2022-2025 Accessibility Plan: Reporting Cycle Year 1 (December 31st 2023)

Table of Contents

Message from Ingenium

Ingenium is pleased to share the first report of the [2023-2025 Accessibility Plan](#), and share the progress that has been made since its publication. From the beginning, we have been committed to providing accessible opportunities for our visitors, staff and volunteers. The Accessibility Plan has been key to continuing our commitment to excellence in the area of **Access for All**.

Over the past year, there have been some incredible successes across Canada's Museums of Science and Innovation, driven by the curiosity and collaboration of dedicated staff and partners alike. I would like to recognize and thank those involved with these projects, and encourage the excellent work done to remove barriers to accessibility.

Similarly, I would like to thank those who have contacted us to speak about what our current Accessibility Plan could improve upon. There are still so many facets of accessibility we would like to explore, and understanding what matters most to those engaging with us, whether that's as a visitor, as a collaborator or as staff is so helpful in shaping our future directions in this space. We will be reflecting on all we have heard in the [Feedback](#) section below.

We hope to continue to build upon the work that has been done to identify and eliminate barriers, and aspire to reach a point where accessibility is a key element of all we do at Ingenium from the start. We look forward to your continued feedback and ongoing dialogue about accessibility at Ingenium - Canada's Museums of Science and Innovation.

Samantha David

Director, **TREDIA** Relationships and Initiatives

General

Accessibility is an organization-wide commitment for Ingenium staff, with projects designed and driven across all teams through our strategic pillar of **Access for All**. There are three supporting roles related to **accessibility** at Ingenium:

- Director, **Truth**, **Reconciliation**, **Equity**, **Diversity**, **Inclusion**, and **Accessibility** (TREDIA) Relationships and Initiatives;
- Advisor, Equity, Diversity, Inclusion, and Accessibility; and
- Ingenium's Champion of Accessibility

The Director, TREDIA Relationships and Initiatives (Samantha David) and the Advisor, Equity, Diversity, Inclusion and Accessibility (Camille Bérubé) are responsible for leading and reporting on 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. The plan is available as an accessible PDF, with additional accessible versions to come. Copies of the Accessibility Plan or the annual reports can be requested at any time.

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

Feedback may also be provided by mail, which can be addressed to:

- Samantha David
  1865 St. Laurent Boulevard
  Ottawa, Ontario
  K1G 6M7

We can also be reached through our social media channels:

Ingenium

- Facebook: https://www.facebook.com/IngeniumCa
- Instagram: https://www.instagram.com/IngeniumCanada/
- Twitter: https://www.twitter.com/IngeniumCa
- LinkedIn: https://www.linkedin.com/company/ingeniumcanada

Canada Agriculture and Food Museum

- Facebook: https://www.facebook.com/AgMuseum/
- Instagram: https://www.instagram.com/agfoodmuseum/
- Twitter: https://twitter.com/AgMuseum/

Canada Aviation and Space Museum

- Facebook: https://www.facebook.com/AvSpaceMuseum/
- Instagram: https://www.instagram.com/avspacemuseum/
- Twitter: https://twitter.com/avspacemuseum/

Canada Science and Technology Museum

- Facebook: https://www.facebook.com/SciTechMuseum/
- Instagram: https://www.instagram.com/scitechmuseum/
- Twitter: https://twitter.com/SciTechMuseum/

Plain Language Summary

Progress on the goals of the 2022-2025 Accessibility Plan have been sorted into 4 categories:

- In Progress

- Delayed
- Completed
- Revisited

Over the past year, work has been ongoing on most of the goals outlined in the Accessibility Plan. Some goals have been revisited because in the process of implementing them, there was a recognition that our intended approach would need to change, or that there were projects that needed to be done before we could address those objectives. Others have been delayed with the understanding that they may need more time to come to fruition. Explanations for these changes have been included after each section for extra clarity.

In the process of putting together the 2022-2023 Accessibility Plan Report, it became clear that there were many activities that were not captured into our original goals that have contributed greatly to our practices in accessibility. Work to understand how to align this with the existing plan, and through our communications is an ongoing conversation.

When it came to consultations, Ingenium has been focused on building longer term relationships. Focus on small, but high-quality partnerships in the area of accessibility ensures benefits for everyone involved, and supports the well-being of individual and organizational partners.

Some of the feedback we have heard throughout the year have indicated that there are certain communities, particularly the d/Deaf and neurodiverse communities, that Ingenium will need to reach out to more often to best understand how to improve their experiences within the museums and with our programming. There is also significant staff interest in training, and so work is underway to learn about best practices alongside our colleagues across the museum sector to enable the best experience possible for visitors, staff and partners engaging with us.

Identifying, Removing, and Preventing Accessibility Barriers

1. Employment

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 2023 and 2026.

Description	Accountability	Timeline	2023 Update
Publish and implement final version of TREDIA plan	CEO	Spring 2024	In Progress

Description	Accountability	Timeline	Status
Expand the accelerated TREDIA training plan for the Ingenium Executive Leadership Team, with a focus on **accessibility**	CEO	Fall-Winter 2022	Revisited
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	In Progress

In the area of employment, a number of conversations were held with staff, museum colleagues and partners to discuss how best to support the complex needs of Ingenium in the areas of Truth, Reconciliation, Equity, Diversity, Inclusion and Accessibility (TREDIA). Those dialogues are currently being rolled into a new strategic document outlining future work for the organization in this area.

Work is also underway with Realize Canada to examine how the recruitment and retention of persons with episodic disabilities can be improved in the museum sector. This is a three-year initiative which began in 2022.

2. Built-Environment
Ingenium is committed to continuing to improve **accessibility** at its facilities.

Description	Accountability	Timeline	2023 Update
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, Pilot started Fall 2023	In progress
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, to be completed in spring 2025	Delayed – mechanical modifications continue, and sound baffles will be installed once

Description	Accountability	Timeline	2023 Update
			mechanical is complete
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	Completed
Install an accessible ramp at CASM at the employee entrance	COO	March 2023	Completed
Install a power assist door opener at the employee entrance at CASM	COO	March 2023	Completed
Conduct a complete **wayfinding** review at CASM and implement changes throughout galleries	COO DG, CASM	March 2023	In Progress
Install **cane detectable** guard rails at CASM to targeted areas with low beams	COO	March 2023, Implementation in 2024	In Progress
Conduct an accessibility **audit** at the Canada Agriculture and Food Museum (CAFM)[1]	DG, CAFM	Completion date March 2024	In Progress
Implement **accessibility** standards for exhibitions on upcoming projects, including: Cold War (2023) Capilano Hatchery Interpretive Centre (2024) – with Department of Fisheries and Oceans	DG, CASM DG, CSTM	Launch dates planned for 2023-2024, see details in Description	In Progress

[1] 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).

Description	Accountability	Timeline	2023 Update
Snootli Hatchery Interpretive Centre (2024) – with Department of Fisheries and Oceans			
Develop and launch an accessible tractor simulation interactive experience at CAFM	DG, CAFM	2023	In Progress
Develop and launch an accessible locomotive experience (onsite and online) at CSTM	DG, CSTM	Launch 2025	In Progress
Develop and launch an accessible guided tactile experience at CASM	DG, CASM	Launch in 2024	In Progress
Initiate a pilot project for multi-purpose ''Quiet rooms'' for employees at various Ingenium sites	CEO COO	Initiate January 2023	Delayed

In the built environment, the priority has been to examine how to increase the accessibility of Ingenium's physical spaces. In some cases, projects were completed with an entirely new solution from what was planned. For instance, rather than installing a ramp at one of the employee entrances at CASM, a new entryway was created altogether to eliminate the need for a ramp to begin with.

Additional projects in this section are expected to be added in the following year as the CAFM accessibility audit is completed. This may be further informed by the Standards for Heritage Buildings and Sites, to be released by Accessibility Standards Canada in the coming years.

3. Information and Communication Technology

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.

Description	Accountability	Timeline	2023 Update
Modernize the accessibility page and Plan your Visit section on the public website, posting Accessibility Policy information and describing Ingenium **accessibility** services and procedures	VP, Digital and Public Affairs (DPA)	Publish initial content in December 2022 and update regularly	In Progress
Update Ingenium digital media standards for exhibitions (to version 6)	VP, Digital and Public Affairs (DPA)	Winter 2024	In progress
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	Completed
Implement **accessibility** features for Microsoft Office 365 across Ingenium	COO	Spring 2024	In Progress
New quality control procedures for web publishing against WCAG 2.1 AA standards	VP, Digital and Public Affairs (DPA)	Winter 2024	In Progress
Implement **wayfinding** support tools at CASM that meet WCAG 2.1 AA guidelines	VP, Digital and Public Affairs (DPA)	Fall 2024	In Progress

Currently, there are a number of major renewals taking place in Ingenium in the area of Information and Communication Technology (ICT). Work is underway to renew the Ingenium website, which will require an extensive review of digital content currently existing online. As a result of these major changes, some of the action items under this goal will be dependent on the rollout of these projects, which will occur later in 2024.

4. Communications (other than ICT)

Description	Accountability	Timeline	2023 Update
Develop a communication plan to raise awareness internally and	CEO	January 2023	Completed

Description	Accountability	Timeline	2023 Update
externally about Ingenium's commitment to **accessibility** and availability of accessible services, programs, and resources			
Develop and share an Ingenium Digital and Design Accessibility Standards • 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	VP, Digital and Public Affairs (DPA)	2024	In Progress

There are ongoing, monthly meetings related to accessibility and communications that aim to implement some of Ingenium's key communication goals in this area. This has included the development of new digital graphics, identifying pilot projects to highlight innovators with lived experiences with disability, and ensuring consistent messaging on accessibility on all of our platforms.

As part of this, and recognizing the changing digital landscape as it relates to museums, many conversations have been held on how Ingenium would like to standardize our practices in these spaces. Similar to our existing exhibition guidelines, this is planned to ensure that those working with us have clear expectations on what is expected with our digital products whether developed internally or commissioned externally. Work is underway to develop new policy instruments to support this.

5. Procurement of Goods and Services

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.

Description	Accountability	Timeline	2023 Update
Review existing policies, standards, and directives to ensure guidelines and agreements include **accessibility** considerations	COO	Initiate in 2023, complete in 2024	In Progress
Establish criteria and guidelines for accessible procurement, applying the principles of universal design, where possible	COO	Initiate in 2023, complete in 2024	In Progress
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	In progress

Action under procurement was identified as a target area for 2024. A more robust update on developments around this will be provided in the second annual report of the Accessibility Plan.

6. Delivery of Goods, Programs and Services

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.

Description	Accountability	Timeline	2023 Update
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	Completed
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	Completed
Participate in the Sunflower Lanyard membership program, to support	CEO	Initiate in 2023	Delayed

Description	Accountability	Timeline	2023 Update
employees and visitors with invisible **disabilities**			
Develop an Accessibility Policy for Ingenium programs and services	CEO	Initiate in 2023, complete in 2024	In Progress
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	In Progress
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	In Progress
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	Completed
Podcast on the Tetra Society of North America and how they how 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	Completed

There have been many opportunities for programming in the area of accessibility this past year. Some activities that were not captured in the listed goals included the launch of a barrier-free arts workshop pilot at CSTM, the organization of multiple workshops on ableism that were delivered to internal and external audiences, and collaborations on accessibility hackathons with the University of Ottawa. One area of improvement Ingenium is exploring is outreach related to accessible programming, so that community members who may benefit the most from these services are aware of their availability. This includes programs such as the monthly Mellow Mornings, which offer a low-sensory environment for guests visiting CSTM.

One promising practice took place during a speaking engagement with Atif Rashid in which the talk was complemented by a tactile learning experience around prosthetics. Ingenium will be looking into similar type presentations, where visitors can engage with content with multiple senses.

7. Transportation

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

Description	Accountability	Timeline	2023 Update
Provide additional accessible parking spaces closer to the main entrance at CAFM	COO	Pending approval from AAG	In Progress
Update designated accessible parking signage across all sites to reflect Ingenium's ''no charge'' policy for visitors with accessible permits.	COO	Spring 2023	Completed

Not captured under the current goals is that there are several projects underway related to parking. Several sites, including CAFM and CSTM, are currently undergoing renovations which should decrease the distance visitors need to travel between their vehicles and the museums. Conversations on how to increase the accessibility of these parking spots is ongoing.

8. Awareness and Knowledge: Fostering a Culture of Belonging

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

Description	Accountability	Timeline	2023 Update
Identify available accessibility training as part of our new access to the Canadian School of Public Service (CSPS), and implement as mandatory training for all staff, based on workplace roles and responsibilities.	CEO	2022-2023	In Progress
Implement an extensive internal communication strategy to raise awareness about Ingenium accessibility initiatives, services,	CEO	Launch in January 2023, ongoing	In Progress

and programs, and to provide a range of accessibility resources to employees.			
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	Completed
Implement guidelines to ensure informal out-of-office social events consider accessibility requirements.	CEO	Conversation initiated in late 2021, ongoing	In Progress

Work is well underway in the area of fostering Awareness and Knowledge. Beyond expanding the variety of stories told around disability throughout the year, there have been a number of pilot events and training opportunities targeted at increasing staff knowledge on concepts such as ableism, inclusive design and accessibility within the context of their work. To support this, additional e-learning was also created to profile the lived experiences of persons with disabilities in social media, in literature and in media. By increasing exposure in the day-to-day lives of employees, it supports future conversations on cultivating a sense of belonging with inclusive design in mind from the start.

Consultations

Early in the establishment of the Accessibility Plan, it was made very clear that many disability organizations and consultants would be engaged immediately in order to support the implementation of the Accessible Canada Act. Being mindful about the increased demand for consultation and the impact on organizations serving persons with disabilities in this initial development phase, Ingenium chose to approach consultation and engagement through the lens of building long-term reciprocal relationships.

Taking a relationship and community-centric approach means taking the time to ensure that our engagement practices were centered around mutual care. This meant taking the past year to think about our existing relationships and how we can strengthen those connections, and who we wanted to expand those networks to next to encompass a greater range of lived experiences. This also meant recognizing that we needed to:

- Make time for meaningful dialogue and trust-building;
- Listen to and respect community capacity to engage, including time and resources needed to do so;

- Establish principles of reciprocity and care into our day-to-day engagements;
- Understand who and how colleagues in the sector were engaging with community; and,
- Reorient our expectations of engagement to prioritize sustainability and long-term growth.

Some of the partnerships we have been fostering to support work in accessibility over the past year include, but is not limited to:

- Accessible Arts Ottawa
- Carleton University
- Inclusive Experiences
- Realize Canada
- Rick Hansen Foundation
- The Connect Project
- The Canadian Accessibility Network
- The Canadian Council of the Blind
- The University of Ottawa

We have also been working with individuals to learn more about specific experiences, such as the visitor experience of the d/Deaf communities in museum spaces. Further insight on this is expected in the new year.

Feedback

Throughout the year, we have actively sought out feedback on the Accessibility Plan, knowing well that the diversity within disability would mean there would be areas that could always be improved. This included the following comments:

- While there are a number of events that have featured ASL and LSQ translation at Ingenium, there is a need to improve our outreach to the d/Deaf community to ensure there is an awareness of these features.
- We could improve the visitor experience of d/Deaf visitors by creating ASL/LSQ packets for museum spaces to support self-direction, particularly in some of the more permanent spaces.
- The digital displays, located at all sites, could be used to better highlight Ingenium's parking and admissions policies.
- There are ongoing challenges related to transportation, particularly in relation to travel between bus stops and museum sites.
- There is interest in increased audio descriptions for the museum spaces.
- Staff would be interested in more learning around improving the visitor experience for persons with disabilities, in particular adults with cognitive disabilities.

In response to this feedback, Ingenium is currently investigating best practices that exist within the museum sector that may potentially be adopted across the organization. Some aspects, such as communication, are being rolled up into ongoing communications with Digital and Public Affairs and work is underway to identify community organizations and groups to engage with to enhance the visitor experience for persons with disabilities.

Some aspects of the feedback reflect long-standing challenges Ingenium has faced in removing barriers to access at our sites. While some may not be addressed in a short amount of time, conversations are ongoing as to how we may find creative solutions to address those concerns. It is our hope that future iterations of the Accessibility Plan continue to reflect what matters most to those engaging with Ingenium.

What We Learned

Ingenium is a unique organization as we have four distinct locations which all require different considerations in terms of improvements to accessibility. Some sites have the benefit of recent renovations which have allowed for significant reduction in physical barriers to space, while others have created successful programming tailored for different sensory needs. Each site needs to be considered in its entire complexity, which takes time and engagement with those who know it best.

Increasing accessibility also requires resources, and so normalizing the practice of planning with accessibility in mind is vital to the long-term success of the Accessibility Plan. In particular, when we have opportunities to design things with accessibility in mind from the start, avoiding barriers from the beginning through co-creation, we can avoid significant costings associated with retrofitting existing structures.

Implementing the Accessibility Plan has required creativity and flexibility. As we continue to explore what it means to make Ingenium barrier-free, we hope to continue encouraging staff to explore what it is they can do within their role to ensure access for all across the museums.

Glossary of Terms

Term	Definition
Ableism	Prejudice and discrimination against people with a disability. (Source: *Guide on Equity, Diversity and Inclusion Terminology*, Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Accessibility	The degree to which a product, service, program, or environment is available to be accessed or used by all. (Source: *Glossary*, Accessibility Strategy for the Public Service of Canada) OR

	The quality of an environment that enables a person to access it with ease. (Source: *Guide on Equity, Diversity and Inclusion Terminology*, Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Advancement	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: *What is Career Advancement? Definition and Examples*, Indeed, https://www.indeed.com/career-advice/career-development/what-is-career-advancement)
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: *Creating Accessible Documents*, 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: *Internal Audits*, 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: *Bill C-81: An Act to Ensure a Barrier-Free Canada*)
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. Archives of Psychiatric Nursing, 6(3), 172-177)
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: *The Procurement Process,* 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: *Labour Relations – Frequently Asked Questions*, 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: *Guide on Equity, Diversity and Inclusion Terminology*, 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
Corporate donations	Any financial contribution made by a corporation to another organization that furthers the contributor's own objectives. (Source: *Corporate Donations*, 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: *Crown Corporation*, 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: Law v. Canada (Minister of Immigration, 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: *Bill C-81: An Act to Ensure a Barrier-Free Canada*)

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: *Guide on Equity, Diversity and Inclusion Terminology*, 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: *Guide on Equity, Diversity and Inclusion Terminology*, 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: *Guide on Equity, Diversity and Inclusion Terminology*, Federal Public Service Interdepartmental Terminology Committee on Equity, Diversity and Inclusion)
Inclusion	The practice of using proactive measures to create an environment where people feel welcomes, respected and values, 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: *Guide on Equity, Diversity and Inclusion Terminology*, 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: *Guide on Equity, Diversity and Inclusion Terminology*, 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: Building a Learning Organization: Beyond high philosophy and grand themes lie the gritty details of practice by David A. Garvin)
''Nothing Without Us''	**"Nothing Without Us"** *Accessibility Strategy for the Public Service of Canada*
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)
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: *Guide on Equity, Diversity and Inclusion Terminology*, 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)
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)

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
AODA	Accessibility for Ontarians with Disability Act
ASL	American Sign Language
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
LSQ	Quebec Sign Language
TREDIA	Truth, Reconciliation, Diversity, Inclusion and Accessibility
The 4 C's	Consultations, Collaboration, Co-creation and Co-development
VP	Vice President