



# Canada Post 2024 Accessibility Progress Report



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**General**



## Contact information

To request a copy of Canada Post's Accessibility Plan, Feedback Process or Progress Report in an alternate format, or to provide feedback on accessibility at Canada Post, please contact the Director of Accessibility.

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## Executive summary

On December 16, 2022, Canada Post published its first [Accessibility Plan](#) and [Feedback Process](#), as required by the *Accessible Canada Act* (ACA). The purpose of the ACA is to create a barrier-free Canada by January 1, 2040, through the proactive identification, removal, and prevention of barriers to accessibility wherever Canadians interact with areas of federal jurisdiction. The ACA came into force on July 11, 2019.

The Accessibility Plan, created with input from Canadians with disabilities, outlines the actions Canada Post will take between 2023 and 2025 to identify, remove and prevent barriers. More than 1,200 Canadians, including over 600 people who identified as living with a disability, responded to our national survey and helped inform our Accessibility Plan. We also consulted with our Accessibility Advisory Panel and our national Employee Resource Group for People with Disabilities.

The Feedback Process describes how Canada Post receives and responds to feedback regarding the implementation of our multi-year Accessibility Plan; barriers faced by Canada Post customers, employees and other people that deal with Canada Post; and any other matters related to accessibility.

This Progress Report highlights the advancements we have made in our efforts to improve accessibility, challenges we faced and how we are continuing to apply feedback and lessons learned to achieve our goals. This is the second progress report following the publication of our 2023-25 Accessibility Plan.

## Accessibility statement

About 8 million Canadians, or 27 per cent, live with at least one disability. With a presence in communities across the country, Canada Post has a responsibility to provide accessible programs and services that Canadians can rely on. We are committed to becoming more accessible and inclusive for our customers and employees.

In 2018, Canada Post created a national Accessibility team that offers advice and guidance, leads accessibility projects, and integrates accessibility across the company, including policy and program development.

Our vision is to be an inclusive Crown corporation and a recognized leader in accessibility by promoting awareness, removing barriers, and acknowledging the valuable contributions of people with disabilities. We want to ensure that everyone can access our programs and services and attract and retain talent that reflects Canada's diverse population.

# Accessibility Strategy

In 2019, we began to develop an [Accessibility Strategy](#) that aligns with the focus areas of the ACA. Our goal was to adopt a proactive approach to identifying, removing and preventing barriers and to integrate accessibility improvements across our offerings to customers and employees. The strategy's four pillars are:

- Creating a diverse and inclusive workforce culture
- Delighting our customers
- Building accessible barrier-free spaces
- Seeking inclusive business opportunities

The Environment, Social and Governance (ESG) Committee of Canada Post's Board of Directors approved the strategy in April 2020. It was published on May 31, 2021.

# Accessibility Policy

Canada Post's [Accessibility Policy](#) applies to all focus areas of our Accessibility Strategy and the ACA. The policy reinforces our commitment to proactively identify, remove and prevent barriers to accessibility through a consistent, corporate-wide approach and make timely and measurable progress in implementing the actions outlined in our Accessibility Plan.

We engaged a third party to conduct three focus groups (two in English and one in French) with people with disabilities to gather their feedback on the policy. We also consulted with our external Accessibility Advisory Panel.

The policy is intentionally broad in nature as it touches upon every aspect of the Corporation and its business. To ensure compliance with this policy, we established accessibility guidelines to help employees incorporate accessible practices in their day-to-day work.

The Accessibility Policy was approved by the ESG Committee of the Board in late 2023 and published earlier this year.

# Accessibility Advisory Panel

Canada Post's [Accessibility Advisory Panel](#) includes up to 15 members from across the country who identify as people with disabilities, and/or are part of organizations that represent people with disabilities and older Canadians. The first panel meeting took place in 2018 with subsequent meetings occurring twice a year.

In June and November 2023, Canada Post held virtual meetings to update the panel on our disability and accessibility awareness training rollout, and our Accessibility Policy. We also presented on our external accessibility engagement strategy for feedback.



## Progress report scope

This report provides an overview of the progress we have made in identifying, removing and preventing barriers in seven focus areas:



Employment



Procurement of goods, services, and facilities



Built environment



Design and delivery of programs and services



Information and communication technologies



Transportation



Communication, other than information and communication technologies

Canada Post is required to have this report reviewed and approved by the Environment, Social and Governance (ESG) Committee of the Board before it is published. Due to the review timeframe, this year's report includes actions completed between September 2023 and July 2024.

## Social model of disability and inclusive language

The social model of disability differentiates between “impairment,” meaning functional limitation, and “disability.” The social model says that disability is caused by barriers in society rather than by a person’s impairment. The social model focuses on the removal of barriers to allow full and equal participation by people with impairments.

To emphasize that disability is caused by barriers, the social model uses *identity-first language*, such as “disabled people” to refer to a diverse group of people with impairments who share the experience of disadvantage and discrimination.

This is different from *person-first language*, such as “people with disabilities,” which uses the term “disability” to also mean “impairment.” Person-first language is used to emphasize the person before the disability/impairment.

It is important that we recognize the difference between identify-first language and person-first language and acknowledge that preferences vary within the disability community. While we adopt a social model approach to identifying, removing and preventing barriers, we mainly use person-first language in this report as it is widely accepted and used in Canada.



## Feedback

The **Feedback Process** describes how Canada Post receives and responds to feedback regarding the implementation of our multi-year Accessibility Plan; barriers faced by Canada Post customers, employees and other people that interact with Canada Post; and any other matters related to accessibility.

Canada Post welcomes feedback from customers, employees, business partners and the public to become more accessible and inclusive. From August 2023 to July 2024, we received 288 submissions of feedback on accessibility. Feedback can be submitted by telephone, TTY, virtual chat, email, web form and by mail. Most of the feedback was provided by email and through our web form. The web form allows people to offer their input anonymously.

Of the 288 submissions we received, 104 included feedback that identified barriers at Canada Post. Below is some of the feedback we received for each focus area of the Accessibility Plan:

Category (number of submissions)	Feedback
Employment (1)	<ul style="list-style-type: none"> <li>• Interview questions not accessible.</li> </ul>
Built environment (36)	<ul style="list-style-type: none"> <li>• Difficulty accessing ramps.</li> <li>• No automatic push buttons on some doors.</li> <li>• Limited accessible parking near post office.</li> <li>• Request to bring back writing tables.</li> </ul>
Information and communication technologies (20)	<ul style="list-style-type: none"> <li>• Website loading issues.</li> <li>• Webpage for tracking parcels only accessible in English and not French.</li> <li>• Automated phone calls unable to understand speech.</li> </ul>
Communication (3)	<ul style="list-style-type: none"> <li>• Question regarding communicating with people who are blind.</li> <li>• Question regarding Video Relay Service (VRS).</li> </ul>
Design and delivery of programs and services (43)	<ul style="list-style-type: none"> <li>• Requests for sliding trays for community mailboxes.</li> <li>• Limited hours of operation.</li> <li>• Denied methods of payment for delivered parcels.</li> <li>• Snow clearance at community mailboxes.</li> <li>• Request for online application to the Delivery Accommodation Program.</li> <li>• Long lines due to fewer postal outlets in some locations.</li> </ul>
Procurement of goods, services, and facilities (4)	<ul style="list-style-type: none"> <li>• Requirement to provide a driver's licence preventing access to money orders.</li> <li>• Removal of in-person customs forms.</li> </ul>
Transportation (0)	<ul style="list-style-type: none"> <li>• No feedback received.</li> </ul>

For more details on what the Delivery Accommodation Program offers for Canadians with functional limitations, [see page 31](#).

## How feedback was applied

Canada Post acknowledged all feedback in the manner it was submitted. We also followed up with the appropriate teams to address feedback, where necessary.

To improve how information is exchanged, the accessibility team implemented a quarterly reporting process to specific teams when we receive feedback that is relevant to their business area.

We will continue to monitor our framework for documenting and responding to feedback to provide a streamlined approach.



## Consultations

In the spirit of “nothing about us without us,” we conducted consultations with people with disabilities to develop this Progress Report. Our goal was to learn about the perspectives of Canadians living with a disability and establish a benchmark for measuring progress in future years. We also worked with a consultant to conduct an online survey, which was completed by 1,003 Canadians living with a disability.

The purpose of the survey was to:

- Identify barriers at Canada Post in all priority areas of the ACA.
- Gauge awareness of and interest in Canada Post’s accessibility planning documents, including the Accessibility Strategy, Accessibility Policy, 2023-25 Accessibility Plan, 2023 Progress Report, and Delivery Accommodation Program.
- Learn about positive accessibility experiences at Canada Post.
- Measure perceptions of progress in accessibility at Canada Post in the past two years.

We reviewed the survey results and noted the identified barriers and areas of progress. The survey data helped to inform this Progress Report and will be shared with Canada Post teams to guide our approach to removing and preventing barriers. We will also conduct a survey with employees with disabilities on accessibility at Canada Post to help identify barriers to employment. The first phase of the survey is expected to launch in fall 2024.

## Consultations with people with disabilities

**Accessibility:** Online survey provided in English and French.

**Sampling/recruitment:** All 1,003 respondents were part of a Canadian online general population panel and self-identified as a person living with a disability. Regional quotas were put in place to ensure cross-country inclusion.

**Audience:** Canadian residents 18+ who experience at least one disability.

### Disabilities participants experience or live with:

Percentage	Disability
46%	experience or live with a non-visible disability
42%	experience or live with an emotional or mental health condition
42%	experience or live with a mobility disability
25%	are hard of hearing or experience/live with hearing loss
18%	are neurodivergent
11%	experience or live with coordination and dexterity disability
8%	are blind or experience/live with low vision or sight loss
4%	experience or live with a learning disability
4%	experience or live with d/deaf or are late deafened
3%	experience or live with a speech disability
1%	experience or live with a neurological disability/brain injury

**Participant profile:** Each group included a mix of age, gender, disability, and urban, rural and suburban areas.

**Gender:**

Percentage	Gender
56.5%	women
41.3%	men
1.6%	non-binary
0.4%	prefer not to say

**Age:**

Percentage	Age
21%	18-34
35%	35-54
44%	55+

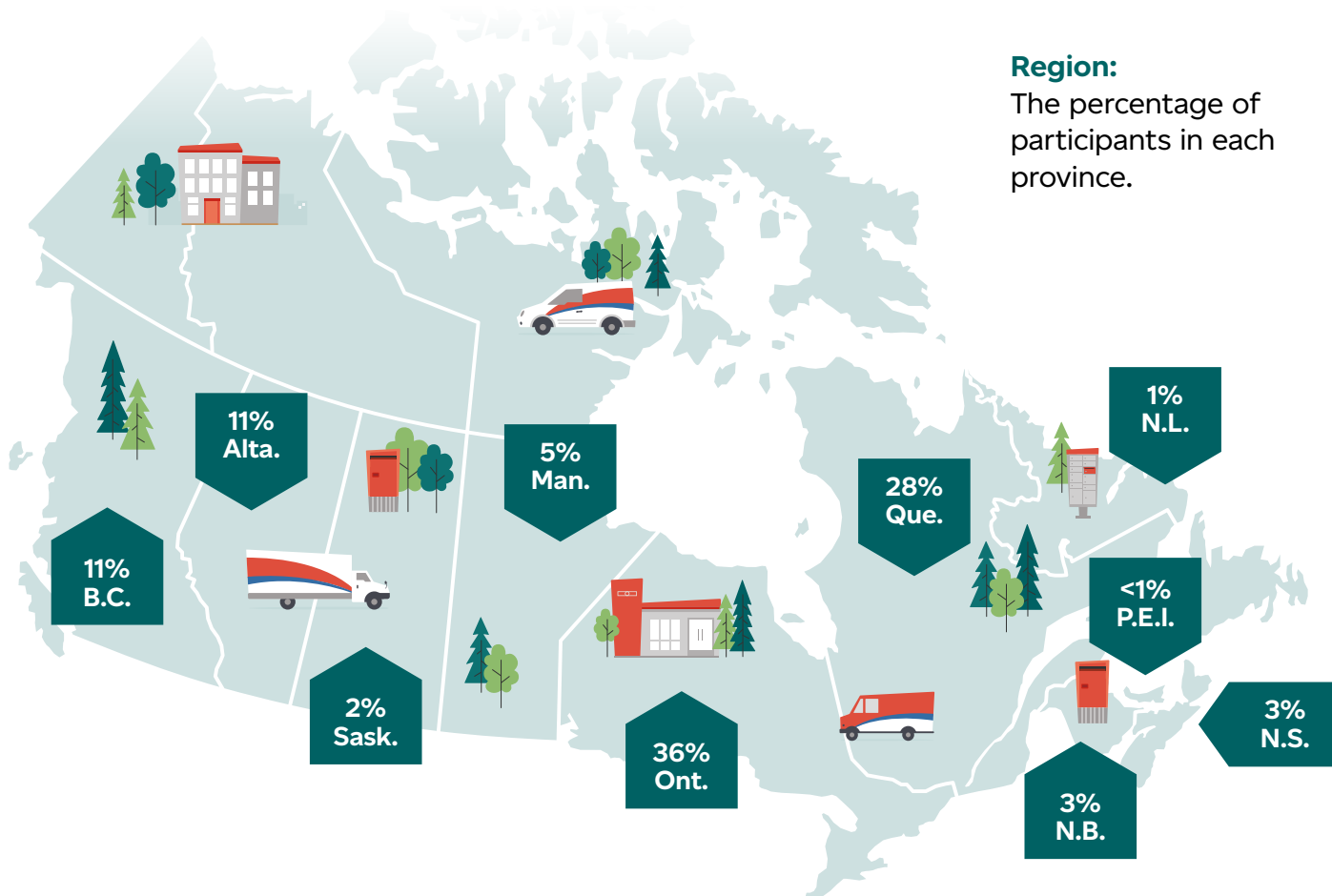
**Area:**

The percentage of participants in rural, urban and suburban areas.



**Region:**

The percentage of participants in each province.





## Employment

Canada Post is committed to fostering an equitable, respectful and caring workplace where everyone is welcome and has equal opportunity, where diversity is valued and celebrated, and where we work together to remove barriers and promote accessibility.

We are dedicated to incorporating inclusive practices that will allow our employees to fully participate in the workforce. We are committed to hiring people with disabilities to attract, grow and retain diverse talent that is representative of Canadian labour market availability (CLMA).



## Progress in 2023-24

### Accessibility newsletter

- The Accessibility team continues to publish an internal quarterly newsletter to share key updates and progress on our efforts to become more accessible for our customers and employees. The newsletter is sent to directors and above by Canada Post's Vice-President, Environment, Social and Governance (ESG).

### Corporate disability and accessibility awareness training

- We developed mandatory disability and accessibility training to promote awareness among employees and help reduce the stigma associated with disability.
- Training began in May 2024 and will be rolled out in phases to all Canada Post employees with the following objectives:
  - Increase awareness about disability and accessibility among employees.
  - Reduce stigma and negative stereotypes about people with disabilities.
  - Encourage the use of inclusive language.
  - Promote accessibility in the workplace.
  - Create a culture of inclusion and a safe, fair and respectful workplace.

### Improving the accommodation process

- Ensuring that people with disabilities have the accommodation they need to apply for and do their jobs at Canada Post were outlined as priorities in our Accessibility Plan.
- The Disability Management (DM) team held several workshops on how to improve the accommodation process by reducing wait times and removing barriers for employees requiring accommodations.
- The workshops resulted in 16 recommendations, which are being included in a DM strategy that aims to improve the overall employee experience by offering employees support when navigating disability benefits.
- Canada Post launched a new system to support the process of managing and monitoring active disability-related claims. The goal is to reduce wait times, increase oversight and awareness and ensure the right actions are taken to maintain a positive and accessible employee experience.

## National AccessAbility Week and ongoing communications

- National AccessAbility Week (NAAW) is an official annual observance legislated by the ACA. Beginning on the last Sunday in May, it is a time to celebrate the valuable contributions of Canadians with disabilities and recognize achievements in removing barriers.
- In 2024, we undertook several initiatives to commemorate NAAW and help increase awareness among employees and the public, including promoting the week through our newsletter, social media posts, an email signature block and Microsoft Teams background.
- We also sent an internal corporate message to employees highlighting:
  - Our accessibility website
  - Accessibility Policy
  - 2023-25 Accessibility Plan
  - 2023 Accessibility Progress Report
  - The 10<sup>th</sup> anniversary of our Delivery Accommodation Program
  - [A video](#) of the Director of Accessibility discussing the Delivery Accommodation Program with Canada's Chief Accessibility Officer

## Improving our hiring practices

- To increase representation of people with disabilities and meet our 2024 hiring target, we attended several job fairs and networking events geared towards hiring people with disabilities. At these events, we promoted employment opportunities at Canada Post, provided an overview of the work environment, and responded to questions from potential applicants.
- We exceeded our 2023 hiring target of 6.9 per cent for people with disabilities and achieved 8.5 per cent by the end of 2023.
- Our three regional advisors who promote accessible hiring practices for people with disabilities participated in numerous training sessions, webinars and conferences to increase their knowledge on accessibility and implement inclusive practices.



## Built environment

As Canada's largest Crown corporation, Canada Post has an extensive physical footprint with nearly 5,800 post offices, 462 letter carrier depots and 22 processing plants across the country. Our goal is to make our post offices, administrative offices, depots and processing facilities accessible to everyone.

To remove physical barriers in our network of buildings, in 2024 we invested \$10.9 million in capital expenses for accessibility construction projects to include elements of universal design. This amount was given to Real Estate (\$9.4 million) and Retail (\$1.5 million).

For new builds and expansions to increase our capacity to handle mail and parcels, the cost of implementing accessibility is included in the project's scope and budget.



## Progress in 2023-24

### Rick Hansen Foundation Accessibility Certified Gold rating

In May, Canada Post's Membertou Community Hub in Nova Scotia received a Rick Hansen Foundation Accessibility Certification™ Gold rating. The building has the following accessibility features:

- Fully accessible washrooms with panic button, adult change table, automatic door openers, sensor activated faucets and dispensers
- Sensor-activated automatic doors
- Braille on signage in rooms
- Tactile wayfinding flooring
- Canada Post dedicated accessible parking spot
- Tactile wayfinding on parcel boxes and key fobs
- Vertical door opener push buttons
- Accessible seating options
- Culturally conscientious design
- Colour contrasting finishes
- Automated sit/stand desks in bookable offices
- Accessible closet configurations
- A kitchenette with accessible counter and appliance heights and ease-of-use faucets

## Building upgrades

- Between mid-2023 and early 2024, the Real Estate team started 22 and completed 40 construction projects in buildings across Canada. Upgrades included:
  - Improved vehicular access
  - Accessible parking
  - Pathways to main entrance including ramps
  - Accessible entrances (doors and door openers)
  - Counter upgrades that are more accessible for clerks and customers
  - Audible and visual emergency systems
  - Tactile indicators
  - Accessible circulation and knee clearance
  - Accessible postal boxes
- In 2024, the Real Estate team is focused on removing barriers in over 50 prioritized sites. The team is also responding to urgent situations that impact employees and customers.
- While we are focused on removing barriers that have been identified, we recognize that other areas within the building may have barriers. In these cases, the rest of the building will be upgraded when funds are available in future years.

## Challenges and lessons learned

### Costs and resources

- Inflation and supply chain issues continue to affect our ability to make accessibility upgrades to our buildings. We are currently working with our vendors and suppliers to find solutions.
- Severe labour shortages also continued to impact the delivery of projects and costs. We responded to this challenge by continuing to group sites and projects in remote areas to attract larger companies to bid.

### Plans or improvements that could create new barriers

- As previously reported, a challenge in implementing accessibility upgrades in buildings with limited space is that it may impact other aspects of the building and potentially create new barriers. For example, adding seating to a small area could impact circulation room for wheeled mobility devices.

- When auditing a facility, we are continuing to assess how an accessibility upgrade could impact accessibility in other areas to ensure we do not create new barriers.
- Some upgrades may not be possible without extensive building modifications. There are cases where we may not be able to remove all barriers due to the structure of the building or geographic landscape.
- In these situations, we continue to explore other solutions to remove barriers. For example, if a building is too close to the road and cannot accommodate a properly graded ramp, other options may include a platform lift.

## **Adapting to changing standards**

- Improving accessibility in our built environment is an ongoing process. We want to ensure that our current accessibility construction projects align with evolving accessibility standards.
- Since we developed our corporate National Accessibility Design Standards, the Canadian Standards Association (CSA) published an updated version of their National Standard for the Built Environment, B651-23, which replaces B651-18.
- In 2023, we identified areas where technical specifications in our corporate standard are inconsistent with the latest version published by CSA. We responded by incorporating the updated specifications in B651-23 in our accessibility upgrades.
- Accessibility Standards Canada has also created a draft Model Standard for the Built Environment – Accessibility. In 2024, we conducted a review of the document to identify how this standard differs from B651-23 and our National Accessibility Design Standards.



## Information and communication technologies

Canada Post has more than 150 webpages, over 25 applications and tools, and two mobile applications. With this digital presence, we recognize the importance of removing barriers and creating an inclusive online experience. As our digital offerings evolve and as we introduce new products, our goal is to create digital spaces with accessibility and usability in mind. We want all Canadians to be able to access our digital services.

## Progress in 2023-24

### Design system updates and training and partnership opportunities

- We developed a series of custom on-demand training resources for our mobile application teams. The courses aim to give them the skills and knowledge needed to design and test for accessibility on the iOS and Android operating systems, ensuring our digital services are accessible to all.
- We provided training to 34 Canada Post employees on the digital team to increase their understanding of how people use assistive technologies. The training educated product designers and content writers to create web content for all users, including people with disabilities.
- We conducted accessibility testing of eight consumer and business applications using a secure digital environment. This allows members of the public and other external service providers to test products under development before they are released.
- We continue to track the volume and progress of software and web issues related to accessibility.

### External collaborations

- The Digital Accessibility team attended the #a11yTO Camp and #a11yTO Conference, a globally recognized Canadian conference on digital accessibility. We shared our ideas, solutions and best practices during a presentation at a digital accessibility meetup.
- We are proud to collaborate with multiple federally regulated entities with the ongoing rollout of The Accessibility Exchange, a project of the Institute for Research and Development on Inclusion and Society and the Inclusive Design Research Centre at OCAD University.
- This project will develop an online platform that connects people with disabilities to federally regulated entities to consult on accessibility plans and progress reports, as required by the ACA, and carry out other activities related to accessibility.



## Challenges and lessons learned

- Working with digital development partners outside of Canada Post presents additional challenges. Key issues include ensuring accessibility training is built into their onboarding processes and identifying gaps in knowledge to ensure accessibility is supported in the products and services being developed for Canada Post.
- Resources are limited for ensuring that internal-facing information and communication technologies (ICT) is accessible. The Digital Accessibility team is focused on customer-facing digital products and has supported internal tools when possible. We need to continue providing more resources to remove barriers and make ICT accessible to employees.
- We want our website to be accessible on as many platforms and devices as possible. Currently, we target accessibility testing on the most common platforms and devices, such as iOS and Android devices and Mac and Windows applications. As we do not test on older browsers, ensuring accessibility on outdated devices and software remains a challenge.

## Digital accessibility targets and upcoming changes

- We continue to prioritize accessibility and usability in our digital services to create an inclusive online experience. As part of our efforts to provide accessible products and services to Canadians, all new public-facing digital products must meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA.
- To meet these standards, we implemented a thorough accessibility testing approach and trained more than 170 employees and contractors.
- We monitor the usability of our digital services by measuring the ability of people with disabilities to complete the tasks our applications support. Our current digital accessibility score is 93.3 per cent for active digital products, exceeding our annual target of 92 per cent.
- We are developing a strategy to respond to the additional requirements introduced by WCAG 2.2.

Our current  
digital  
accessibility  
score

**93.3%**



## Communication other than information and communication technologies

Canada Post interacts with customers, employees, stakeholders, contractors and clients in many ways, including in-person, print, online and by phone. We want to communicate in ways that are accessible and inclusive.

## Progress in 2023-24

In 2024, we took several steps to remove barriers to communication across the Corporation:

- We added meta descriptions to images on our social media platforms. We also provide closed captions for all videos with voiceover.
- We posted all issues of our accessibility newsletters on the internal accessibility website so they can be accessed by all employees.
- Our Writing Services team learned more about inclusive language to ensure written documents contain inclusive terminology.
- We created a working group on inclusive language for Canada Post's corporate communications. The group's focus is to find the right balance between usage, preferences of the disability community and positive terminology.
- Our Language Services team completed a full linguistic review of the disability and accessibility awareness training before its release to ensure the use of inclusive language in both official languages.

## Challenges and lessons learned

- We are striving to incorporate American Sign Language (ASL) and Langue des signes québécoise (LSQ) in more of our corporate videos and public events. We have encountered challenges with suppliers unable to provide interpreters for the dates required or fulfill the project requirements.
- This has led to situations where we could not schedule sign language interpreters. We are reviewing our process to identify how we can ensure we have reliable access to sign language interpretation services.



## Procurement of goods, services, and facilities

Canada Post purchases approximately \$2.8 billion worth of goods and services from more than 13,000 suppliers annually. We want to create fair sourcing practices that offer equal opportunities to suppliers in Canada and around the world.

## Progress in 2023-24

- Canada Post approved a Supplier Diversity strategy in 2023 to promote the use of suppliers owned by people with disabilities, women, visible minorities or 2SLGBTQI+ people directly and as subcontractors. This strategy complements our existing Indigenous Procurement policy. We increased our spend with suppliers owned by people with disabilities by 14 per cent from 2021 to 2022, and by a further 30 per cent from 2022 to 2023.
- We continue to ensure that accessibility requirements and standards are considered during the requirements-setting phase of requests for proposals for goods, services and facilities, and that procurement processes and templates note the importance of accessibility standards.
- When procuring internal-facing software, we continue to prefer suppliers who demonstrate compliance with WCAG 2.1 at Level AA. If this is impossible, we have a mandatory contractual requirement that new software purchases be brought into WCAG 2.1 AA compliance within 24 months of contract signature.

## Training, research and presentations

- Canada Post presented at the Supply Chain Management Association Ontario Leadership Series 2024: Supplier Diversity for the second year. We participated in a panel on “Enabling Accessible Procurement” at the annual conference.

## Tools and resources

- We have developed an accessible procurement policy that addresses the inclusion of accessibility requirements when establishing criteria and selecting products and services.

## Challenges and lessons learned

- We have learned that we need to focus more on identifying approved disability-owned suppliers and expanding our network to create more inclusive business opportunities.
- We have also learned that we can access the Inclusive Workplace and Supply Council and the Supplier Diversity Alliance of Canada membership to expand our network of businesses owned and operated by people with disabilities.



## Design and delivery of programs and services

As a Crown corporation with a presence in communities across Canada, we understand the importance of providing accessible programs and services. In addition to collecting and delivering letters, parcels and publications, we offer a wide range of personal services. They include money transfers, prepaid debit cards, gift cards, the ability to order foreign currency, access to government services and collectible stamps and coins. Services for business include solutions for shipping, marketing, ecommerce and small businesses.

We recognize that Canadians are interacting with our programs and services in different ways, and we are committed to making these interactions inclusive.

## Progress in 2023-24

### Parcel drop-off boxes and pick-and-drop locations

- Quick Drop-off Boxes allow customers to drop off their prepaid, prelabelled and prepackaged parcels at post offices without waiting in line. Pick-and-drop locations are a lighter version of the post office with select product and service offerings.
- We currently have 327 post offices with a drop-off box. This includes a mix of small in-counter, large in-counter, free-standing and in-wall boxes. In 2023, we installed 211 drop-off boxes with about 200 to be added by the end of 2024.



In-fixture



Free-standing



In-wall

### Delivery Accommodation Program

- This year marks the 10<sup>th</sup> anniversary of our Delivery Accommodation Program, which supports residential customers with functional limitations or health conditions to access their packages and mail. The service is offered year-round, temporarily and seasonally.
- About 30,000 Canadians have received accommodation through the program since 2014. In the first half of 2024, we implemented 1,073 new accommodations.
- Examples of accommodations include mailbox key turners, sliding mail trays, adjustments to the mailbox compartments, mailbox braille markings, and seasonal or weekly home delivery.

- We continued our efforts to increase awareness about the Delivery Accommodation Program through social media and a national campaign with ads appearing in *Maclean's*, *Zoomer* and *Virage* magazines.
- We developed a five-year strategy for the program that focuses on removing barriers to delivery for Canadians. The strategy includes four pillars:
  - Improving our current accommodation offerings in the short term and evolving our offerings to meet the changing needs of Canadians.
  - Increasing awareness of the program among our customers and employees.
  - Developing operational efficiencies.
  - Future-proofing the program to serve a growing and aging population.

Customers who need accommodation can access the program online or by calling **1-844-454-3009**.







## Transportation

Canada Post operates a fleet of more than 14,000 vehicles, which includes a mixture of cars, trucks, vans, tractors and trailers. As part of our goal to increase accessibility in our post offices and buildings, we want to provide accessible parking spaces for employees and customers. While we currently have accessible parking in some locations, this is not consistent across all buildings and facilities.

## Progress in 2023-24

- To identify other barriers in transportation, we will conduct an employee survey in phases, beginning this fall.
- Canada Post has two guidelines that have implications on transportation: our Corporate Travel Policy and Hybrid Workplace Practice. We will review both with accessibility in mind to determine if barriers exist in transportation.

## Challenges and lessons learned

- We have identified barriers to accessible parking in some of our buildings and facilities due to leased or limited spaces, as well as municipal restrictions with on-street parking.
- To address this barrier, we are continuing to assess parking when conducting accessibility audits of buildings and facilities and include accessible parking when completing the design work for accessibility upgrades in the built environment.





## Sponsorships and community engagement

Canada Post recognizes the importance of advocating for accessibility, sharing knowledge within the greater community and building strong partnerships. By working with organizations representing the disability community and other supporting stakeholders, we increased our engagement and community involvement through sponsorships that promote disability inclusion.

## Progress in 2023-24

### Accessibility Engagement Strategy

As part of our efforts to demonstrate leadership in accessibility, we developed a multi-year accessibility external engagement strategy to highlight how we are becoming more inclusive. The strategy's goals are to establish active and meaningful presence in the disability community by promoting awareness about accessibility, enhancing resource capacity and building a community of practice. We will engage with over 100 organizations over five years, including federally regulated entities, federal departments and agencies, private sector, provincial jurisdictions, and disability led organizations to share best practices and challenges, learn more about the priorities of the disability community, and raise awareness about accessibility at Canada Post.

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**100**  
organizations  
over  
**5 years**

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### Canada Post Award for Students with Disabilities

In 2024, we awarded the fourth Canada Post Award for Students with Disabilities in partnership with the National Educational Association of Disabled Students (NEADS). Valued at \$10,000, the annual award recognizes and celebrates the achievements of those who are leading by example and making a difference through knowledge sharing, community involvement and innovation. It is open to students with a disability enrolled in a degree-granting program in any discipline at the undergraduate or graduate level. The recipient of the award in 2024 was Gabrielle Veilleux-Verreault, a PhD student in bioethics at the Université de Montréal.

### Summer work opportunities for students with disabilities

We continue to recognize the contributions that people with disabilities bring to the workforce through the Canada Post Summer Student Work Opportunity. As an equity seeking initiative, students with disabilities are encouraged to self-identify by applying through this category. Canada Post receives applications directly from students in a wide range of disciplines. In 2024, we hired 64 summer students, of which six self-identified as a person with a disability.

### Rick Hansen Foundation – Accessibility Professional Network Conference

Canada Post was a silver sponsor and presenter at the 2024 Accessibility Professionals Network Conference, organized by the Rick Hansen Foundation. More than 500 individuals attended virtually and in person. The 2024 theme was “Building Beyond.” Panel discussions centred on how we can continue building an inclusive and accessible world for people of all ages and abilities.

The event included a session on Accessibility in ESG Planning. Canada Post's Director of Accessibility, Natasha Saltes, joined other speakers to talk about how organizations are incorporating accessibility in their long-term planning and the implications for commercial

spaces. Other topics at the conference included neurodiversity and the built environment, designing inclusive schools, heritage and accessibility, accelerating access in municipalities, and outdoor spaces.

### **Additional networking and outreach**

- Canada Post participated in a panel at the Network Now! Career and Mentorship Fair, as well as the National Employer Panel during Disability Awareness Employment Month. We shared how we are making our workplace more inclusive for people with disabilities.
- We also presented at the Disability and Work in Canada Conference where we discussed our participation in the Pathways to Employment Project, led by NEADS as part of the Workplace Opportunities: Removing Barriers to Equity program.
- On December 3, our head office in Ottawa was lit up in purple to mark International Day of Persons with Disabilities. This commemorative day was established by the United Nations to raise awareness and promote the rights and well-being of people with disabilities in every aspect of life.





## **Glossary of terms**

**Accessibility** is the extent to which environments, buildings, technology, goods and services, information and opportunities are available to as many people as possible. Accessibility is about taking difference into account and including everyone.

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**Accessible Canada Act (ACA)** is legislation that was enacted with the goal of removing barriers and achieving accessibility within areas of federal jurisdiction on or before January 1, 2040. It came into force on July 11, 2019.

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**Accommodation** is the legal obligation of eliminating disadvantage to employees, prospective employees or customers resulting from a policy, practice or barrier that has or may have an adverse impact on individuals or groups protected under the *Canadian Human Rights Act*.

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**American Sign Language (ASL)** is the defining language of many deaf people in the USA and Canada. It is a true language that uses signs, facial expressions, body language and finger spelling to convey information. Its vocabulary and grammar are different than that of English.

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**Barriers** are defined by the *Accessible Canada Act* as anything that hinders the full and equal participation in society of persons with an impairment. The impairment could include a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. The barriers could be physical, architectural, technological, or attitudinal. They could also be based on information or communications or the result of a policy or a practice.

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**Canadian labour market availability (CMLA)** refers to the share of designated group members in the workforce from which employers could hire.

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**Captions** are the displayed text on videos that enable people to read dialogue and sounds. Closed captions [CC] can be turned on or off by the user whereas open captions are part of the video itself and cannot be turned off. Automated closed captions in virtual meeting platforms such as Zoom and Microsoft Teams operate through built in speech-to-text software.

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**Communication Access Real-time Translation (CART)** is a speech-to-text service provided by a live transcriptionist who types what they hear during meetings or events. For in-person events, the text is displayed on a large screen for the whole audience to see. For virtual events, the text is often accessible through a separate window or link. Virtual meeting platforms that enable CART services to be turned on in the same meeting window are preferable to enable a more inclusive experience.

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**D/deaf** is used as a collective noun to refer to both people who identify with the Deaf culture and people who have little to no functional hearing who do not identify with the Deaf culture.

**Deaf** with a capital “D” refers to individuals who are deaf or hard of hearing and who identify with and participate in the language, culture and community of Deaf people, using sign language as the first choice of communication. Deaf culture does not perceive hearing loss and deafness as a disability, but as the basis of a distinct cultural group. Culturally Deaf people may also use speech reading, gesturing, spoken language and written English to communicate with people who do not sign.

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**Deafened and late deafened** describe individuals who grew up hearing or hard of hearing and, either suddenly or gradually, experienced a profound loss of hearing. Late-deafened adults usually understand speech with visual clues such as captioning or computerized note taking, speech reading or sign language.

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**Disability** is defined by the *Accessible Canada Act* as any impairment that, in interaction with a barrier, hinders a person’s full and equal participation in society. The impairment could be a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation. It could also be permanent, temporary, or episodic in nature, and visible or hidden.

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**Environment, social and governance (ESG)** principles refer to sustainable, ethical and responsible business practices.

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**Langue des signes québécoise (LSQ)** is a sign language originating in Quebec which, like ASL, uses signs, facial expressions, body language and finger spelling to convey information. Its vocabulary and grammar are different than that of French.

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**National AccessAbility Week (NAAW)** was legislated by the *Accessible Canada Act* as an official annual observance to start on the last Sunday in May. It is a time to celebrate the valuable contributions of Canadians with disabilities and recognize achievements in removing barriers.

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**Universal Design** is the planning and configuration of an environment, building, product, program or service so that it can be accessed and used to the greatest extent possible by all people.

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