

2022-2025 ACCESSIBILITY PLAN

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Message from Ingenium

Ingenium's team at Canada's Museums of Science and Innovation is committed to providing accessible opportunities for our visitors, staff, and volunteers.

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The creation of this Accessibility Plan is part of an ongoing commitment to becoming an inclusive organization that provides accessible programs, services, facilities, and employment opportunities. Our Truth, Reconciliation, Equity, Diversity, Inclusion and Accessibility (TREDIA) plan will help ensure that accessibility is at the forefront of everything Ingenium offers.

As part of our mandate to foster scientific and technological literacy throughout Canada, we recognize the importance of ensuring that our collection and our programs, services, and facilities are accessible to all.

To remove and prevent accessibility barriers, it is essential that we understand the various types of barriers that exist and how to identify them. As part of this process, Ingenium acknowledges the complexity of the lived experience of persons with disabilities. We are committed to engaging in collaborative efforts to identify and remove all barriers to accessibility. This includes addressing any systemic and attitudinal barriers that reflect the **ableism** that exists in a society constructed and still influenced by settler **colonialism**.

We are dedicated to continuing to identify and eliminate barriers in our workplace. While we have made important progress, there is still much work to do. This Plan outlines the way forward. It describes the work we have already done and what we hope to accomplish in the coming years. We welcome feedback at any time about accessibility at Ingenium—Canada's Museums of Science and Innovation.

Lisa Leblanc

Director General, Canada Science and Technology museum
Chair of Ingenium's Accessibility Working Group

Camille Bérubé

Advisor, Equity, Diversity, Inclusion and Accessibility

General

There are three major roles related to **accessibility** at Ingenium:

- Director, Truth, **Reconciliation, Equity, Diversity, Inclusion,** and **Accessibility**;
- Advisor, **Equity, Diversity, Inclusion,** and **Accessibility**; and
- Ingenium's **Accessibility** Working Group

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The Director, Truth, Reconciliation, Equity, Diversity, Inclusion and Accessibility (TREDIA) (Samantha David) and the Advisor, Equity, Diversity, Inclusion and Accessibility (Camille Bérubé) are responsible for leading accessibility initiatives at Ingenium—Canada’s Museums of Science and Innovation.

The Accessibility Plan is designed to be responsive to the environment and to the needs of Ingenium and its many visitors. Feedback and questions are encouraged to help the ongoing shaping of this Plan.

Questions or inquiries about Ingenium’s Accessibility Plan or other **accessibility** initiatives can be directed to accessibility-accessibilite@IngeniumCanada.org.

Executive Summary

ABOUT INGENIUM

Ingenium is a vital link between science and society. At Ingenium and its three museums—the Canada Agriculture and Food Museum (CAFM), the Canada Aviation and Space Museum (CASM), and the Canada Science and Technology Museum (CSTM)—we are committed to taking science engagement to the next level. We are doing this by co-creating **accessible** and **inclusive** participatory experiences. We will achieve this through our three museums, as well as the new Ingenium Centre, which houses our Research Institute and the Digital Innovation Lab.

Ingenium’s programs are intended to benefit all **people living in Canada**, with primary audiences being families with young children, students, educators, and researchers. We understand that to be successful, Ingenium must respect and reflect our growing, diverse, and changing nation. The journey ahead includes building a nation of collaborators, communicators, and critical thinkers.

ACCESSIBILITY GOALS AND PRINCIPLES

Ingenium is committed to achieving our strategic goals with the objective of expanding the boundaries of engagement through our Access for All strategic goal. Several of the goals included in this Accessibility Plan are based on Ingenium’s Strategic Plan to:

- Harness the power of digital to connect with Canadians;

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- Respect and include diverse voices and communities; and
- Champion physical, cognitive, sensory, and socio-economic **accessibility**.

While working at providing a vital link between science and society for all, Ingenium is guided by our strategic goals, the Accessible Canada Act (ACA) and the work of disability activists. The 10 Principles of Disability Justice identified by Sins Invalid¹ guide our reflections, our commitment to **disability** justice and challenge us to think critically about the work we do.

Ultimately, Ingenium aims to create a culture that considers and applies the **“Nothing Without Us”** perspective in all our operations. This includes ongoing consultations, collaboration, co-development and co-creation alongside those with lived experience of **disability**.

True **accessibility** leads to **inclusion** and a sense of **belonging**. That is our ultimate goal at Ingenium: that all individuals feel that they are included and represented in all we do. Creating this environment involves identifying, removing, and preventing **barriers** at Ingenium, in the following seven areas identified by Accessible Canada Act (ACA):

1. Employment;
2. The built environment (buildings and public spaces);
3. Information and communication technologies (ICT);
4. Communication, other than information and communication technologies;
5. The procurement of goods, services, and facilities;
6. The design and delivery of programs and services; and
7. Transportation.

As part of Ingenium’s Access for All journey, we believe that fostering an authentic sense of **belonging** for everyone is a critical part of the process. Deepening our knowledge and awareness around **disability**, **accessibility**, and **barriers** needs to go beyond these seven areas. As a result, an eighth category was added to this Plan, incorporating strategies to enhance **accessibility** awareness, knowledge, and culture.

ACCESSIBLE CANADA ACT AND BEYOND

Ingenium supports the following ACA principles and is committed to implementing all activities while recognizing and considering the following principles:

1. Everyone must be treated with **dignity**;

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2. Everyone must have the same opportunity to make for themselves the life they are able and wish to have;
3. Everyone must be able to participate fully and equally in society;
4. Everyone must have meaningful options and be free to make their own choices, with support if they desire;
5. Laws, policies, programs, services, and structures must consider the ways that different kinds of **barriers** and discrimination **intersect**;
6. Persons with **disabilities** must be involved in the development and design of laws, policies, programs, services, and structures;
7. and **Accessibility** standards and regulations must be made with the goal of achieving the highest level of **accessibility**.

As we embark on the development and maintenance of an Accessibility Plan in response to the *Accessible Canada Act (ACA)*, we are committed to providing accessible experiences to all **people living in Canada**, through consultation, collaboration, and co-creation with the disability community. This Accessibility Plan aims to address both ACA and human rights legislation compliance requirements. It also chooses to go beyond what is required for legislative compliance. It includes goals that address some of the accessibility and inclusion gaps that were identified during review and consultation processes at Ingenium.

We will continue to work towards creating a safe, welcoming, brave and authentic space where everyone is encouraged to show up as they are.

¹ <https://www.sinsinvalid.org/blog/10-principles-of-disability-justice>

Identifying, Removing, and Preventing Accessibility Barriers

As a **learning organization**, Ingenium is continuously improving access to the museums and the Ingenium Centre. This includes our research, collection, and archives, as well as on-site, off-site, and virtual experiences. We want to ensure that audiences that have traditionally faced barriers are welcome both onsite and online.

Ingenium recognizes that addressing **accessibility** is a complex issue requiring multiple long-term and sustainable strategies. This Accessibility Plan includes a brief description of

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accessibility barriers that have been identified and addressed to date, as well as future goals that require resources to remove and prevent **barriers**.

As a consolidated **Crown corporation**, Ingenium relies on **parliamentary-voted assigned funds** as its primary source of revenue. The remainder of Ingenium’s operational budget is provided by program and operations revenue and individual and **corporate donations** or partnerships.

While some of the following accomplishments involved one-time changes to remove **barriers** to **accessibility**, many of the tasks are ongoing. Ingenium is committed to regular reviews of its policies and procedures to prevent new **barriers** wherever possible.

1. EMPLOYMENT

Ingenium’s commitment to accessible and inclusive employment is focused on increasing the **recruitment, retention, and advancement** of people with **disabilities**. This requires ensuring Ingenium’s environment and culture create a space that recognizes the uniqueness of each of our team members. Each job applicant and employee should have the opportunity to show up as they are, in all contexts and spaces at Ingenium.

1.1 Accomplishments

In the past several years, we have reviewed and updated Ingenium’s hiring process to reduce **barriers** to access. Some accomplishments are related to ensuring compliance with the ACA and other legislation, as well as to meeting the terms of our **collective agreement**. Other accomplishments align with our organizational goals and strategic plans.

The following accomplishments are related to identifying, removing, and preventing **barriers** to accessible employment.

TABLE 1.1: Accomplishments related to identifying, removing, and preventing **barriers** to accessible employment

Description	Accountability	Timeline
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Creation of three internal working groups with employee representation: Accessibility Working Group (AWG), Equity, Diversity and Inclusion Working Group (EDIWG), and Indigenous Community Relations Working Group (ICRWG)	Director General (DG), CAFM (ICRWG) DG, CSTM (AWG) DG, CASM (EDIWG)	Initiated 2019-2020 (with working group activity ongoing)
Hiring of an Advisor, Equity, Diversity, Inclusion and Accessibility	Chief Operating Officer (COO)	Summer 2020
Delivery of mandatory unconscious bias training for all hiring managers	Chief Operating Officer (COO)	Initiated Summer 2020 (with training delivery ongoing)
Initial draft of Ingenium's TREDIA plan	Chief Operating Officer (COO)	Fall 2021
Hiring of a Director, TREDIA (Truth and Reconciliation, Equity, Diversity, Inclusion, and Accessibility), reporting to the CEO's office	Chief Executive Officer (CEO)	Fall 2022
A review and update of Ingenium job postings to ensure clear, accurate, and accessible descriptions and inclusive language	Chief Operating Officer (COO)	Ongoing
A review and increase of job posting sites and contacts used, to reach broader and targeted audiences for available positions	Chief Operating Officer (COO)	Ongoing

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Processes and training to ensure proactive queries regarding accommodation requests for job applicants, when scheduling candidate tests, interviews, or other activities during the recruitment and hiring process	Chief Operating Officer (COO)	Ongoing
A review and update of interview questions and procedures, to ensure a review and update of interview questions and procedures, to ensure accessible processes and awareness among hiring managers of how to meet accommodation requests wherever possible	Chief Operating Officer (COO)	Ongoing
Hiring of two students from the High School Students with Intellectual Disabilities Integration Project	DG, CAFM DG, CSTM	February to June 2022 November 2022 to May 2023

1.2 Goals

Ingenium continues to review its workplace environment and culture, with the goal of identifying and removing **barriers** to **accessibility** and **inclusion** for job applicants and employees. The following projects will be launched or expanded between 2022 and 2025.

TABLE 1.2: Goals related to identifying, removing, and preventing **barriers** to accessible employment

Description	Accountability	Timeline
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Publish and implement final version of TREDIA plan	CEO	Summer 2023
Expand the accelerated TREDIA training plan for the Ingenium Executive Leadership Team, with a focus on accessibility	CEO	Fall-Winter 2022
Initiate a plan to increase representation of persons who self-identify with disabilities to a minimum of 9% for all occupational groups by 2025	COO	Initiated in May 2022

2. THE BUILT ENVIRONMENT (BUILDINGS AND PUBLIC SPACES)

Ingenium’s commitment to reducing **barriers** in its built environment was initiated during the planning and development of new capital infrastructure projects at the Canada Science and Technology Museum (CSTM) and the Ingenium Centre. These projects, initiated in 2014, provided the spark that spurred Ingenium’s interest, increased our awareness, and fortified our commitment to reducing **barriers** to access.

2.1 Accomplishments

Since the initiation of these major capital infrastructure projects, Ingenium has achieved the following built environment accomplishments.

TABLE 2.1: Accomplishments related to identifying, removing and preventing barriers to accessible built environments

Description	Accountability	Timeline
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Canada Science and Technology Museum (CSTM) building renewal achieved Gold level recognition from the Rick Hansen Foundation Accessibility Certification™ program	DG, CSTM	November 2017
Developed Accessibility Standards for Exhibitions; applied Standards to the 2017 renewal of the CSTM, and all new exhibitions across Ingenium	DG, CSTM DG, CAFM DG, CASM	Standards finalized in 2017, applied on an ongoing basis
Following an internal accessibility audit of Canada Aviation and Space Museum (CASM), the museum achieved Accessibility Certified recognition from the Rick Hansen Foundation Accessibility Certification™ program	COO DG, CASM	March 2019
Ingenium Centre building achieved Gold level recognition from the <u>Rick Hansen Foundation</u> Accessibility Certification™ program	CEO	November 2019
Implemented improvements to exhibition lighting at CSTM, with goal to increase lighting levels, reduce glare and shadows for circulation and engagement	DG, CSTM	Initiated in Fall 2019, completed in Fall 2021

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<p>Implemented accessibility standards for exhibitions on numerous Ingenium projects, including:</p> <p><u>Soil Superheroes</u> (2021)</p> <p><u>Eyes on the Skies</u> (2021) – with <u>NAV Canada</u></p> <p><u>Earth in Focus</u> (2021) – with <u>Canadian Space Agency</u></p> <p><u>Aquaculture</u> (2022) – with <u>Department of Fisheries and Oceans</u></p>	<p>DG, CAFM</p> <p>DG, CASM</p> <p>DG, CSTM</p>	<p>2021-2022, see details in Description</p>
<p>At CSTM, a separate universal washroom is available, equipped with an adult-sized change table and a motorized lift.</p>	<p>DG, CSTM</p>	<p>November 2017</p>

2.2 Goals

Ingenium is committed to continuing to improve **accessibility** at its facilities.

Our commitment to elevating the standards across all our buildings has continued through an **accessibility** audit of the Canada Aviation and Space Museum (CASM) by the Rick Hansen Foundation’s certification program. While the Museum attained accessibility certification, the **audit** identified key areas of improvement for us to further reduce **barriers**. These recommendations are assisting us in planning remedial work at the site over several years.

For CASM, the Rick Hansen Foundation report made 25 recommendations to further reduce **barriers** for people with disabilities. To date, 21 of the 25 recommendations have been actioned and completed, with the remaining changes planned for completion in 2022-2023. The most important gaps are in staff-facing areas of our buildings. Remaining recommended and planned improvements are included in the goals listed below.

TABLE 2.2: Goals related to identifying, removing, and preventing **barriers** to accessible built environments

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Description	Accountability	Timeline
Implemented remedial modifications to CSTM mechanical HVAC system to reduce air flow noise and reverberations. Improvements to acoustics at CSTM reduced reverberations, echoing, and environmental noise	DG, CSTM COO	Initiated Fall 2021, completed Fall 2023
Implemented remedial modifications to CSTM ceiling grid by adding noise dampening baffles to reduce sound bleed, sound bounce, and reverberations caused by visitor activity	DG, CSTM	Initiated Fall 2022, completed Fall 2023
Review and update Emergency Evacuation Plans from an accessibility perspective. Ensure that all our employees, visitors and volunteers can safely exit our sites in case of an emergency.	COO	Winter 2022
Install an accessible ramp at CASM at the employee entrance	COO	March 2023
Install a power assist door opener at the employee entrance at CASM	COO	March 2023
Conduct a complete wayfinding review at CASM and implement changes throughout galleries	COO DG, CASM	March 2023

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Description	Accountability	Timeline
Install cane detectable guard rails at CASM to targeted areas with low beams	COO	March 2023
Conduct an accessibility audit at the <u>Canada Agriculture and Food Museum (CAFM)</u> ²	DG, CAFM	Completion date March 2024
Implement accessibility standards for exhibitions on upcoming projects, including: Cold War (2023) Capilano Hatchery Interpretive Centre (2024) – with Department of Fisheries and Oceans Snootli Hatchery Interpretive Centre (2024) – with Department of Fisheries and Oceans	DG, CASM DG, CSTM	Launch dates planned for 2023-2024, see details in Description
Develop and launch an accessible tractor simulation interactive experience at CAFM	DG, CAFM	2023
Develop and launch an accessible locomotive experience (onsite and online) at CSTM	DG, CSTM	Launch 2025
Develop and launch an accessible guided tactile experience at CASM	DG, CASM	Launch in 2024

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Description	Accountability	Timeline
Initiate a pilot project for multi-purpose “Quiet rooms” for employees at various Ingenium sites	CEO COO	Initiate January 2023

² CAFM is on a national historic site which is under the stewardship of another federal department. This complexity will inform action plans derived from the audit and will have a significant impact on timelines and permissions. We are tenants on the CAFM premises and therefore must work with our landlords at Agriculture and Agri-Food Canada (AAC).

3. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Ingenium manages multiple public websites, digital asset management and collection database systems, and a variety of software for use in our day-to-day activities. We are currently using Lotus Notes for many of our internal systems, including email, financial and human resources processes, and procurement.

Most of Ingenium’s ICT systems have been in place for decades and were not conceived or implemented to meet **accessibility** requirements and have not been considered in consultation with people with disabilities. Ingenium is committed to reviewing and updating its information and communication technologies to identify and remove **barriers**.

3.1 Accomplishments

Following consultations with Canadian Council of the Blind (CCB), Ingenium made several improvements to its public websites to increase **accessibility** for users with visual impairments.

TABLE 3.1: Accomplishments related to identifying, removing, and preventing **barriers** to accessible information and communication technologies (ICT)

Description	Accountability	Timeline
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User testing leading to modifications to website based on recommendations from the <u>Canadian Council of the Blind</u>	VP, Digital and Public Affairs (DPA)	Annual Cadence
Developed and maintain Ingenium digital media standards for exhibitions (currently at version 5)	VP, Digital and Public Affairs (DPA)	Initial standards completed in 2019
Updated library and archive catalogue database and user interface, improving contrast, providing screen reader access, and providing ALT text for all images	VP, Collection, Research and Corporate Governance	Complete Fall 2022

3.2 Goals

A major change for Ingenium will be to transfer our day-to-day processes and systems from Lotus Notes to Microsoft 365, which is a suite of programs that has built-in accessibility features.

Other ICT goals include the following.

TABLE 3.2: Goals related to identifying, removing, and preventing barriers to accessible information and communication technologies (ICT)

Description	Accountability	Timeline
Modernize the accessibility page and Plan your Visit section on the public website, posting Accessibility Policy information and describing Ingenium <u>accessibility</u> services and procedures	VP, Digital and Public Affairs (DPA)	Publish initial content in December 2022 and update regularly

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Description	Accountability	Timeline
Update Ingenium digital media standards for exhibitions (to version 6)	VP, Digital and Public Affairs (DPA)	Winter 2023
Launch a Digital Innovation Lab which will connect national and international collaborators with Ingenium’s UX, interpretive, and digital experts, to develop digital accessibility solutions, methods, and products to help improve access to museum spaces, collections, and experiences for all Canadians	VP, Digital and Public Affairs (DPA)	In planning stages, with lab launch planned for 2023
Implement accessibility features for Microsoft Office 365 across Ingenium	COO	Spring 2024
New quality control procedures for web publishing against WCAG 2.1 AA standards	VP, Digital and Public Affairs (DPA)	Winter 2024
Implement wayfinding support tools at CASM that meet WCAG 2.1 AA guidelines	VP, Digital and Public Affairs (DPA)	2023

4. COMMUNICATION (OTHER THAN ICT)

As a **public-facing** organization, Ingenium recognizes the importance of improving **accessibility** in communications in all areas. We make efforts to prevent **accessibility barriers** when conceiving new programs, templates, or products. In many cases, we design and implement **pilot** programs to evaluate accessibility and identify and remove **barriers** where possible.

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As science communication specialists, we are committed to bridging the gap between the complexity of science and its day-to-day impact in our lives. We are committed to creating experiences, exhibitions, and programs that meet the needs of all our audiences. We work to communicate clearly and provide meaningful information in a way that is free from jargon and easy to understand. These efforts include developing and sharing internal guides and templates to assist employees with creating accessible information in both format and content.

4.1 Accomplishments

TABLE 4.1: Accomplishments related to identifying, removing, and preventing barriers to accessible communication (other than ICT)

Description	Accountability	Timeline
Initiate a pilot project for developing accessible webinar content, including information on live captioning, closed captioning for posting on YouTube, and providing webinar transcriptions	DG, CSTM	Initiated Spring 2021, with ongoing training and resources available
Develop and share an Ingenium guide to writing effective alternative text (ALT text)	VP, Digital and Public Affairs (DPA)	Completed June 2021
Develop and share an Ingenium guide to creating accessible PowerPoint presentations	VP, Digital and Public Affairs (DPA)	Updated, Fall 2022
Update accessible Ingenium PowerPoint templates	VP, Digital and Public Affairs (DPA)	Updated, Fall 2022
Update Ingenium Graphics Standards Manual to include accessibility considerations	VP, Digital and Public Affairs (DPA)	Updated, Winter 2022

4.2 Goals

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TABLE 4.2: Goals related to identifying, removing, and preventing barriers to accessible communication (other than ICT)

Description	Accountability	Timeline
<p>Develop a communication plan to raise awareness internally and externally about Ingenium’s commitment to accessibility and availability of accessible services, programs, and resources</p>	<p>CEO</p>	<p>January 2023</p>
<p>Develop and share an Ingenium Digital and Design Accessibility Standards</p> <ul style="list-style-type: none"> • Web accessibility • Digital interactives accessibility • Webinars accessibility • Video accessibility • Digital signage accessibility • Digital audio accessibility • Social Media accessibility • Graphic Design accessibility • Power Point accessibility • Email marketing accessibility • Microsoft 365 accessibility 	<p>VP, Digital and Public Affairs (DPA)</p>	<p>2023</p>

5. THE PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

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Compliance in the procurement of goods and services requires caution to ensure equitable, fair, and transparent processes and issuing of contracts.

In recent years, Ingenium developed **accessibility** standards for exhibition design and setup. These standards help ensure that **accessibility** expectations are defined clearly, early in the **bidding process**. These standards also ensure that exhibition proposals are assessed to include considerations for accessibility when awarding contracts. It is our intention to apply similar **accessibility** standards to other procurement areas at Ingenium.

5.1 Accomplishments

TABLE 5.1: Accomplishments related to identifying, removing, and preventing barriers to accessible procurement of goods, services and facilities

Description	Accountability	Timeline
Inclusion of Ingenium accessibility guidelines in scoring grids for review of proposals for exhibitions	COO	Implemented in 2018

5.2 Goals

To build on the procurement approach used to help ensure accessible exhibition practices, Ingenium plans to expand these accessible procurement standards in other areas, where possible.

TABLE 5.2: Goals related to identifying, removing, and preventing barriers to accessible procurement of goods, services and facilities

Description	Accountability	Timeline
Review existing policies, standards, and directives to ensure guidelines and agreements include accessibility considerations	COO	Initiate in 2023, complete in 2024

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Description	Accountability	Timeline
Establish criteria and guidelines for accessible procurement, applying the principles of universal design, where possible	COO	Initiate in 2023, complete in 2024
Provide accessible formats and meet accommodation requests in a timely manner for individuals and firms to access and compete in Ingenium's contracting processes	COO	Initiate in 2023, complete in 2025

6. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As a **public-facing organization**, Ingenium is committed to reducing and eliminating **barriers** for **people living in Canada** of all abilities to access our collections, programs, and museums. This goal has been embraced by multiple teams across the organization. Ingenium program developers work to meet project-specific **accessibility** objectives, to identify **barriers** and improve existing resources, and to consider greater opportunities for **inclusion**.

6.1 Accomplishments

At a program and service level, openness and enthusiasm from staff has seen the development and implementation of numerous opportunities.

TABLE 6.1: Accomplishments related to identifying, removing, and preventing **barriers** to accessible design and delivery of programs and services

Description	Accountability	Timeline
Wheelchairs are available at all Ingenium sites for users to borrow at no charge. CAFM only has access to 1.	DGs, three museums	Ongoing

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Description	Accountability	Timeline
Admission for one support person accompanying a person with a disability is available at no charge for <u>Access2 card</u> program participants.	DGs, three museums	Ongoing
Service animals are welcome at all Ingenium spaces.	DGs, three museums	Ongoing
At CSTM, <u>visit planning tools</u> and <u>sensory guides</u> are available to prepare visitors for things they might see and do as they visit the Museum. These are designed for individuals with autism spectrum disorder or who may have other cognitive needs.	DG, CSTM	Launched Spring 2022
At CASM, self-guided tours are available where visitors can download the Braille Ready File (.brf) for use on their personal braille reading device, or in accessible Portable Document Format (.pdf) for use with text reading software such as Voice Dream. Visitors can also borrow a physical copy of the braille tour at the information desk. Examples of self-guided tours include <u>Health in Space</u> , <u>Eyes on the Skies</u> , and <u>Early Aviation</u> exhibitions.	DG, CASM	Launched in summer 2022, ongoing for new exhibitions

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Description	Accountability	Timeline
At CAFM, Welcome Wednesdays is available (a monthly, evening event, offered at no charge, during the summer season, for people with disabilities and other participants)	DG, CAFM	Launched in 2019, relaunched in summer 2022 (following COVID-19 closures and re-opening)
At CSTM, Sensory Hours (Mellow Mornings) are offered. It is a monthly, morning event, when visitors with sensory sensitivities can visit the museum, with lower sound and light levels, and limited attendance capacity.	DG, CSTM	Pilot launched in fall 2022 to spring 2023
At CSTM, inclusion of accessible technology stories in our “Into the Great Outdoors” exhibition	DG, CSTM	Launched November 2017
A Curiosity on Stage webinar was provided on “The Future of Accessibility,” with Ricardo Wagner (from Microsoft Canada)	DG, CSTM	May 2021
A Curiosity on Stage webinar was provided as part of the Accessible Technology series, on “Remembering your passwords, one picture at a time,” with Elizabeth Stobert (from Carleton University)	DG, CSTM	October 2022

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Description	Accountability	Timeline
Publication of more than 20 articles related to accessibility and disability on the <u>Ingenium Channel</u>	VP, Collection, Research and Corporate Governance	April 2017- to current
Development of a GO STEAM program at CSTM that provides offsite workshops with community groups face barriers to access our sites	DG, CSTM	Initiated fall 2021, Funding secured to December 2023
Seniors' Centre Without Walls – presentations to residents at senior centres through low-tech means (telephone)	VP, Collection, Research and Corporate Governance	Ongoing – initiated in 2018
Artefacts Consortium Webinar, thematic focus on accessibility	VP, Collection, Research and Corporate Governance	5-6 October, 2020
Podcast on the Disabled Independent Gardeners Association, in partnership with the <u>Disability Foundation of Vancouver</u>	VP, Collection, Research and Corporate Governance DG, CAFM	Launched October 2021
Launched social stories and sensory stories, as well as visit planning tools at CSTM	DG, CSTM	Launched spring 2022

6.2 Goals

Moving forward, we are working to create a path that allows for coordinated action when developing Ingenium programs and services. The following goals will help us create this path.

TABLE 6.2: Goals related to identifying, removing, and preventing **barriers** to accessible design and delivery of programs and services

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Description	Accountability	Timeline
Develop a Curiosity on Stage webinar, as part of the Accessible Tech series, on “Designing accessible cultural exhibitions” with Etienne Delage (from Tactile Studio)	DG, CSTM	2023
Develop a Curiosity on Stage webinar, as part of the Accessible Tech series, on “Accessible Downhill Bikes” (TBC) with Christian Baag (from Bowhead Corp).	DG, CSTM	Winter 2023
Participate in the <u>Sunflower Lanyard</u> membership program, to support employees and visitors with invisible disabilities	CEO	Initiate in 2023
Develop an Accessibility Policy for Ingenium programs and services	CEO	Initiate in 2023, complete in 2024
Review and update Ingenium websites to ensure easy access to information on services and products	VP, Digital and Public Affairs CEO	Initiate in 2023, complete in 2024
Develop and deliver training for public-facing staff on best practices when interacting with visitors with various disabilities	CEO DGs, three museums	Initiate in 2023, complete in 2024

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Description	Accountability	Timeline
Pilot a project to have access to electric golf carts at CAFM for visitors with mobility impairments (Due to the nature of the site as well as biosecurity concerns with having only one wheelchair available)	DG, CAFM	Initiate in 2023
Podcast on the Tetra Society of North America and how they work with people with disabilities to create customized tools for use in the kitchen, garden, and on the farm, in partnership with the Disability Foundation of Vancouver	VP, Collection, Research and Corporate Governance DG, CAFM	2023

7. TRANSPORTATION

We acknowledge that challenges in accessing adequate transportation are often beyond Ingenium’s control as they may result from a lack of reliable, accessible, and affordable public transportation. Driving opportunities for people with **disabilities** are also more challenging due to cost and other factors which are unique to each individual. We are sensitive to these issues and are committed to continue offering options that provide both access to our sites and opportunities for everyone to experience the museums, wherever they are.

7.1 Accomplishments

Recognizing the challenges and **barriers** that people with **disabilities** face to travel between their home and our sites, particularly during the winter months, we have been putting features in place to help facilitate access to our sites for both visitors and Ingenium employees.

TABLE 7.1: Accomplishments related to identifying, removing, and preventing barriers to accessible transportation

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Description	Accountability	Timeline
A commitment to snow removal in key areas of the property for access and parking	COO	Ongoing
Maintenance of accessible and safe drop-off and pick-up areas	COO	Ongoing
Designated accessible parking spaces at no charge for visitors with accessible permits.	COO	Ongoing
For all Ingenium employees, access to free parking at all sites, including a large number of accessible parking spaces which exceeds compliance requirements.	COO	Ongoing

7.2 Goals

Ingenium is committed responding to feedback and providing increased and more accessible transportation options, where possible.

TABLE 7.2: Goals related to identifying, removing, and preventing barriers to accessible transportation

Description	Accountability	Timeline
Provide additional accessible parking spaces closer to the main entrance at CAFM	COO	Pending approval from AAG

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Description	Accountability	Timeline
Update designated accessible parking signage across all sites to reflect Ingenium’s “no charge” policy for visitors with accessible permits.	COO	Spring 2023

8. AWARENESS, KNOWLEDGE, AND CULTURE: FOSTERING A SENSE OF BELONGING

Attitudinal and behavioural barriers continue to prevent people with **disabilities** from accessing spaces without the burden of **self-advocacy**. People with disabilities are often asked to educate others about their needs and rights, which creates additional and unnecessary **emotional labour**. This leads to a lack of a sense of **belonging**, including exclusion from opportunities and experiences, as well as career **retention** and **advancement**.

While this category is not specifically included in the ACA, Ingenium believes in the need to identify specific **barriers** and goals in this area. Increasing awareness and knowledge about **disability** and **accessibility** and improving the workplace culture will help provide an environment that fosters a sense of **belonging** for all.

8.1 Accomplishments

As part of our commitment to **accessibility**, Ingenium is committed to lessening the burden of **self-advocacy**. By providing mandatory training and offering educational opportunities for all staff, Ingenium is working towards developing a more inclusive organizational culture. Employees will have a greater understanding about **disability** and **accessibility** and team members will be aware of how to identify, remove, and prevent **barriers**.

The following initiatives have been implemented.

TABLE 8.1: Accomplishments related to identifying, removing, and preventing **barriers** to an accessibility-aware workplace culture

Description	Accountability	Timeline
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<p>Mandatory HR Downloads training: Unconscious bias awareness and diversity awareness sessions</p>	<p>COO</p>	<p>March 2020</p>
<p>Provided all-staff training on “Accessibility 101: A Moment of Reflection and Customer Service” (with a focus on increased awareness about disability as another dimension of our humanity, increased understanding of types of disabilities and barriers, and increased awareness around unconscious bias)</p> <p>Delivered by Serge Falardeau, Accessibility Services & AODA Compliance, The Ottawa Hospital</p>	<p>COO</p>	<p>February 2021</p>
<p>Provided anti-oppression training to all staff, in two stages (2021-2022):</p> <p>Stage 1: Introduction to anti-oppression (Delivered by Valérie Assoi and Yodit Girmay)</p> <p>Stage 2: Microaggressions in the workplace (Delivered by Laura McPhie from <u>Inclusion Incorporated</u> and Camille Bérubé)</p>	<p>COO</p>	<p>Stage 1: Fall 2021</p> <p>Stage 2: Winter 2022</p>

8.2 Goals

Ingenium is committed to the following initiatives to continue raising awareness and understanding about **disability** and **accessibility**.

TABLE 8.2: Goals related to identifying, removing, and preventing barriers to an accessibility-aware workplace culture

Description	Accountability	Timeline
Identify available accessibility training as part of our new access to the <u>Canadian School of Public Service</u> (CSPS), and implement as mandatory training for all staff, based on workplace roles and responsibilities.	CEO	2022-2023
Implement an extensive internal communication strategy to raise awareness about Ingenium accessibility initiatives, services, and programs, and to provide a range of accessibility resources to employees.	CEO	Launch in January 2023, ongoing
Develop a communication strategy for National AccessAbility Week 2023 to raise awareness and promote activities around accessibility at Ingenium (internal and external)	VP, Digital and Public Affairs	May 28th – June 3rd 2023

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Description	Accountability	Timeline
Implement guidelines to ensure informal out-of-office social events consider accessibility requirements.	CEO	Conversation initiated in late 2021, ongoing

Consultations, Collaboration, Co-creation and Co-development (The 4 C's)

This Plan and its goals include input from a diverse group of individuals, including people with disabilities and those who have expertise in the field of **accessibility**, critical disability studies, and social justice within the Corporation.

Over the years, Ingenium has consulted with people with **disabilities**, including contacts at the [Canadian Council of the Blind](#), the [Children's Hospital of Eastern Ontario](#), [Get Together with Technology](#), [Aspire Academy](#), [Association de l'ouïe de l'Outaouais](#), [Trait d'union Outaouais](#), and the [Canadian Hearing Society](#). Ingenium has also sought the expertise of the [Rick Hansen Foundation](#) to help identify barriers and recommend solutions to **accessibility** issues.

Ingenium is committed to ongoing consultations, collaboration, co-creation and co-development with people with **disabilities**. We continue to seek input and to collaborate with those who self-identify as facing **accessibility barriers** in the community. This includes those with physical, mobility, cognitive, sensory, visual, and all types of **disabilities**, whether they are visible or non-visible.

Ingenium team members participate in community collaborations and consultations to review and discuss best practices regarding **accessibility** topics. This includes a review of similar organizations (museums and arts and culture facilities) and their Accessibility Plans, facilities, accessible services and procedures, as well as their **accessibility barriers** and challenges.

Ingenium has also included **accessibility** as a key measure when seeking visitor feedback in our annual surveys. This includes our first visitor survey, which was completed in 2022. During this period, eight percent of those completing the survey self-identified as being a person with

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disabilities or accompanying a visitor with disabilities. While the majority of these respondents (92%) rated accessibility of services as excellent or good, several suggestions for improvements were shared.

1: “The flight simulator at CASM is not wheelchair friendly, the button at the front entrance does not work, the observation deck goes over grass. Cessna is not accessible and there is no accessible button to go in our out to flight observation space” (Rated as 1)

2: “Tools to help with sensory issues” (Rated as 3)

The status of the **accessibility** goals included in this Plan are reviewed annually and the Ingenium Accessibility Plan is updated based on ACA requirements (currently, every three years). Accessibility feedback and questions are encouraged to help the continuous shaping of this Plan.

Questions or inquiries about Ingenium’s Accessibility Plan or other accessibility initiatives can be directed to accessibility-accessibilite@IngeniumCanada.org.

Glossary of Terms

Term	Definition
Ableism	Prejudice and discrimination against people with a disability. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)

Term	Definition
Accessibility	<p>The degree to which a product, service, program, or environment is available to be accessed or used by all. (Source: <i>Glossary, Accessibility Strategy for the Public Service of Canada</i>)</p> <p>OR</p> <p>The quality of an environment that enables a person to access it with ease. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology, Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion</i>)</p>
Accommodation	<p>Employers, landlords, service providers, and others have a duty to consider the needs of persons with disabilities up-front. This means designing for buildings, processes, programs or services inclusively. If existing physical structures, systems, or attitudes create barriers, they must be removed. Where it is impossible to remove barriers without undue hardship, arrangements must be made so that persons with disabilities can fully participate. This is what is called "accommodation." (Source: Ontario Human Rights Commission)</p>
Advancement	<p>The process by which professionals use their skill sets and determination to achieve new career goals and more challenging job opportunities, either through promotions or exploration of complementary job areas. (Source: <i>What is Career Advancement? Definition and Examples, Indeed, https://www.indeed.com/career-advice/career-development/what-is-career-advancement)</i></p>

Term	Definition
Alternative text	Text which can help to describe the content and/or function of an image. This allows a screen reader to pick up on the description of the image. (Source: <i>Creating Accessible Documents</i> , Canadian Radio-television and Telecommunications Commission)
Audit	A process which provides feedback on government management practices and activities, both at the department/agency level and horizontally. This aims to promote the overall effectiveness and efficiency of government operations and the transparency of decision-making (Source: <i>Internal Audits</i> , Treasury Board of Canada Secretariat)
Barrier	Anything 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. Barriers can be physical, architectural, technological, or attitudinal. (Source: <i>Bill C-81: An Act to Ensure a Barrier-Free Canada</i>)
Belonging	The experience of personal involvement in a system or environment so that persons feel themselves to be an integral part of that system or environment (Source: Hagerty, B. M., Lynch-Sauer, J., Patusky, K. L., Bouwsema, M., & Collier, P. (1992). Sense of belonging: a vital mental health concept. <i>Archives of Psychiatric Nursing</i> , 6(3), 172-177)

Term	Definition
Bidding process	The process used to select a vendor for subcontracting a project, or for purchasing products and services that are required for a project. The Government of Canada’s bidding process is governed by procurement standards regulated by Public Services and Procurement Canada. (Source: <i>The Procurement Process</i> , Public Services and Procurement Canada)
Cane detectable	Refers to an accessibility feature for those with visual impairments who navigate their environment with a white cane. To be made “cane detectable”, an object or rail must follow specific accessibility guidelines. More information can be found on the Clearing Our Path website.
Collective agreement	A negotiated contract between the employer and a union that outlines many of the terms and conditions of employment for employees in a bargaining unit. (Source: <i>Labour Relations – Frequently Asked Questions</i> , University of Guelph)
Colonialism	A political doctrine by which a country or state takes control of a foreign territory for the purposes of occupying and exploiting it. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion) https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng

Term	Definition
Corporate donations	Any financial contribution made by a corporation to another organization that furthers the contributor’s own objectives. (Source: <i>Corporate Donations</i> , Wikipedia)
Crown Corporation	Wholly-owned federal or provincial organizations that are structured like private or independent companies. Crown corporations have greater freedom from direct political control relative to government departments. (Source: <i>Crown Corporation</i> , The Canadian Encyclopedia)
Dignity	That an individual or group feels self-respect and self-worth. It is concerned with physical and psychological integrity and empowerment, and can be harmed by unfair treatment based on personal traits or circumstance which do not relate to individual needs, capacities or merits. (Source: <i>Law v. Canada (Minister of Immigration)</i> , 1999)
Disability/Disabilities	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. (Source: <i>Bill C-81: An Act to Ensure a Barrier-Free Canada</i>)

Term	Definition
Diversity	The variety of identities found within an organization, group or society. Diversity is expressed through factors such as culture, ethnicity, religion, sex, gender, sexual orientation, age, language, education, ability, family status or socioeconomic status (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Emotional labour	The mental activity required to manage one's emotions in order to present oneself and interact with other people in a certain way while doing a job. (Source: Oxford Languages)
Equality	The principle of treating everyone in the same manner by ensuring they have access to the same resources and opportunities. Equality does not necessarily lead to fair outcomes since it does not consider people's unique experiences and differing situations. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Equity	The principle of considering people's unique experiences and differing situations, and ensuring they have access to the resources and opportunities that are necessary for them to attain just outcomes. Equity aims to eliminate disparities and disproportions that are rooted in historical and contemporary injustices and oppression. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)

Term	Definition
Inclusion	The practice of using proactive measures to create an environment where people feel welcomed, respected and valued, and to foster a sense of belonging and engagement. This practice involves changing the environment by removing barriers so that each person has equal access to opportunities and resources and can achieve their full potential. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Intersect/Intersectionality	An analytical framework for understanding how aspects of a person’s identity (for example, sex, gender, age, ethnicity, class, religion, sexual orientation, ability) combine to create particular forms of discrimination and privilege. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Learning organization	A learning organization is an organization skilled at creating, acquiring, and transferring knowledge, and at modifying its behavior to reflect new knowledge and insights. (Source: <i>Building a Learning Organization: Beyond high philosophy and grand themes lie the gritty details of practice</i> by David A. Garvin)
“Nothing Without Us”	“Nothing Without Us” <i>Accessibility Strategy for the Public Service of Canada</i>
Parliamentary-voted assigned funds	A sum of money allocated by Parliament for a specific purpose outlined in the government's spending estimates (Source: Parliament of Canada, House of Commons Glossary)

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Term	Definition
People living in Canada	Not all people who live in Canada identify as Canadians. In the spirit of inclusion & belonging, Ingenium, encourages using inclusive language. Using “people living in Canada” instead of “Canadians” is one of many ways to be more mindful with our language and acknowledging the diverse realities experienced by those who exist on this land that we call Canada.
Pilot (projects and programs)	Done as an experiment or a test before introducing something more widely (Source: Oxford Dictionary)
Public-facing	Relating to jobs, activities or facilities that involve direct interaction with members of the public. (Source: Merriam-Webster Dictionary)
Reconciliation	In the context of Crown-Indigenous relations, the process of repairing and improving relationships between Indigenous and non-Indigenous peoples and governments. The acknowledgement of the past and present effects of colonialism in Canada is essential to this process. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Recruitment	A function of Human Resources. Recruitment is the process of actively seeking out, finding and hiring candidates for a specific position or job. (Source: Sage Glossary Online)
Retention	A function of Human Resources. Employee retention refers to the rate at which a company can keep consistent, long-term employees. (Source: Sage Glossary Online)

Term	Definition
Self-advocacy	The term self-advocacy, which means speaking up for oneself and one's interests, is used as a name for civil rights movements and mutual aid networks for disabled people. The term arose in the broader civil rights movements of the 1960s and 1970s, and is part of the disability rights movement. (Source: Self-Advocacy: The Basics, National Deaf Centre)
Unconscious bias	Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness. (Source: University of California San Francisco, Office of Diversity and Outreach). Unconscious bias is also known as implicit bias or implicit stereotype.
Wayfinding	Wayfinding refers to the techniques used by all users of the environment as they move from place to place independently and safely. Wayfinding relies on architectural elements to assist people in finding their way and should reassure users as they go on their journey through a building. (Source: O'Herlihy Access Consultancy)

Glossary of Acronyms and Abbreviations

Acronym or Abbreviation	Definition and/or Description
AAFC	Agriculture and Agri-Food Canada
ACA	Accessible Canada Act
ALT Text	Alternative text

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Acronym or Abbreviation	Definition and/or Description
AODA	Accessibility for Ontarians with Disability Act
AWG	Accessibility Working Group
CAFM	Canada Food and Agriculture Museum
CASM	Canada Space and Aviation Museum
CCB	Canadian Council of the Blind
CEO	Chief Executive Officer
COO	Chief Operations Officer
CSPS	Canada School of Public Service
CSTM	Canada Science and Technology Museum
DG	Director General
DPA	Department of Public Affairs
EDIWG	Equity, Diversity and Inclusion Working Group
HR	Human Resources
ICRWG	Indigenous Community Relations Working Group
ICT	Information and Communication Technology
IT	Information Technology
TREDIA	Truth, Reconciliation, Diversity, Inclusion and Accessibility
The 4 C's	Consultations, Collaboration, Co-creation and Co-development
VP	Vice President