consults meaningfully with employees with disabilities (42.1%). About one-third of respondents indicated "neutral" in these three 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. We intend to use the data collected through the survey to enhance the work we do in 2024 to create a more accessible and inclusive environment for people with disabilities.

Feedback

In the first year of our accessibility plan, we received one email through our formal accessibility feedback process. The email informed us that an individual had found that the lights in the Bank of Canada Museum were too bright for someone with visual sensitivities. Museum staff



discussed this feedback internally. They had previously undertaken an accessibility audit with an external firm as well as extensive consultations with the low-vision community to address various lighting concerns. The Museum compared the feedback on the lighting being too bright to feedback that described the lighting as being too dark and creating potential hazards for visitors.

The Museum has already taken a number of steps to address lighting issues:

- hired a lighting designer to provide recommendations on lighting solutions
- increased ambient lighting in the main spaces to avoid harsh transitions and dark spaces
- added floor lighting and reflective bands on identified hazards
- removed double glazing from artefacts to avoid additional glare on objects
- dimmed the lights on one of the brightest interactives, which was reflecting badly into a display case

The Museum is updating display case lighting one zone at a time over the next several years. The first zone was completed in 2023 and the second zone is scheduled to be updated in January 2024. The new placement will help avoid glare and shadows that affect visibility. In addition, the Museum has requested an investment in more track lighting in the entrance and exit spaces of the permanent exhibition to further reduce the harsh transition between the bright lobby and the exhibition.

Appendix A: Survey Questions

To prepare this progress report, the Bank of Canada consulted people 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, in 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 heard 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
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, 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 are easy to understand.					
I am satisfied with the 2023 progress outlined in the report.					

The Bank meaningfully consults with employees with disabilities on accessibility related matters.					
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5. Please check whether you are **aware** of, have **witnessed** or have **experienced** the following types of barriers at the Bank.

If you are not aware of, have witnessed or experienced the barrier, you can leave this blank.

	Aware	Witnessed	Experienced
Attitudinal barriers			
Architectural and physical barriers			
Informational and communications barriers			
Technology barriers			
Systemic Barriers			



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.”