



Canada Lands Company  
Société immobilière du Canada

## Progress Report



PARC  
DOWNSVIEW  
PARK



Canada Lands  
Company  
Société immobilière  
du Canada



MONTREAL  
SCIENCE  
CENTRE

OLD  
PORT  
MONTREAL

LA TOUR  
CN  
TOWER

## Multi-Year Accessibility Plan 2022-2025 Progress Report



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# COMMITTEE MESSAGE

## Message from the Canada Lands Company

### Accessible Canada Committee (the “Committee”)

Canada Lands Company (the “**Company**”) is committed to improving accessibility and inclusion by removing barriers. The Company realizes that providing an accessible and inclusive environment across Canada is a shared effort; communities, businesses, and services must work together to make accessibility a reality.

The Multi-Year Accessibility Plan (“**MAP**”) serves as a roadmap for the Company to work towards becoming a more accessible and inclusive Company, aligning with the Federal Government’s expectations as outlined in the *Accessible Canada Act (the “**Act**”)* and its regulations.

This Progress Report is a summary of the progress regarding the objectives set out in the MAP. The information has been provided by the committee members of each division across the Company.

*Teresa Law*

Chief Human Resources Officer

Co-Chair, Accessible Canada Committee

# INTRODUCTION

## About the Company

The Company is a self-financing federal Crown corporation specializing in real estate development and attractions management. For more than 25 years, the Company has developed some of the most sought-after communities in Canada while serving as the innovative steward of some of the country's most iconic attractions: the CN Tower and Downsview Park in Toronto, and the Montréal Science Centre and the Old Port of Montréal in Montréal. The Company reports to the Parliament of Canada through the minister of Public Services and Procurement.

## Commitment to Accessibility

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration, equal opportunity, access, and participation, and is committed to ensuring a safe, dignified, and welcoming environment for everyone. We are committed to meeting the needs of all persons with disabilities in a timely manner and will do so by adhering to all applicable federal and provincial accessibility laws, and by identifying, preventing, and removing barriers to accessibility. The Company is equally committed to providing advice, policies, tools, resources, and governance structures which promotes an inclusive workplace and supports employees in delivering accessible goods, services, and facilities.

## Areas described under section 5 of the *Act* applicable to the

### Company:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT



- The Procurement of Goods, Services, and Facilities
- The Design and Delivery of Programs and Services



# GENERAL

## Executive Summary

The MAP was designed to identify and create specific action plans to remove barriers within each division managed by the Company. The MAP referenced high level action plans, that support each division's operational plans.

This document provides an overview of the Company's progress regarding the objectives set out in the MAP. Progress will be reported annually, and additional items will be added as deemed appropriate to ensure ongoing progress. Reviewing the MAP annually will help ensure that the Company continues to work towards greater accessibility and inclusion, and to accomplish its accessibility goals according to the published timelines.

The MAP will be formally reviewed and updated every three years, including the consultation with the Committee and members of the disability community. Company management, employees, and accessibility committees, with input from the disability community, have identified the following achievements which have removed and prevented barriers over the past year.

## Contact Information

Feedback regarding access to goods and services and the ways in which employees interact with others is welcomed and appreciated. Feedback can be provided to the Company's Human Resources department by email or phone, in person, or by using the form [here](#).

If you have any questions, feedback, or accommodation requests, or would like to request a copy of the Company's accessibility policies and procedures, accessibility plans, progress reports in an alternate format, please contact:

Rose Crisostomo, CHRL  
Director, Human Resources  
Head Office



One University Suite 1700 Toronto, ON

Phone [416-214-1255](tel:416-214-1255)

Email: [rcrisostomo@clc.ca](mailto:rcrisostomo@clc.ca)

## **Accessibility Policies and Procedures**

For more information on the Company's accessibility services and access to online versions of the Accessibility Policy and the MAP, please visit Company's website <https://www.clc-sic.ca/policies>.

## **Communication of the Plan**

The MAP is a multi-year accessibility plan for 2022-2025 and has been shared with employees and the broader community. The MAP is available in an accessible PDF format on the Company's website at <https://www.clc-sic.ca/accessibility> and upon request to the Company's Human Resources Department. Annual progress reports on the MAP will be communicated in the same way and according to the standards set out in the Act.

## **Accessibility Feedback**

Feedback can be any comment, whether positive or negative, including complaints, related to the Company's goods, services, employees, facilities, programs, accommodations, or other aspects of the Company. Feedback can come from a Company employee, consultant, guest, or any member of the public. An employee of the Company who receives feedback related to accessibility will discuss it with Human Resources to determine the appropriate response. Anyone providing feedback to the Company will receive an immediate acknowledgement from Human Resources. When possible, a verbal response will be made to the person within five (5) business days. Written responses will be returned to the person within ten business days, in a format that is understandable to the author. If an action is required, Human Resources will communicate and work with the person to determine appropriate next steps. Human Resources will attempt to resolve the situation in a timely manner. If an attempt to resolve the feedback fails, then the feedback will be submitted to



the President & CEO. Information about actions taken will be provided to the person who submitted the feedback.

## **Training**

The Company is committed to ensuring that its employees receive training on applicable federal and provincial accessibility and human rights laws, with a focus on training employees on general awareness, employment accommodations, alternative formats and WCAG 2.0 Level AA standards.

Training is provided in the Company's accessibility policies and procedures for new hires in a timely manner. Refresher training is provided when changes are made to applicable laws or Company policies and procedures. The Company also ensures that suppliers or service providers working on behalf of the Company or participating in the development or approval of Company policies receive accessibility training.



# EMPLOYMENT

The Company is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support accessibility in the workplace. In the past year the Company has:

1. Prepared a proactive recruitment strategy with the hiring manager for each permanent full-time role replacement. The recruitment strategy identifies where a role will be posted, targeting employment opportunities for under-represented groups and members of the disability community.

## **Human Resources**

2. Reviewed processes to ensure that the employee accessibility and accommodation requests are identified, as needed, throughout the year and during annual performance reviews. As part of the onboarding process, new employees are educated on the Company's accommodation process.

## **Human Resources**

3. Partnered with the Canadian Centre for Diversity and Inclusion, Ontario Disability Employment Network and the Indigenous Corporate Inc. on programs, opportunities, and training. The Company will continue to identify and build partnerships with third-party organizations.

## **Human Resources**

4. Created a draft internship program, and will be reviewed by the Inclusion, Diversity, Equity, Access committee, prior to rolling it out to all departments.



### **Human Resources**

5. Hired a Corporate Culture Manager to help build meaningful programs and outreach Company-wide.

### **Human Resources**

6. Distributed job offers to organizations that ensure the integration in employment with all abilities.

### **Montréal Science Centre**

7. Attended the Canadian Accessibility Congress to recruit job seekers with accessibility challenges and all types of abilities.

### **Montréal Science Centre**

8. Partnered with a third-party provider to prepare an inclusive writing guide on accessibility and employees will be educated on this guide.

### **Human Resources and Inclusion, Diversity, Equity and Access Committee**

## THE BUILT ENVIRONMENT

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers for all users. Unplanned changes to existing public spaces to meet the standard are at the Company's discretion (including emergency repairs or forced changes that were not anticipated or planned for in advance). In the past year the Company has:

1. Constructed a new 10-acre farm at Downsview in collaboration with our tenant Fresh City Farms, that allows those with disabilities to access the main farm pavilion (a public space).  
**Downsview Park**
2. Completed design and awarded a contract for pedestrian improvements to the northern edge of the Lake, and construction will commence in 2024.  
**Downsview Park**
3. Completed replacement of sidewalks.  
**Downsview Park**
4. Continued design for the north washroom pavilion design, with construction anticipated to commence 2023. All units will be self-contained, gender neutral, and barrier free. One unit will be universal. Once design is 95% complete it will be sent to consultant Human Spaces for review and feedback.  
**Downsview Park**
5. Opened the 100% accessible Quai de l'Horloge event platform.  
**Old Port of Montréal**



6. Completed physical improvement such as door handle changes and installation of guardrails.

**Montréal Science Centre**

7. Added an automatic lift to the hygiene room for people with disabilities.

**Montréal Science Centre**

8. Implemented physical improvements, including the creation of an accessible path in the pedestrian extension of the McGill intersection, correction of the wheelchair lining spaces and various improvements to the skating rink.

**Old Port of Montréal**



# INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The Company is committed to making information and communications accessible to all users. This includes any equipment or system that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. It includes all matters concerned with the design, development, installation and implementation of information systems and applications to meet business requirements. In the past year the Company has:

1. Created a working group consisting of at least one management representative and one person with a relevant disability or lived experience with disabilities, to provide the Senior Management Team with recommendations related to identified accessibility barriers in communication technologies, including equipment and systems.

## **Information Technology**

2. Created an inventory of public and employee facing business systems and engage with the Accessibility, Accommodation and Adaptive Computer Technology (“AAACT”) Program of Shared Services Canada to identify a partner to evaluate the Company’s systems using an accessibility lens.

## **Information Technology**



## COMMUNICATION, OTHER THAN ICT

The Company is committed to making information and communications accessible to all. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to providing information in alternate formats when requested. In the past year the Company has:

1. Simplified navigation and standardized user experience of the CN Tower website.  
**CN Tower**
2. Used cartographic map graphics to identify trails and accessibility; cartographic map heights and positions are accessible; distances of trails and level of difficulty noted on maps; pedestrian directional signage provides messages with 70% visual contrast and distance information; new regulatory signage includes visual pictograms to support written messages; interpretive signage is displayed on angled displays that can be effectively read both standing and from a chair; and new plaque signage for washrooms when completed will include tactile and braille messages.  
**Downsview Park**
3. Implemented a new website which meets Level AA, with a score of 80.3.  
**Downsview Park**
4. Established accessibility guidelines for externally focused digital communications to WCAG 2.0 Level AA standards and provide appropriate training to employees.  
**Corporate Communications**



5. Conducted an analysis of the job descriptions in Visitor Service by ROSEPH, a group of 25 organizations promoting the retention of members of the disability community in the workplace to ensure that they are accessible to all types of abilities.

**Montréal Science Centre**

6. Created accompanying guides for people with special needs for the MSC's three temporary exhibitions.

**Montréal Science Centre**

7. Added sensory and visual identification where traffic obstructions are present in all exhibitions and for the stairs in front of the Mini Mondo Exhibition.

**Montréal Science Centre**

8. Added subtitles to the video clips in Explore.

**Montréal Science Centre**



# THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Company is committed to ensuring meaningful consideration to accessibility when specifying requirements for goods, services, and procurement. To ensure the Company's products meet ergonomic standards, clear instructions and support materials are available. In the past year the Company has:

1. Created a working group and action plan involving all Company divisions to increase the diversity of the Company's supplier base, including for businesses owned by persons with disabilities.

**Company-wide**



# THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Company is committed to the guiding principles and best practices of accessibility for all employees, visitors, guests, and customers. This includes continuing to improve accessibility through programs and services, accessible platforms, engagement, and feedback forms. In the past year the Company has:

1. Provided a broader offering for our annual free outdoor movie program.  
**Downsview Park**
2. Partnered with Excellence Canada to review Accessibility Plans, conduct focus groups, and provided summary findings report, and implemented recommendations.  
**Human Resources**
3. Provided Company-sponsored training on Improving Workplace Accessibility Training. Learning Outcomes: Explains how accessibility is linked to human rights and discriminatory practices under the Canadian Human Rights Act. Discusses various types of disabilities, best practice tips for working with persons who have disabilities and provides ways to improve accessibility for customer service. Training on how to create more accessible and accommodating employment processes.  
**Human Resources**
4. Presented a trio of initiatives at the Canadian Association of Science Centre's Annual Conference. Session entitled "Breaking down barriers and engaging children with disabilities in STEM."  
**Montréal Science Centre**



5. Welcomed on-site visits to present MSC's accessibility actions: Universcience (Paris), Insectarium, Planetarium, Musée de la civilisation (Québec), Library of Parliament of Canada (by videoconference)

**Montréal Science Centre**

6. Implemented its training and awareness action plan: Altergo Universal Event, Accessibility training, Mandatory Accessibility Improvement Training Launched on HR downloads for all present and future employees. Training and upgrade on accessible communications and web content accessibility.

**Montréal Science Centre, Old Port of Montréal**

7. Created a check list for exhibit set-ups to make more inclusive and accessible choices.

**Montréal Science Centre**

8. Implemented "Soothing Mornings/Matinées apaisées", Special Needs Guide, Employee Training.

**Montréal Science Centre**

9. For National Accessibility week and in collaboration with the MSC, welcomed 80 young people from the Solidarité de parents de personnes handicapées organization to take part in an activity day including a ride on the Ferris wheel (Grande roue) and a visit to the MSC.

**Old Port of Montréal**

10. Scheduled meetings with the many event producers to raise awareness on the accessible and inclusive culture and added this information to the Event producer's guide.

**Old Port of Montréal**



## CONSULTATIONS

The MAP and its Progress Reports were developed through various consultation processes, including with management, employees, accessibility committees, a third-party consultant, and members of the disability community. The third-party consultant conducted focus group with members of the disability community, conducted a review, and provided a summary of recommendations and feedback, which were incorporated into the MAP and its progress report.

## FEEDBACK

The Company did not receive any additional feedback on its MAP, or its progress related to the plan, following the posting of the MAP and its policies and procedures.

As the Company has received no feedback on the plan via its current procedure, it shall investigate whether its process can be made more accessible and adjust accordingly. Any changes to the feedback process will be indicated in an updated version of the MAP as well as communicated via the Company's website.

## CONCLUSION

The Company is committed to the prevention, identification, and removal of accessibility barriers. The Committee will monitor its progress against the MAP commitments and provide status updates annually on the Company's corporate website. The review of the MAP will occur in 2026 in consultation with the Company's accessibility committees, employees, and community members, including the disability community. The MAP will coordinate across all service areas to create a shift in the workplace culture with respect to accessibility standards. The Company will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and Crown corporation. will provide alternative formats



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upon request. Copies of the MAP or the progress report can be made available upon request. Please contact Rose Crisostomo, CHRL Director, Human Resources. Head Office One University Suite 1700 Toronto, ON Phone 416-214-1255 Email: [rcrisostomo@clc.ca](mailto:rcrisostomo@clc.ca).