# Accessibility Task Force: Second Meeting Agenda

## Accessibility Training & Competencies Subcommittee

### 1. Shared Accessibility Competency Framework

**Issue:** CNIB staff do not currently have a unified understanding of the core accessibility skills required across roles.

**Proposed Solution:**

* Review and endorse the Accessibility Competency Framework through Co-Design Session hosted by the Research Team.
* Pilot the framework with Finance by embedding it into targeted training and refining based on feedback.
* Present the framework to SLT and ELT for endorsement, implement organization-wide, and submit to the federal government.

**Related Documentation:**

* Accessibility Competencies Framework (TBD)

### 2. Inconsistent Accessibility Knowledge and Comfort Across Teams

**Issue:** Accessibility training is often delivered informally, leading to inconsistent learning experiences across teams.

**Proposed Solution:**

* Use the competency framework to guide standardized training modules.
* Provide insight into session description and session materials for targeted training for Finance.
* **Long-term Goal:** Start with targeted training for Finance and expand to other departments.

**Related Documentation:**

* Session description (TBD)
* Session materials (TBD)

### 3. Accessibility in Learning Sessions and Materials

**Issue:** Sessions often lack accessibility preparation; external facilitators may not follow accessible document standards.

**Proposed Solution:**

* Emphasize accessible practices and use of Word format in guidelines for vendors and external facilitators.
* Develop internal session preparation Standard Operating Procedure (SOP) and accessibility checklist for all events at CNIB (Run of Show template example).
* Present guidelines and SOP to SLT and ELT for endorsement and implement organization-wide.

**Related Documentation:**

* [Accessible Document Guidelines for Vendors and External Facilitators](https://cnib.sharepoint.com/:w:/s/AccessibilityandInclusionTeamIDEA/EUIJoDg2OHJFn7i-YxEPwMUB_cx_RSACI8ljs-0Frga7sQ?e=eAanSc)
* [Run of Show Template sample](https://cnib.sharepoint.com/:w:/s/AccessibilityandInclusionTeamIDEA/EZ7PxZghqlFPtckLWhHCuL8B6NPiNqMGmAdTVdzccgXHxw?e=lqJDbp)

### 4. Orientation and Onboarding Training

**Issue**: Impact Training Levels 1–3 are outdated and not aligned with current accessibility standards.

**Proposed Solution:**

* Long-term Goal: Review and redesign all three levels to reflect best practices and lived experience. Reintegrate updated modules into onboarding.

**Related Documentation:**

* [Impact Training Level 1: Understanding Sight Loss (CNIB U)](https://my.campustoday.ca/d2l/home/7180)
* [Impact Training Level 2: Creating Accessible Documents (Slide deck)](https://cnib.sharepoint.com/:p:/r/sites/cnibtoday/EmployeeCentral/CareerPATH/_layouts/15/Doc.aspx?sourcedoc=%7B284CD54E-E1C6-4F3A-B763-AD5447A9DBDA%7D&file=Creating%20Accessible%20Documents%20Impact%20Training%20Level%202.pptx&action=edit&mobileredirect=true&DefaultItemOpen=1)
* [Impact Training Level 3 (Script)](https://cnib.sharepoint.com/:w:/s/AccessibilityandInclusionTeamIDEA/EWh48r6EzTpHj5i453Kq5UoBw0IAFrlEsxVBXNHN4D0IeQ?e=MNfYzA)

## Accessibility Systems & Technology Subcommittee

### 1. No Standardized Testing or Tracking

**Issue**: Accessibility testing is ad hoc and issue tracking is inconsistent. Testing is currently done under AccessLabs, but not all teams across CNIB are aware of the processes.

**Proposed Solution:**

* Review past and current testing processes (AccessLabs, former IDEA Team).
* Review best practices for standardized testing, and review internal practices (using experience with SAP Concur).
* Consider establishing a centralized “Accessibility Hub” to host standardized testing protocols, multi-tester processes, track issues, updates, and resolutions.
* Consider talent and recruitment strategy for internal testers.

**Related Items:**

* [Accessibility Report Template for Testers](https://cnib.sharepoint.com/:w:/r/sites/cnibtoday/EmployeeCentral/IDEA/_layouts/15/Doc.aspx?sourcedoc=%7B33C6F641-FEDD-446E-9E48-7F29655FA93E%7D&file=FOUNDATION_EN_Accessibility%20Report%20Template%20for%20Testers%20.docx&action=default&mobileredirect=true&DefaultItemOpen=1)
* [Accessibility Hub booking page](https://outlook.office.com/book/AccessibilityHub@cnib.onmicrosoft.com/)

### 2. Limited Support for Assistive Technology Users

**Issue**: Support is informal and lacks structure; few resources for intermediate and advanced users. Currently CTW serves as the main resource.

**Proposed Solution:**

* **Ongoing – Long term:** Consider the development of the Accessibility Hub as a central place for peer support, real-time help, and a community of practice.
* Consider talent and recruitment strategy for internal peer support tech specialists.

**Related Items**:

* Accessibility Hub

### 3. Vendor Accountability and Procurement

**Issue**: Vendors are not consistently held to accessibility standards. There is no consistent way of tracking communications with vendors around accessibility issues and resolutions (e.g., SAP Concur).

**Proposed Solution:**

* **Ongoing – Long term:** Using experience with SAP Concur and Outlook, develop and integrate vendor guidance for accessibility.
* Consider implementing support for vendors as part of the Accessibility Hub to ensure understanding of CNIB’s accessibility expectations.
* Provide recommendations on tracking communication with vendors around accessibility issues and resolutions across CNIB, DBCS, and VLRC.

**Related Items**: TBD

### 4. Siloed Accessibility Efforts

**Issue:** Accessibility work is fragmented across departments.

**Proposed Solution:**

* + Propose an ongoing framework for collaboration (either through the Accessibility Hub or the Accessibility Taskforce).

**Related Items:** TBD