



Canada Lands Company
Société immobilière du Canada

Multi-Year Accessibility Plan



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



Table of Contents

COMMITTEE MESSAGE	2
INTRODUCTION	3
About the Company	3
Commitment to Accessibility.....	3
Accessibility Policies and Procedures.....	3
Global Accessibility Compliance Achievements.....	4
Areas described under section 5 of the <i>Act</i>	4
GENERAL.....	5
EMPLOYMENT	8
BUILT ENVIRONMENT OR DESIGN OF PUBLIC SPACES	10
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	12
COMMUNICATION, OTHER THAN ICT.....	14
PROCUREMENT OR GOODS, SERVICES AND FACILITIES	16
THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES	17
CONCLUSION	18



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**”) will serve as a roadmap for the Company to work towards becoming a more accessible and inclusive organization, aligning with the Federal Government’s goals as outlined in the *Accessible Canada Act (the “**Act**”)* and its regulations.

This MAP has been reviewed by members of the Committee, including members from all divisions, and endorsed by the Senior Management Team as a resource to help the Company to comply with provincial and federal laws and to meet its accessibility commitments and goals.

Teresa Law

Vice-President, Human Resources

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 persons 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.

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>.



Global Accessibility Compliance Achievements

The Company is committed to meeting all the obligations and deadlines for Crown corporations set out in the *Act* and its regulations. To review the *Act*, please visit the Government of Canada's website. <https://laws-lois.justice.gc.ca/eng/acts/A-0.6/>

Communication of the Plan

The MAP is a multi-year accessibility plan for 2022-2025 and will be 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. Every effort will be made to provide the document in other alternate formats upon request.

Consultations

The MAP was 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 discussions with employees and members of the disability community, conducted a review, and provided a summary of recommendations and feedback, which were incorporated into the MAP.

Areas described under section 5 of the *Act*

- Employment
- Built Environment or Design of Public Spaces
- 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 is designed to identify and create specific action plans to remove barriers within each division managed by the Company. The MAP will reference high level action plans, that will support each division's operational plans.

The MAP will be updated annually to reflect achievements against the plan, 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. This review process will enable the Company to produce an accurate and informative annual accessibility status report, as well as compliance reports when required. 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 goals and actions to remove and prevent barriers over the coming years. Key Company contacts, identified as action owners, are responsible for ensuring that requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

Through the development of the MAP the Company recognizes that the Design and Delivery of Programs and Services, and the Procurement of Goods, Services, and Facilities are areas requiring future development. The Company is committed to creating working groups to identify accessibility barriers and to create specific action plans to remove and prevent such barriers.



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 in an alternate format, please contact:

Rose Crisostomo, CHRL

Human Resources Manager

Head Office

One University Suite 1700 Toronto, ON

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

Email: rcrisostomo@clc.ca

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 will be provided on the Company's accessibility policies and procedures to new hires in a timely manner. Refresher training will be provided when changes are made to applicable laws or Company policies and procedures. The Company will also ensure 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.

Initiatives:

1. Attract and retain a talented workforce, including increasing employment and other opportunities for under-represented populations, by posting job opportunities on various websites, which target employment opportunities for persons with disabilities.

Human Resources – December 2022

2. Review processes to ensure that the employee accessibility and accommodation requests are identified, as needed, throughout the year and during annual performance reviews.

Human Resources – March 2023

3. Create partnership opportunities with third-party organizations in the community that support employment for persons with disabilities.

Human Resources – December 2023

4. Ensure all employees are provided accessibility training, including information covering general accessibility knowledge, relevant accessibility legislation, and the Company's accessibility and related policies and procedures.

Human Resources – December 2023



5. Identify accessibility barriers within the Company through employee engagement surveys, meetings, and focus groups, using the Committee, and the Equity, Diversity and Inclusion Committees as a resource.

Human Resources – December 2023

6. Create internship opportunities with third-party organizations in the community, including schools and organizations that support employment for persons with disabilities.

Human Resources – December 2024

7. Have a workforce broadly reflective of the community in which the Company operates or provides goods and services using partnerships with various outreach programs and organizations such as Canadian Centre for Diversity and Inclusion and the Ontario Disability Employment Network.

Human Resources – December 2025

BUILT ENVIRONMENT OR DESIGN OF PUBLIC SPACES

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).

Initiatives:

1. Work with third-party accessibility consultants to create specific action plans to incorporate accessibility into new designs, and to improve existing pedestrian access and parking lots at Downsview Park.

Downsview Park Attractions – October 2022

2. Identify and consider the inclusion of policies and guidelines in new policy plans and guideline documents that direct the design of public open space, using feedback received during engagement processes and local municipal requirements. Policies and guidelines should promote widely accepted, accessibility standards.

Real Estate Project Managers – December 2023

3. Design new signage and wayfinding features to meet established universal design standards or other similar, widely accepted, accessibility standards.

Real Estate Project Managers – December 2023



4. Investigate and, where appropriate, implement third party certification processes for Company-owned and Real Estate managed buildings, public spaces, as well as signage and wayfinding programs.

Real Estate Project Managers – March 2023

5. Assess the accessibility of Company-owned buildings on a case-by-case basis and prepare a plan for accessibility improvements which consider the short and long-term plans for the building, including accessibility for all users.

Real Estate Project Managers – March 2024

6. Create specific action plans related to the environment and buildings at the Old Port of Montreal, to recognize and remove barriers for all users.

Old Port of Montreal, Construction – March 2024

7. Work with the City of Toronto to create specific action plans related to improving the passenger drop-off area on Bremner Blvd and PATH accessibility, including curb ramp, signage, paving and seating.

CN Tower Facilities & Engineering – December 2026

8. Create specific action plans related to the re-development of Site 2A lands and the outdoor patio areas, including seating, shelter, and signage.

CN Tower Facilities & Engineering – December 2026

9. Create and manage an action list of existing building improvements that can be made to improve accessibility and remove barriers within the CN Tower for all users.

CN Tower Facilities & Engineering – December 2026



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.

Initiatives:

1. Create 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 - March 2023

2. Create 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 - March 2023

3. Evaluate public facing and employee business systems’ fit with accessibility standards, including legislated standards.

Information Technology - December 2023



4. Define action plans to correct deficiencies for each specific business system.

Information Technology - March 2024

5. Working with AACT to define adaptive computer technology hardware standards and equipment to support employees with accessibility requirements and provide training for technicians on supporting adaptive computer technology.

Information Technology - March 2024

6. Identify and enable accessibility features on all devices and relevant software provided to employees by the Company.

Information Technology - March 2024



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 making every effort to provide information in alternate formats when requested.

Initiatives:

1. Establish accessibility guidelines for externally focused digital communications to WCAG 2.0 Level AA standards and provide appropriate training to employees
Corporate Communications – December 2022
2. Improve accessible signage and wayfinding on the site of the Old Port of Montreal.
Old Port of Montreal Construction and Maintenance – December 2022
3. Improve accessible signage and wayfinding on the site of Downsview Park.
Downsview Park Attractions – December 2023
4. Identify, incorporate, and where possible exceed current accessibility standards for print and digital communications with the public.
Corporate Communications – December 2023
5. Identify an action plan with timelines to provide accessible print and digital communications to employees.
Information Technology – December 2023
6. Install a comprehensive digital messaging system at the CN Tower.
CN Tower Communications – December 2026



7. Create specific action plans to train employees on working with and providing communications to persons with accommodation needs.

CN Tower Communications – December 2026



PROCUREMENT OR 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.

Initiatives:

1. Create 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 for incorporating accessibility requirements in its procurement practices.

Legal Services - December 2023



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.

Initiatives:

1. Create 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 for incorporating accessibility requirements in its service delivery processes.

Human Resources - December 2023

2. Create a standardized process to proactively engage members of the disability community or third-party accessibility consultant when designing and delivering public engagements, to identify and address accessibility barriers.

Real Estate – December 2023

3. Create a guide for accommodating clients with special needs and review assess to assistive devices such as wheelchairs.

Old Port of Montreal Client Services – March 2024



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.