



Canada Lands Company  
Société immobilière du Canada

# Progress Report 2024



PARC  
DOWNSVIEW  
PARK



Canada Lands  
Company  
Société immobilière  
du Canada



MONTREAL  
SCIENCE  
CENTRE

OLD  
PORT  
MONTREAL

LA TOUR  
CN  
TOWER

## Multi-Year Accessibility Plan 2022-2025 2024 Progress Report



## Table of Contents

COMMITTEE MESSAGE .....	2
INTRODUCTION .....	3
About the Company .....	3
COMMITMENT TO ACCESSIBILITY .....	3
GENERAL.....	5
ACCESSIBILITY POLICIES AND PROCEDURES .....	7
EMPLOYMENT .....	8
THE BUILT ENVIRONMENT .....	11
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) .....	14
THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES .....	17
THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES .....	18
FEEDBACK .....	21
CONCLUSION .....	22



# COMMITTEE MESSAGE

## Message from the Canada Lands Company

### Accessible Canada Committee (the “Committee”)

Canada Lands Company Limited and its subsidiaries (the “**Company**”) is committed to improving accessibility and inclusion by removing barriers. The Company realizes that providing an accessible and inclusive environment across Canada is a shared effort; communities, businesses, and services must work together to make accessibility a reality.

The Multi-Year Accessibility Plan (“**MAP**”) serves as a roadmap for the Company to work towards becoming a more accessible and inclusive Company, aligning with the Federal Government’s expectations as outlined in the *Accessible Canada Act (the “**Act**”)* and its regulations.

This Progress Report is a summary of the progress regarding the objectives set out in the MAP. The information has been provided by the committee members of each division across the Company.

*Teresa Law*

Chief Human Resources Officer

Co-Chair, Accessible Canada Committee

# INTRODUCTION

## About the Company

The Company is a self-financing federal Crown corporation specializing in real estate development and attractions management. For more than 25 years, the Company has developed some of the most sought-after communities in Canada while serving as the innovative steward of some of the country's most iconic attractions: the CN Tower and Downsview Park in Toronto, and the Montréal Science Centre and the Old Port of Montréal of Montréal. The Company reports to the Parliament of Canada through the minister of Public Services and Procurement.

## Commitment to Accessibility

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration, equal opportunity, access, and participation, and is committed to ensuring a safe, dignified, and welcoming environment for everyone. We are committed to meeting the needs of all persons with disabilities in a timely manner and will do so by adhering to all applicable federal and provincial accessibility laws, and by identifying, preventing, and removing barriers to accessibility. The Company is equally committed to providing advice, policies, tools, resources, and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services, and facilities.



## Areas described under section 5 of the *Act* applicable to the Company:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT
- The Procurement of Goods, Services, and Facilities
- The Design and Delivery of Programs and Services

# GENERAL

## Executive Summary

The MAP was designed to identify and create specific action plans to remove barriers within each division managed by the Company. The MAP referenced high-level action plans that support each division's operational plans.

This document provides an overview of the Company's progress toward the objectives set out in the MAP. Progress will be reported annually, and additional items will be added as appropriate to ensure ongoing progress. Reviewing the MAP annually will ensure that the Company continues to work towards greater accessibility and inclusion, and the achievement of its accessibility goals according to the published timelines.

The MAP will be formally reviewed and updated every three years. Each review will include consultations with the Committee and members of the disability community. Company management, employees, and accessibility committees, with input from the disability community, have identified the following achievements, which have removed and prevented barriers over the past year.

## Communication of the Plan

The MAP is a multi-year accessibility plan for 2022-2025 and has been shared with employees and the broader community. The MAP is available in an accessible PDF format on the Company's website at <https://www.clc-sic.ca/accessibility> and upon request to the Company's Human Resources Department. Annual progress reports on the MAP will be communicated in the same way and according to the standards set out in the Act.



## Contact Information

Feedback regarding access to goods and services and the ways in which employees interact with others is welcomed and appreciated. Feedback can be provided to the Company's Human Resources department by email or phone, in person, or by using the form [here](#).

If you have any questions, feedback, or accommodation requests, or would like to request a copy of the Company's accessibility policies and procedures, accessibility plans, progress reports in an alternate format, please contact Rose Crisostomo, CHRL Director, Human Resources. 1 University Avenue, Suite 1700 Toronto, ON Phone 416-214-1255

Email: [rcrisostomo@clc.ca](mailto:rcrisostomo@clc.ca)

## Accessibility Feedback

Feedback can be any comment, whether positive or negative, including complaints, related to the Company's goods, services, employees, facilities, programs, accommodations, or other aspects of the Company. Feedback can come from a Company employee, consultant, guest, or any member of the public. An employee of the Company who receives feedback related to accessibility will discuss it with Human Resources to determine the appropriate response. Anyone providing feedback to the Company will receive an immediate acknowledgement from Human Resources. When possible, a verbal response will be made to the person within five business days. Written responses will be returned to the person within ten business days, in a format that is understandable to the requestor. If an action is required, Human Resources will communicate and work with the requestor to determine appropriate next steps. Human Resources will attempt to resolve the situation in a timely manner. If an attempt to resolve the feedback fails, then the feedback will be submitted to the President and Chief Executive Officer. Information about actions taken will be provided to the person who submitted the feedback.



## Accessibility Policies and Procedures

For more information on the Company's accessibility services and access to online versions of the Accessibility Policy and the MAP, please visit the Company's website <https://www.clc-sic.ca/policies>.

## Training

The Company is committed to ensuring that its employees receive training on applicable federal and provincial accessibility and human rights laws, with a focus on training employees on general awareness, employment accommodations, alternative formats and WCAG 2.0 Level AA standards.

Training is provided in the Company's accessibility policies and procedures for new hires in a timely manner. Refresher training is provided when changes are made to applicable laws or Company policies and procedures. The Company also ensures that suppliers or service providers working on behalf of the Company or participating in the development or approval of Company policies receive accessibility training.





# EMPLOYMENT

The Company is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee. The Company is also committed to informing all employees of policies and procedures that support accessibility in the workplace and providing accessibility training. In the past year the Company has:

1. Implemented a process to ensure employee accessibility and accommodation requests are identified throughout the year and during the annual performance review cycle.

## **Human Resources**

2. Provided accessibility training during the employee onboarding process, including education on accommodation and accessibility policies.

## **Human Resources**

3. Ensured employees received additional information on accommodations and accessibility policies, as accessibility accommodation requests were received.

## **Human Resources**

4. Developed a partnership with Able and Available Job Board, an online platform that has a reach across Canada.

## **Human Resources**

5. Conducted outreach through Spectrum Works and Canadian Partners in Workforce Innovation (CanWin), to improve recruitment of persons with disabilities.

## **Human Resources – CN Tower**

6. Consulted with Inclusive Workforce Specialists at CanWin, including receiving feedback and support during the recruitment and onboarding of selected employees.

## **Human Resources**



7. Conducted research on accessibility groups to strengthen recruitment processes, including Ready, Willing and Able, Neuro Plus, Auticon, and Canadian Association for Supported Employment, and outreach will commence in 2025.

**Human Resources**

8. Conducted a self-disclosure campaign, targeted at educating employees on the importance of self-disclosing and removing the stigma of disclosing disabilities.

**Human Resources**

9. Improved representation of persons with disabilities by 2.7 percent over 2023 statistics report.

**Human Resources**

10. Created a new dedicated employee entrance to improve access to Security screening for employees.

**CN Tower**

11. Consulted with IDÉO and ROSEPH to analyze the workplace and evaluate the barriers that exist to improve hiring practices for persons with disabilities. After an onsite visit the consultant prepared a detailed report for implementation commencing in 2025. ROSEPH is a group of 25 organizations promoting the retention of members of the disability community in the workplace, to ensure that they are accessible to all types of abilities.

**Montreal Science Centre**

12. Conducted a visual impairment simulation activity for employees, to raise awareness of the obstacles that may be encountered by a visually impaired person.

**Montreal Science Centre and Old Port of Montreal**

13. Conducted engagement surveys, meetings and focus groups with employees to identify barriers to accessibility, with the support of both the Accessibility and Diversity, Equity and Inclusion Committees.

**Montreal Science Centre and Old Port of Montreal**

14. Collaborated with third party community organizations including educational groups, to improve employment for persons with disabilities.

**Montreal Science Centre**



15. Provided employees at the Currie real estate project in Calgary community training, through a senior's care facility under construction, to learn about design elements and considerations for aging in place.

**Real Estate**

16. Engaged Universal Access to assess the accessibility needs of the Edmonton office.

**Real Estate**

17. Conducted an experiential accessibility tour of the Currie neighbourhood with employees in Calgary, to understand how the space is experienced by those with hearing, sight, and mobility impairments.

**Real Estate**

18. Partnered with Accessibility, Accommodation and Adaptive Computer Technology to train Information Technology managers and technicians on understanding digital accessibility and inclusion requirements.

**Information Technology**



# THE BUILT ENVIRONMENT

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers for all users. Unplanned changes to existing public spaces to meet the standard are at the Company's discretion (including emergency repairs or forced changes that were not anticipated or planned for in advance). In the past year the Company has:

1. Created a universally accessible public square at Quai de l'Horloge in Montreal to allow persons with mobility disabilities to take full advantage of the area that offers a view of the St. Lawrence River.

## **Old Port of Montreal**

2. Consulted with Société Logique to create a plan for an accessible welcome hall at the entrance of the Montreal Science Centre.

## **Montreal Science Centre**

3. Created a Master Plan and a Secondary Plan for Naawi-Oodena, a real estate project in Winnipeg, which include policies on accessibility and universal design within the urban form and public spaces.

## **Real Estate**

4. Substantially completed design guidelines for Naawi Oodena, a real estate project in Winnipeg, which feature accessibility and universal design in terms of building and community design, open spaces, and wayfinding.

## **Real Estate**

5. Prepared an accessibility plan for Shannon Park, a real estate project in Halifax.

## **Real Estate**

6. Designed the Master Plan for Heron Road, a real estate project in Ottawa, which outlines enhancements to accessibility, connectivity, and relationships with the surrounding developments.

## **Real Estate**



7. Developed bilingual wayfinding and signage for Arbo, a real estate project at Downsview Park in Toronto, which emphasizes active transportation and public transportation connections through the property.

**Real Estate**

8. Expanded public sidewalks, pathways and crosswalks in order to enhance pedestrian safety and accessibility within three phases of Wateridge Village, a real estate project in Ottawa. This work has included installation of new wayfinding, seating, and traffic signage.

**Real Estate**

9. Designed and developed Wateridge Village's phase three block one, part of a real estate project in Ottawa, to include accessibility in the subdivision, as described in the project's Urban Design Guidelines and Community Design Plan. This work has included the use of specialized materials, as well as contrasting textures and colours to ensure that pedestrian crossings are clearly marked. The project has contributed to creating an inviting, safe, and accessible streetscape by emphasizing the ground floors.

**Real Estate**

10. Obtained approval for design guidelines at the Heather Lands, a real estate project in Vancouver. The guidelines highlight the importance of welcoming people of all physical abilities. The use of universal design elements will allow safe and comfortable navigation and experiences throughout the neighborhood.

**Real Estate**

11. Engaged an accessibility consultant to review detailed designs of Stage 24 of the Village of Griesbach, a real estate project in Edmonton, to incorporate universal design practices.

**Real Estate**

12. Engaged an accessibility consultant to review drawings for splash pad and bathroom construction in Alexandria Park, a real estate project in Calgary.

**Real Estate**



13. Procured an accessibility consultant to review the design of future development phases and development permit applications for Currie, a real estate project in Calgary.

**Real Estate**

14. Adjusted the target completion date of assessing the accessibility of Company-owned buildings and preparing plans for accessibility improvements, which consider the short- and long-term plans for the building to December 2025.

**Real Estate**

15. Commenced construction on fully accessible and gender-neutral washroom pavilion at the Downsview Park north entrance.

**Downsview Park**

16. Replaced gravel in the Orchard parking lot at Downsview Park with asphalt complying with Accessibility for Ontarians with Disability Act standards.

**Downsview Park**

17. Completed installation of exercise equipment along the Circuit Path and two water fountains within Downsview Park, complying with Accessibility for Ontarians with Disability Act standards.

**Downsview Park**

18. Installed an accessible reception desk at the Downsview Park HUB.

**Downsview Park**

19. Procured an accessible golf cart at Downsview Park to transport those who use mobility devices around the park.

**Downsview Park**

20. Replaced all existing park benches with Accessibility for Ontarians with Disability Act standards-compliant benches, and added additional benches through Downsview Park, giving people more opportunities to rest.



# INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The Company is committed to making information and communications accessible to all users. This includes any equipment or system that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. It includes all matters concerned with the design, development, installation and implementation of information systems and applications to meet business requirements. In the past year the Company has:

1. Created a working group, which includes persons with disabilities, to identify accessibility barriers in communication technologies, including equipment and systems.

#### **Information Technology**

2. Created an inventory of business systems and partnered with Accessibility, Accommodation and Adaptive Computer Technology to assist in evaluating the business systems' accessibility capabilities.

#### **Information Technology**

3. Adopted a process to evaluate public-facing and business systems accessibility standards. Improvements will be made over time as systems are upgraded or replaced.

#### **Information Technology**

4. Adjusted the target completion date to identify and enable accessibility features on all devices and relevant software provided for employees to December 2025.

#### **Information Technology**

5. Established accessibility guidelines for Corporate externally focused digital communications to WCAG 2.0 Level AA standards.

#### **Corporate Communications**



6. Designed a new WCAG 2.0 Level AA-compliant website for Arbo, a real estate project at Downsview Park.

**Real Estate**

7. Developed a temporary WCAG 2.0 Level AA-compliant website for Wateridge Village, a real estate project in Ottawa.

**Real Estate**

8. Launched a new WCAG 2.0 Level AA-compliant website for Currie a real estate project in Calgary. The site includes the latest technologies for information accessibility, vision and hearing accessibility, and inclusive language.

**Real Estate**

9. Launched a new WCAG 2.0 Level AA-compliant website for Wellington Basin, a real estate project in Montreal.

**Real Estate**

10. Launched a new WCAG 2.0 Level AA-compliant website for Côte-de-Liesse, a real estate project in Montreal.

**Real Estate**





## COMMUNICATION, OTHER THAN ICT

The Company is committed to making information and communications accessible to all. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to providing information in alternate formats when requested. In the past year the Company has:

1. Installed large touchscreen monitors at the employee entrance to improve communication with employees.

### **CN Tower**

2. Installed exhibition called A Landmark in Canadian History, which contained 20 panels set out in 10 modules equipped with QR codes for audio transcription.

### **Old Port of Montreal**

3. Launched a procedure for preventative and emergency maintenance of accessible elements for Ontario based properties.

### **Legal and Human Resources**

4. Installed wayfinding at Currie, a real estate project in Calgary, using iconology to symbolize show homes to appeal to a diverse audience.

### **Real Estate**



# THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Company is committed to ensuring meaningful consideration to accessibility when specifying requirements for goods, services, and procurement. To ensure the Company's products meet ergonomic standards, clear instructions and support materials are available. In the past year the Company has:

1. Created a questionnaire to gather information on accessible capabilities of ICT software or solution, both current and future applications. The questionnaire is designed to encourage the development of accessible tools within ICT software and solutions. The Company requires all ICT providers to complete a questionnaire.

#### **Information Technology**

2. Partnered with Accessibility, Accommodation and Adaptive Computer Technology to provide training to information technology on how to add an accessibility lens to the procurement processes, and how to implement and support adaptive computer technology. The target completion date of for this project is December 2025.

#### **Information Technology**

3. Launched a supplier survey to create a database to identify suppliers owned by members of the disability community and to identify partner groups to target for future procurement opportunities.

#### **Company-wide**

# THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Company is committed to the guiding principles and best practices of accessibility for all employees, visitors, guests, and customers. This includes continuing to improve accessibility through programs and services, accessible platforms, engagement, and feedback forms. In the past year the Company has:

1. Partnered with Variety Village and Autism Ontario to introduce a Low Sensory Mornings program.

**CN Tower**

2. Substantially completed a publicly-available, accessible digital environmental, social and governance report.

**CN Tower**

3. Partnered with Toronto-based AccessNow, an accessibility mapping company that assesses businesses for their physical and sensory accessibility for visitors to Toronto.

**CN Tower**

4. Downsview Park and CN Tower employees came together for a workshop led by Autism Ontario about making programs more inclusive to participants with autism.

**CN Tower and Downsview Park**

5. Delivered seven educational and community programs to persons with various needs. These programs included programs for people with hearing impairments, children with autism, people with reduced vision, and people with intellectual disabilities.

**Downsview Park**

6. Conducted training with merchants in the Old Port of Montréal on accessibility needs and responsibilities to customers.

**Old Port of Montreal**



7. Conducted a customer survey, which included questions to identify future accessibility improvements. The survey elicited more than 3,000 responses,

**Old Port of Montreal**

8. Created Peaceful Mornings events designed exclusively for persons with disabilities, their families, and those accompanying them. Peace Mornings includes reduced number of visitors to give young people all the room they need to have fun, with diminished stimuli; calmer areas with reduced lighting and floor mats; redesigned visitors guides which are adapted to specific needs; and, films at the the IMAX®TELUS theatre which are shorter and shown at a reduced volume.

**Montreal Science Centre**

9. Awarded the Monique Lefebvre Universal Accessibility Recognition Award presented by Alter Go for the Peaceful Mornings events.

**Montreal Science Centre**

10. Created a guide containing a checklist for developing and evaluating exhibitions to help assess the extent to which an interactive, exhibit furniture or room in general reduces barriers for visitors with disabilities or sensory sensitivities.

**Montreal Science Centre**

11. Welcomed Autisme sans limites, an organization supporting people with autism, to visit the exhibit named Hockey Faster Than Ever so that they may give their suggestions and impressions .

**Montreal Science Centre**

12. Welcomed l'Appart à moi, an organization assisting people with trisomy 21 and other intellectual disabilities, to visit the exhibit named Hockey Faster Than Ever with the support of the Montreal Science Centre Foundation.

**Montreal Science Centre**

13. Sponsored the training of a service dog by MIRA at the Montreal Science Centre. This training was conducted by an employee of the Montreal Science Centre education department.

**Montreal Science Centre**



14. Contributed funds to a tenant's renovation of a 1950s building to meet Alberta Education requirements for accessibility for schools.

**Real Estate**



## CONSULTATIONS

The MAP and its Progress Reports were developed through various consultation processes, including with management, employees, accessibility committees, a third-party consultant, and members of the disability community. The third-party consultant conducted focus groups with members of the disability community, conducted a review, and provided a summary of recommendations and feedback, which were incorporated into the MAP and its progress report.

## FEEDBACK

The Company did not receive any additional feedback on its MAP or its progress related to the plan, following the posting of the MAP and its policies and procedures. Since the Company has received no feedback on the plan via its current procedure, it shall investigate whether its process can be made more accessible and adjust accordingly. Any changes to the feedback process will be indicated in an updated version of the MAP as well as communicated via the Company's website.

However, the CN Tower has received feedback on services provided, including the following: access to accessible parking, steepness of the ramp to 360 Restaurant, wait times for persons with cognitive challenges, eligibility for access to EdgeWalk and elevation changes between upper levels. The CN Tower will take this feedback into consideration during future planning and scheduled upgrades.



## CONCLUSION

The Company is committed to the prevention, identification, and removal of accessibility barriers. The Committee will monitor its progress against the MAP commitments and has provided updates throughout this progress report. A full review of the MAP will occur in 2026 in consultation with the Company's accessibility committees, employees, and community members, including the disability community.

The MAP will coordinate across all service areas to create a shift in the workplace culture with respect to accessibility standards. The Company will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and Crown corporation. Copies of the MAP or the progress report can be made available, and the Company will provide alternative formats upon request. Please contact Rose Crisostomo, CHRL Director, Human Resources. Head Office at One University Suite 1700 Toronto, ON Phone 416-214-1255 Email: [rcrisostomo@clc.ca](mailto:rcrisostomo@clc.ca).