



BREAKING BARRIERS

ACCESSIBILITY PLAN 2023-2025 SUMMARY





Accessibility Plan 2023-25 Summary

As Canada's national public broadcaster, CBC/Radio-Canada provides services in radio, television and digital. Every day we offer high-quality Canadian news, information, entertainment, and sports programming through our websites, streaming services, podcasts, and television and radio programming. CBC/Radio-Canada is committed to the realization of a [Canada without barriers by 2040](#). We recognize that people interact with our content in different ways, and we are actively engaged in making our content accessible. We aim to be a public service media organization that is a world leader in accessibility, propelled by the contributions of people with disabilities.

Our 2023-2025 National Accessibility Plan provides a roadmap to become the accessible public service media organization that Canadians deserve. This plan responds to our responsibilities under the *Accessible Canada Act* and is a part of the continuous improvement of our accessibility efforts. It shows where we are, what we learned from consulting people with disabilities, and where we plan to be three years from now.

Successfully implementing this Plan means identifying, removing and preventing barriers in employment; the built environment; information and communication technologies; communication; the procurement of goods, services and facilities; and the design and delivery of our programs and services.

Becoming a more accessible CBC/Radio-Canada by 2040 means:

1. offering an accessible and inclusive employee experience
2. reflecting disability in our stories and storytelling
3. championing accessibility in all that we do.

To develop this Plan, from November 2022 to January 2023, we traveled across Canada and met with people with disabilities to learn about the barriers they experience when consuming our content or working for us, and ways that CBC/Radio-Canada can improve accessibility. Participants had the option of providing input via an online questionnaire, in-person, or virtually in English, French, American Sign Language (ASL) and Quebec Sign Language (LSQ). Through more than 20 consultations, in eight different cities, we were able to reach 954 people.

The comments we heard during our consultations inform the seven objectives we will focus on in the next three years, and the actions we will take to reach them. Each of these objectives is linked to one or more of the priority areas of the *Accessible Canada Act*. The following are examples of actions found in the Plan. For a detailed list of our actions for 2023-25, please read our [National Accessibility Plan](#).



Objective	Example of action
1. Improve the inclusion of employees with disabilities	We will create an accommodation toolkit to help employees and their managers access and deploy accommodations that will make work more accessible
2. Increase the recruitment, retention and promotion of people with disabilities in our workforce	We will work to increase the participation of employees with disabilities in employee development and advancement initiatives led by our People & Culture team
3. Create and promote content that reflects the diversity of people with disabilities living in Canada	We will add more representation of people with disabilities in our image libraries
4. Increase opportunities for creators with disabilities in the media industry	We will provide networking, development and/or production opportunities for creatives with disabilities through programs such as <i>AccessCBC</i> , <i>Synergies</i> , and other projects
5. Increase the accessibility of our content, with a focus on digital	We will create and deliver more transcribed on-demand audio content
6. Improve the accessibility of our technology and infrastructure	We will incorporate accessibility criteria in procurement of information and communication technology (ICT) goods and services
7. Develop accessibility knowledge and ability amongst our employees	We will provide digital accessibility training to staff

This National Accessibility Plan is an important piece of our commitment to identifying, removing and preventing barriers, in alignment with fulfilling our mandate to inform, enlighten and entertain *all* Canadians. Annual progress reports will be shared on our Corporate website.

We invite you to [provide feedback](#) on our Plan or share with us the barriers you experience when dealing with CBC/Radio-Canada.