

Ship and Rail Compensation Canada Accessibility Plan

October 2024

Accessibility Plan

The *Accessible Canada Act* (ACA) and the Accessible Canada Regulations (regulations) require that federally regulated entities prepare and publish accessibility plans.

The following document outlines the required content that Ship and Rail Compensation Canada has planned to become more accessible and compliant with Accessible Canada Regulations.

General

Members of the public are encouraged to provide feedback on this Accessibility Plan or to contact Ship and Rail Compensation Canada to request additional information or instructions for providing feedback.

The Administrator and the Director, Corporate Services are responsible for receiving feedback from the public on the accessibility plan or any issue related to accessibility.

Our contact information is provided below.
Suite 830, 180 Kent Street
Ottawa, ON, Canada
K1A 0N5

1-866-991-1727
(613) 991-1727
Fax: (613) 990-5423
info@sr-nr.gc.ca

Media enquiries & Stakeholder Engagement Questions

j.bg@sr-nr.gc.ca

Executive Summary

While Ship and Rail Compensation Canada has always been an equal opportunity employer, this accessibility plan is the first formalized approach to ensuring we are truly accessible and compliant with new regulations. The report outlines our awareness to some of the barriers we need to overcome and how we will attempt to remove them. It starts with setting a more comprehensive accessibility policy (in progress - to help educate staff about accessibility and our commitment to accessibility) and creating this plan (to track and hold ourselves accountable for needed improvements).

We will address accessibility for our website and continue to monitor accessibility for our premises and our employment practices. We will seek to include feedback from persons with disabilities to help identify any other barriers we may not be aware of. We view this as a continual improvement process, which aligns with our values as an organization.

Accessibility statement

Ship and Rail Compensation Canada is committed to providing a workplace that is diverse, inclusive and accessible for all persons with disabilities. We aim to identify barriers to our facility, our website and our recruitment and employment practices, and build plans to remove barriers, creating a work environment in which all people are treated in a fair and respectful manner, allowing them to maintain the highest levels of dignity and independence. HR

The organization's framework for accessibility supports a workplace that is accessible by all and is fully compliant with the standards and requirements as stipulated under federal legislation.

Areas described under section 5 of the ACA

a) Employment

Area	Barriers	Actions	Responsible	Timeline
Employment	Visual issues - glare	Staff who requested got screen blockers or a change in light settings of their computer screens.	Office Coordinator	completed
Recruitment	Unable to use online application process	Paragraph in all job postings about accessibility "We are committed to inclusive, barrier-free recruitment and selection processes. If contacted to participate in the recruitment and selection process,	Office Coordinator	completed

		please advise us if you require accommodation"		
	Unable to attend interview as offered	When candidates are selected for interview, they are asked to self-declare their accessibility needs, if any. (i.e. provide questions in writing ahead of interview)	Office Coordinator	completed
Advancement	Unaware of career advancement opportunities	Provide an internal process for all job postings to allow internal candidates to apply.	Director, Corporate Services	completed
	Mental Illness	Expand mental health coverage in Benefits plan to allow for more mental health consultation. Book benefits vendor to come in and recap coverage/help available.	Director, Corporate Services	2024-25
Training		Listed Accessibility Training as one of our mandatory corporate training programs.	Director, Corporate Services	completed
		Management to select training program from list compiled.	Director, Corporate Services	2024-25
		Updated HR policy to educate staff about accessibility requirements.	Director, Corporate Services	2024-25
	Unaware of cultural differences	Provided cultural sensitivity training	Director, Corporate Services	completed
	Complex language used may be difficult to understand for some	Select staff in Communications and stakeholder engagement/outreach took Plain Language and Accessibility training.	Communications Manager	completed

		Other staff members were invited to join the training, and some did.		
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b) The Built Environment

The Built Environment	Physical barriers	We have touchless door openers for our two exit doors.	Director, Corporate Services	completed
		The Minto building reviewed our paths in the office to check for compliance for wheelchair access.	Director, Corporate Services	completed
		We have one side of our corridors that is not as wide as it should be but we identified another exit path that is wider.	Director, Corporate Services	completed
		Washrooms are accessible and barrier free.	Director, Corporate Services	completed
		Staff who are unable to use the stairs during an evacuation are asked to sign a form requesting for assistance from the Building Emergency team.	Office Coordinator	completed
		Accessible elevator access to the office.		completed
		Parking lot has wide spacing / wheelchair accessible spots.		completed

c) Information and Communication Technologies

Information and Communications Technology	Website access for persons with disabilities	Aware of deficiencies with current website. Working on launching a new site. Exploring accessibility tools to comply with Web Content Accessibility Guidelines (WCAG).	Communications Manager	completed
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	Complex language in public documents	Started reviewing and writing our public documents through a plain language lens. Content for new website will use same lens.	Communications Manager	completed
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d) The Procurement of Goods and Services

The Procurement of Goods and Services		Procurement activities, products and services are reviewed for accessibility, as required.	Director, Corporate Services	ongoing
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e) The Design and Delivery of Programs and Services

The Design and Delivery of Programs and Services		Program and service delivery proposals are reviewed for accessibility in the development stage, as required.	Director, Corporate Services	ongoing
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f) Transportation

The organization is not primarily in the business of transportation, but should it be required to periodically provide or arrange for transportation services for organization related functions, will ensure it provides accessible transportation services (upon request) for persons with disabilities, and is provided at no additional cost.

Consultations

The Accessibility Plan was informed by professional advice and assistance from communications firms, web development experts, and accommodation specialists, by regular discussions at staff meetings, and where applicable, by input and comments from claimants and members of the public.

Budget and resource allocation

Ship and Rail Compensation Canada has significant available resources to plan and provide accessibility improvements. Requirements are typically identified by Corporate Services reviews and expenditure approvals are sought directly from the Administrator of Ship and Rail Compensation Canada as required.