Transportation Safety Board of Canada
Bureau de la sécurité des transports du Canada

Transportation Safety Board of Canada
Accessibility Plan 2022 to 2025: Third progress report

Canada

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Transportation Safety Board of Canada Accessibility Plan 2022 to 2025: Third progress report

Cat. No. TU1-21E-PDF
ISSN 2817-1608

This report is available on the website of the
Transportation Safety Board of Canada at tsb.gc.ca

Le présent rapport est également disponible en français.

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Accessibility Plan 2022 to 2025: Third progress report

1 Effective date

This Progress Report was published on 30 January 2026.

2 General

The Manager, Administration, is designated to receive feedback on barriers and implementation of the Accessibility Plan. To provide feedback or to obtain copies of the plan and its progress reports in alternative formats, contact us:

General enquiries

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2.1 Summary

The TSB's Accessibility Plan 2022 to 2025 seeks to build a culture of inclusiveness that promotes diversity and combats discrimination by identifying and removing existing barriers and preventing future barriers within the workplace.

The progress reports are used to identify, remove, and prevent barriers in the priority areas of the *Accessible Canada Act*; they are published by 31 December of any year that the Accessibility Plan 2022 to 2025 is not updated.

This third progress report provides detailed information on the comments received from employees, how these comments were taken into consideration, and how consultations were conducted since the publication of the first progress report in December 2023.

3 Mandatory areas under Section 5 of the *Accessible Canada Act*

The proposed solutions identified in this Plan result from consultations within the organization and have been submitted for review and additional input by an external partner. They represent a stepping stone upon which all employees, managers, executives and partners can collaborate and engage at every step of the Plan's progression, leading to the cementing of an inclusive departmental culture. Barrier details are identified in the TSB's Accessibility Plan 2022 to 2025.

The progress report reviews each of the proposed solutions and identifies the progress achieved during the Plan's third year of application.

3.1 Employment

General: In the Employment area, six barriers were identified and proposed solutions were advanced for the following:

1. Public Service Performance Management
2. Managers' awareness of accessibility issues
3. Hybrid meetings
4. Timeliness-focused environment
5. Bias in hiring process
6. VidCruiter

Progress in implementing proposed solutions is detailed below.

3.1.1 Public Service Performance Management

3.1.1.1 **Proposed solution:** Include resources to support managers with the call letter, so that they have the tools to take their employees' needs into consideration in the process and to support managers' own stress about the process.

3.1.1.2 **Progress:** As reported in the first progress report, this barrier was resolved with an updated call letter, which now includes links to resources to support managers' discussions with their employees.

3.1.2 Manager awareness of accessibility issues

3.1.2.1 **Proposed solution:** Increase awareness of accessibility issues via the Beacon, Chief Operating Officer (COO) Townhalls, and other internal communication tools such as lunchtime discussions, posters and advertising the point of contact for accessibility questions. Consider including more formal training on accessibility in the departmental training portal (internally referred to as LMS365).

3.1.2.2 **Progress:** No change from the previous report. Manager awareness of accessibility issues continued to be raised in various internal forums. Various accessibility-related courses are available for TSB personnel at the Canada School of Public Service.

3.1.3 Hybrid meetings

3.1.3.1 **Proposed solution:** Resolve the technical issues affecting the "zoom to speaker" feature of the recently purchased videoconferencing equipment. Pending this, educate and encourage personnel on good practices. Include such practices in standard meeting invitations and introductions.

3.1.3.2 **Progress:** As reported in the second progress report, the equipment has been upgraded to resolve technical issues and best practices such as using the "spotlight" feature are now widely used by participants.

3.1.4 Timeliness-focused environment

3.1.4.1 **Proposed solution:** While participants could not provide an easy solution to this operational requirement, managers are to be encouraged to discuss adaptation with their employees, including conditions that may require the allocation of additional time to complete discrete tasks while balancing operational constraints.

3.1.4.2 **Progress:** Managers and supervisors have reported allocating additional time for employees on discrete tasks, balancing tight-timeline operational constraints with this continues to be a challenge.

3.1.5 Bias in hiring processes

3.1.5.1 **Proposed solution:** To address accessibility-related issues where possible, continue to review merit criteria, staffing assessment tools, and related processes to ensure they are inclusive and do not create systemic barriers as integrated in the TSB Employment Equity Plan. Review and remove unnecessarily restrictive criteria prior to advertising staffing opportunities. In the case of positions requiring specific qualifications where the incumbent no longer meets those qualifications due to an accessibility-related issue, promote flexibility and accommodation measures to the extent possible. As the Public Service Commission brings forward updated policies to adhere to upcoming legislative measures in the *Public Service Employment Act* concerning bias in hiring processes, the TSB will continue to adjust its staffing-related policies, tools, and processes to support an accessible workplace.

3.1.5.2 **Progress:** As reported in the first progress report, Human Resources staff continue to support and guide managers within the staffing process to avoid/eliminate barriers. TSB staffing-related policies and tools continue to be updated as the Public Service Commission's policies to eliminate bias in hiring processes evolve.

3.1.6 VidCruiter

3.1.6.1 **Proposed solution:** Ask Public Services and Procurement Canada (PSPC) to request the integration of closed captioning into VidCruiter either by the supplier or using a third-party add-in.

3.1.6.2 **Progress:** The staffing team was in touch with representatives from VidCruiter. Closed captioning for live interviews is not yet possible; other third party tools providing this functionality are used where applicable. The team continues to take advantage of VidCruiter's other tools providing a higher level of accessibility for potential candidates.

3.2 The built environment

General: In the Built Environment area, four barriers were identified and proposed solutions were advanced for the following:

1. Some locations do not meet the minimal accessibility standards.
2. The accessibility standards may not meet all individual requirements.
3. Floorplate size impacts proximity requirements, and
4. Noise level/visual distraction impacts concentration.

Progress in implementing proposed solutions is detailed below.

3.2.1 Some locations do not meet the minimal accessibility standards

3.2.1.1 **Proposed solution:** Where critical accessibility standard requirements cannot be implemented, work with PSPC to identify new locations to be configured in accordance with the latest accessibility standards. For other locations, continue to work with PSPC, building custodians and owners to achieve as much compliance as feasible, to identify remaining gaps and explore alternatives to make reasonable accommodations in the existing location.

3.2.1.2 **Progress:** The relocation of the Dorval Regional office from a building that could not be adapted to a new location meeting the most recent accessibility standards has been completed. Similarly, a minor move of the Calgary Regional office transferred the employees to a space that meets the most recent accessibility standards.

3.2.2 The accessibility standards may not meet all individual requirements.

3.2.2.1 **Proposed solution:** Proactively discuss individual accessibility-related requirements with new employees during onboarding and consider filling out a GC Workplace Accessibility Passport if one does not yet exist for the individual. Accommodations personnel should work hand-in-hand with individuals having accessibility issues, their managers and TSB partners to identify possible solutions, obtain funding, and bring changes to the TSB physical assets to resolve identified barriers.

3.2.2.2 **Progress:** As reported in the first progress report, the onboarding process includes individual discussion with the employee to identify their specific accessibility needs and

the Accessibility Passport is used to record such needs and the solutions applied for future reference. The solution remains in place.

3.2.3 Floorplate size

3.2.3.1 **Proposed solution:** Identify and reserve office spaces with the closest proximity to elevators and emergency exits for personnel or visitors who need to limit their walking. Ensure that Building Emergency Evacuation Team members survey identified office spaces when executing an evacuation so that the individuals receive the required assistance in an emergency.

3.2.3.2 **Progress:** As reported in the first progress report, the Administration team welcomes new employees and visitors to determine whether they require particular assistance during evacuations, and appropriate measures are taken. The solution remains in place.

3.2.4 Noise level/visual distraction

3.2.4.1 **Proposed solution:** Include a minimum of self-isolation/concentration spaces in the implementation of hybrid workplaces within existing facilities. Where possible, provide a variety of accessible setups so that individuals can choose which one best fits their situation. Proactively design new facilities with a variety of accessible setups.

3.2.4.2 **Progress:** As reported in the second progress report, barrier identification and elimination within the constraints of the built environment and financial resources is integrated in the work of facilities/accommodations personnel. A variety of setups have been created to provide workpoints adapted to different work types, from self-isolation/concentration to collaboration spaces, using ergonomic furniture. Future office locations will be configured in accordance with GCworkplace Fit-up Standards in collaboration with various partners.

3.3 Information and communication technologies

General: In the Information and communication technologies (ICT) area, five barriers were identified and proposed solutions were advanced for the following:

1. MS Teams auto transcription
2. Lack of awareness about available accessibility hardware and software tools such as Microsoft Office Suite
3. Treasury Board Secretariat (TBS) accessibility standards for Government of Canada websites and accessibility features in commercial off-the-shelf software are not necessarily applied to internal documents/software
4. ICT instruction manuals
5. Hybrid meeting organization and preparatory documents

Progress in implementing proposed solutions is detailed below.

3.3.1 MS Teams auto transcription

3.3.1.1 **Proposed solution:** Work with Microsoft as part of the government contract to bring on new features to MS Teams via upgrades to the tools' functionality.

3.3.1.2 **Progress:** As reported in the second progress report, new or improved functionalities are constantly rolled out in the MS tools, including MS Teams, that are covered by the government contract.

3.3.2 Lack of awareness about available accessibility hardware and software tools such as Microsoft suite

3.3.2.1 **Proposed solution:** Promote the availability of services provided by the Accessibility, Accommodation and Adaptive Computer Technology program.

3.3.2.2 **Progress:** As reported in the first progress report, teams receiving requests and comments from users refer them to the Accessibility, Accommodation and Adaptive Computer Technology program when the person can describe a problem but cannot determine a clear solution to their needs. The solution remains in place.

3.3.3 TBS accessibility standards for Government of Canada websites and accessibility features in commercial off-the-shelf software are not necessarily applied to internal documents/software.

3.3.3.1 **Proposed solution:** Develop short training/awareness sessions on accessibility functions of software, make them available through LMS365 and advertise their availability so that personnel learn how to format their general documents/correspondence to allow their use. Increase general awareness of the need to format documents for accessibility. Use development software that includes accessibility functions right in the package for in-house software development. Include accessibility requirements in future statements of work to formalize the obligation from a contracting perspective.

3.3.3.2 **Progress:** The documentation for an awareness session was developed by the Communications team but it was not possible to deliver the session at a Townhall. The training documentation is available for TSB employees as a self-learning resource.

3.3.4 Instruction manuals for information and communication technologies

3.3.4.1 **Proposed solution:** Leverage Public Services and Procurement Canada/Shared Services Canada procurement vehicles to purchase ICT, as they include accessibility requirements for accompanying user manuals. Where those vehicles are not available, include an assessment criterion related to the provision of user manuals in an accessible format. For in-house software development, specify in the SOW that user manuals must be provided in bilingual, accessible format.

3.3.4.2 **Progress:** As reported in the first progress report, IT personnel work in collaboration with the Procurement section to leverage ICT procurement mechanisms and to include the requirement for the provision of bilingual documentation in accessible format when preparing Statements of requirements for inclusion in contracts. The solution remains in place.

3.3.5 Hybrid meetings organization and preparatory documents

3.3.5.1 **Proposed solution:** To reduce cognitive-load issues, meeting organizers should provide supporting documentation well in advance so that participants can prepare using accessibility tools as required. Familiarization sessions on best practices for hybrid meetings and accessibility functions are provided on an individual basis by the Admin Division.

3.3.5.2 **Progress:** Best practices continue to be shared at every opportunity.

3.4 Communications other than ICT

General: In this area (Communications other than ICT), four barriers were identified and proposed solutions were advanced for the following:

1. Non-official communication products
2. Complexity of language
3. Templates and structured content
4. Active offer

Progress in implementing proposed solutions is detailed below.

3.4.1 Non-official communication products

3.4.1.1 **Proposed solution:** Have an expert from Communications who is familiar with making documents accessible provide all staff sessions to increase awareness of accessibility issues and find easy ways to make all communications more accessible, with the goal to imprint accessibility in employees' mindsets.

3.4.1.2 **Progress:** The documentation for an awareness session was developed by the Communications team but it was not possible to deliver the session at a Townhall. The training documentation is available for TSB employees as a self-learning resource.

3.4.2 Complexity of language

3.4.2.1 **Proposed solution**: Remind authors that non-specialist readers will likely read their documents and that these documents must therefore contain the information those readers need to understand them. Involve editors as early as possible in the draft to provide advice on clear language. Encourage authors and reviewers to use correct technical terms rather than jargon and avoid making texts so concise that they become unclear. Instruct authors in how to use the TSB's English and French style guides and the *TSB Index of Abbreviations* to make their documents accessible to internal as well as external readers.

3.4.2.2 **Progress:** As reported in the first progress report, the Communications team promotes its publishing assistance services and proactively approaches document authors upon being made aware of the development of potentially large-dissemination documents. The solution remains in place.

3.4.3 Templates and unstructured content

3.4.3.1 **Proposed solution**: Provide templates that meet accessibility requirements and train authors how to make them. Provide guidance on the construction of accessible tables and methods to describe images in a clear, succinct, and complete manner, and constantly apply this process. Increase awareness of the issue through quick-tips and inclusion in training for new investigators. Implement an informal peer-review system to check document structure at the same time as the application of technical accessibility tools within the document.

3.4.3.2 **Progress:** As reported in the second progress report, accessible models/templates are available for presentations (PowerPoint), investigation reports and official publications; accessible templates are being developed for other document types requiring periodic publishing. The informal peer-review system is not yet active.

3.4.4 Active offer

3.4.4.1 **Proposed solution:** Human Resources will add a standardized clause in the Letters of Offer about the GC Workplace Accessibility Passport and encourage discussion. Admin will add "discuss required accommodations measures" to the onboarding procedures. Add periodic reminders for Administration to reach out for review of measures.

3.4.4.2 **Progress:** As reported in the first progress report, a clause is included in Letters of Offer that encourages discussion of accessibility needs with the manager, and the Administrative team discusses required adaptation measures upon first arrival of the new employee. Use of the Accessibility Passport is encouraged.

3.5 The procurement of goods, services, and facilities

General: In the procurement of goods, services and facilities area, three barriers were identified and proposed solutions were advanced for the following:

1. Strict TBS policies and PSPC products, processes, and services
2. Lack of diversity promotion
3. Process/organizational complexity and resistance to change

Progress in implementing proposed solutions is detailed below.

3.5.1 Strict TBS policies and PSPC products, processes, and services

3.5.1.1 **Proposed solution:** Procurement staff to take training and be aware of accessibility statements applied at PSPC, and to apply such. Continue to implement PSPC accessibility tools and clauses to TSB internally driven procurement products and processes as appropriate.

3.5.1.2 **Progress:** As reported in the first progress report, all Procurement personnel complete training that covers accessibility statements used by PSPC as soon as possible upon starting work for the TSB. Similar clauses are included in the TSB internal procurement processes, if applicable.

3.5.2 Lack of diversity promotion

3.5.2.1 **Proposed solution:** Include the attestation to accessibility consideration in its internal processes and examine/enhance the internal list of criteria related to diversity and accessibility criteria. Include the enhanced list of criteria in all applicable professional service solicitations to incite vendors to propose consultant issued from various groups/with various accessibility challenges. Identify available training related to accessibility with a focus on procurement/contracting, to be offered to procurement officers.

3.5.2.2 **Progress:** The proposed solution above has been fully implemented since the first progress report. The solution remains in place.

3.5.3 Process/organizational complexity and resistance to change

3.5.3.1 **Proposed solution:** Run a pilot project on a low-complexity goods procurement to further explore accessibility obstacles. Include accessibility and diversity best practices from Human Resources staffing processes into evaluation criteria for professional services. Provide advice to clients on available clauses promoting accessibility in contracts. Explore the availability of directories of businesses supporting accessibility.

3.5.3.2 **Progress:** Business directories used by the Procurement team now include accessibility criteria. Including the actions reported in the two previous reports, this barrier is resolved, and solutions continue to be applied.

3.6 The design and delivery of programs and services

General: In the Design and delivery of programs and services area, three barriers were identified and proposed solutions were advanced for the following:

1. Public-facing website,
2. Media relations and press conferences, and
3. Use of tools to enhance accessibility.

Progress in implementing proposed solutions is detailed below.

3.6.1 Public-facing website

3.6.1.1 **Proposed solution:** Perform an accessibility audit on the website. Add an accessibility statement describing the standards and tools applied to investigation reports and the website in general. Train and require authors to apply alt text or long descriptions to images in materials destined for the website. In the event that the website is converted to a content management system, ensure that its procurement has a mandatory accessibility requirement.

3.6.1.2 **Progress:** As reported in the first progress report, the contract issued for the conversion of the TSB website to a content management system includes the accessibility clauses, and its Statement of requirements contains a mandatory accessibility component. The solution remains in place.

3.6.2 Media relations and press conferences

3.6.2.1 **Proposed solution:** Apply the Guidelines on Making Communications Products and Activities Accessible when planning press conferences: plan for and implement closed captioning on press conference video and other video materials posted to YouTube and to the TSB website, and continue to provide transcripts of audio-visual material on the website.

3.6.2.2 **Progress:** With the implementation of closed captioning of press conferences broadcast on YouTube, this barrier is now resolved.

3.6.3 Use of tools to enhance accessibility

3.6.3.1 **Proposed solution:** Increase awareness of accessibility tools by including a short descriptor of their availability at the start of meetings. Identify/promote online training already available for the Microsoft suite of products in use within the TSB. It was noted that screen-sharing documents in MS Teams reduces video feed clarity: increase awareness of trying to circumvent this limitation.

3.6.3.2 **Progress:** Best practices continue to be shared on an *ad-hoc* basis. This barrier is considered resolved.

3.7 Transportation

General: In the Transportation area, three barriers were identified and proposed solutions were advanced for the following:

1. Vehicle purchase analysis,
2. Cognitive charge, and
3. Accessible parking.

Progress in implementing proposed solutions is detailed below.

3.7.1 Vehicle purchase analysis

3.7.1.1 **Proposed solution:** Add accessibility as a factor to consider when making purchasing analysis, to be balanced with other operational requirements. Increase awareness of the availability of the option to rent adapted vehicles when accessibility is a requirement.

3.7.1.2 **Progress:** Pending - Planned for the next periodic review of the TSB vehicle policy.

3.7.2 Cognitive charge

3.7.2.1 **Proposed solution:** Ensure equipment alleviating cognitive charge is provided with the vehicle, either as embedded vehicle equipment (cruise control, line keep assist, etc.) or as add-ons to use one's mobile phone as an aide (secure cell phone mount).

3.7.2.2 **Progress:** As reported in the first progress report, fleet management and procurement personnel use a checklist to ensure existing and new vehicles are equipped with appropriate equipment to alleviate cognitive charge.

3.7.3 Accessible parking

3.7.3.1 **Proposed solution:** Survey Head Office and each regional office to identify parking availability and location of nearest accessible parking options. Add this information to base office information package.

3.7.3.2 **Progress:** As reported in the first progress report , parking surveys were completed for each TSB office location and this information is provided to employees by the Administration team.

4 Consultations

The Manager, Administration consulted with TSB employees responsible for each proposed solution throughout the year in order to keep the subject at the top of their respective priorities. Employees receiving these services were also consulted regarding their experience with the obstacles identified in the Plan. As no external stakeholders have expressed an interest in providing feedback, only internal consultations were used to develop this progress report.

5 Feedback

External stakeholders and people with disabilities who encounter barriers at TSB workplaces are encouraged to contact the Manager, Administration, and provide their feedback for consideration.

Enquiries may be submitted using the TSB's "Contact us" form on the General enquiries page at tsb.gc.ca, in writing, or by telephone:

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The Manager, Administration, will respond within ten working days to any feedback requests made by members of the public. As a minimum, responses will identify the relevant information from the TSB Accessibility Plan 2022 to 2025, refer to it when necessary, and provide guidance on the subsequent suitable steps.

6 BUDGET AND RESOURCE ALLOCATION

For the first Plan, the focus was on assessing the feasibility of proposed solutions, prioritizing and establishing timelines for proposed actions, and identifying, documenting and seeking resources based on the priorities. We have continuously advanced barrier elimination through the three years of this

first plan, to provide a more accessible environment to our employees and others, without additional resources.