



2022-2025 Accessibility Plan: Reporting Cycle Year 2 (December 31st 2024)

Table of Contents

Table of Contents	2
Message from Ingenium	3
General	3
Plain Language Summary	5
Identifying, Removing, and Preventing Accessibility Barriers	5
1. Employment	5
2. Built-Environment	6
3. Information and Communication Technology	8
4. Communications (other than ICT)	9
5. Procurement of Goods and Services	10
6. Delivery of Goods, Programs and Services	11
7. Transportation	12
8. Awareness and Knowledge: Fostering a Culture of Belonging	13
Beyond the Accessibility Plan	14
Consultations	15
Feedback	16
What We Learned	17
Glossary of Terms	17
Glossary of Acronyms and Abbreviations	22

Message from Ingenium

Ingenium is pleased to share the second annual report on the [2023-2025 Accessibility Plan](#), continuing the progress that has been made over the past two years since its publication. We continue to demonstrate a commitment to providing accessible opportunities for our visitors, staff and volunteers, with the long-term vision of ensuring **Access for All** across every site we are responsible for. I would once again like to acknowledge and thank Ingenium staff and partners for identifying, removing and preventing barriers to access. Through their hard work and efforts, we continue towards the vision of an institution that invokes curiosity and ingenuity in all who visit Canada's Museums of Science and Innovation.

This year has been one of reflection, as we look ahead towards the next iteration of our Accessibility Plan and the many ways in which we can build upon our progress. We welcomed back the Rick Hansen Foundation to assess the Canada Agriculture and Food Museum for accessibility and have developed concrete actions to ensure more visitors can enjoy the museum to its fullest potential. We also continue to educate ourselves and others on ableism and the ways in which we can build more inclusive, empathetic spaces through mindful dialogue and universal design.

One challenge we are looking to address more is the ways in which we can capture accessibility projects that fall outside the scope of the current Accessibility Plan. As a result of the past year's successes, there have been opportunities to explore new projects sooner than expected. Some examples of this have been included in a new section added, called [Beyond the Accessibility Plan](#).

We look forward to your continued feedback and look forward to fostering new conversations on the future of 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 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

Work continues on the Accessibility Plan, with more projects reaching completion in 2024. Some projects were completed in large groups as a result of major changes in Ingenium's digital presence while others, like training, continue to be longer term goals.

Some reasons for project delays were related to capacity as well as the need to seek out more information before beginning certain projects. Others, notably the projects related to policy, are being rolled into one large project that will be completed over a series of years, which will impact multiple goals at once. In cases where research has been completed, there are some conversations that need to be held on how to implement the findings from those reports.

This year, a new section has been added to the report to address the complementary activities taking place related to accessibility. This ranges from recent accessibility audits, to supporting innovation, to training.

In terms of feedback, we shared a few of the conversations that have come up throughout the year. Some questions, like tactile wayfinding, will be explored next year. In some cases, we may need to seek out input from other organizations in order to best understand how to proceed.

In the second year of reporting on the Accessibility Plan, some new themes are emerging that will influence the next iteration of the plan in 2025. A further focus on policy, training and accessibility from the perspective of staff will likely be included. A new audit with the Rick Hansen Foundation has also provided new concrete ways to improve accessibility at the Canada Agriculture and Food Museum, and will be included in the next plan.

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	2024 Update
-------------	----------------	----------	-------------

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

This year, further conversations around how to support staff in implementing Truth, Reconciliation, Equity, Diversity, Inclusion and Accessibility (TREDIA) were held. There was a recognition that there were some areas in which a reset of the dialogue would be necessary, and so more time would be needed to ensure a wholesome inclusion of voices in the strategic plan. Capacity to facilitate these conversations proved to be a challenge this year but plans to rectify this are already underway for the new year.

In terms of representation, current progress is looking promising. To provide the most accurate count of employees with disabilities, there are plans to launch a renewed self-identification campaign in the next year.

2. Built-Environment

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

Description	Accountability	Timeline	2024 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	DG, CSTM	Initiated Fall 2022, to be completed in spring 2025	In progress

Description	Accountability	Timeline	2024 Update
bounce, and reverberations caused by visitor activity			
Review and update Emergency Evacuation Plans from an <u>accessibility</u> 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 <u>wayfinding</u> review at CASM and implement changes throughout galleries	COO DG, CASM	March 2023	Completed Revisited
Install <u>cane detectable</u> guard rails at CASM to targeted areas with low beams	COO	March 2023, Implementation in 2024	Completed
Conduct an accessibility <u>audit</u> at the Canada Agriculture and Food Museum (CAFM) ¹	DG, CAFM	Completion date March 2024	Completed
Implement <u>accessibility</u> 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	2024 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	Completed
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	Completed
Initiate a pilot project for multi-purpose “Quiet rooms” for employees at various Ingenium sites	CEO COO	Initiate January 2023	Delayed

For the Built Environment, progress continues on schedule for most action items in the goal. The wayfinding project at the Canada Aviation and Space Museum was completed in spring 2024, but unfortunately the testing did not identify some clear solutions to support this in the museum. There may be plans to continue to explore this in the future. For the Cold War exhibition, the accessibility standards were applied and descriptive audio was included in all digital interactives and audiovisual content.

At the Canada Agriculture and Food Museum, an accessibility audit was conducted and the accessible tractor simulation interactive was launched. More details on the audit can be found in the section titled ‘[Beyond the Accessibility Plan](#)’.

3. Information and Communication Technology

Description	Accountability	Timeline	2024 Update
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	Completed

Description	Accountability	Timeline	2024 Update
Update Ingenium digital media standards for exhibitions (to version 6)	VP, Digital and Public Affairs (DPA)	Winter 2024	Revisited
Launch a Digital Innovation Lab which will connect national and international collaborators with Ingenium's UX, interpretive, and digital experts, to develop digital <u>accessibility</u> 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 <u>accessibility</u> features for Microsoft Office 365 across Ingenium	COO	Spring 2024	Completed
New quality control procedures for web publishing against WCAG 2.1 AA standards	VP, Digital and Public Affairs (DPA)	Winter 2024	Completed
Implement <u>wayfinding</u> support tools at CASM that meet WCAG 2.1 AA guidelines	VP, Digital and Public Affairs (DPA)	Fall 2024	In Progress

Quite a few projects were successfully completed in the area of Information and Communication Technology, thanks in part to ongoing projects to update a significant amount of the digital infrastructure of Ingenium. Major projects such as the development of a new website and the migration to Microsoft 365 provided an opportunity to improve accessibility as part of updating the overall content of these platforms. Currently, Ingenium is exploring opportunities to update all its standards for 2025, which will include digital media standards to ensure consistency.

4. Communications (other than ICT)

Description	Accountability	Timeline	2024 Update
Develop a communication plan to raise awareness internally and externally about Ingenium's commitment to <u>accessibility</u> and availability of accessible services, programs, and resources	CEO	January 2023	Completed

Description	Accountability	Timeline	2024 Update
Develop and share an Ingenium Digital and Design Accessibility Standards <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 	VP, Digital and Public Affairs (DPA)	2024	In Progress

While there are no significant changes to Communications beyond ICT, Ingenium has recently undergone a branding exercise in which a number of online tools, such as Power Point, Digital signage and Graphic Design have been updated with the latest accessibility consideration in mind. Similar to ICT, the Digital and Design Accessibility Standards will be reviewed in the coming year as part of an overall standard refresh.

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	2024 Update
Review existing policies, standards, and directives to ensure guidelines and agreements include <u>accessibility</u> considerations	COO	Initiate in 2023, complete in 2024	Revisited
Establish criteria and guidelines for accessible procurement, applying the principles of universal design, where possible	COO	Initiate in 2023, complete in 2024	Delayed
Provide accessible formats and meet accommodation requests in a timely manner for individuals and firms to	COO	Initiate in 2023,	Delayed

Description	Accountability	Timeline	2024 Update
access and compete in Ingenium's contracting processes		complete in 2025	

There are no major changes to Procurement of Goods and Services this year. We will review these goals over the next year to make sure they are the right fit.

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	2024 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 employees and visitors with invisible <u>disabilities</u>	CEO	Initiate in 2023	Delayed
Develop an Accessibility Policy for Ingenium programs and services	CEO	Initiate in 2023, complete in 2024	Revisited
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	Completed
Develop and deliver training for public-facing staff on best practices	CEO	Initiate in 2023	In Progress

Description	Accountability	Timeline	2024 Update
when interacting with visitors with various <u>disabilities</u>	DGs, three museums		
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 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

We continue to make progress under the goal of Delivery of Goods, Programs and Services. At this stage, Ingenium’s digital presence is in the middle of a full update with accessibility in mind. Work developing training to meet staff needs is also underway, with the understanding that supporting staff in public-facing jobs will be an ongoing learning journey. It is expected that training will roll over into the next iteration of Ingenium’s Accessibility Plan. The plans for an accessibility policy which addresses goods and services will be rolled into a larger policy suite to be developed in the coming year or two.

7. Transportation

Ingenium is committed to 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	Fall 2025	Delayed
Update designated accessible parking signage across all sites to reflect Ingenium’s “no charge” policy for visitors with accessible permits.	COO	Spring 2023	Completed

In Transportation, work is still ongoing to create new accessible parking spaces at the Canada Agriculture and Food Museum. This project was delayed because a more in-depth analysis of the project was required. Conversations resumed in November 2024 to meet those requirements, with the intent to complete the project by late Fall 2025.

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	2024 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	Revisited/ Completed
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	Completed
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 28 th – 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

Under the area of Awareness and Knowledge, review of the training available through the Canadian School of Public Service has been completed. However, the types of conversations Ingenium would like to facilitate on **ableism** and diversity within the disability community necessitated the development of new content to meet the current learning needs of staff.

Based on conversations with different teams, there is a strong foundation among staff in the basics of accessibility. There is an eagerness for training that provides practical actions and advice suited for the organization, and for the facilitation of deeper conversations such as the ways in which ableism may manifest in the wording of exhibition text and how to support employees with seeking accommodations. As such, the TREDIA office is creating training, in collaboration with key partners, to meet these more nuanced needs.

Beyond the Accessibility Plan

Last year, one of the gaps noticed in our Accessibility Plan was a space to identify accomplishments in the areas of accessibility that fell outside the scope of the listed goals. Several major developments in support of accessibility at Ingenium include some of the following projects:

Accessibility Audit and Improvements at the Canada Agriculture and Food Museum

- An accessibility audit was launched in collaboration with the Rick Hansen Foundation to evaluate the Canada Agriculture and Food Museum. This unique site, which is a museum, a heritage site and a working farm, also has distinct challenges when it comes to implementing accessibility measures. Thanks to the guidance of the Rick Hansen Foundation, we have identified a significant list of potential improvements that will be rolled into the next iteration of Ingenium's Accessibility Plan.
- In response to the audit, a new accessible washroom was added to the museum. This washroom design included a sink within reach of the toilet, allowing for those who need quick access to clean water in order to clean medical supplies or to wash their hands immediately can do so without having to navigate around the room. This approach is now being used in other buildings around the Ottawa area.
- A new sensory guide was developed for the Canada Agriculture and Food Museum. This guide includes indications around tough inclines, sudden temperature changes, and potential sensory overload sites at the farm, among other features.

Governor General's Innovation Awards

- Ingenium successfully nominated Christian Bagg, designer of the Bowhead Reach, for the [2024 Governor General's Innovation Awards](#). The Bowhead Reach is an adaptive bike tailored to enable individuals with disabilities to explore

the outdoors independently. An earlier version of the bike, the Icon Explore Handcycle, is displayed in the Canada Science and Technology Museum.

TREDIA Learning and Sharing Circle

- This year, Ingenium launched a new community of practice called the TREDIA Learning and Sharing Circle. This pilot group is a place for employees to come together and discuss projects that impact different communities, including the disability community, to pool our collective expertise to support the work. This group trials new tailored training that is then distributed across the organization and is exploring inclusive meeting practices as part of its operation.

National Joint Council Seminar

- This year, Ingenium hosted and presented at the National Joint Council Seminar, which is an event that brings together bargaining agents and employer leaders to discuss important issues facing labour relations and human resources communities of the public service. Ingenium led a workshop titled 'Ableism and Disability Awareness', where participants were introduced to different models of disability and ableism and identified how these might enter into workplace spaces. This training mirrors what is taught to staff in the organization.

Consultations

Like the previous year, Ingenium continues to focus on smaller, more in-depth consultations on projects related to accessibility. This ensures that the quality of the feedback, as well as the strength of our partnerships with accessibility-related organizations, remains high. We continue to foster partnerships with some of the following organizations:

- Accessible Arts Ottawa
- The Canadian Accessibility Network
- Realize Canada
- Inclusive Experiences
- Rick Hansen Foundation
- The Canadian Council of the Blind
- The Canadian Association of Science Centres

Some smaller consultations have also been underway for target projects, such as the interactive locomotive project identified under [Built Environment](#).

One example of the depth of these collaborations can be seen with the current project with Realize Canada. This year, Ingenium and Realize launched a learning survey and report titled "[Canada's Museums: Putting the 'A' in IDEAL](#)", which outlined the current learning needs among managers on topics such as accommodations and episodic disabilities. Guided with an external steering committee and an internal community of

practice, Realize Canada developed a series of managerial-focused workshops to address these learning gaps. The first of these workshops was launched in November 2024, with the following planned for January 2025 and February 2025. Ingenium and Realize continue to work together to promote learning on episodic disabilities across the museum sector. The results of this collaboration will directly inform the next version of Ingenium's Accessibility Plan.

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. Below summarizes some of the conversations that followed around accessibility from past events:

- Staff members wanted to explore new kinds of tactile wayfinding. As such, activities are underway to try out different forms of wayfinding that may help visitors navigate the various museum exhibitions. Similar work is planned for audio feedback loops.
- A question arose on how to translate Anishinaabemowin, the main Indigenous language in the Ottawa area, into Braille. Anishinaabemowin is a phonetic language so the spelling can change. Based on our network of contacts, there isn't much knowledge on how this might be transcribed, which may offer an opportunity to try something new.
- One promising practice that emerged is the inclusion of access needs as part of Ingenium meetings. Staff have been providing input on what works best to learn and engage with materials, which is being documented to create a guide on accessible meeting practices tailored to the needs of the organization and its partners.
- There was an inquiry on how to make rainbow crosswalks accessible, which was guided with recommendations developed by the [Canadian National Institute for the Blind](#).
- Some questions emerged around the different types of mobility devices that exist and how to support their use on site. Not all staff are familiar with different models of mobility scooters, so work to address this is planned for future educational resources.
- A conversation arose around guide dogs in training. Museums can be beneficial places to socialize new guide dogs, however they may also pose as a disruption, and in some cases a danger to other guests, staff and animals. We are committed to making sure guests who use guide dogs are able to do so without issues. It would be helpful to hear from others around experiences with guide dogs who are not yet on duty and in the middle of training to understand what expectations we should have with their visit.

What We Learned

Building upon the lessons from the previous year, integrating accessibility from the beginning of projects continues to be a promising practice at Ingenium. This has been especially important as we undergo major upgrades to our websites and other digital products. It has continued to be an important component of the ways in which we develop exhibitions and programming for the public.

In terms of areas for growth, there are aspirations to include more of an employee lens on the next iteration of the accessibility plan. While many of the action items and goals are oriented towards the public or partners, there is much we can do internally to make the workplace more accessible for staff members. Accommodations, for instance, has come up across multiple conversations as an area we can continue to improve upon.

Another area of focus over the next few years will be a dedicated examination and updating of the accessibility policy suite at Ingenium. Upon exploring this during the year, it became apparent that to establish an accessibility policy for the organization, a number of existing policies and documents would need updating, including the current accessible exhibition guidelines that we use as well as our digital accessibility guidelines. Understanding this is a larger project than expected, we are seeking additional help to make sure these updates are fully aligned with one another.

We continue to explore ways to improve our understanding of, and engagement with accessibility, and hope to have further conversations with others on how we can do better.

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)
Accessibility	The degree to which a product, service, program, or environment is available to be accessed or used by all. (Source: <i>Glossary</i> , Accessibility Strategy for the Public Service of Canada) OR The quality of an environment that enables a person to access it with ease. (Source: <i>Guide on Equity, Diversity and Inclusion Terminology</i> , 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: <i>What is Career Advancement? Definition and Examples</i> , 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: <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)
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
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, 1999)</i>)
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>)
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)
Inclusion	The practice of using proactive measures to create an environment where people feel welcomed, 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: <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: 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" <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)
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)
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