ACCESSIBILITY IN ACTION

Bridging the Disability Community & Regulated Entities under the *Accessible Canada Act*

by **Doris Rajan**

RESEARCH REPORT

from IRIS – Institute for Research and Development on Inclusion and Society

Institute for Research and Development on Inclusion and Society (IRIS), Oshawa.
© 2022 Institute for Research and Development on Inclusion and Society
IRIS claims copyright in this publication. You may copy, download, distribute, display, and otherwise-deal freely with this publication, but only if you comply with the following conditions:

- You must acknowledge the source of this publication;
- You may not modify this publication or any portion of it; and
- You must not use this publication for any commercial purpose without the prior written permission- of IRIS.

ISBN: 978-1-990565-06-9
Published by:
The Institute for Research and Development on Inclusion and Society (IRIS)
20-850 King Street West, Oshawa, ON, L1J 8N5
Telephone: 416-661-9611
www.irisinstitute.ca

Title: Accessibility in Action: Bridging the Disability Community & Regulated Entities under the Accessible Canada Act
Author: Doris Rajan
Researcher and writer: Emma Miller, Chelsea Davenport, and Pavel Chernousov
Design: Chloe Ings
Layout: Keyanna Shaw

Acknowledgements

The recommended citation for this publication is: Rajan, Doris. Accessibility in Action Bridging the Disability Community & Regulated Entities under the Accessible Canada Act. Toronto: IRIS Institute, 2022.

About IRIS

Informed by the systemic exclusion that people with intellectual disabilities and other marginalized groups face, IRIS's mission is to seed and support transformative social development. Guided by the principles of full inclusion and human rights, we carry out research to identify issues and policy options. We foster social innovation to re-imagine inclusion and design new ways to meet unmet needs. Through capacity building, we strengthen leadership and constituencies for transformative change. For more information, visit us as at https://irisinstitute.ca or email contact@irisinstitute.ca.

Table of Contents

I. Overview 1
A. Project Background 2
B. Research Design 3
II. Results 3
A. Accessibility Legislation in Canada 3
B. Resources for People with Disabilities: Participation in Accessibility Planning and Regulatory and Standards Development 4
C. Resources for Federally Regulated and Other Organizations 5
III. Relevant Upcoming Resources 6
IV. Conclusions 18
A. Summary, Gaps and Reflections 19
B. Recommendations for Resource Development 23
V. Prepared for the Accessibility in Action Project .....
I. Appendix 2: List of Partners –Accessibility in Action .....
VII. Endnotes .....

OVERVIEW

Project Background

Accessibility in Action is a two-year initiative (September 2020 to September 2022) managed by the Institute for Research and Development on Inclusion and Society (IRIS) with a project Steering Committee and implementation partners and advisors. This team includes local-to-national disability and broader civil society organizations who also represent people with disabilities and members of marginalized communities (i.e., Indigenous, racialized, migrant, 2SLGBTQ+), and technical and legal experts.[1]

Accessibility in Action sets out to create an online platform that will bring people with disabilities, and organizations that they interact with, together with the thousands of federal government and public and private sector organizations who are regulated under the Accessible Canada Act (ACA) of 2019 (the Act). "Regulated entities" as they are referred to under the Act include the federally regulated transportation sector (i.e., trains, airplanes, and inter-provincial/territorial buses), agencies providing federal benefit programs and services (i.e., CRA and Service Canada), banks, telecommunication companies (i.e., SaskTel, Rogers, including radio and television), federal government departments, Crown corporations (i.e., Canada Post) and Parliament.

The project engaged the Inclusive Design Research Centre of OCAD University, to design and develop the online web platform directly with the project team and members of the diverse disability and Deaf communities and with input from federally regulated organizations, using a co-design approach.

Research Design

One of the activities of the Accessibility in Action initiative is to develop tools and information resources for a Resource Hub that will be hosted on the online platform. This hub will consist of information tools and resources in multiple formats for both disability and other civil society organizations, federally regulated entities, standards development committees and the federal government, to ensure effective and meaningful engagement in consultation processes for implementation of the Act.

The first step in the establishment of the Resource Hub and the purpose of this literature review, is to identify the types of resources available to support governments, organizations, and people with disabilities in accessibility planning.

1 For a list of Accessibility in Action partners, please see Appendix 2.

This primary goal can be broken down into the following objectives:

1. To identify and examine governmental accessibility legislation and implementation processes in Canada.
2. To identify information resources for organizations on accessibility planning and to increase inclusion for people with disabilities in their overall operations.
3. To identify research and resources that have been developed on civil society participation in accessibility planning and regulatory and standards development, for people with disabilities.
4. To identify gaps in the literature and develop respective recommendations on the type of information resources that need to be developed to support meaningful engagement in consultation processes for people with disabilities, Deaf people, their supporters and federally regulated entities in the implementation of the Accessible Canada Act.

Parameters & Scope

The parameters of this review will be the identification and analysis of French and English resources and to a lesser extent, research reports, that are:

- Relevant to Canada and other countries with similar governmental structures
- Focused on government and other organizations' practices on accessibility in relation to people with disabilities

Keyword Index

With the goal of examining the concept of accessibility and identifying different types of information resources and tools to support the practice of accessibility for diverse Deaf people and people with disabilities, it was important that we applied a cross-disability, gender-based, intersectional lens in the information gathering process. Specific keywords and precise combinations were used to guide the online search process.

The following keyword combinations with *Disability* + *Access* were used:

Table A: Keyword Index

African	Environmental	Mobility	Rural
Age	Episodic	New Brunswick	Saskatchewan
Alberta	First Nations	Newfoundland & Labrador	Seniors

Banks	Gender	North West Territories	Sensory
Black people	Hard of Hearing	Nova Scotia	South Asian
Blind	Immigrant	Nunavut	Speech
Brain injury	Implementation	Ontario	Telecommunication
British Columbia	Indigenous	Parliament	Transportation
Built environment	Intellectual	Planning	Urban
Canada	Inuit	Policy	Women
Chinese	Law	Prince Edward Island	Youth
Cognitive	Learning	Procurement	Yukon
Crown corporations	Legislation	Psychiatric	
Deaf	LGBTQ+	Psychosocial	
Deaf Blind	Manitoba	Quebec	
Developmental	Mental Health	Race	
Employment	Metis	Refugee	

Methods

The identification of pre-existing information relevant to this research was conducted using online library computer databases, including:

- JSTOR - a shared digital library that is home to over 2000 academic journals
- ProQuest - which is interdisciplinary, focused on: ERIC (Education), International Bibliography of the Social Sciences, Sociological Abstracts, Worldwide Political Science Abstracts
- Google Scholar

This research also examined relevant secondary materials from the following sources:

- Disability organization resources and reports
- Disability organization websites
- Government websites
- Other civil society organizational website where relevant, e.g., immigrant services with a “disability program”
- Newspaper and magazine articles

RESULTS

Accessibility Legislation in Canada

There are a few key laws in Canada that protect the rights of people with disabilities. The *Canadian Charter of Rights and Freedoms* [1] guarantees fundamental freedoms, legal rights, and equality under the law to every resident, whether a citizen or permanent resident. More specifically, Section 15 of the Charter ensures that all people in Canada, regardless of race, religion, national or ethnic origin, colour, sex, age, or physical or mental disability are to be considered equal and therefore must not be discriminated against in the country's laws or programs. [2]The *Canadian Human Rights Act* [3] prohibits discrimination based on disability, and the Employment Equity Act aims to "correct the conditions of disadvantage in employment"[4] for people with disabilities and other marginalized groups. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) recogonizes in international law the equality and human rights of persons with disabilities.

In addition, each province and territory also has human rights legislation that prohibits discrimination against people with disabilities in areas such as housing, employment, and the provision of goods and services. The CRPD and federal and provincial/territorial human rights laws and jurisprudence also recognize a "duty to accommodate,"[5] which means that workplaces and services are obligated to adjust their rules, policies, and practices to ensure equal access and participation without discrimina¬tion based on disability. Accommodations include, for example, ensuring physical access to commu¬nity services, providing materials in alternative formats, or arranging for a sign language interpreter to communicate with a person being supported.

In addition, three provinces have set out provisions for accessibility standards and compliance: the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Accessibility for Manitobans Act (AMA)*, and the *Nova Scotia Accessibility Act (NSAA)*.[6]

Federally, the Accessible Canada Act (ACA), passed in 2019, applies to organizations and services that fall under federal jurisdiction (e.g., Crown corporations, Parliament, the federal government, and pri¬vate-sector businesses under federal jurisdiction, such as banking, telecommunications, and cross-country transportation,[7] including air, rail, and inter-provincial bus travel). Although these various legislative instruments exist, people with disabilities and Deaf people continue to fight hard for pro¬tection and enforcement of their rights.

ARCH Disability & Law Centre has been involved in extensive legal analysis and advocacy on strengthening the ACA and advocates for the development of strong regulations and standards. Recently, ARCH has just completed research in partnership with McGill University aimed at identifying barriers that prevent people with disabilities from participating in regulatory development and developing recommendations to make this process more accessible. ARCH develop a report entitled, *Meaningful Participation of*

of Persons with Disabilities in Regulation Making [8] on their research findings regarding the barriers that prevent people with disabilities from participating in processes to develop new regulations. The analysis is conducted in the context of the "legal requirements in the Accessible Canada Act, Canadian human rights jurisprudence and the Convention on the Rights of Persons with Disabilities." This is an important document to support Canadian regulators in making the regulation development processes more accessible. Three kinds of recommendations are offered:

1. **Recommendations that can be implemented within existing regulatory development processes, include:** one common accessible website; a mailing list to provide information about regulatory development; coordination between regulators with respect to the timing of consultations; information about how to request laws and regulations in alternate formats; proactive recruitment of underrepresented persons with disabilities; universal design and accommodation; holding consultations in multiple different ways, i.e., face to face, written submissions, etc.; accessible background information provided well in advance; persons with disabilities hired as paid knowledge brokers; inclusive facilitation; high level staff with decision-making power attending meetings; collection of anonymous disaggregated demographic data and transparency and accountability after consultations are complete
2. **Recommendations for new processes that could happen alongside existing regulatory development processes, include:** Gatherings with underrepresented groups in an accessible, culturally appropriate way; and funding and development of resources to support participation in regulatory development
3. **Recommendations for changing existing regulatory development processes, include:** Co-creation and collaboration in the regulation development process and legislative reviews of the ACA and accessibility regulations by or in collaboration with persons with disabilities

The Government of Canada has developed the *Accessibility Strategy for the Public Service of Canada* with the stated goal of making, "Canada's public service the most inclusive public service in the world." The Office of Public Service Accessibility (OPSA) was set up, "to prepare the public service to meet or exceed the requirements of the proposed Accessible Canada Act." [9] OPSA charged with launching the accessibility strategy for the public service, conducted an analysis to identify where action is "most required to remove barriers in the areas identified in the legislation."

Based on this examination, five goals were identified:

1. Improve recruitment, retention, and promotion of persons with disabilities
2. Enhance the accessibility of the built environment
3. Make information and communications technology usable by all
4. Equip public servants to design and deliver accessible programs and services
5. Build an accessibility-confident public service [10]

OPSA has released a progress report entitled: *Making it real: update on the implementation of Nothing Without Us—An Accessibility Strategy for the Public Service of Canada* [11], on the implementation of the federal public service strategy which includes the development of a number of key resources to advance these five goals. These resources will be examined in more depth in the sections on resources for people with disabilities and organizations.

The three provinces that have accessibility legislation have developed many tools to support the implementation of these laws.

In Ontario there are a number of documents aimed at supporting organizations to implement the AODA. Highlights include:

Ontario Public Service (OPS) accessible customer service policy—This resource was developed for the Ontario Public Service, relevant to all provincial ministries and consultants to ministries, in pursuit of their commitment to ensuring accessible information, goods and services for all Ontarians, as required by regulatory requirements. [12]

Integrated Accessibility Standards Regulation: A Training Booklet for Small Private and Not-for-Profit Organizations—This tool is targeted to small private and not-for-profit organizations with 1-49 employees offering training on accessible customer service, and work-related training on the other accessibility requirements. [13]

Accessibility Awareness Toolkit: Increasing Accessible Employment in the Information & Technology Sector—While this resource is primarily focused on identifying and removing barriers in the IT sector, it also provides detailed information on the AODA in terms of its goals and guiding principles and provides information to help you understand Employment Standard compliance requirements. [14]

eSSENTIAL Accessibility, "Interactive AODA Compliance Readiness Guide, Are You AODA Compliant?"—This resource focuses on web content accessibility. It offers an overview of AODA regulations and requirements, advice on accessibility testing techniques, a comprehensive interactive checklist you can use to ensure your website is AODA compliant. [15]

In Manitoba there are a few key documents that support the implementation of the Accessibility for Manitobans Act (2015); these include:

Government of Manitoba: Tools to Support Accessibility—This site of the Manitoba's Disabilities Issues Office offers a variety of tools to help expand knowledge and action on the implementation of The Accessibility for Manitobans Act under the following categories: Understanding Accessibility, Accessibility Legislation and Creating Accessibility. [16]

Accessibility Standard for Customer Service Consumer Guide—This resource offers information on the Accessibility Standard for Customer Service regulation under the Accessibility for Manitobans Act (November 2015), which aims to remove barriers to make goods and services more accessible for all people in Manitoba.[17]

Accessibility for Manitobans Act: Tools to Support Accessibility—This comprehensive site developed by the Manitoba Association of Newcomer Serving Organizations offers easy access to key relevant resources developed in relation to the implementation of the AMA, including, an introduction to Manitoba's Accessibility Standard for, Customer Service, the Accessibility Standard for Customer Service, Consumer Guide, and sample policies for Customer Service and other Accessibility Tools. [18]

The Government of Nova Scotia and other provincial organizations have also developed tools and resources to support the implementation of the Nova Scotia Accessibility Act (NSAA).

Highlights include:

The Accessibility Planning Toolkit for Prescribed Public Sector Bodies—This resource offers tools and information to support the implementation of the NSAA, including, information on the Act, accessibility standards, key requirements for organizations, information on developing accessibility plans and many planning tools. [19]

Government of Nova Scotia Accessibility Plan—This document outlines the provincial government's plans for implementing the NSAA. It outlines the importance of provincial accessibility planning as an "employer, and as Nova Scotia's largest program and service provider." The report includes information from community consultations on barriers to accessibility, outcomes, priorities (i.e., information and communication, employment, buildings, infrastructure, and public spaces, etc.) and commitments. [20]

In other provinces and territories, research and tools have been developed to increase accessibility for people with disabilities in areas such as employment, all levels of education and recreation. Many of the provinces and territories that do not yet have accessibility legislation have been actively involved in developing provincial/territorial strategies for accessibility, including: *The Provincial Strategy for the Inclusion of Persons with Disabilities in Newfoundland and Labrador* [21] , N*ew Brunswick's Disability Action Plan* [22] , *Principles for an Accessibility Act in Saskatchewan*, [23] The *Saskatchewan Disability Strategy*, [24] the *Government of the Northwest Territories Disability Action Plan*,[25] and the *Alberta Employment First Strategy* [26] for people with disabilities.

In Québec, the provincial government has developed a number of guides that outline information on an Act, entitled: To secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration and the policy entitled *Equals in Every Respect: Because Rights Are Meant to Be Exercised.*[27] In addition the Government of

Québec developed an Action Plan for Persons with Disabilities, 2020-2023, which offers information on the government's commitment, values and action plan with measurable indicators, to advance inclusion for people with disabilities in their province. [28]

Lastly, while primarily focused on the promotion of universal accessibility and inclusion in the context of housing, the Fédération des coopératives d'habitation intermunicipale du Montréal métropolitain has developed a guide that, along with offering practical accessibility resources, also outlines principles of accessibility and the relevant legal framework, i.e., the Act *To secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration* and the Québec Construction Code. [29]

Resources for People with Disabilities: Participation in Accessibility Planning and Regulatory and Standards Development

This section examines the resources and tools that have been developed to assist people with disabilities and the organizations that they interact with, to participate in accessibility planning, ideally specific to the implementation of relevant legislation. As we saw in the previous section, many resources have been developed to educate organizations who are obligated under provincial, territorial, and federal legislation, about their responsibilities and to identify, address, and remove barriers to inclusion for people with disabilities. Further, as you will see in the section to follow on resources for organizations, there are information tools available on best practices in communicating and consulting with people with disabilities. However, while accessibility legislation emphasizes the need to consult with people with disabilities in accessibility planning, the review of the literature has found that there is a lack of resources developed for people with disabilities to engage in these processes. The review found that the majority of information and resources targeted directly to people with disabilities related to how to access services and supports.

Other types of resources that are available for people with disabilities, relate to subjects such as, employment tips, [30] tips on finding housing, [31] and supports for students with disabilities in post secondary settings. [32] The Public Service Alliance of Canada offers information for people with disabilities on the topics of the Duty to Accommodate, the Accessible Canada Act and tips to help one resolve workplace discrimination.[33] These types of resources however tend not to be developed by national and/or provincial, territorial disability organizations, but rather local groups and/or sectors, i.e., universities.

The Government of Ireland established the *Disability Participation and Consultation Network* which was set up to support people with disabilities to be involved in the development of policy and legislation. They have produced a plain language resource directed to people with disabilities on how they can get involved in the Network's work on policy development. [34]

In Manitoba, the *Consumer Guide on Accessible Customer Service* has been developed to assist Manitobans with disabilities in understanding how the *Accessibility for Manitobans Act* applies to them.[35]

In Québec, the Office des personnes handicapées du Québec has developed a number of guides directed to people with disabilities, families and caregivers on how to assess and identify their support needs and how to access information on programs. [36]

The Office of Public Service Accessibility (OPSA), has developed a video directed to public service employees on their *Government of Canada Workplace Accessibility Passport*, which ensures that employees with disabilities have access to the equipment and other accommodations that they need[37]

In their report, Making it real: update on the implementation of *Nothing Without Us—An Accessibility Strategy for the Public Service of Canada*, they offer highlights on their accessibility initiatives for 2021. In this document public service employees can access information on a number of programs including, The Federal Internship Program for Canadians with Disabilities, the Employment Opportunity for Students with Disabilities, Mentorship Plus—an initiative which pairs employees of underrepresented groups with executive mentors and sponsors; *the Mosaic Leadership Development Program*—which offers new access to opportunities, secondments to develop leadership skills and "customized curriculum to target the behaviours and skills needed to succeed as an executive."[38]

The Canadian Human Rights Commission offers a series of fact sheets that explain the scope, purpose and requirements of the Accessible Canada Act and the Accessible Canada Regulations in plain language. Fact sheets include:

- Understanding the Act
- Principles of the Act
- Who is Covered by the Act
- What is Covered by the Act
- Who Oversees the Act
- Regulations
- Complaints
- External Resources
- Notifying the Accessibility Commissioner

ARCH Disability Law Centre has been leading the development of tools and resources aimed at assisting people with disabilities in learning about the Accessible Canada Act and to support their participation in accessibility planning and regulatory and standards development. They have developed tools to support "rights advocates" during these processes, including: a Fact Sheet entitled: What is the *new Accessible Canada Act*? This document offers a plain language summary of what the Act is, which federal organizations it applies to, and how the Act sets out to identify, address and remove barriers. [39]

In addition, ARCH has held webinars and some written resources to support people with disabilities to learn about the regulatory development process and how they could be involved. More specifically, when the federal government, the Canadian Transportation Agency (CTA) and the Canadian Radio-television and Telecommunications Commission (CRTC) released draft accessibility regulations and held public consultations, ARCH held a series of webinars for people with disabilities to provide information on what these regulations will do and what some of the regulatory gaps were from ARCH's perspective. The webinars also provided people with disabilities with the opportunity to connect with one another and share ideas and perspectives about gaps in the regulations. ARCH produced written information about each regulation for people with disabilities to help them give feedback on the regulations and participate in consultations. regulation for people with disabilities to help them give feedback on the regulations and participate

in consultations. [40]

Resources for Federally Regulated and Other Organizations

The vast majority of materials identified in this review have been resources developed to assist organizations in identifying, addressing, and removing accessibility barriers for people with disabilities. Most of these resources were developed by the federal and relevant provincial governments in direct relationship to the implementation of their accessibility legislation. More specifically, resources focused on creating inclusive workplaces—both internally, (e.g., hiring and employee supports) and externally, (e.g., customer service).

As outlined earlier the Office of Public Service Accessibility (OPSA) has developed a number of resources relevant to the implementation of the Accessibility Strategy for the Public Service of Canada, which relates primarily to their goals of addressing internal barriers towards creating an inclusive workplace, i.e., improving recruitment, retention, and promotion of persons with disabilities, enhancing the built environment, and developing accessible information and communications technology. There are also resources developed to respond to their external goal of equipping public servants to design and deliver accessible programs and services to Canadians.

In the area of improving recruitment, retention, and promotion of people with disabilities, OPSA offers the following resources: [41]

- [42]**Federal Public Service Inclusive Appointment Lens**—Offers a "Question and Answer" tool for each stage of the staffing process, outlining staffing options to support employment equity, and diversity and inclusion, under the Public Service Employment Act.
- **The Appointment Delegation and Accountability Instrument**—This tool was updated in 2021 to strengthen employment equity obligations, e.g., deputy heads must ensure the review of their appointment and appointment-related employment systems and policies and practices where underrepresentation has been identified. This also a training prerequisite on unconscious bias.
- **The Assessment Accessibility Ambassadors Network**—This network has been established to support the Government of Canada's Human Resources community, offering best practices and training towards improving accessibility of appointment processes.
- **Three-part Workplace Accommodation Consultation Series**—This series was delivered in partnership with the Canada School of Public Service to help managers learn about workplace accommodations, adaptive technology, and accessible procurement. A resource entitled: Process and Guide to Acquisition of IT-Related Adaptive Technologies was shared during this workshop series.
- **Manager's Toolkit**—This toolkit contains resources to equip managers to hire persons with disabilities and "increase human resources professionals' confidence in providing advice and guidance for the various stages of the hiring process".

To enhace the accessibility of the built environment, OPSA implemented the following consultations and processes:

- **Technical accessibility assessments**—For Crown-owned portfolio buildings.
- **GCWorkplace Consultation Series on Accessibility**—Twenty-five workshops were delivered with 259 employees with disabilities from 36 federal organizations to help identify barriers in the built environment.
- **Survey tool on accessibility in the built environment**—The survey was administered in order to "engage employees and inform assessments based on lived experience".
- **Accessibility pilot projects**—To identify accessibility measures and adaptations that exceed minimum building codes and standards.
- **"22 Eddy" two-year program**—This is a governmental "test space" to provide examples of "accessibility modifications, innovation and best practices that could potentially be implemented in federal buildings across Canada".
- **Implementation of the base-building accessibility improvements**—Public Services and Procurement Canada is "leveraging low building occupancy during the pandemic to advance this national initiative and implement as many improvements as possible".
- **Universal Accessibility Action Plan for the Parliamentary Precinct**—This action plan is being developed with an external accessibility advisory panel, aimed at achieving "universal accessibility best practices that exceed current standards of accessibility".

To advance accessible information and communications technology, OPSA has initiated the following processes and supportive resources:

- **Consultations with governmental organizations**—To develop an information and communications technology (ICT) accessibility standard and an ICT scorecard.
- **ICT procurement advice to technical and contracting authorities**—Shared Services Canada (SSC) has provided ICT procurement advice to technical and contracting authorities at SSC and across the government.
- **A Request for Information (RFI) on accessibility conformity**—The results of this RFI helped inform the development of requirements for a "subsequent supply arrangement that will be available to federal organizations".
- **Lending Library Service**—This is a pilot project which expanded its inventory of equipment for employees with temporary and episodic disabilities or injuries.
- **Tracking the resolution of all Government of Canada (GOC) Microsoft 365 accessibility issues**—Shared Services Canada has created an approach to track Microsoft 365 "accessibility issues to improve and promote knowledge of Microsoft 365 accessibility features and help government create accessible products." This includes training courses on Microsoft 365 accessibility.

- **Digital Accessibility Toolkit**—This toolkit aims to advance digital accessibility, for the development of accessible guides, resources and tools created by federal public service employees.
- **Draft mandatory procedure for accessibility communications**—Consultations have been conducted to develop this draft document for accessibility communications for organizations and "create new requirements for Government of Canada communications products".
- **Provision of American Sign Language (ASL) and Langue des signes québécoise (LSQ)**—These were provided at major events organized by the Government of Canada in 2021.

OPSA also developed a number of tools and initiatives to advance their goal of building an accessibility-confident public service:

- **Micro-learning products**—A number of tools were developed to support the federal public service in implementing the Accessible Canada Act and the Public Service Accessibility Strategy, e.g., three videos on disability inclusion and barriers to accessibility.
- **Two case studies were launched on harassment and violence prevention**—These case studies aimed to increase awareness of discrimination and harassment against people with disabilities, focusing on accommodations in the workplace and barriers to career advancement.
- Guide "Planning Accessible Virtual Events"—This guide was developed to provide information on how to design and deliver accessible virtual events.
- **Government-wide accessibility events and panels**—Events such as, National AccessAbility Week flagship event, Canada School of Public Service events, i.e., Workplace Accommodation Consultation Series for managers and Putting Accessibility Considerations First in Post-Pandemic Workplace Planning.
- **Accessibility Hub**—Includes "best practices, resources and tools to support departments and agencies in improving accessibility in their work, including how to design and deliver accessible programs and services".
- **Interdepartmental Accessibility Community of Practice**—This network is made up of more than 40 organizations, meeting monthly to share best practices on various accessibility topics.

OPSA has also developed a number of resources and initiatives that have been implemented to equip public servants in designing and delivering accessible programs and services, including:

- Service inventory —As part of the Government of Canada Service Inventory, federal departments must provide information on how services have been assessed for accessibility.
- Online Accessibility Data Hub—This hub "serves as a central site to access accessibility-related data from the Government of Canada's general population surveys".
- The Accessibility Playbook—This guide was developed to provide "an accessibility lens to service design and delivery" by providing information on disabilities and accessibility, how service barriers affect people with disabilities and the importance of delivering accessible client services.

- **Best practices in applying an accessibility lens in policy and in the design and delivery of programs**—An example of this is the development of guidance "on applying an accessibility lens to the Treasury Board Policy on Transfer Payments".
- **Accessibility applications in major services**—Example, the Canada Revenue Agency is, "performing usability tests with input from persons with visual disabilities to improve accessibility of its website, forms and other digital content," and updating tax forms to accessible formats. Statistics Canada is developing a public service accessibility measurement framework that aims to "identify key indicators and measurement approaches to help federal organizations measure progress on accessibility in their organizations".

In the provinces of Ontario, Manitoba and Nova Scotia which have provincial accessibility legislation, a number of tools and resources have been developed to support organizations in the implementation of these acts. These resources offer best practice tips, information on how to develop accessible information and communication processes, identifying workplace and service access barriers, steps for effective change management, training on accessibility standards, hiring and retention tips, organizing and delivering accessible meetings, and improving your organization's physical and built environment. 42

The Handbook for Accessible Employment: Under the Accessibility for Ontarians with Disabilities Act is a practical, easy-to-read resource that aims to assist organizations to meet the requirements of the accessible employment standard in Ontario. This guide offers information on: best practices in recruitment, selection, accessible formats, developing individual accommodation plans, and accommodation solutions for Deaf and Hard of Hearing people, blind and low vision, mental health, people with mobility issues, environmental, learning and intellectual disabilities. 43

The academic literature related to accessibility in Canada purport the need to attain a broader scale understanding of the structural inequalities faced by people with disabilities, in order to develop effective policy and plan for accessibility. 44

A number of non-profit, disability organizations have also developed resources, toolkits, and checklists, directed to organizations to increase their accessibility to people with disabilities. Resources focused on disability sensitivity training, information and communication processes, improving your organization's physical and built environment , and identifying access barriers and creating an inclusive workplace. The Canadian Association for Supported Employment has a developed a toolkit and video resource which offers guidelines on accessibility policy in the workplace. 49

In this review we found that there were only a few resources that offered practical information on how to engage people with disabilities in accessibility planning processes. The Government of Newfoundland & Labrador document entitled: *Inclusive Public Engagement*, offers information on inclusive practice tips in promotion and outreach; providing accessibility features and accommodations in terms of technology and alternative formats; and how to conduct an accessible event including information on meeting accommodations, room set-up and communication practices.50 There are two practical Australian resources related to community engagement: 1) The state Government of Victoria in Australia developed a short practical guide on how to involve people with a disability in consultation, outlining why it is important to consult people with disabilities, offer methods of consultations, 51 i.e., focus groups, surveys, etc. and how to prepare for inclusive consultations, and 2) the resource, *Walking the Talk,* offers a framework for effective engagement with people with disability, families and the people who support them, including information on defining community engagement, outlining engagement strategies and how to conduct inclusive consultations. 52

Very few resources offer information on how to engage and/or support people with disabilities who live with additional marginalized identities, such as women, Indigenous and/or racialized peoples. A few resources that were looking at marginalized populations as a whole, did include people with disabilities For example, the Nova Scotia's Equity Lens Toolkit is developed for lawyers to reflect on their biases, with tips on how to identify, reduce and eliminate barriers in the work that they do. This resource includes information on inclusive consultations, representation and developing relationships with community members. 53 The City for All Women Initiative produced a guide for municipalities that outlines information to prepare for, consult and build an inclusive environment, with a focus on particular marginalized groups including people with disabilities. 54 Lastly, the *Guide des relations interculturelles en santé mentale*, has been developed for people who work with immigrants to understand the distinction between immigrants facing mental health challenges due to the stresses of migration and settlement and those immigrants living with psychosocial disabilities. 55

There are disability-specific resources developed to assist organizations in adapting more inclusive practices. Most of these disability-specific resources outline the following type of information: Information on the specific disability or the Deaf community's experience; specific types of accommodations needed; how to do outreach and engage these specific disability communities, and tips on best practices. Highlights include: the Deaf Literacy Initiative's The Accessibility Toolkit 56, Invisible Disabilities in the Workplace ,57 Understanding Episodic Disabilities and Employment and A Practical Perspective on Understanding Episodic Disabilities 58 and Employment and putting employment first for youth with intellectual disabilities 59.

RELEVANT UPCOMING RESOURCES

One of the key objectives of this research is to identify the gaps in resources that are available to support both federally regulated entities and people with disabilities and their organizations in the implementation of the Accessible Canada Act. This information will help direct the Accessibility in Action initiative towards the types of resources that need to be developed. Other key national disability organizations have also received funding from the federal government to develop tools and resources that will support the implementation process.

The following resources will be available on the Resource Hub in 2022:

Resources for People with Disabilities: Participation in Accessibility Planning and Regulatory and Standards Development

ARCH Disability & Law Centre are in the process of developing the following resources:

1. ***Educational tools to support people with disabilities to participate in development of accessibility regulations created by the Government of Canada, Canadian Transportation Agency and CRTC***: These include: 3 videos that will address the following topics: (1) Introduction to the Accessible Canada Act, accessibility standards and accessibility regulations; (2) The process followed by the Government of Canada, Canadian Transportation Agency and CRTC to develop accessibility regulations, how people with disabilities can participate in these processes, tips for participating and (3) Finding and using final accessibility regulations, what to do if regulated entities don't follow regulations. These videos will be made publicly available on ARCH's website.
2. ***Educational tools to support people with disabilities to participate in development of accessibility standards created by Accessibility Standards Canada (ASC):*** These materials will outline the process used by ASC to develop accessibility standards, what stages of that process will allow for input by persons with disabilities and how persons with disabilities can participate effectively.
3. ***Educational tools to support people with disabilities to participate in development of accessibility plans and progress reports by regulated entities:*** These resources will describe legal requirements regulated entities need to follow when developing their accessibility plans and progress reports, how the law requires entities to consult with persons with disabilities and how people with disabilities can participate effectively in the development of accessibility plans and progress reports.
4. ***Educational tools to support people with disabilities to understand the enforcement of the Accessible Canada Act's accessibility***—These materials aim to support people with disabilities to understand how accessibility requirements can be enforced.

Resources for Federally Regulated Entities

The Canadian Council on Rehabilitation & Work (CCRW) is developing a suite of tools and resources through their Disability Confident Impacts Finance Project (DCIF). CCRW states that their work offers a "business-focused response to the Accessible Canada Act (ACA, 2019) that provides employers in the financial sector with a comprehensive blueprint to implement promising practices for an inclusive workplace and accessible design and delivery of programs and services." Their target audience is the Canadian Financial Sector, i.e., banks, trust and loan, insurance, credit, benefit societies and pension plans.

CCRW is developing the following resources:

1. Tools for Accessible Workplaces

- Support with developing a corporate strategic framework
- Business and ethical rationale
- Briefing of Canadian Law
- Partnerships with unionized groups
- Built environment
- Accessible communication
- Guidance on recruitment
- Guidance on interviewing
- Guidance on hiring and onboarding
- Guidance on accommodations
- Guidance on assistive devices
- Guidance on workplace culture
- Guidance on performance management

2. Tools for Accessible Design and Delivery of Products and Services

- Business and ethical rationale
- Built environment
- Accessible communication
- Barrier-free access to financial services
- Accessible design and delivery of new financial products and services
- Encouraging suppliers to be disability confident

3. Online FAQ and Resource Hub

- Interactive tool for questions regarding the DCIF project, toolkit, and deliverables
- Compilation of open access resources collected during the DCIF project

4. Project Launch and Dissemination Efforts

- Grounded in the integrated knowledge translation approach, mapped onto the Knowledge to Action Framework
- Project launch event, media campaigns, knowledge brokers and opinion leaders

5. Peer-to-Peer Learning Exchange Network and Implementation Efforts

- Educational, linkage and exchange interventions
- Speaker series and workshops to support knowledge uptake among employers

ARCH Disability & Law Centre is also developing educational tools targeted to federally regulated entities, which include:

Tools to raise awareness among regulated entities regarding meaningful engagement of persons with disabilities in the development of accessibility plans and progress reports—ARCH will develop these tools by drawing upon the research findings and recommendations from their *Meaningful Participation of Persons with Disabilities in Regulation Making* project. These tools will be developed from the perspective of disability communities.

- The Canadian Hard of Hearing Association (CHHA) is implementing a project with the goals of:
- Building partnerships between various disability organizations to address the diverse communication needs of Canadians
- Identifying areas where communication barriers exist
- Conducting ongoing knowledge exchange between partners, organizations and the transportation sector for optimal engagement
- Developing expertise in the area of communication disabilities in the implementation of the Act

This initiative is focused on the transportation sector with the goal of developing resources and information for accessible communication in the areas of customer service, built environment and employment.

CHHA is developing the following resources targeted to the transportation sector in relationship to implementing new accessibility requirements under the ACA:

1. **Creation of two videos**—with French/English closed captioning and ASL/LSQ versioning, descriptive video
2. **Four Bilingual Webinars**—Creating webinars with an online learning component. Interactive questions asked with a number of answers to select. Webinar Topics: Communications Disabilities overview, Customer Service, Built Environment, Technology
3. **Resources that share the voices**—of people living with communication disabilities
4. **Resources on best practices**—when working with people with communication disabilities
5. **Communications articles** (Bilingual, ASL/LSQ)

CONCLUSIONS

Summary, Gaps and Reflections

Summary

This review focused on identifying resources related to accessibility planning particularly in the context of legislative mandates in the Canadian context. Identified resources were examined under three broad categories:

1. Accessibility Legislation in Canada
2. Resources for People with Disabilities: Participation in Accessibility Planning and Regulatory and Standards Development
3. Resources for Federally Regulated Entities

Related to accessibility legislation, resources were developed to support organizations in the implementation of accessibility legislation particularly in Ontario, Manitoba, and Nova Scotia where there are legislative provisions for accessibility standards and compliance. In many of the other provinces and territories, information resources outlining strategies for accessibility have been developed, along with resources to increase accessibility for people with disabilities in areas such as employment and education.

In the area of resources for people with disabilities, while accessibility legislation asserts the need to consult with people with disabilities in the accessibility planning process, there was a notable lack of resources that aim to support people with disabilities to engage in these processes, with the exception of a few resources developed to assist people in understanding provincial accessibility legislation. ARCH Disability & Law Centre is addressing this gap in relation to the Accessible Canada Act in their development of a number of resources for people with disabilities to participate in accessibility planning and regulatory and standards development processes. The Office of Public Service Accessibility has developed resources to support public service employees with disabilities in attaining accessible equipment, getting the accommodations that they need and pursuing opportunities for career advancement.

The vast majority of resources identified were aimed at assisting organizations in identifying, addressing, and removing accessibility barriers for people with disabilities in the workplace. Many of these resources were developed by the federal and relevant provincial governments to support the implementation of their accessibility legislation. These resources were aimed at creating inclusive workplaces, both internally, e.g., hiring and retention, and externally, e.g., customer service. The federal Office of Public Service Accessibility has developed numerous resources relevant to the implementation of the ACA with a focus on addressing internal accessibility barriers, i.e., creating an inclusive workplace, enhancing the built environment, and developing accessible information and communications technology.

Gaps & Reflections

There is a significant gap in resources that offer practical information for organizations on how to outreach, engage and support people with disabilities and Deaf people in accessibility planning processes. Further, there is a pronounced lack of information on Deaf people and people with disabilities who live with additional marginalized identities, particularly information that applies a gender-based lens.

There are disability-specific resources which offer information on the nature of specific experiences of disability or the Deaf community's experiences. However, these resources are rarely specific to consultation processes and do not integrate a gender-based intersectional lens.

It is evident that the majority of accessibility resources are developed by and for a non-disabled audience, often engaging people with disabilities in only a consultative role. That is, they are resources targeted to organizations to improve their accessibility to people who live with disabilities. This finding demonstrates that governments and mainstream groups have the capacity and resources to address accessibility issues as they relate to their internal and external organizational needs. People with disabilities however, and the organizations in which they lead, do not have this capacity, demonstrated by the lack of resources that are developed by, and for them. Further, larger better funded disability organizations who provide research, advocacy and/or services for people with disabilities are at an advantage to those organizations that are made up of, and led by, people with disabilities. Again, this is demonstrated by the number of resources such groups develop for people with disabilities. This is problematic because the focus is on "gaining access to" or "how to improve" inaccessible environments, rather than how people with disabilities can lead in the re-design of, for example, employment and/or customer service practices.

The findings of this review imply that there is a need to shift the way we understand the notion of accessibility, from "what do organizations need to do to be more inclusive" to "resourcing people with disabilities to design and create inclusive environments." This renewed way of thinking moves us from the Charity Model of disability, led by non-disabled people which adheres to "a way of understanding and relating to disability, as well as an industry around disability," 60 - to the Radical Model that pursues justice and equity rather than serving or accommodating differences. People with disabilities need to be supported to lead and produce their own knowledge and understanding of accessibility if we as a society are to effectively address complex systemic barriers to inclusion for vastly diverse Deaf and disability communities.

Recommendations for Resource Development

Given the gap in resources that has been identified through this review, the following resources should be developed through the leadership of diverse people with disabilities, centering upon grassroots, first voice knowledge.

Resources for federally regulated entities:

- Gender-based, intersectional disability sensitivity training, grounded in historical understandings of diverse experiences of systemic oppression, i.e., colonialism, patriarchal capitalism.
- Information on how to effectively engage diverse disability communities in terms of type of disability, the Deaf community and those who live with other marginalized identities.
- Information on how to prepare for your consultation, e.g., how to conduct background research on who you wish to engage, identifying your consultation objectives and developing a draft framework for your accessibility plan to obtain feedback on at your consultation.
- Organizing and delivering effective, safe, and culturally sensitive consultation processes. Information would include ensuring proper disability and other supports are in place, pre-consultation communication and support to participants, inclusive facilitation, etc.

Resources for diverse groups of people with disabilities:

- Information explaining why people with disabilities should be involved in consultation processes, i.e., how they will benefit from participating.
- Information on the different kinds of consultation processes and the different ways people with disabilities can participate in consultations.
- Resources that will assist people with disabilities on identifying what they have to offer and how they can contribute to consultation processes.
- Resources and templates that help a person with a disability prepare for their involvement, e.g., how to ask for the supports you need.

Resources for both federally regulated entities and people with disabilities need to be accessible and responsive to diverse peoples' experiences in terms of their type of disability; belonging to the Deaf community; their Indigenous and ethno-racial identities; gender; local environments, i.e., urban, rural, remote, etc.; migrant status; 2SLGBTQ+ identities; and age.

Appendix 1: Annotated Bibliography

Prepared for the Accessibility in Action Project

Background

Accessibility in Action sets out to create an online platform that will bring diverse local-to-national disability communities together with the thousands of federal government and public and private sector organizations who are regulated under the Accessible Canada Act (the Act). By diverse disability communities, we mean local, provincial/territorial and national voices of people with disabilities and their representative disability organizations, as well as other organizations serving marginalized groups (i.e., Indigenous organizations, settlement services, 2SLGBTQ+ agencies, etc.) which includes people with disabilities with these identities.

"Regulated entities" as they are referred to under the Act include the federally regulated transportation sector (e.g., ferries, terminals and ports, trains, airplanes and interprovincial/territorial buses), agencies providing federal benefit programs and services (e.g., CRA and Service Canada), banks, radio, television and internet companies, (e.g., Canadian Broadcasting Corporation, SaskTel, Rogers) federal government departments and agencies, RCMP, Canadian Armed Forces, Crown corporations (e.g., Canada Post), and Parliament.

This annotated bibliography includes resources that align with the theory and thinking of the Accessibility in Action project and offer interesting findings for further analysis. Specifically, providing resources for people with disabilities and federally regulated entities. Such resources were organized to fit within three main categories.

Governmental Accessibility Legislation and Implementation Processes

Alberta Supports Contact Centre, 2021. A*lberta Employment First Strategy. Supports for people with disabilities*. https://www.alberta.ca/internships-persons-disabilities.aspx

This program calls on governments, employers, agencies, and Albertans to work together to welcome more people with disabilities into our workplaces. As part of this, Alberta's Human Services department has recently created an Employment First Innovation Fund and Employment First Internship Program to create more employment opportunities for people with disabilities. At present, the Strategy takes the form of offering internships adjusted to the access and career needs of persons with disabilities.

ARCH Disability Law Centre, 2021. *Meaningful Participation of Persons with Disabilities in Regulation Making, Final Report.* https://archdisabilitylaw.ca/accessibility-laws/accessible-canada-act/arch-reports-and-recommendations/.
This report presents research findings about barriers that prevent persons with disabilities from participating in processes to develop new regulations. Such barriers are then analyzed in the context of legal requirements in the Accessible Canada Act, Canadian human rights jurisprudence, and the Convention on the Rights of Persons with Disabilities. Proposals are then offered to Canadian regulators to make regulation development processes more accessible and inclusive.

Barrier Free Saskatchewan, 2021. *Principles for an Accessibility Act in Saskatchewan.* https://barrierfreesaskatchewan.org/principles/.
This report outlines the main provisions of the Saskatchewan Accessibility Act, by chapter, in plain and simple language. It looks at both legal and policy implications of the legislation for all levels of accessibility stakeholders in the province.

City of Edmonton, 2021. *Measuring up Edmonton—Toolkit.* Measuring up Edmonton—Toolkit. Measuring Up Edmonton – Toolkit v2.
This source provides an example of assessment and metrics of ensuring accessibility and inclusiveness in public organizations, non-profits, government environments, and more. More specifically, it includes rating scales, measurable statements, and potential areas for improvement.

City of Edmonton, Integrated Infrastructure Services and Citizen Services, 2019. *Accessibility for People with Disabilities Policy.* Accessibility for People with Disabilities (edmonton.ca).
This policy exemplifies a municipal statement and commitment to accessibility. It also outlines the various barriers that should be considered when assessing accessibility. These include attitudinal barriers (behaviours, perceptions, assumptions), communications barriers (hearing, seeing, learning disabilities that impact the reception of information), physical barriers (buildings, outdoor spaces, infrastructure), systemic barriers (policies, procedures, practices), and technology barriers (platforms that are inaccessible, or incompatible with assistive devices).

Government of Canada, Treasury Board of Canada Secretariat, 2020. *Introduction: Accessibility Strategy for the Public Service of Canada.* https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/accessibility-strategy-public-service-toc/accessibility-strategy-public-service-introduction.html.
With this strategy, Canada's federal government aims to develop policies, processes, and procedures that would make the country's public service a more accessible and better workplace for everyone—an environment that would include the expertise of persons with disabilities in the work of the public service.

Government of Manitoba, 2020. *Checklist for Business and Non-Profit Organizations: The Accessibility Standard for Employment.* Checklist for Business and Non-Profit Organizations: The Accessibility Standard for Employment (accessibilitymb.ca).
This source is a short internal checklist for organizations that touches upon policy requirements, accommodations, transparency, communication, safety, and emergency responsiveness.

Government of Manitoba, the Disabilities Issues Office, 2017. *Accessibility Standard for Customer Service – Consumer Guide.* https://accessibilitymb.ca/pdf/consumer_guide_for_customer_service_standard.pdf.
This guide explains how The Accessibility for Manitobans Act applies to the people of the province from the customer service perspective.

Government of Manitoba, the Civil Service Commission, 2021. *Manitoba Government Accessibility Plan: 2021 and 2022.* Manitoba Government Accessibility Plan.
This provincial accessibility plan lays out accessibility standards, continued inclusion efforts, new accessibility initiatives, and the role of Manitoba's Compliance Secretariat. More specifically, it touches on training, policies, employment, operations, universal design, and communications.

Government of Manitoba, the Disabilities Issues Office, 2021. *Tools to Support Accessibility— The Accessibility for Manitobans Act. Tools to Support Accessibility* | The Accessibility for Manitobans Act | Province of Manitoba (accessibilitymb.ca).
This resource offers province-related information concerning promoting and understanding accessibility. It includes various documents with checklists and tips that are applicable to various organizations looking to become more inclusive. They range from sources on accessible communication and policies, to posters that encourage accommodations within work environments.

Government of Newfoundland and Labrador, the Disability Policy Office, 2021. *Inclusive Public Engagement Policy.* Inclusive Engagement Policy (gov.nl.ca).
This provincial policy outlines various accessible initiatives undertaken by the Government of Newfoundland. It touches on planning, promoting, accommodations, events, and more. The appendices within this document also serve as helpful resources/guides for organizations looking to become more accessible and inclusive.

Government of Nova Scotia, Department of Justice, 2018. *Government of Nova Scotia Accessibility Plan 2018-2021.* Government of Nova Scotia Accessibility Plan 2018-2021.
This resource outlines the priorities of the Nova Scotia Government that align with the province's accessibility legislation. The priority areas described within this document are awareness and capacity building, information and communications, buildings/infrastructure and public spaces, employment, and delivery of goods and services.

Government of Nova Scotia, Nova Scotia Accessibility Directorate, 2019. *The Accessibility Planning Toolkit for Prescribed Public Sector Bodies.* The Accessibility Planning Toolkit for Prescribed Public Sector Bodies (novascotia.ca).
This document touches upon Nova Scotia's accessibility standards, establishing Accessibility Advisory Committees, promoting inclusion within the public sector environment, and developing accessibility plans. This source focuses upon a vision/commitment for accessibility, a relevant starting point, supporting policies, and proposing corresponding actions to take to advance inclusion.

Government of Nova Scotia. Nova Scotia Accessibility Directorate, Department of Justice, 2018. *Guide to Planning Accessible Meetings and Events.* https://novascotia.ca/accessibility/Accessible_Events_Guide.pdf.
This guide offers a comprehensive list of accessibility considerations, conditions, and arrangements for persons with disabilities during the event preparation process.

Government of Ontario, the Ontario Public Service, 2017. *Ontario Public Service (OPS) Accessible Customer Service Policy.* https://www.ontario.ca/page/ontario-public-service-ops-accessible-customer-service-policy.
This policy outlines Ontario Public Service's commitment to ensuring that the information and services it provides are accessible for all Ontarians. This includes providing services and programs that people with disabilities can use and benefit from equally and in a manner that respects their dignity and independence.

Government of Ontario, 2015. *The Handbook for Accessible Employment: Under the Accessibility for Ontarians with Disabilities Act.* https://www.cdacanada.com/wp-content/uploads/2015/10/ADO-Accessible-Employment-EN.pdf.
This guide provides employers with data concerning economic, HR, and legal incentives, as well as realities and positive reasons for going through the process of recruiting and employing people with disabilities. It also provides practical templates and accommodation solutions

Government of the Northwest Territories, 2018. *The Government of the Northwest Territories Disability Action Plan 2018-19-2021-21.* https://www.hss.gov.nt.ca/sites/hss/files/resources/gnwt-disability-action-plan-2018-19-2021-21.pdf.
This document guides the work required to advance equity, accessibility and inclusion, and participation, to support persons with disabilities and their caregivers in the Northwest Territories. This includes increasing income security and reducing poverty, building awareness and knowledge through education and training, improving transition planning and options, encouraging universal design and living options, and imp improving access and quality of caregiver supports.

March of Dimes Canada, 2020. *Accessibility Awareness Toolkit: Increasing Accessible Employment in the Information and Communications Technology Sector.* Training-Institute-Accessibility-Awareness-Toolkit.pdf (marchofdimes.ca).
This source provides an outline of the Accessibility for Ontarians with Disabilities Act and how it is applicable to employment. It is broken down into identifying and removing barriers of various different types, outlining best practices, and looking into better accommodation at work for persons with disabilities.

Northwest Territories Human Rights Commission, 2021. *Accessibility.* Accessibility–Northwest Territories Human Rights Commission (nwthumanrights.ca).
This resource has many proposals that aim to help organizations and businesses become more accessible. It includes information on a wide range of matters, from web accessibility and digital and printed documents to buildings, training, and service animals.

Premier's Council on the Status of Disabled Persons, 2015. *The Disability Action Plan—The Time for Action is Now.* https://www.marchofdimes.ca/en-ca/aboutus/govtrelations/provincial/Documents/New_Brunswick_Disability_Action_Plan.pdf.
This provincial progress report includes the status updates for 41 action recommendations which together are focused on removing barriers while also improving service and support in key areas for persons with disabilities across New Brunswick.

Research and Information Resources on Accessibility for Government and Other Organizations.

AccessForward, 2016. *Integrated Accessibility Standards Regulation: A Training Booklet for Small Private and Not-for-Profit Organizations.* A Training Booklet for Small Private and Not-for-Profit Organizations (accessforward.ca).
This resource provides guidance and helpful tips as to how to make an organization more accessible to persons with disabilities. It touches on customer service, training requirements for employees, design for public spaces, accommodations, and it offers other tips for being inclusive to different types of disabilities such as hearing and/or vision loss.

Association Multiethnique pour l'Intégration des Personnes Handicapées, 2022. https://ameiph.com/en/our-publications/.
The organization produced a series of documents to raise awareness about the reality and issues, including those of accessibility and inclusion, of people with disabilities and immigrants.

Autism Society of Newfoundland and Labrador, 2020. Annual Performance Reports. Publications - Autism Society of Newfoundland and Labrador (nf.net).
This organization has a strong reporting capacity that assists with their accountability to members. Their annual report on performance touches on their advocacy, financial commitments, programs, outreach, and much more.

Canadian Council for Refugees, 2022. https://ccrweb.ca/en/library.
This organization offers a series of resources, reports, and materials aimed at advancing policy analysis and information exchange on refugee and newcomer related issues.

Canadian Deaf-Blind Association National, 2022. https://www.cdbanational.com/about/links/.
This resource offers a wide range of policy proposals, practical changes, and theoretical information concerning the accessibility and inclusion of Deaf-Blind people.

Canadian Hard of Hearing Association, 2022. https://www.chha.ca/resources/.
The resources offered by the CHHA aim to assist Hard of Hearing individuals in a wide array of matters, including political advocacy for Hard of Hearing individuals, self-help resources, and community resources.

Canadian Hearing Services, 2022. *AODA Integrated Multi-Year Plan 2013-21.* https://www.chs.ca/aoda-multi-year-plan#OVERVIEW.
This resource outlines CHS's plan to improve opportunities for people with disabilities, providing information on transportation, training, communications, employment, and more.

Canadian National Society for the Deaf-Blind (CNSDB), 2022. https://www.deafblindcanada.ca.
The resources on this website provide a wide range of information, support services, and community support links and projects for Deaf-Blind persons. This includes information about technical means of facilitation and accommodation that serve the community's needs.

Catholic Centre for Immigration, 2022. http://cciottawa.ca.
The Centre's resources have a practical and real-life angle, aiming to facilitate the newcomer's orientation and immersion process of living in Canada. This data is aimed at both immigrants and Canadian actors (employers, social services, etc.).

Center Accueil Liaison pour Arrivants, 2022. https://www.alpaong.com/en/services/.
This organization offers resources to deliver custom-made integration, francisation and job assistance services to immigrants to enable them to contribute to the prosperity of Quebec

City for All Women Initiative, 2015. *Advancing Equity and Inclusion—A Guide for Municipalities.* Advancing Equity and Inclusion: A Guide for Municipalities (cawi-ivtf.org).
This guide includes information on what it means to prepare for, consult on, and build an inclusive, equitable, and welcoming environment. It narrows in on municipalities and considers the inclusion of various marginalized groups. The five major sections of the guide are getting ready for change, engaging communities, creating/sustaining impact, building a welcoming workplace, and delivering inclusive services.

Coalition of Persons with Disabilities, 2021. *Disability Awareness Training.* Disability Awareness Training – Coalition of Persons with Disabilities NL (codnl.ca).
This resource has many approaches that can be implemented by organizations. It includes everything from disability awareness and sensitivity training, how to create an inclusive physical environment, and how to provide inclusive customer service to persons with disabilities. These programs are broken down into key content, learning objectives, and the target audience that should be taking part in this training.

Communication Disabilities Access Canada (CDAC), 2021. *Accessibility Checklist.* Accessibility Checklist – Communication Disabilities Access Canada (cdacanada.com).
This checklist has many strong guiding questions that can help organizations guide and improve their accessibility. It touches on sections such as respect and privacy, communication, time, setting, signs, telephones, reading, forms, note-taking, meetings, healthcare settings, and justice services.

Connecting Ottawa, 2022. https://connectingottawa.com.
These resources were produced to provide front-line workers and community members in the accessibility area with information and referral resources for common legal issues.

COSTI Immigrant Services, 2022. http://www.costi.org/programs/program_services.php.
COSTI offers a range of services and programs for immigrants and refugees on a wide array of matters, from housing to employment, and from women's services to family and mental health.

Deaf Literacy Initiative, 2019. *The Accessibility Tool Kit, 2019 Edition.* 2aaab0_408b64ccf0c446e395ebb38b4c7a4faa.pdf (filesusr.com).
This toolkit was made to broaden the terms inclusion and accessibility for the Deaf community. It discusses the specific experiences of Deaf individuals, their unique accommodations and how best to understand their impairment.

Deaf Literacy Initiative, 2022. https://www.deafliteracy.ca/Resources.
Resources offered by this organization look through the accessibility lens to consider the diversity found within and surrounding the Deaf community for their subsequent advocacy and use on the policy level.

Dr. Kristin Snoddon, Associate Professor, School of Early Childhood Studies, Ryerson University, 2022. https://www.ryerson.ca/early-childhood-studies/about/people/faculty/kristin-snoddon/.
Dr. Snoddon offers a range of accessibility resources, including Inclusive education policy; Sign language planning and policy in early childhood; Literacy; Bilingualism; and Disability studies.

Every Canadian Counts Coalition, 2022. http://everycanadiancounts.com/?page_id=52.
The Every Canadian Counts Coalition is calling on Canadian governments to work together to develop a national funding program to ensure essential disability supports are available to all Canadians living with chronic, long-term disabilities. For that, a range of resources has been developed.

Fondation des Sourds du Québec, 2022. http://www.fondationdessourds.net/information/documents-2/.
The Foundation's resources aim to develop partnerships with employment assistance organizations for people with deafness in the search for rewarding and stimulating jobs, and raise awareness among companies about hiring people with hearing loss and Deaf people.

Fougeyrollas, P., and Grenier, Y., 2018. Monitoring Disability Policies and Legislation towards Effective Exercise of Rights to Equality and Inclusive Access for Persons with Disabilities: The Case of the Quebec. *Societies,* 8(41). doi:10.3390/soc8020041.
In 2009, Quebec adopted a policy entitled "Equal in Every Respect: Because Rights are Meant to Be Exercised", which essentially proposed that public actors identify and act upon obstacles that limit the participation of persons with disabilities, and turn them into facilitators. This article speaks specifically to the personal and environmental factors that persons with disabilities face, and how they can either turn into a disabling situation or situation for social participation. It proposes that organizations develop plans for reducing environmental and social barriers, while acknowledging that the assessment and monitoring of said plans may be tricky to implement but nonetheless, necessary.

Government of Newfoundland and Labrador, 2021. Access. Inclusion. *Equality. Provincial Strategy for the Inclusion of Persons with Disabilities in Newfoundland and Labrador.* Access. Inclusion. Equality. (policynl.ca).
This source provides a strategic guide as to how government entities can implement accessibility measures. More specifically, this document touches on consultation, commitment to action, strategic implementation, and how the plan will transpire into action/implementation.

Government of Newfoundland and Labrador, 2021. *Accessible Communications and Inclusive Engagement Checklist.* Accessible Communications and Inclusive Engagement Checklist (gov.nl.ca).
This source provides checklists for inclusive engagement with persons who have disabilities, as well as how to make communications more accessible. These are both key resources for organizations looking to become more inclusive as there is information about fonts, documents, public meetings, venues, etc.

Grouping of Organizations of Persons with Disabilities, Chaudière-Appalaches region, 2022. http://www.rophrca.org.
This resource offers information about various programs and financial assistance available to people with physical and intellectual limitations, autism spectrum disorder, as well as the parents and caregivers of these people in the above-mentioned region.

King's College (Western University) / Centre Of Deaf Education & Accessibility Forum, 2022. https://cdeaf.kings.uwo.ca/index.cfm/resources/.
CDEAF resources are dedicated to the advancement and dissemination of knowledge related to mental health and deafness.

Kitchin, R., and Wilton, R., 2003. Disability activism and the politics of scale. *The Canadian Geographer, 47(2). 97-115.*
This article looks at two case studies, in both Canada and Ireland, that examine how disability issues are considered within political structure. More specifically, the article considers how disability is constructed within structures regionally, provincially, and nationally. It also emphasizes the importance of social movements as a means of understanding and organizing information to adapt accessibility contexts over time.

L'Association du Québec pour enfants avec problèmes auditifs (AQEPA), 2022. https://aqepa.org/fiches-conseils/.
This organization offers a series of documents outlining the best ways of communicating and cooperating with children/infants/young people with Deafness.

La Maison de Femmes Sourds de Montréal, 2022. https://mfsm.info/documents.
This organization offers practical documents and recommendations that revolve around female and feminist-centred Deaf community engagement approach.

Le CIUSSS du Centre-Sud-de-l'Île-de-Montréal, 2022. https://ciusss-centresudmtl.gouv.qc.ca/propos/documentation-et-rapports.
CIUSSS offers legal amendments, policies, and an action plan to promote access to quality and safe health services for all people from LGBTQ+ communities.

Lidner, J., 2019. *What Federally-Regulated Employers Need to Know About The Accessible Canada Act.* https://www.mccarthy.ca/en/insights/blogs/canadian-employer-advisor/what-federally-regulated-employers-need-know-about-accessible-canada-act.
Evaluating the Accessible Canada Act, this article underscores specific requirements for entities that carry on broadcasting undertakings, Canadian carriers or telecommunications service providers, or in the transportation network. These requirements entail operational, administrative, and financial matters.

Love, L., Traustadottir, R., Quinn, G., and Rice, J., 2017. *The Inclusion of the Lived Experience of Disability in Policymaking. Laws*, 6(33). doi:10.3390/laws6040033.
This paper examines the process under way in Iceland to align national law with the UN Convention on the Rights of Persons with Disabilities, focusing on the Convention's call for the active involvement of disabled people and their representative organizations in policy and decision making on matters that affect them. The paper draws on comments submitted by Icelandic DPOs on draft legislation intended to replace the existing law on services for disabled people, focusing on comments relating to their ability to participate in and affect the policymaking process. Furthermore, it draws on interviews with leaders of representative organizations of disabled people that solicited their views on the issue.

Malton Neighbourhood Services, 2022. https://www.mnsinfo.org.
This organization's resources offer information to serve the needs of refugee and immigrant communities.

Manitoba Association of Newcomer Serving Organizations, 2022. *Accessibility for Manitobans Act: Tools to Support Accessibility.* https://mansomanitoba.ca/resources/accessibility-for-manitobans-act-tools-to-support-accessibility/.
Created by Manitoba's Disabilities Issues Office, this range of tools enables organizations to become compliant with The Accessibility for Manitobans Act.

Mental Health Commission of Canada, 2022. https://www.mentalhealthcommission.ca/English/resources.
This organization offers a host of resources, tools and training programs aimed at increasing mental health literacy and improving the mental health and well-being of all people living in Canada.

Minwaashin, 2022. https://www.minlodge.com/publications.
An Indigenous Women's Support Centre, Minwaashin Lodge provides a range of programs, resources, and services to First Nations, Inuit and Métis women and children (regardless of status) who are survivors of domestic and other forms of violence, and who may also be suffering the effects of the residential school system.

National Disability Authority, 2002. *Ask Me—Guidelines for Effective Consultation with People with Disabilities.* https://nda.ie/nda-files/-ask-me-guidelines-for-effective-consultation-with-people-with-disabilities1.pdf.
The Guidelines provide straightforward advice and set out the steps that organisations should take when undertaking a consultation process. Practical information on who and how to make contact for support and assistance are also included.

New Brunswick Association for Community Living, 2013. Resource Catalogue. Resource_Catalogue_-_English_2013_email.pdf (nbacl.nb.ca). This document consists of various resources that assist with all types of inclusion to be used with leaders, board members, employees, etc. These include guides, ideas, and practical steps to increase community participation of persons with disabilities; particular inclusion approaches for persons with intellectual disabilities; suggestions for accessible service improvements; children and senior inclusion strategies; educational accessibility guides; accessible childcare strategies; and employment and faith resources via the prism of accessibility.

Nova Scotia Works, 2021. *Welcoming Workplaces Diversity Assessment Tool–Workplace Initiative HR Toolkit.* Diversity Assessment Tool | Workplace Initiatives HR Toolkit (novascotia.ca).
This source outlines an HR checklist with four key areas for improving inclusion within business organizations. These include commitment, hiring practices, employees, and partnerships/supports. These four areas are also applicable to public organizations as it relates to their respective commitment, member engagement, and external outreach and support.

Ontario Council of Agencies Serving Immigrants (OCASI), 2022. https://ocasi.org/programs.
OCASI hosts practical programs that create access to social, economic and political participation of newcomers in Ontario. It works on specific activities to provide needed services to sector workers, create collaborative initiatives and enhanced access to professional development and skills development across the sector.

Ontario Municipal Social Services Association, 2013. Guide to Accessible Public Engagement. https://www.omssa.com/docs/OMSSA_Guide_to_Accessible_Public_Engagement.pdf.
This guide provides the resources organizations need to develop and support accessible public engagement. Such resources pursue the goal of integrating a system that is effectively coordinated, seamless and tailored locally to the needs of the population, including the equity-seeking groups.

Ottawa Community Immigrant Services Organization (OCISO), 2022. https://ociso.org/ociso/.
Resources offered by this organization include community integration, public education, mental health counselling, school-based programs, and English language instruction to newcomers.

PEI HR Toolkit, 2021. HR *Toolkit—Diversity and Inclusion - Persons with Disabilities.* PEI HR Toolkit » Persons with Disabilities.
This toolkit is designed primarily for persons in authoritative positions within organizations. It prompts them to question the flexibility of the nature of work that they do, and to examine jobs to see if they can be adapted to transpire differently to accommodate those with disabilities.

Person Centred Saskatchewan, 2021. *Comprehensive Personal Planning & Support Policy (CPP&SP).* Person Centred Saskatchewan—Nurturing person-centred cultures of support across Saskatchewan (person-centredsk.ca).
This resource offers a comprehensive look at how to best support and include persons with intellectual disabilities and complex support needs. It describes how to best include and respect persons with disabilities when planning for the betterment of accessibility, focusing on valuing their expertise while also acknowledging their experience.

Polycultural Immigrant and Community Services, 2022.http://www.polycultural.org/resources.
Polycultural supports a holistic approach to serving the needs of the community by providing a diverse range of resources to serve immigrant and newcomer needs.

Reach Canada., 2022. https://www.reach.ca/english/resources/legal-referral.html.
Reach Canada mobilizes a network of more than 200 lawyers, mediators and paralegals in the Ottawa region and connects with community resources to assist people with disabilities in dealing with legal issues.

reachAbility, 2021. Inclusion in Action. https://www.reachability.org/inclusion-in-action.
This source explains how accessibility is at the forefront of government and corporate strategic plans within Nova Scotia. reachAbility makes this happen through their customized framework of inspiring inclusion, training individuals, and planning for accessibility.

Rebernik, N., Szajczyk, M., Bahillo, A., and Golicnik Marusic, B., 2020. Measuring Disability Inclusion Performance in Cities Using Disability Inclusion Evaluation Tool (DIETool). *Sustainability, 12*(1378). doi:10.3390/su12041378.
This paper proposes a Disability Inclusion Evaluation Tool (DIETool) and Disability Inclusion Performance Index (DIPI) to assist in guiding the accessibility and inclusion of cities through standardized frameworks. These tools focus specifically on disability types, city settings and areas, and services, products, and information. The biggest challenge that this article revealed was a comprehensive evaluation process, as well a broader understanding of disability, inclusion, and its complexity.

Reseau Québécoise Pour L'Inclusion Sociale des Personnes Sourdes et Malentendants, 2022. https://www.reqis.org/soutiller/ressources-documentaires/.
This source offers certain Deaf-centred resources, such as a Guide to Facilitate a Conversation with a Deaf person.

Robinson, S., and Dyke, J., 2021. Walking the Talk: A framework for effective engagement with people with disability, families and people who support them. Guidelines for Effective Engagement with People with Disability and their supporters (unsw.edu.au).
These guidelines explain how to facilitate proper engagement with persons with disabilities, and with their respective support networks. It looks specifically at meaningful consultation, as well as collecting and

recording information. It also emphasizes venues, group settings, and evaluation of engagement.

Saskatchewan Intercultural Association Inc., 2022. https://saskintercultural.org/cultural-resource-centre/. SIA offers a range of publications, programs, and services that reduce barriers for newcomers and Indigenous peoples.

Sienstra, D., 2018. Canadian Disability Policies in a World of Inequalities. Societies, 8(36). doi:10.3390/soc8020036. This article speaks to how current disability policy is shaped by a global system of inequalities, and sheds light on the intersections of disability, gender, Indigenousness, race, and age. The focus is directed less on how we solve the problem of accessibility, and more on the power relations and context in which disability is being created. It challenges policy to consider the norms and practices that shape disability and proposes approaches that acknowledge these deep-rooted issues rather than patchwork policy models.

Silent Voice, 2022. https://silentvoice.ca.
This organization provides an array of accessible programming and services responding to the needs of Deaf adults, youth, children, infants, and their families, in American Sign Language (ASL).

Simmonds, A. Nova Scotia Barristers' Society, 2021. *Equity Lens Toolkit.* Report (nsbs.org).
Written by the Society's manager of equity and access, this article encourages lawyers to reflect upon their biases, the roles that they play in exclusion, and how inclusion can be achieved. It then breaks down the components of the equity lens, which are identification (of barriers), elimination (of barriers), and creation of new inclusive ways to work. It goes further and unpacks each component by using terms such as consultation, self-studies and reflections, representation, and relationships with communities.

Spinal Cord Injury Canada, 2022. https://sci-can.ca.
Spinal Cord Injury Canada offers resources to assist people living with spinal cord injuries, or a related physical disability, to achieve independence, self-reliance, and full community participation.

State Government of Victoria, Australia, 2021. Human Services Office for Disability—How to consult with people with a disability. Plain Banner (vichealth.vic.gov.au).
This short informative graphic presents bullet point tips on how to properly conduct consultation and engagement with the disability community. It also touches on the disclosure of disability, and how it is important when considering perspectives and experiences.

The Canadian Association for Supported Employment, 2021. *HR Inclusive Policy Toolkit—Accessibility Policy & Guidelines.* Accessibility Policy & Guidelines - CASE (supportedemployment.ca).
This source outlines what accessibility means, and why it is important. It shows what can occur when accessibility is put into policy, and then when that policy is put into practice. More specifically, it touches on what this policy should consider, such as training, facilities, workplace environment, communication, and accommodation.

The Canadian Deaf Sports Association, 2022. https://assc-cdsa.com/en/resources/.
This organization offers resources that help athletes participate in international sports events sanctioned by the International Committee of Sports for the Deaf, and the Pan American Sports Committee for the Deaf.

The Professional Institute of the Public Service of Canada, 2018. *New Brunswick Duty to Accommodate.* https://pipsc.ca/groups/nbcc-nbcp-nb-ag-nb-en-nb-la-nb-vs/new-brunswick-duty-to-accommodate.
This resource outlines rights and obligations concerning the duty to accommodate that are legislated under three NB provincial acts. This includes duty to accommodate workers with a disability, limits to accommodation, undue hardship, and employer duty and right.

The Saskatchewan Disability Strategy, 2015. *People Before Systems: Transforming the Experience of Disability in Saskatchewan.* https://www.saskatchewan.ca/residents/family-and-social-support/people-with-disabilities/saskatchewan-disability-strategy.
This strategy focuses primarily on bettering the accessibility experience and advancing accessibility rights for persons with disabilities in Saskatchewan. The four transformative drivers of this strategy are person-centred services, the impact of disability (the past, present, and future), promoting and protecting human rights, and accessibility and inclusion benefiting everyone.

United Nations Disability Inclusion Strategy, 2020. *Consulting Persons with Disabilities.* https://www.un.org/sites/un2.un.org/files/un_disability-inclusive_consultation_guidelines.pdf.
The purpose of the Guidelines is to provide guidance on how to consult with and actively involve persons with disabilities and their representative organizations in all disability-specific and general decision-making processes across the UN's work. This document explains how to make participation of persons with disabilities meaningful.

VOICE for Deaf and Hard of Hearing Children, 2022. https://www.voicefordeafkids.com/voice-resources.
Voice offers many accessibility, learning and mental health resources for Deaf and Hard of Hearing children.

Welcome Centre Immigrant Services, 2022. http://www.welcomecentre.ca/links/index.html#resources.
This organization's resources include settlement and integration services, English language training, accreditation and qualifications information, employment supports and other services based on community needs (such as legal services, mental health services, culturally-appropriate family counselling, etc.).

Withers, AJ., 2012. Disability Politics and Theory. Winnipeg, Manitoba. Fernwood Publishing.

This text explains three dominant models for disability to establish a better theoretical understanding of disability, and to better understand how this legislation is being perceived in practice. The "social model" emphasizes how people with impairments are disabled by society's inability to accommodate their needs, and how environments are built without the consideration of those with impairments. The "medical model"for disability focuses primarily on the impairment or condition of a person. It perceives the person as the problem and deems them defective and unable to do things as a result of their impairment. The "charity model" which sees people with disabilities as if they are in need of help and unable to do things for themselves.

Research and Resources on Civil Society Participation in Accessibility Planning and Regulatory and Standards Development.

Ability New Brunswick, 2020. *Self-Care Toolkit.* Self-Care Toolkit (abilitynb.ca).
This graphical toolkit is an accommodation and guide for when internal persons or members of an organization may need a self-care resource. The provision of this specialized information to those who require it aims to make an organization more inclusive on an internal level, while ensuring that resources are accessible and applicable.

ARCH Disability Law Centre, 2019. Factsheet—*Accessible Canada Act.* What is the new Accessible Canada Act (ACA)?
This factsheet outlines main tenets of Canada's 2019 federal accessibility legislation, Accessible Canada Act. This includes the scope of the law's applicability, illustration of the law's direct impact on lives of persons with disabilities, and the explanation of the ways this law works to identify, address, and remove accessibility barriers.

ARCH Disability Law Centre, 2021. *ARCH's Summary on Government of Canada's Draft Accessible Canada Regulations.* ARCH's Summary on Government of Canada's Draft Accessible Canada Regulations. This document follows the Government of Canada's request for input on its Accessible Canada Act draft regulations. A summary and initial analysis of the draft regulation are provided to support disability communities to give input to the Government of Canada about this draft regulation. This document also gives some of ARCH's ideas about things that are missing from the draft regulation on matters such as the scope of regulatory enforcement, mandatory reporting conditions, public feedback inclusion, organizational accessibility policy development, technical aspects of organizational barrier removal and reporting, and other equality-enhancing measures.

DisAbled Women's Network of Canada, 2021. https://www.dawncanada.net/ppbdp-en/ppbdp-en/.
The organization provides policy advice and recommendations to improve responses to violence against women with disabilities and Deaf Women. Its resources focus on improving Policy and Service responses with a specific focus on successful interventions, emerging best practices, and the development of a national resource and referral service and a Pan-Canadian response to the specific needs of women with disabilities and Deaf women.

New sources in the Annotated Bibliography From Endnotes:

Canadian Association for Community Living, 2013. Putting Employment First For Youth With Intellectual Disabilities—a Resource For Community Leaders. https://readywillingable.ca/wp-content/uploads/2013/03/Youth-transitions-to-employment-guide-Final1.pdf.
This guide focuses on the roles for community members in supporting youth in their move from school to employment and careers. It builds on other work by the Canadian Association for Community Living completed in the area of assisting communities to adopt an "employment first" approach to supporting people with disabilities.

Canadian Charter of Rights and Freedoms, s 15, Part I of the Constitution Act, 1982, being Schedule B to the Canada Act 1982 (UK), 1982, c 11, (QL). https://www.justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccdl/. The Charter of Rights and Freedoms is the most visible and recognized part of Canada's Constitution. The Charter guarantees the rights of individuals by enshrining those rights, and certain limits on them, in the highest law of the land. Since its enactment in 1982, the Charter has created a social and legal revolution in Canada. It has expanded the rights of minorities and criminal defendants, transformed the nature and cost of criminal investigations and prosecutions, and subjected the will of Parliament and the legislatures to judicial scrutiny

Canadian Equality Consulting, 2021. *Invisible Disabilities in the Workplace.* https://canadianequality.ca/invisible-disabilities-in-the-workplace/.
This article explains shared traits of invisible disabilities, particularly those that they are primarily hidden and the debilitating level of the condition is not consistent. It then explains what disability discrimination at the workplace is, and how accommodations could be and should be provided to support employees with invisible disabilities.

Doyle, J., 2021. A Complete Overview of Canada's Accessibility Laws. *Siteimprove.* https://siteimprove.com/en-ca/blog/a-complete-overview-of-canada-s-accessibility-laws/.
This resource represents a summary and main provisions of existing federal and provincial accessibility legislation in Canada.

eSSENTIAL Accessibility, 2021. *Interactive AODA Compliance Readiness Guide, Are You AODA Compliant?* https://learn.essentialaccessibility.com/aoda-readiness-checklist.
This resource provides a brief overview of AODA regulations and requirements, offers advices on accessibility testing techniques, and shares a comprehensive interactive checklist an organization can use to ensure their website meets WCAG standards and is AODA compliant.

Government of Alberta, Alis Alberta, Alberta Supports Contact Centre, 2021. J*ob Interview Tips for People With Disabilities*. https://alis.alberta.ca/look-for-work/additional-resources-for-specific-audiences/for-persons-with-disabilities/job-interview-tips-for-people-with-disabilities/.
This resource by the Government of Alberta offers persons with disabilities practical advice on approaching and handling all steps of the job interview engagement process.

Government of Canada, Justice Laws Website, 2020. Employment Equity Act, S.C., 1995, c. 44, Article 2, *Justice Laws Website*. https://laws-lois.justice.gc.ca/eng/acts/E-5.401/page-1.html#h-215135.
This Act helps to ensure that all Canadians have equal access to the labour market, and are not denied employment opportunities or benefits for "reasons unrelated to ability." More specifically, it seeks to "correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities, and members of visible minorities," and requires that employers take action to ensure the full representation of these four designated groups within their organizations.

Government of Canada, Treasury Board of Canada Secretariat. Making it real: update on the implementation of *"Nothing Without Us"—Accessibility Strategy for the Public Service of Canada*, (2021). https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/making-it-real-update-implementation-nothing-without-us-accessibility-strategy-public-service-canada-2021.html#toc6.
This document outlines the federal government's strategy and efforts to increase the scope of accessibility in the public service in 2021 and beyond.

Government of Canada, 2018. *Rights of People with Disabilities*. https://www.canada.ca/en/canadian-heritage/services/rights-people-disabilities.html.
This article illustrates international and federal laws and treaties that support the lives of Canadians with disabilities.

Government of Canada, Justice Laws Website, 2022. Canadian Human Rights Act, R.S.C. 1985, c. H-6, *Justice Laws Website*. https://laws-lois.justice.gc.ca/eng/acts/h-6/. This is a statute passed by the Parliament of Canada in 1977 with the express goal of extending the law to ensure equal opportunity to individuals who may be victims of discriminatory practices based on a set of prohibited grounds. Such grounds are: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Government of Canada, 2021. *Workplace Accessibility Passport.* https://www.youtube.com/watch?v=d7JPUNTzJRA.
This video by the federal government explains the effort of building and maintaining a tool to support an inclusive work environment in the Federal Public Service known as the GC Workplace Accessibility Passport. The Passport is designed to facilitate conversations between employees and their managers about the tools and supports employees need to succeed in their jobs. It supports employee mobility and career development by ensuring portability of adaptive tools and support measures between federal organizations.

Government of Ireland, The Department of Justice and Equality, 2020. *Disability Participation and Consultation Network.* https://www.justice.ie/en/JELR/Application_information_E2R_Guide_on_Organising_Member.pdf/Files/Application_information_E2R_Guide_on_Organising_Member.pdf; https://canadianequality.ca/invisible-disabilities-in-the-workplace/.
The Government of Ireland established the "Disability Participation and Consultation Network" to enable persons with a disability to be involved in the development of policy and legislation. This plain language resource is directed at people with disabilities to outline what the network is and the process for getting involved.

King, R., 2020. *Housing resources for people with disabilities and their families.* https://www.zolo.ca/blog/disabilities-housing-resources.
This article lists housing resources that can help people with disabilities, as well as their families, find affordable and accessible housing throughout Canada.

Public Service Alliance of Canada, 2022. *Disability Rights.* http://psacunion.ca/disability-rights.
This resource of the largest union in Canada provides accessibility information as it pertains to the duty to accommodate, discrimination at work, the requirements of the Accessible Canada Act, and other disability-related provisions.

Realize Canada, 2021. *Online resources.* https://www.realizecanada.org/en/resources/education/
Realize Canada's educational resources are offered to rehabilitation professionals such as physiotherapists, occupational therapists and speech language pathologists, students, family physicians, and other clinicians including those specializing in HIV, AIDS service organizations (ASOs), and academic researchers.

Regional Assessment and Resource Centre, 2021. *The Transition Resource Guide.*
This resource is a comprehensive tool to help all students, but specifically, to help students with disabilities arm themselves with the knowledge they need to access resources at college and university and make a successful transition from post-secondary education. It provides information that is specific to different disabilities, such as common concerns and struggles, available accessibility services, and potential student and community support services.

The City of Ottawa. *The City of Ottawa Accessibility Policy, 2012.* https://ottawa.ca/en/city-hall/your-city-government/policies-and-administrative-structure/administrative-policies/accessibility-policies-and-procedures#accessibility-policy.
The City of Ottawa Accessibility Policy combines all of the requirements of the AODA Accessible Standards for Customer Service Regulation with the requirements in the AODA Integrated Accessibility Regulations to create a one Accessibility Policy. The Accessibility Policy ensures the provision of equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public in the areas of customer service, information and communication, employment and taxis.

Zayed, Y., Dard, B., and Al Jubeh, K., 2021. Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments. *World Blind Union and CBM Global Disability Inclusion: November 2020.* https://worldblindunion.org/wp-content/uploads/2021/12/Accessibility-GO-A-Guide-to-Action-WBU-CBM-Global-Dec2021.pdf.
This guide offers information on how to deliver an organization's accessibility commitments using an approach that is underpinned by main accessibility principles. It offers key considerations from preparing and undertaking an assessment, to putting an accessibility plan into action and evaluating it.

Apendix 2: List of Partners–Accessibility in Action Initiative

List of Partners: Accessibility in Action Initiative

Managed by the Institute for Research and Development on Inclusion and Society (IRIS)

ARCH Disability Law Centre

British Columbia Aboriginal Network on Disability Society

Canadian Association of the Deaf - Association des Sourds du Canada

Canadian Council on Rehabilitation and Work

Chronicle Analytics

Council of Canadians with Disabilities

DisAbled Women's Network (DAWN) Canada

Inclusion Canada (formerly CACL)

Inclusive Design Research Centre—OCAD University

Realize—Fostering positive change for people living with HIV and other episodic disabilities

Spinal Cord Injury Canada

Endnotes

.

1 For more information on the Canadian Charter of Rights and Freedoms, see https://www.justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccdl/.

2 "Rights of People with Disabilities," Government of Canada, last modified September 7, 2018, accessed July 9, 2020, https://www.canada.ca/en/canadian-heritage/services/rights-people-disabilities.html.

3 Canadian Human Rights Act, R.S.C. 1985, c. H-6, Justice Laws Website, accessed May 21, 2021, https://laws-lois.justice.gc.ca/eng/acts/h-6/.

4 Employment Equity Act, S.C., 1995, c. 44, Article 2, Justice Laws Website, accessed July 9, 2020, https://laws-lois.justice.gc.ca/eng/acts/E-5.401/page-1.html#h-215135.

5 Jennifer Doyle, "A Complete Overview of Canada's Accessibility Laws," Siteimprove, May 26, 2021, https://siteimprove.com/en-ca/blog/a-complete-overview-of-canada-s-accessibility-laws/.

6 Doyle, note 11

7 Doyle, note 11.

8 ARCH Disability Law Centre, "Meaningful Participation of Persons with Disabilities in Regulation Making," (ARCH Disability Law Centre, March 31, 2021), https://archdisabilitylaw.ca/accessibility-laws/accessible-canada-act/arch-reports-and-recommendations/

9 Government of Canada, Treasury Board of Canada Secretariat, " Introduction: Accessibility Strategy for the Public Service of Canada," https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/accessibility-strategy-public-service-toc/accessibility-strategy-public-service-introduction.html

10 Ibid.

11 Government of Canada, Treasury Board of Canada Secretariat, "Making it real: update on the implementation of "Nothing Without Us"—Accessibility Strategy for the Public Service of Canada. Appendix: highlights of accessibility initiatives in 2021," Making it real: update on the implementation of "Nothing Without Us"—Accessibility Strategy for the Public Service of Canada (2021) - Canada.ca

12 Government of Ontario, "Ontario Public Service (OPS) Accessible Customer Service Policy," Queen's Printer for Ontario, 2012 to 22, https://www.ontario.ca/page/ontario-public-service-ops-accessible-customer-service-policy

13 AccessForward, "Integrated Accessibility Standards Regulation: A Training Booklet for Small Private and Not-for-Profit Organizations," August 2016, https://www.accessforward.ca/resources/Training%20Booklet%20for%20Small%20Private%20and%20Not%20For%20Profit%20Organizations.pdf

14 March of Dimes, "Accessibility Awareness Toolkit: Increasing Accessible Employment in the Information & Technology Sector," https://www.marchofdimes.ca/en-ca/programs/businesstraining/Documents/Training-Institute-Accessibility-Awareness-Toolkit.pdf

15 eSSENTIAL Accessibility, "Interactive AODA Compliance Readiness Guide, Are You AODA Compliant?," https://learn.essentialaccessibility.com/aoda-readiness-checklist

16 Government of Manitoba Disability Issues Office, "The Accessible Manitoba Act: Tools to Support Accessibility, " https://accessibilitymb.ca/tools-resources.html

17 Government of Manitoba Disability Issues Office, "Accessibility Standard for Customer Service Consumer Guide," https://accessibilitymb.ca/pdf/consumer_guide_for_customer_service_standard.pdf

18 Manitoba Association of Newcomer Serving Organizations, "Accessibility for Manitobans Act: Tools to Support Accessibility, " https://mansomanitoba.ca/resources/accessibility-for-manitobans-act-tools-to-support-accessibility/

19 Nova Scotia Accessibility Directorate, "The Accessibility Planning Toolkit for Prescribed Public Sector Bodies," December 2019, https://novascotia.ca/accessibility/Public-Sector-Bodies-Toolkit.pdf

20 G overnment of Nova Scotia, Department of Justice, "Government of Nova Scotia Accessibility Plan, " 2018-2021 Crown copyright, Province of Nova Scotia, September 2018. ISBN 978-1-55457-883-2, https://novascotia.ca/accessibility/plan/government-accessibility-plan-large-print.pdf

21 overnment of Nova Scotia, Department of Justice, "Government of Nova Scotia Accessibility Plan, " 2018-2021 Crown copyright, Province of Nova Scotia, September 2018. ISBN 978-1-55457-883-2, https://novascotia.ca/accessibility/plan/government-accessibility-plan-large-print.pdf https://www.policynl.ca/policydevelopment/documents/Access.Inclusion.Equality-Government-of-Newfoundland-and-Labradorpo.pdf

Endnotes

Premier's Council on the Status of Disabled Persons, "New Brunswick's Disability Action Plan," August 3, 2015, https://www.marchofdimes.ca/en-ca/aboutus/govtrelations/provincial/Documents/New_Brunswick_Disability_Action_Plan.pdf

Barrier Free Saskatchewan, "Principles for an Accessibility Act in Saskatchewan," https://barrierfreesaskatchewan.org/principles/

Government of Saskatchewan, "People Before Systems: Transforming the Experience of Disability in Saskatchewan: The Saskatchewan Disability Strategy," (Government of Saskatchewan, June 2015) https://www.saskatchewan.ca/residents/family-and-social-support/people-with-disabilities/saskatchewan-disability-strategy

Government of the Northwest Territories, "The Government of the Northwest Territories Disability Action Plan," 2018-19-2021-21, https://www.hss.gov.nt.ca/sites/hss/files/resources/gnwt-disability-action-plan-2018-19-2021-21.pdf

Government of Alberta, "Alberta Employment First Strategy," May 2015, https://www.slideshare.net/ErinBlack3/albertaemploymentfirststrategy

Office des personnes handicapées du Québec, "Loi assurant l'exercice des droits des personnes handicapées en vue de leur intégration scolaire, professionnelle et sociale, "
https://www.ophq.gouv.qc.ca/loi-et-politiques/loi-assurant-lexercice-des-droits-des-personnes-handicapees.html

Gouvernement du Québec, Ministère du Travail, de l'Emploi et de la Solidarité sociale, "En action pour l'accessibilité et l'inclusion plan d'action à l'égard des personnes handicapées 2020-2023," (Bibliothèque et Archives nationales du Québec, 2020), https://www.mtess.gouv.qc.ca/publications/pdf/ADMIN_Plan_action_handicape_2020-2023.pdf

Constantin, L. (s. d.). "Guide des ressources sur l'accessibilité universelle," (Fédération des coopératives d'habitation intermunicipale du Montréal métropolitain, updated January 2020) https://cdn.fechimm.coop/uploads/documents/document/176/GuideAU_Janvier_2020.pdf

Alis Alberta, "Job Interview Tips for People With Disabilities," https://alis.alberta.ca/look-for-work/additional-resources-for-specific-audiences/for-persons-with-disabilities/job-interview-tips-for-people-with-disabilities/

King, Romana, Zolo, "Housing resources for people with disabilities and their families," January 13, 2020, https://www.zolo.ca/blog/disabilities-housing-resources

Regional Assessment and Resource Centre, "Transition Resource Guide for Students with Disabilities," https://www.transitionresourceguide.ca/

The Public Service Alliance of Canada, "Disability Rights," http://psacunion.ca/disability-rights

Government of Ireland, Department of Justice & Equality/ An Roinn Dlí agus Cirt, "The Disability Participation and Consultation Network," 2020, https://www.justice.ie/en/JELR/Application_information_E2R_Guide_on_Organising_Member.pdf/Files/Application_information_E2R_Guide_on_Organising_Member.pdf

Government of Manitoba, "Consumer Guide on Accessible Customer Service," https://accessibilitymb.ca/pdf/consumer_guide_for_customer_service_standard.pdf
Office des personnes handicapées du Québec, "Loi assurant l'exercice des droits des personnes handicapées en vue de leur intégration scolaire, professionnelle et sociale,"
https://www.ophq.gouv.qc.ca/loi-et-politiques/loi-assurant-lexercice-des-droits-des-personnes-handicapees.html

Endnotes

Office des personnes handicapées du Québec, “Loi assurant l’exercice des droits des personnes handicapées en vue de leur intégration scolaire, professionnelle et sociale,” https://www.ophq.gouv.qc.ca/loi-et-politiques/loi-assurant-lexercice-des-droits-des-personnes-handicapees.html

Government of Canada, “Workplace Accessibility Passport” Video, June 2, 2021, https://www.youtube.com/watch?v=d7JPUNTzJRA

Government of Canada, Treasury Board of Canada Secretariat, “Making it real: update on the implementation of “Nothing Without Us”—Accessibility Strategy for the Public Service of Canada. Appendix: highlights of accessibility initiatives in 2021,” Making it real: update on the implementation of “Nothing Without Us”—Accessibility Strategy for the Public Service of Canada (2021) - Canada.ca

Fact Sheet on Accessible Canada Act. Available at: https://archdisabilitylaw.ca/resource/fact-sheet-what-is-the-new-accessible-canada-act-aca/

ARCH. Summary of the Government of Canada’s Draft Regulation. Available at: https://archdisabilitylaw.ca/accessibility-laws/accessible-canada-act/advocacy-tools/

Government of Canada, Treasury Board of Canada Secretariat, “Making it real: update on the implementation of “Nothing Without Us”—Accessibility Strategy for the Public Service of Canada. Appendix: highlights of accessibility initiatives in 2021,” Making it real: update on the implementation of “Nothing Without Us” – Accessibility Strategy for the Public Service of Canada (2021) - Canada.ca

Government of Ontario, “Ontario Public Service (OPS) Accessible Customer Service Policy,” Queen’s Printer for Ontario, 2012 to 22, https://www.ontario.ca/page/ontario-public-service-ops-accessible-customer-service-policy; AccessForward, “Integrated Accessibility Standards Regulation: A Training Booklet for Small Private and Not-for-Profit Organizations,” August 2016, https://www.accessforward.ca/resources/Training%20Booklet%20for%20Small%20Private%20and%20Not%20For%20Profit%20Organizations.pdf; March of Dimes, “Accessibility Awareness Toolkit: Increasing Accessible Employment in the Information & Technology Sector,“ https://www.marchofdimes.ca/en-ca/programs/businesstraining/Documents/Training-Institute-Accessibility-Awareness-Toolkit.pdf; Government of Manitoba Disability Issues Office, “ The Accessible Manitoba Act: Tools to Support Accessibility, ” https://accessibilitymb.ca/tools-resources.html; Nova Scotia Accessibility Directorate, Department of Justice, “Guide to Planning Accessible Meetings and Events” 2018, https://novascotia.ca/accessibility/Accessible_Events_Guide.pdf

Government of Ontario, “Handbook for accessible employment Under the Accessibility for Ontarians with Disabilities Act,” (Queen’s Printer for Ontario, 2014), https://www.cdacanada.com/wp-content/uploads/2015/10/ADO-Accessible-Employment-EN.pdf

Sienstra, D., “Canadian Disability Policies in a World of Inequalities. Societies,” 2018, 8(36). doi:10.3390/soc8020036; Fougeyrollas, Patrick, and Yan Grenier. 2018. “Monitoring Disability Policies and Legislation towards Effective Exercise of Rights to Equality and Inclusive Access for Persons with Disabilities: The Case of the Quebec Model” Societies 8, no. 2: 41. https://doi.org/10.3390/soc8020041; Withers, AJ., Disability Politics and Theory, (Winnipeg: Fernwood Publishing, 2018).; Kitchin, R., and Wilton, R. “Disability activism and the politics of scale,”(The Canadian Geographer: 2003), 47(2). 97-115.

Endnotes

Coalition of Persons with Disabilities, "Disability Awareness Training," 2021, Disability Awareness Training – Coalition of Persons with Disabilities NL (codnl.ca).

Communication Disabilities Access Canada, "Accessibility Checklist," 2021, Accessibility Checklist – Communication Disabilities Access Canada (cdacanada.com); Government of Newfoundland and Labrador, "Accessible Communications and Inclusive Engagement Checklist," 2021, Accessible Communications and Inclusive Engagement Checklist (gov.nl.ca).

Coalition of Persons with Disabilities, "Disability Awareness Training," 2021, Disability Awareness Training – Coalition of Persons with Disabilities NL (codnl.ca).

Nova Scotia Works, "Welcoming Workplaces Diversity Assessment Tool—Workplace Initiative HR Toolkit," 2021, https://workplaceinitiatives.novascotia.ca/welcoming-workplaces/diversity-assessment-tool; reachAbility, "Inclusion in Action", 2021, https://www.reachability.org/inclusion-in-action;
Le Pheniz au-dela du handicap, "Guide Pratique de l'inclusion de l'organisme le Phoénix," https://lephenix.ca/wp-content/uploads/2020/10/Guide_Phenix_Emploi.pdf; Dard, Y. Zayed and K. Al Jubeh, B, "Accessibility GO! A Guide to Action, Delivering on 7 accessibility

commitments," (World Blind Union and CBM Global Disability Inclusion: November 2020), https://worldblindunion.org/wp-content/uploads/2021/12/Accessibility-GO-A-Guide-to-Action-WBU-CBM-Global-Dec2021.pdf

The Canadian Association for Supported Employment, "HR Inclusive Policy Toolkit - Accessibility Policy & Guidelines," https://supportedemployment.ca/hrtoolkit/accessibility/

Government of Newfoundland and Labrador, "Inclusive Public Engagement Policy," 2021, Inclusive Engagement Policy (gov. nl.ca).

Government of Victoria, Human Services Office for Disability, Australia, "How to consult with people with a disability," Plain Banner (vichealth.vic.gov.au).

Robinson, Dyke and the Disability Studies and Research Institute, "Walking the Talk: A framework for effective engagement with people with disability, families and people who support them," Guidelines for Effective Engagement with People with Disability and their supporters (unsw.edu.au).

Simmonds, Angela, "Equity Lens Toolkit," (Nova Scotia Barristers Society).

City for All Women Initiative, "Advancing Equity and Inclusion—A Guide for Municipalities," (City for All Women Initiative, June 2015), Advancing Equity and Inclusion: A Guide for Municipalities (cawi-ivtf.org)

Coulombe, V., Landry, M.-È., Bazinet, C., Guide des relations interculturelles en santé mentale. (Association canadienne pour la santé mentale, et Filiale de Montréal, 2010), https://acsmmontreal.qc.ca/wp-content/uploads/2020/08/ACSM_Guide_Relations_Interculturelles-W.pdf

Deaf Literacy Initiative, "The Accessibility Tool Kit," (Deaf Literacy Initiative, 2019 Edition) 2aaab0_408b64ccf0c446e395ebb38b4c7a4faa.pdf (filesusr.com).

Canadian Equality Consulting, "Invisible Disabilities in the Workplace," (Canadian Equality Consulting January 8, 2021), https://canadianequality.ca/invisible-disabilities-in-the-workplace/

Realize, "Understanding Episodic Disabilities and Employment and A Practical Perspective on Understanding Episodic Disabilities and Employment", https://www.realizecanada.org/en/resources/education/

Endnotes

Canadian Association for Community Living, "putting employment first for youth with intellectual disabilities," (Canadian Association for Community Living, 2012), https://readywillingable.ca/wp-content/uploads/2013/03/Youth-transitions-to-employment-guide-Final1.pdf

Nim Ralph, "Understanding Disability: Part 4—The Charity Model," (Drake Music, March 20, 2018) Retrieved from: https://www.drakemusic.org/blog/ alph/understanding-disability-part-4-the-charity-model/

Nim Ralph, "Understanding Disability: Part 6—The Radical Model," (Drake Music, March 20, 2018) Retrieved from: https://www.drakemusic.org/blog/nim-ralph/understanding-disability-part-6-the-radical-model/