

# Accessibility plan progress report summary

In June 2023, CBC/Radio-Canada launched [Breaking Barriers](#), its 2023-2025 National Accessibility Plan. The current progress report provides insight on the actions we've taken to reach our seven objectives, the progress we're noting, the challenges we're facing and the lessons we're learning.

Successfully implementing our National Accessibility Plan means identifying, removing and preventing barriers in all aspects of our work. Here are a few highlights of our actions, which we explain in more depth in this progress report:

**Employment** | We created a Workplace Accommodation Specialist role to implement key changes that will eliminate some of the barriers experienced by employees (and job candidates) with disabilities. In terms of employee engagement, in 2023-2024, we saw slight year-over-year improvements. We are closing the gap between the experiences of employees with disabilities and overall employee engagement scores.

**Built environment** | We completed or started improvements to the accessibility of some of our stations. The most notable are Maison de Radio-Canada (Montreal), the Toronto Broadcast Centre, the Ottawa Broadcast Centre and the CBC Whitehorse station.

**Information and communication technologies (ICT)** | We created a new role in the Technology & Infrastructure team to support barrier removal in this area. They develop content related to ICT for our internal *Accessibility Hub* and collaborate on the procurement of accessible ICT.





**Communication** | We standardized our practice of making our all-staff virtual meetings accessible. In 2023-2024, 100% of our virtual all-staff meetings were provided with transcriptions and approximately 90% of our corporate communications outputs provided closed captioning.

**Design and delivery of programs and services** | We created or acquired new content that reflects the diversity of people with disabilities living in Canada. We collaborated and worked with creators with disabilities in the media industry. We improved the accessibility of our digital products and content and increased our capacity to support knowledge building on accessibility amongst our employees. Furthermore, in a survey that enables us to track and assess the perception of our performance (the Mandate, Vision and Perception Survey), we ask participants whether or not they agree that we reflect persons with disabilities in our content.

We have seen a marked improvement in responses from CBC/Radio-Canada users with disabilities since the launch of our National Accessibility Plan.

As Canada's national public broadcaster, CBC/Radio-Canada aims to be a world leader in accessibility, propelled by the contributions of people with disabilities. We identified opportunities to improve accessibility through consultations on developing this progress report and feedback throughout the year.

We invite you to provide [feedback](#) on our progress report or share the barriers you experience when dealing with us.

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