# Brief: Accessibility Task Force

## Purpose and strategic context

The Accessibility Task Force is a short-term project, running November 2025 to January 2026, focused on bridging the gap between CNIB’s strategic accessibility goals and the day-to-day barriers faced by staff. Drawing on employee feedback, it will develop practical solutions that support the Accessibility & Inclusion Roadmap and the Multi-Year Accessibility Strategy, launching pilot projects by January 2026.

## What we have heard

From our consultations and surveys before and throughout National Accessibility Week, the following key themes emerged:

### 1. Accessibility and inclusion in hiring & onboarding

* Accommodation and disclosure forms are only provided during onboarding.
* The form focuses narrowly on assistive technology for people who are blind or partially sighted.
* Employees with other accessibility needs may feel excluded or unsure how to request support.
* No clear process exists to revisit or update accommodation needs post-onboarding.
* Onboarding does not consistently reflect accessible design or set expectations around accessibility as a shared value.

### 2. Accessibility training

* Accessibility training during onboarding is outdated.
* New hires and managers are not always properly equipped to build an accessible culture.
* There is low awareness around digital accessibility, especially in document creation and communication.
* Frequent requests for accessibility testing and remediation highlight the need for ongoing training and clearer guidance.

### 3. Accessibility technology barriers

* Platforms such as SAP Concur are not consistently accessible.
* System updates often disrupt functionality for assistive technology users.
* There is no standardized process for:
  + Accessibility testing of platforms and tools.
  + Communicating with vendors and tracking communications and issue resolution.
  + Tracking updates that may affect accessibility.
  + Embedding accessibility in procurement decisions.

### 4. Internal support for assistive technology users

* Most support is informal and peer-to-peer.
* Structured training is largely limited to those who participated in the Come to Work program.
* Little to no internal support is available for intermediate or advanced assistive tech use (e.g. Microsoft 365).
* No centralized help resources or community of practice for assistive technology users.

### 5. Reporting and accountability

* There is no consistent or psychologically safe way to report accessibility barriers.
* No formal tracking exists to monitor follow-ups or resolution (including external vendors).
* Gaps in accountability make it difficult to identify systemic issues or drive long-term improvements.

## Objectives

By drawing on the expertise of programs like Come to Work, Smartlife, and AccessLabs, we can use proven strategies to enhance our internal standards. With this Task Force we aim to:

* Provide recommendations and strategic advice to establish internal standards for accessibility based on proven external practices.
* Advise on the creation of reporting and tracking systems for accessibility barriers.
* Form subcommittees focused on training, system design, and monitoring.
* Lay foundations for an ongoing advisory body of accessibility experts.

## Meeting Schedule & Time Commitment

The total commitment is estimated at 10 hours between November and January.

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| Month | Meeting Type | Theme | Length |
| November | Kick-off (Week 1) | Mandate, roles, external best practices | 1 hrs |
| November | Subcommittee Planning (Week 2) | Form subcommittees, set goals | 1 hrs |
| December | Main Committee | Progress review | 1 hrs |
| January | Main Committee | Wrap up, establish advisory body | 2 hrs |
| Between meetings | Subcommittees | Advance assigned work, prepare updates | Approx. 2 hrs/month |