



Breaking Barriers
2026-2029
National
Accessibility Plan

We aim to be the barrier-free public service media organization that Canadians deserve.





2026-2029 National Accessibility Plan

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Message from the President and CEO

This new 2026-2029 National Accessibility Plan builds on the work of the previous plan to make the national public broadcaster accessible to everyone — a commitment fundamental to how we serve, reach and reflect all Canadians.

This plan focuses on three areas: ensuring digital accessibility; reflecting disability in all aspects of our content creation; and creating an accessible and inclusive employee experience.

We are already advancing on these fronts. CBC launched [Disability Life](#) on cbc.ca, a digital space that simplifies how audiences access news, entertainment and other content related to disability and accessibility. Radio-Canada recently hired a deaf journalist and Quebec Sign Language (LSQ) interpreters to support LSQ communication needs. And CBC's [The Assembly](#) and Radio-Canada's [Facteur A](#), which featured a cast of neurodivergent and autistic adults interviewing Canadian icons, were acclaimed for their unfiltered conversations rarely seen on screen. These are only a few of the examples of how we are breaking down barriers.

This new plan sets our course for the next three years, rooted in the belief that accessibility is a collective responsibility. It is in complete alignment with the vision set forth in our 2025-2030 corporate strategy *CBC, Here for Canada* of creating public value and bringing people together. Everything we do to make CBC/Radio-Canada's content and workplaces more inclusive benefits all Canadians. Our approach is ambitious, proactive, and necessary. As a public service media company, we must lead the way — anticipating needs, driving innovation and embedding accessibility into every facet of our organization, from our content to our digital and physical spaces. I invite you to read on to learn more about the actions we are taking and the progress we have already made.

Marie-Philippe Bouchard

President and CEO

CBC/Radio-Canada



1.0 General



A behind-the-scenes view of sign language interpretation during the broadcast of the 2026 Winter Olympics Opening Ceremony.

1.1 Our commitment to accessibility

To truly be Canada's public broadcaster, CBC/Radio-Canada needs to be accessible to everyone.

We are working toward a Canada without barriers. To do this, we've made two important promises:

To the public

We are committed to making our content and platforms fully accessible. All Canadians should be informed, enlightened and entertained without facing obstacles.

To our employees

We are committed to creating a workplace that is inclusive and barrier-free. We respect and recognize that people with disabilities enrich our organization with skills and perspectives that help us grow and innovate.



1.2 Our focus for 2026-2029

CBC/Radio-Canada is dedicated to the goal of the 2019 Accessible Canada Act: a barrier-free Canada by 2040. We want a society where persons with disabilities can participate fully and equally.

We continue our aim to be a public service media organization that is a world leader in accessibility, propelled by the contributions of people with disabilities. To reach this goal, we must find, remove, and prevent barriers in key pillars. These include employment, the built environment, information and communication technologies (ICT), communication, procurement, the design and delivery of programs and services, and transportation.

The National Accessibility Plan 2026-2029

This plan continues the work of the 2023-2025 plan, [Breaking Barriers](#), with an emphasis on three focus areas:

- An accessible and inclusive **employee experience**.
- Proactively remove barriers throughout our content and platforms, with particular emphasis on **digital accessibility**.
- Reflect disability in all aspects of our **content creation**.

To break down barriers within these focus areas, our actions are organized into six strategic objectives:

1. Improve the inclusion of employees with disabilities at all levels by strengthening the employee experience.
2. Increase employee awareness and enhance the inclusion of individuals with non-visible disabilities.
3. Reduce barriers in the built environment.
4. Proactively reduce barriers across our digital platforms by building technical expertise and leveraging emerging technologies (AI).
5. Strengthen representation of people and creators with disabilities and deepen industry partnerships to advance accessibility in content creation.
6. Proactively reduce barriers in our content, with a focus on digital.



The National Accessibility Plan has been developed to align with [CBC, Here for Canada](#), the 2025-2030 Corporate Strategy, and its focus on:

- **Proximity:** To be truly close to our audiences, we first need to be accessible. This means reaching people across Canada on all our platforms and making our content easier for everyone to access. It also means deepening industry partnerships to advance accessibility in content creation.
- **Digital Agility:** We are improving the accessibility of our digital platforms—like Gem and ICI TOU.TV—as well as the tools our employees use every day.
- **Bringing People Together:** We strengthen our role by increasing representation in our workforce and by showing people with disabilities more authentically in our content.

1.3 How to contact us and share feedback

We invite you to provide feedback in either official language or share the barriers you experience when interacting with us. The Accessibility Lead, who is designated to receive feedback on CBC/Radio-Canada’s behalf, is responsible for overseeing this plan and the accessibility process.

By mail:

Audience Relations, CBC
P.O. Box 500 Station A
Toronto, ON
Canada, M5W 1E6

By toll-free number (Canada only):

1-866-306-4636

By email:

accessibility@cbc.ca

Online:

[CBC accessibility feedback form](#)

Our Application Support Specialists are happy to acknowledge receipt of your feedback. You are welcome to submit comments anonymously. Keep in mind, we are unable to provide an acknowledgement for anonymous submissions.

1.3.1 How to request an alternative format

You can also request a copy of our National Accessibility Plan, progress reports, or description of our feedback mechanisms in print, large print, braille, audio format, or electronic format compatible with adaptive technology.



By mail:

Audience Relations, CBC
P.O. Box 500 Station A
Toronto, ON
Canada, M5W 1E6

By toll-free number (Canada only):

1-866-306-4636

By email:

accessibility@cbc.ca

1.3.2 Definitions used in this plan

The following are definitions that apply throughout this plan:

Accessibility

The [Canadian Human Rights Commission](#) defines accessibility as "creating communities, workplaces and services that enable everyone to participate fully in society without barriers, as is our human right."

Accommodation

Reasonable and appropriate measures to provide a diverse and inclusive workplace environment, free of discrimination against individuals or groups based on a prohibited group under the [Canadian Human Rights Act](#), and in accordance with legislated obligations such as those under the [Employment Equity Act](#) and the [Accessible Canada Act](#) (ACA). Although often associated with removing physical barriers or providing technical devices, accommodation is not restricted to persons with disabilities.

Barrier

The [Accessible Canada Act \(ACA\)](#) defines a barrier as "anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation"

Disability

The [Accessible Canada Act \(ACA\)](#) defines disability as "any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society."



2.0 How we developed this plan

This plan is built on a clear understanding of where we are today and where we need to go. To create a roadmap that works, we used three main approaches:

- We conducted an internal self-assessment to see where we are in our accessibility journey, complemented by an external analysis to better understand trends and developments in the media and accessibility landscape.
- We held broad consultations with over 1,400 people, including our own employees and members of the public.
- We listened and responded to feedback received through our audience relations teams.

By listening to those with lived experience, we identified real-world barriers in how we hire people and how we communicate. The following sections explain how this research helped us set our goals for the next three years.

2.1 Self-assessment exercise

We conducted an analysis to assess CBC/Radio-Canada's current state of disability inclusion maturity. Based on insights from subject matter experts from across the organization, we identified maturity gaps across eight key dimensions:

- Built environment
- Communications and customer service
- Digital solutions
- Culture
- Learning and development
- Procurement and partner services
- Recruitment
- Workplace accessibility

This assessment established a baseline to measure our progress over the next three years. We will use this baseline for:

- **Benchmarking:** Annual reviews will track progress throughout the three-year accessibility plan and identify long-term trends.
- **Strategy:** By pinpointing gaps in accessibility and inclusion, we can better guide support through targeted resources and our updated accessibility plan.
- **Resources:** The findings highlight necessary investments in areas such as skills development.



Over the course of the plan, we will widen our self-assessments process to include areas such as content, the new ICT regulations, and other changes in technology.

2.2 Consultations

2.2.1 How we consulted

We wanted to ensure a comprehensive and inclusive update to our 2023-2025 National Accessibility Plan. To do this, we used a multi-channel approach to gathering feedback. Our method included:

- **National surveys:** Distributed in both official languages to reach a broad demographic across Canada.
- **Focus groups:** Targeted deep-dive discussions on specific barriers and solutions.
- **Process reviews:** Direct consultations with individuals who have interacted with our specific systems.

“I always appreciate if there is a link to accessibility information about the venue itself.”

External communications focus group participant feedback

2.2.2 Who we consulted

To develop our initial accessibility plan, we engaged with employees across Canada to identify foundational barriers. Throughout the implementation of that first plan, we maintained a continuous dialogue with both our staff and the public. This ensured our progress remained aligned with their needs and our commitments.

To inform this three-year update, we conducted a new series of consultations. These identified emerging priorities and ensured lived experiences shape our future goals.

Employees

We engaged with all levels of the organization to capture a wide range of perspectives:

- **Nationwide survey:** Received 1,212 responses from employees from coast to coast to coast. Nearly 25% of respondents identified as persons with disabilities.
- **Leadership insights:** Conducted 22 focus groups with leaders from CBC, Radio-Canada, and Corporate teams. These evaluated operational successes and gaps.
- **Lived experience:** Hosted 7 focus groups specifically for employees with disabilities. Their feedback ensured the plan addresses real-world workplace barriers.



Public

We engaged with the public to understand their perceptions of our services and processes:

- **External communications:** Surveyed 75 people with disabilities to refine our communication accessibility. We conducted follow-up focus groups with 20 participants — 10 English and 10 French — to further identify accessibility barriers.
- **Recruitment and hiring:** Consulted with 20 people with disabilities who navigated our employment process to apply for various roles. We also received feedback from four participants who reached the interview stage.

Types of disabilities

A total of 1,281 employees joined the conversation and 190 members of the public provided feedback. Some of them identified as having different types of disabilities. Many participants identified with more than one disability, including:

- Physical
- Vision
- Hearing
- Cognitive
- Mental health
- Neurodiversity
- Mobility
- Learning

“Please be more proactive in creating the opportunity to talk about disability! It is extremely hard as a person with a disability to be the one to forge that conversation.”

- Employee survey feedback

2.2.3 What we consulted on

Our initial three-year accessibility plan focused on establishing a broad foundation. This updated plan allows us to sharpen our focus and build sustainability. We wanted to ensure our consultation efforts would have the greatest impact. Our research and consultations focused on two core pillars: **Employment** and **Communications**.

Employees

Our consultations moved beyond surface-level feedback to understand the lived experience. We designed our engagement to answer the following key questions:



- **Employee experience:** What are the prevailing opinions and trends about the general employee experience?
- **Direct lived experience:** What specific pain points do employees with disabilities identify as barriers in the workplace?
- **Stakeholder needs:** How do key stakeholders for each accessibility pillar feel about the progress of the first plan? And what specific support do they need to succeed in this next phase?

"It is literally a fight every day in the work environment that feels infinitely harder than the disability itself."

Employee survey respondent

Public

Our external consultations focused on the accessibility of our services and outreach. We collaborated with the [Return on Disability Group \(RoDG\)](#) to engage with the public and answer the following questions:

- **Communication effectiveness:** How effective and accessible does the public find our external communication channels?
- **Recruitment barriers:** What specific obstacles or barriers do members of the public with disabilities encounter when navigating our recruitment and hiring processes?

"CBC got an interpreter with no issue. I also have a preferred one, and I was happy that could be done."

Job recruitment focus group participant

2.2.4 How we used what we learned

Development of the plan

Feedback from our consultations provided us with actionable items. We integrated these in areas such as Employment and Communications. Feedback included:

- **External communications accessibility**
 - The length of text-based formats can be difficult to understand. They often lack the proper formatting required for assistive technology.
 - Video content on YouTube and Instagram creates barriers for those relying on audio alone.



- Users with mobility needs would find information about the accessibility of event spaces useful.
- **Opportunity:** Explore the creation of a set of organization standards for accessibility in external communications that can be easily tested. These should include format, language, and videos.
- **Sensory overload**
 - Open-plan offices present challenges for neurodivergent employees and those with hearing impairments.
 - There is a clear need for designated quiet zones and focus rooms.
 - **Opportunity:** Explore hybrid work accommodations and quiet zone availability at CBC/Radio-Canada facilities to find solutions.
- **Neurodivergence**
 - Training materials currently underrepresent neurodivergence and non-visible disabilities. They should be updated.
 - **Opportunity:** Consult with employees with disabilities, Employee Resource Groups (ERGs), and training partners to update existing or create new, more interactive training programs.

“When I see emojis in the subject line of any email I automatically assume it is spam.”

External communications focus group participant feedback

Organizational change

Consultation feedback also provided us with insights into institutional barriers. We brought these to the attention of key stakeholders. They included:

- **Non-disclosure**
 - Most participants in the job study indicated they wouldn't disclose a disability during the hiring process.
 - Some found disclosure options intrusive, leading to a perception of potential bias.
 - **Opportunity:** Explore options for disclosure such as linkage to benefits like accommodation, limiting categories, or disclosing upon onboarding.
- **Barriers to application:**
 - Job postings are often dense and hard to understand.
 - They also cannot be filtered by official language requirements.
 - CBC/Radio-Canada's application platform is difficult to navigate with assistive technology.



- **Opportunity:** Job postings can be made more accessible through simplification, filtering availability, and providing additional information about day-to-day tasks and work environment.
- **Hybrid work and flexibility**
 - Participants reported inconsistent hybrid work policies, both in their application and across teams, and physical barriers related to commuting.
 - Employees with energy-limiting conditions had a hard time with flexibility.
 - **Opportunities:** Explore formalizing flexibility within job descriptions. Consider recognizing asynchronous or part-time work as valid access needs to increase flexibility and retention.

“One of the job postings said: intermediate level English writing, advanced level English speaking, etc. I have no idea what that means.”

Job recruitment consultation participant feedback

2.3 Feedback

CBC/Radio-Canada welcomes feedback from employees and the public so that we can continuously address accessibility issues and improve our platforms and services. [Feedback can be submitted in both official languages](#) online, by phone or by mail.

CBC and Radio-Canada each receive feedback through their respective accessibility feedback mechanisms and by our Audience Relations teams. The following relates to the feedback that was tagged as accessibility requests between April 1, 2025, and March 31, 2026.

CBC

CBC resolved and closed 495 pieces of feedback that were tagged as accessibility requests. Of these:

- 36.6% (181) were about closed caption issues.
- Of all incoming requests labeled 'accessibility,' only 54% (267) were accurately categorized.

Radio-Canada

Radio-Canada received 132 pieces of feedback that were tagged as accessibility requests. Due to resource limitations, we were unable to categorize the data. To bridge this gap, we used Google Gemini to categorize the data. Of these:



- 83% (108) was related to digital products, either through an application or through our website.
- Exploring this data further, 55% (73) of the feedback was related to closed captioning.

2.3.1 What we heard

The majority of the comments we received were in the [Design and delivery of programs and services](#) pillar of the Accessibility Plan. Below is some of the feedback:

- **Closed Captions**
 - “Hi! I am often watching news and story clips from the CBC news app in noisy environments (...) and would love to know if there's a way in the app to get those clips to have captions?”
 - « *Je suis malentendante et je me fie beaucoup sur le sous-titrage. Sur RDI, le sous-titrage arrive souvent en retard et pendant de longs moments il n'y en a pas du tout.* » (“I am hard of hearing and I rely heavily on closed captioning. On RDI, the captions are often delayed, and for long periods of time, there are none at all.”)
- **Sign language interpretation**
 - “I want to thank CBC for offering live coverage in ASL. As a Deaf Canadian, it is wonderful to have access in a format that is accessible for signers. It is also amazing to have acknowledgement and visibility of signing as a recognized language in media and news. I hope ASL coverage will continue to be offered.”
 - « *Bonjour ! 🙌 ... Je suis sourde. J'aime bien regarder tv radio canada interprète en LSQ.* » (“Hello! 🙌 ... I am deaf. I really enjoy watching Radio-Canada TV with an LSQ (Quebec Sign Language) interpreter.”)

2.3.2 How we address feedback

CBC/Radio-Canada carefully documents and acknowledges, where possible, the receipt of all feedback. Every effort is made to pass the feedback on to the appropriate operational teams to resolve issues or for strategic consideration, as relevant.



3.0 Employment



CBC/Radio-Canada President and Chief Executive Officer Marie-Philippe Bouchard meets with a senior advisor. (Photo: Nicholas Belliveau)

3.1 Our recent progress

We are working hard to make CBC/Radio-Canada a place where everyone belongs. The following are highlights of the initiatives we championed over the past year to make sure our workforce reflects the communities we serve:

- Following the launch of our new [Rule on Accommodation](#) in 2025, we introduced two dedicated e-learning modules to support all employees and job applicants¹ navigating workplace accommodations across CBC/Radio-Canada. In 2026, the role of Workplace Accommodation Specialist became permanent within the organization, further cementing our commitment to providing accessible and inclusive workplace solutions.
- As of March 31, 2026, over 2,000 employees (representing 22% all CBC/Radio-Canada employees) have completed the *Disability Awareness* training.

¹ The Rule on Accommodation applies to job applicants, as well as to all CBC/Radio-Canada employees, regardless of employment status, at all stages throughout the employment life cycle.



- We launched another successful [CBC Abilicrew Placements for Excellence](#) (CAPE) program this year. The program aims to kick-start the careers of persons with disabilities by eliminating barriers to employment. We extended the contracts of four of the five members of this year's cohort at the end of the programme.
- The Corporation launched new cohorts of our employee development and advancement programs. These initiatives bring opportunities for leaders and emerging talent from underrepresented groups, including persons with disabilities, to grow, connect, and thrive. They include the Developing Emerging Leaders (DEL) Program, the INSPIRE Mentorship Program, and the Equity, Diversity, and Inclusion (EDI) Development Fund.
- Our Employee Resource Groups (ERGs) for employees with disabilities continue to drive meaningful impact across the organization:
 - CBC's Abilicrew was recognized with the *Edi Changemaker Award* for fostering a culture of inclusion, belonging and equity.
 - Radio-Canada's Capacités Accessibilité Possibilité (CAP) supported two key conferences aiming to transform our approach to inclusion. *Neurodiversité au travail : Mythes et réalités* focused on neurodiversity and *Reconnaître et déjouer le capacitisme en milieu de travail* focused on ableism.

Leveling up our workforce representation

We launched a new self-identification questionnaire in 2022. Since then, the number of employees reporting a disability has grown. Between 2024 and 2025, a campaign encouraging employees to self-identify resulted in significant growth. That growth has remained constant, with a slight increase of 0.1% since March 31, 2025:

- 2023-2024 (March 31, 2024): 6.9%
- 2024-2025 (March 31, 2025): 11.2%
- 2025-2026 (March 31, 2026): 11.3%

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.



3.2 The way forward

There are two new strategic goals that inform our actions for the employment pillar:

- Improve the inclusion of employees with disabilities at all levels by strengthening the employee experience.
- Increase employee awareness and enhance the inclusion of individuals with non-visible disabilities.

Accommodation

Desired outcome	How to achieve or measure this goal
Strengthen our accommodation approach to meet the evolving needs of our employees and job applicants, with a focus on emerging technology.	<p>Action: Identify areas for improvement in our newly launched accommodation process.</p> <p>Measurement: # of employees and job applicants whose accommodation needs were met.</p>
Increase employee understanding of potential workplace barriers and how to address them.	<p>Action: Increase participation of employees in the Workplace Accommodations training modules.</p> <p>Measurement: # of employees participating in training modules.</p>

Career opportunities

Desired outcome	How to achieve or measure this goal
Support and increase participation of employees with disabilities in career growth initiatives such as the INSPIRE Mentorship Program.	<p>Measurement: # of employees with disabilities in existing career-growth opportunities</p>



Learning and Development

Desired outcome	How to achieve or measure this goal
Ensure all employees involved in the creation of employee-facing web pages are trained on the principles of digital accessibility.	<p>Action: Deliver mandatory digital accessibility training adapted to different roles.</p> <p>Measurement: % of staff who completed training.</p>
Ensure all employees with disabilities can access training in e-learning.	<p>Action: Increase the accessibility of e-learning modules.</p>

Recruitment & Onboarding

Desired outcome	How to achieve or measure this goal
Improve the accessibility of job postings for people with disabilities.	<p>Action: Incorporate accessibility and plain language into job postings.</p>
Improve onboarding experience for newly hired employees with disabilities.	<p>Action: Integrate and promote accessibility through onboarding sessions.</p> <p>Measurement: # of employees participating in onboarding sessions</p>
Reach more potential candidates with disabilities through targeted recruitment strategies.	<p>Action: Implement or improve ways to recruit candidates with disabilities.</p> <p>Measurement: # of targeted events attended</p>
Foster disability confidence among hiring teams and people leaders.	<p>Actions: Deliver practical training on inclusive hiring, with a focus on non-visible disabilities.</p> <p>Measurement: # employees attending training sessions</p>

Ongoing commitments

We continue to be committed to finding gaps in how we represent people with disabilities across our key job categories. Specifically, we are looking at how well we hire, keep, and promote these



employees, as well as furthering opportunities for our employees to better understand the realities of people with disabilities.

The first three years of our plan brought some challenges related to self-identification. We updated these categories in our HR system and reclassified some roles in partnership with unions. Despite these hurdles, we are moving forward. Once we conduct a gap analysis to see how our numbers compare to the Canadian Labour Force data, we will launch a long-term action plan to reduce representation gaps.

We are also exploring strategies to drive up the employee participation of the *Disability Awareness* e-learning module.

4.0 Built environment



One of our ergonomic workstations.

CBC/Radio-Canada maintains an extensive physical presence across the country. We own and lease over 100 locations in every province and territory as of 2026. These facilities operate continuously, delivering content on all platforms.

The level of accessibility can vary by region. We recognize ongoing challenges in fully optimizing the accessibility of our built environment. Our dedicated Facility Planning & Design, Real Estate and Property Asset Management teams are actively working to address and remove these



barriers. This work is guided by local building codes and an understanding of the construction history of each specific site. We are continuing our strategic goal from the first plan of incorporating barrier-free design principles to ensure future initiatives are inherently accessible.

4.1 Our recent progress

We are committed to creating an inclusive environment by reducing and removing physical barriers within our facilities. Our goal is to make our spaces more accessible and welcoming for both our employees and the broader public we serve. The following initiatives and projects highlight some of the progress made over the past year:

- External subject matter experts have completed three built environment audits. The reports will allow our internal teams to incorporate them into their Accessibility Program and future optimization projects (maturity model).
- In collaboration with French Services, a guideline document was developed for accessible sets. This resource will be made available to employees through our *Accessibility Hub*, a resource for all employees containing articles on best practices.
- The CBC Accessibility Accelerator is piloting an accessible news desk for the Toronto NewsNet studio, enabling guests using mobility devices to be seated at the same height as the host.
- We installed automatic door opener buttons at the Victoria station entrances.
- We installed automatic door openers in the washrooms in both Montreal and Sherbrooke. Additionally, the washrooms in Sherbrooke were outfitted with swing-up bars.
- We upgraded the security portals in Vancouver and Toronto to increase the clearance space available for individuals using mobility devices when entering our workspaces.
- We are piloting a new accessible, inclusive Indigenous design gathering space in Yellowknife. This kitchenette will serve as a communal area for staff and visitors on-site, hosting local Indigenous activities.

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.

4.2 The way forward

We are continuing with our existing strategic goal for the built environment pillar:

- Reduce barriers in the built environment.



Design plan peer review

Desired outcome	How to achieve or measure this goal
Consistently integrate accessibility considerations into design planning.	Actions: Integrating peer & external review process for certain projects prior to construction.

Employee work experience

Desired outcome	How to achieve or measure this goal
Modernize legacy workspaces within older facilities to meet current standards for workflow, function, ergonomics, inclusion, sustainability and accessibility.	Action: Audit current facilities, leveraging both internal peer expertise and external Subject Matter Experts (SMEs).

Ongoing commitments

CBC/Radio-Canada is setting new standards for broadcasting workplaces through strategic planning, innovative design, sustainability and a focus on accessibility & inclusion. Our teams are creating physical spaces that reflect these new standards, especially as we adapt to modern ways of working. The Built Environment team and their Lead, ensure that all national locations are designed with people’s needs first.

We are currently gathering details about our workspaces to help us build accessible spaces in every province and territory. This effort will provide essential information for both employees and visitors.

Our commitment includes professional audits of the buildings we lease and own. These expert reports are a vital part of our Accessibility Program. They ensure that technical findings turn into meaningful, long-term progress across all our properties.



5.0 Information and communication technologies



A guest is interviewed in our radio studio in Regina.

Information and communication technologies (ICT) at CBC/Radio-Canada includes the softwares and tools we use to do our work, and the technologies we use to deliver our content. This section focuses on internal and corporate ICT. Audience-facing technology is covered under [Design and Delivery of Programs and Services](#).

5.1 Our recent progress

We are building a culture of digital inclusion. Accessibility is now becoming a normalized part of our project conversations. We are committed to providing a barrier-free digital workspace that empowers every employee to reach their full potential. While we continue to refine our skills and processes, accessibility is now an established core value. Some highlights :

- We added a new role within the Technology & Infrastructure (T&I) team to help identify, remove, and prevent barriers in ICT. This new role illustrates our evolving priorities.
- To build accessibility by design into our digital tools, T&I started rolling out a new skills training strategy. It features learning paths tailored to T&I employees, specific job roles and individual needs.



- The Digital Accessibility team within T&I delivered two introductory training sessions. The first teaches how to evaluate accessibility during the procurement process. The second teaches how to make everyday communications accessible.
- T&I is setting new standards to handle accessibility as early as possible. We're developing requirements for business cases and cost estimates. This ensures that accessibility is built into corporate IT projects from the beginning.

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.

5.2 The way forward

There are two new strategic goals that inform our actions in the ICT pillar:

- Improve the inclusion of employees with disabilities at all levels by strengthening the employee experience.
- Proactively reduce barriers across our digital platforms by building technical expertise and leveraging emerging technologies (AI).

In December 2025, the Government of Canada amended the Accessible Canada Regulations to include new digital accessibility obligations, effective December 5, 2027². To meet these goals, we will recruit a specialized developer focused on accessibility. They will help us to address existing digital barriers and provide direct support to our internal software teams. This supports our goal of an accessible digital workspace and builds on the accessibility standards we already use for our public-facing websites.

These new regulations will shape our priorities for the next few years. We intend to review and improve our platforms as required by the new regulations, making accessibility a standard part of our design and purchasing processes. We will also provide ongoing training to build our technical expertise, and use artificial intelligence (AI) responsibly to support these changes.

² [Regulations Amending the Accessible Canada Regulations: SOR/2025-255](#). Canada Gazette, Part II, Volume 159, Number 26.



New regulations in digital accessibility

Desired outcome	How to achieve or measure this goal
Ensure all new and updated employee-facing web pages and applications align with the requirements of the amended Accessible Canada Regulations (SOR/2025-255). ³	<p>Actions: Map, evaluate, and optimize relevant existing platforms, and establish accessibility checkpoints for new projects.</p> <p>Measurement: # of pages & applications fixed</p>
Ensure employees involved in the development, acquisition and maintenance of employee-facing ICT are trained on the principles of digital accessibility.	<p>Action: Deliver training adapted to different roles.</p> <p>Measurement: % of staff who completed training.</p>

Ongoing commitments

We are maintaining the momentum of our accessibility work by building on the strategies we've developed over the last three years. This includes ensuring employees have the digital tools they need to succeed in their roles.

To support this goal, we will continue to grow our internal Digital Accessibility team within Technology & Infrastructure. This will enable them to provide technical advice and support across the entire company.

³ [Regulations Amending the Accessible Canada Regulations: SOR/2025-255](#), Canada Gazette, Part II, Volume 159, Number 26.



6.0 Communication, other than information and communication technologies



A CBC/Radio-Canada roundtable discussion on accessibility.

This section addresses internal communication as they relate to the employee experience and the built environment.

Initiatives and strategies that relate to external communications for procurement can be found in [7.0 Procurement of goods, services and facilities](#).

Initiatives and strategies that relate to content on television, radio and/or digital platforms can be found in [8.0 Design and delivery of programs and services](#).

6.1 Our recent progress

We have been working to improve the inclusion of employees with disabilities in our workplace. The following are highlights of the barriers we addressed over the past year:

- We created an Accessibility Resources page to centralize all relevant information for employees. It includes links to groups and networks, work environment accessibility, best practices, and the National Accessibility Plan. It also features a feedback mechanism for employee input.



- We redesigned the [Breaking Barriers](#) site to improve accessibility and provide plan highlights at a glance. There are downloadable versions of previous update reports and summaries. The site also features personal stories from employees with disabilities and transcripts. Several feedback mechanisms are also available.

Leveling up employee communications

- In 2023-2024, 100% of our virtual all-staff meetings were provided with transcriptions.
- In 2024-2025, our hybrid town halls were provided with real-time closed captioning for those participating virtually and in person, and bilingual closed captioning. Transcripts were available on our intranet for all employees after the event.
- In 2025-2026, our hybrid town hall was provided with real-time closed captioning for those participating virtually and in person as well as English and French translation by a human. There were also devices the live audience could use to listen to the translation. Transcripts were available on our intranet for all employees after the event.

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.

6.2 The way forward

There are two new strategic goals that inform our actions for the communications pillar:

- Increase employee awareness and enhance the inclusion of individuals with non-visible disabilities.
- Proactively reduce barriers across our digital platforms by building technical expertise and leveraging emerging technologies (AI)

Bilingual AI text-to-speech

Desired outcome	How to achieve or measure this goal
Improve access to content on corporate internal and external websites for those with non-visible disabilities.	Action: Explore a standardized natural-sounding bilingual AI-generated text-to-speech solution across all corporate internal and external websites.



Community outreach

Desired outcome	How to achieve or measure this goal
Make it easier for members of the public who are blind or have low vision, are Deaf or hard of hearing, and those who are neurodivergent to visit select locations.	Action: Train Radio-Canada brand ambassadors and develop adapted visit routes and resources tailored to each group’s specific needs.
Help members of the Deaf community to learn about the broadcast industry.	Action: Train Radio-Canada brand ambassadors to provide workshops in LSQ.

Disability awareness

Desired outcome	How to achieve or measure this goal
Lead an awareness campaign to support employees with non-visible disabilities.	Action: Explore collaboration opportunities between People & Culture and other departments to shed light on the realities of people with non-visible disabilities.

Internal bilingual meeting supports

Desired outcome	How to achieve or measure this goal
Improve the experience for unilingual employees and those who may require additional accessibility support during virtual events.	Action: Explore available third-party tools that can be used to move away from per-event manual setups to a centralized platform that uses a turnkey solution.

Ongoing commitments

Our teams will work closely together to determine the actions that will be needed to ensure employee communications meet the new regulations under the amended Information and Communication Technologies standard of the Digital Technologies Accessibility Regulations.



7.0 Procurement of goods, services and facilities



Our broadcast control room in Yellowknife.

Procurement is the process of obtaining goods or services that we need for daily operations. This section covers our corporate needs. Anything related to creating or sourcing media content is located in the [Design and delivery of programs and services](#) section.

7.1 Our recent progress

We are taking concrete steps to ensure the technology we buy is accessible to everyone. In the last three years, we launched our accessible procurement initiative and centralized our accessible procurement process to ensure quality and consistency across the organization. This model facilitates collaboration and knowledge sharing. Some highlights from the last year :

- We created a Subject Matter Experts (SMEs) program and developed a consistent method to ensure these experts are involved early in strategic technology projects, like new softwares.
- We surveyed key technology suppliers to check how well they understood accessibility and the EN 301 549 standard. We used those results to define our new accessible procurement initiative. It includes accessibility in our procurement processes and our contracts.



- We updated criteria and requirements that ensure technological suppliers will deliver more accessible products and services. These will continue to evolve.

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.

7.2 The way forward

Procurement supports part of one strategic goal that is informing our actions:

- Proactively reduce barriers across our digital platforms.

We will do this by including accessibility in the procurement process and by fostering technical expertise. This will contribute to meet our obligations under the new regulatory requirements regarding digital accessibility for information and communications technologies intended for employees.

Procurement process

Desired outcome	How to achieve or measure this goal
Ease the inclusion and tracking of accessibility considerations in procurement, where applicable.	Action: Incorporate accessibility criteria within our financial system to simplify the process and improve tracking.
Develop expertise to include accessibility in procurement.	Action: Support and train our subject matter experts (SMEs) in adding criteria and requirements.

Ongoing commitments

We will continue the accessible procurement initiative developed in the last three years.

- Revise criteria and requirements to ensure their relevance.
- Promote suppliers with disabilities through our diversity vendor initiative.



8.0 Design and delivery of programs and services



On the set of CBC's *The Assembly* featuring neurodivergent people and people on the autism spectrum interviewing celebrities, with no questions off the table.

Every day, we provide high-quality Canadian news, information, entertainment, and sports programming. Our platforms include our websites, streaming services, podcasts, television, and radio.

We recognize that our audience interacts with our content in diverse ways. As a public broadcaster, we have set high goals to ensure our services remain accessible to everyone.

8.1 Our recent progress

We have been working to increase the accessibility of our text, video and audio content, as well as increase opportunities for creators with disabilities in Canada to share their stories. The following are highlights of the barriers we addressed over the past year:

- We launched [Disability Life](#), a dedicated online destination designed to improve accessibility and discoverability of content for and about people with disabilities. It includes curated content from across CBC as well as links to the Living with a Disability section on GEM and transcripts of podcasts. There is also a link to our National Accessibility Plan and a way to provide feedback about accessibility.



- We launched a show where autistic and neurodivergent adults interview major Canadian celebrities. CBC's [The Assembly](#) and Radio-Canada's [Facteur A](#) feature unfiltered, direct questions, focusing on authentic, often humorous, and personal conversations.
- We added a full-time Deaf LSQ journalist position to create content for daily news updates.
- We launched surveys to get input from the community on ASL and LSQ news needs. The feedback on the use of ASL and LSQ services in video and audio helped inform actions in our plan.
- We introduced automated closed captions for short-form, on-demand video on CBC.ca and CBC News App (Android), with iOS support following this summer. [This increased captioned videos on cbc.ca](#) from roughly 30% to roughly 97%.
- We increased the availability of transcripts for Radio-Canada's podcast content on OHdio. All French-language radio programs now have transcripts as well.
- We introduced the ability to listen to news articles on all stories on CBC.ca and the CBC News App, consistent with Radio-Canada's offerings.
- During the Milano Cortina Winter Olympics 2026, Radio-Canada presented [daily Olympic roundups in LSQ](#), with host Martin Boucher.

You can find highlights of our progress from our first National Accessibility Plan on our corporate site. The [2023-2024 Progress Report](#) and [2024-2025 Progress Report](#) are available for download.





Paralympian Paul Tingley attends a para hockey watch party hosted by CBC at the Halifax Central Library. (Photo by Nick Pearce)

Leveling up our Milano Cortina Winter Olympics 2026 coverage

Opening Ceremony

- CBC **live** with ASL: 50,549 views
- Radio-Canada **live** with LSQ: 3,976 views
- CBC **on demand*** with ASL: 11,882 views
- Radio-Canada **on demand*** with LSQ: 9,253 views

Closing Ceremony

- CBC **live** with ASL: 22,731 views
- Radio-Canada **live** with LSQ: 3,898 views
- CBC **on demand*** with ASL: 29,897 views
- Radio-Canada **on demand*** with LSQ: 2,773 views

Daily segments

- CBC **YouTube**: 17 videos (ASL only) 82,832 views
- CBC **Facebook**: 14 videos (ASL only) 109,945 views
- Radio-Canada **Info app**: 16 videos (with LSQ) with 4,327 views
- Radio-Canada Sports **Facebook**: 17 videos (with LSQ intro) with 16,380 views

*The date range for on-demand statistics is February 6-22, 2026.

8.2 The way forward

There are three new strategic goals that are informing our actions for the design and delivery of programs and services pillar:

- Proactively reduce barriers across our digital platforms by building technical expertise and leveraging emerging technologies (AI).
- Strengthen representation of people and creators with disabilities and deepen industry partnerships to advance accessibility in content creation.
- Proactively reduce barriers in our content, with a focus on digital.

Accessibility innovation

The Accessibility Innovation Lab is a virtual hub designed to accelerate how we build, test, and implement accessible products for both employees and our audience. Its goal is to bring together accessibility champions, creative thinkers, and new technologies. By making these connections, the lab will ensure that accessibility is a core part of how CBC/Radio-Canada evolves in the digital world.



The Accessibility Innovation Lab has five objectives:

1. Provide a secure and adaptable virtual environment to prototype and test accessibility-first solutions.
2. Identify gaps in current accessibility practices, share learnings, and amplify knowledge across the organization.
3. Play a pivotal role in shaping the future of accessible media.
4. Empower accessibility champions with access to resources and opportunities to lead transformational change.
5. Strengthen the organization's leadership position in and commitment to accessibility.

Content accessibility

This category focuses on the substance of our programming: representation, language services (ASL/LSQ), and fostering a community of creators with disabilities.



Creators and community building

Desired outcome	How to achieve or measure this goal
Continue to refine our approach to provide networking, development and production opportunities for creatives with disabilities.	Action: Launch a new season of <i>AccessCBC</i> - a Canadian industry program focused on training and advancing the careers of Deaf and disabled creators and producers.
Strengthen community relations with disability organizations and disabled audiences.	Action: Partner with other organizations in the media industry that advance accessibility and consult with audiences with disabilities.
Bring industry experts together to celebrate content accessibility, share their knowledge, and inspire.	Action: Grow the audience of CBC's annual professional development event - <i>AccessWorks</i> .
Increase accessibility of our coverage and outreach efforts for the 2028 Olympic and Paralympic Games Los Angeles.	Action: Explore and identify accessibility and promotion opportunities for the Games.

Sign language interpretation

Desired outcome	How to achieve or measure this goal
Increase news offerings in Quebec Sign Language (LSQ).	<p>Action: Provide sign language interpretation for the weekly 6 p.m. news broadcast in a new studio dedicated to LSQ content production.</p> <p>Measurement: # of 6 p.m. news programs with sign language interpretation</p>
Increase and diversify content offerings in American Sign Language (ASL).	<p>Action: Explore providing sign language interpretation for select CBC content.</p> <p>Measurement: # of content offerings with sign language interpretation</p>



Specialized programming

Desired outcome	How to achieve or measure this goal
Improve the accessibility and enjoyment of video games for children who are blind or have low vision.	<p>Action: Develop accessible video games for the CBC Kids website.</p> <p>Measurement: # of video game plays per month</p>
Increase the amount of closed captions on Gem, cbc.ca and FAST channel live streams.	<p>Action: Evaluate and implement a method of automated closed captions for live streams.</p> <p>Measurement: % live streams available with closed captions.</p>

Digital accessibility

This category focuses on the technical tools, user interfaces, and AI-driven innovations that ensure our platforms (apps, websites, and players) are barrier-free.

Automation and AI

Desired outcome	How to achieve or measure this goal
Improve the accessibility and enjoyment of live radio programmes.	<p>Action: Develop and integrate real-time closed captioning for live and listening on Radio-Canada OHdio.</p> <p>Measurement: # of live programs on OHdio with closed captions.</p>
Increase the number of videos with closed captioning on ICI TOU.TV.	<p>Action: Evaluate the implementation of automatic transcoding model to convert European standards to ICI TOU.TV standards or use of AI creation of captions.</p> <p>Measurement: % of closed captions on acquisition content.</p>
Help creators build accessible audience-facing content.	<p>Action: Pilot and add new tools to CBC content management systems (CMS) such as an alt text generator.</p>



Discoverability and navigation

Desired outcome	How to achieve or measure this goal
Allow users to filter for content with described video (DV) on CBC and Radio-Canada streaming platforms.	<p>Action: Improve DV discoverability on CBC’s website, News App, and Gem/ICI TOU.TV.</p> <p>Measurement: Increase in time spent per user with DV activated.</p>
Improve the accessibility and enjoyment of audio content for users with cognitive and hearing disabilities.	<p>Action: Increase the volume of transcriptions and improve findability through the use of AI.</p> <p>Measurement: # of audio programs and podcasts in French and English with transcripts.</p>

Platform features and user interface (UI)

Desired outcome	How to achieve or measure this goal
Give users the option to view CBC and Radio-Canada websites in light mode or dark mode.	<p>Action: Explore the feasibility of implementing dark mode across parts of CBC.ca and radio-canada.ca.</p>
Help viewers be aware of potential photosensitive content in digital and linear programming on CBC Gem and ICI TOU.TV.	<p>Action: Explore ways of providing warnings for photosensitive content on our platforms.</p>

Ongoing commitments

We are continuing our commitment to show the diverse lives of Canadians with visible and non-visible disabilities. Our team is building a new image library to represent people authentically in our content. As Canada’s Paralympic Network for LA 2028, we will bring you every exciting moment of the Games. We will continue to accessibly cover major national events and create fun, accessible content for children and youth. Our goal is to ensure every Canadian sees themselves reflected in the media we produce.

9.0 Transportation

Accessible transportation for employees with disabilities is a human right. CBC/Radio-Canada is committed to providing a barrier-free experience, where possible.



We are in the early stages of exploring how to make CBC/Radio-Canada's transportation and travel for our employees more accessible. This includes a review of our production vehicles, our policies, and third-party platforms and booking systems.

We will identify barriers to accessible travel through two methods:

- We will consult with employees with disabilities on their experiences.
- We will conduct an analysis of our current policies and practices to identify gaps in accessibility.

These will allow us to create resources to support more accessible work-related travel for employees.

10.0 Accessibility requirements under the Broadcasting Act

CBC/Radio-Canada's licensed audiovisual services⁴ are subject to several conditions of licence issued under the Broadcasting Act that relate to accessibility, specifically with respect to the provision of closed captioning, described video and audio description in its programming. The conditions of licence that relate to the identification, removal and prevention of barriers are explained below, along with their references. As part of the Commission's regulatory plan to implement the modernized Broadcasting Act, the CRTC intends to implement changes that relate to the identification, removal, and prevention of barriers to access programming on online undertakings. The new regulatory policy will apply to CBC/Radio-Canada's audio-visual online streaming undertakings and television services. This is discussed in greater detail below.

Closed captioning

Captioning is the on-screen textual representation of the audio component of a program. It is presented as a banner, usually at the bottom of the screen, and provides a text rendition of all significant audio content, including on-screen dialogue, sound effects and non-speech information such as the identity of speakers and their manner of speaking.⁵

CBC/Radio-Canada's licensed audiovisual services are required to:

- caption 100% of the English- and French-language programs broadcast over the broadcast day;

⁴ CBC/Radio-Canada's licensed audiovisual services consist of ICI TÉLÉ (network and stations), CBC Television (network and stations), ICI ARTV, ICI RDI, CBC News Network and documentary Channel.

⁵ [Broadcasting Public Notice CRTC 2007-54](#), paragraph 1.



- ensure that advertising, sponsorship messages and promos in the English and French languages are captioned;
- implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal, and this captioning reaches the distributor of that signal, in its original form; and
- adhere to the Commission's quality standards for English- and French-language closed captioning.⁶

The CRTC intends to establish closed captioning obligations for online streaming services in Canada to ensure barrier-free access for Deaf or hard-of-hearing viewers. The CRTC completed its public consultations at the end 2024 and is expected to release a regulatory policy.

Described video and audio description

Described video (also referred to as videodescription or described narrative) consists of a narrated description of a program's main visual elements, such as settings, costumes and body language.⁷

Audio description refers to announcers reading aloud the key textual and graphic information that is displayed on the screen during information programs.⁸

For persons who are blind or partially sighted, described video and audio description are important means of making audio-visual programs accessible. The CRTC's existing rules for described video and audio description of traditional television programs are outlined below, followed by a description of the new obligations that will apply to programming on online platforms, effective December 17, 2027.

ICI TÉLÉ, CBC Television, ICI ARTV and documentary Channel are required to provide described video for all English- and French-language programming that is broadcast during prime time (i.e., from 7 p.m. to 11 p.m.) and that is drawn from program categories 2(b) Long-form documentary, 7 Drama and comedy, 9 Variety, 11(a) General entertainment and human interest and 11(b) Reality television, and/or is programming targeting preschool children (0-5 years of age) and children (6-12 years of age).⁹

ICI EXPLORA, ICI RDI and CBC News Network are required to provide a minimum of four hours of described video per broadcast week, if the service broadcasts four hours or more per

⁶ [Appendix 1 to Broadcasting Regulatory Policy CRTC 2016-436](#), conditions of licence 9-11; [Appendix 2 to Broadcasting Regulatory Policy CRTC 2016-436](#), conditions of licence 11-14; [Appendix to Broadcasting Regulatory Policy CRTC 2015-436](#), conditions of licence 7-9

⁷ Appendix 1 to [Broadcasting Regulatory Policy CRTC 2016-436](#), definition of described video.

⁸ Appendix 1 to [Broadcasting Regulatory Policy CRTC 2016-436](#), definition of audio description.

⁹ Appendix 3 to [Broadcasting Decision CRTC 2022-165](#), condition of licence 38.



broadcast week of English or French-language programming that is drawn from any of the program categories listed above.¹⁰

CBC/Radio-Canada's licensed audiovisual services are required to provide audio description for all the key elements of Canadian information programs, including news programming.¹¹

On December 17, 2025, the CRTC introduced changes to better support Canadians who rely on described video and audio description¹². By December 17, 2027, online streaming and on-demand TV services will be required to include described video on all new original scripted programs, such as dramas and comedies, and provide audio description for all news and information programming. They will also need to offer a search tool to help people find accessible content. This obligation will apply to CBC/Radio-Canada's online streaming services. The requirements will be imposed by way of orders issued pursuant to section 9.1 of the *Broadcasting Act*.

The CRTC is also requiring online undertakings to file implementation reports. The first report is due September 17, 2026 and requires CBC/Radio-Canada to describe its implementation strategies for the new regulatory policy for described video and audio description. The second report is due December 17, 2027 and requires CBC/Radio-Canada to confirm implementation of the new regulatory policy for described video and audio description.

¹⁰ Appendix 2 to [Broadcasting Regulatory Policy CRTC 2016-436](#), condition of licence 17; [Appendix to Broadcasting Regulatory Policy CRTC 2015-436](#), condition of licence 11.

¹¹ Appendix 1 to [Broadcasting Regulatory Policy CRTC 2016-436](#), condition of licence 13; [Appendix 2 to Broadcasting Regulatory Policy CRTC 2016-436](#), condition of licence 16; [Appendix to Broadcasting Regulatory Policy CRTC 2015-436](#), condition of licence 10.

¹² [Broadcasting Regulatory Policy CRTC 2025-344](#), regulatory policy for described video and audio description.



11.0 Acknowledgements



The National Accessibility Team (left to right): Julie-Anne Perrault, Boris Tia, Rakhee Chowdhury, and Olena Sullivan. (Photo: Nicholas Belliveau)

Accessibility is a shared responsibility requiring ongoing collaboration across teams, departments, and leadership, supported by sustained commitment and investment at all levels. We recognize the contributions of the accessibility teams, experts, and champions across the organization whose collective efforts have helped shape this work.

Also, this plan would not have been possible without the contributions from the many employees who participated in consultations and focus groups during the plan's development. In the spirit of "Nothing Without Us,"¹³ this plan was informed through its continued engagement with people with disabilities.

¹³ This principle recognizes that persons with disabilities are equal participants in all areas of life and should contribute to all decision-making on policies, programs, practices and service delivery. [Consulting Person with Disabilities](#), Government of Canada.



Lastly, We like to acknowledge the continued support of our Senior Executive Team. Their commitment to accessibility allows us to move steadily toward making CBC/Radio-Canada the barrier-free public broadcaster that Canadians deserve.