

# 2025–28 Accessibility Plan

**Office of the Public Sector Integrity  
Commissioner of Canada**

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## General

Employees and other persons who have dealt with the Office of the Public Sector Integrity Commissioner of Canada (PSIC) can provide accessibility-related feedback using the contact information below. You may include your contact information to receive an acknowledgment or share your feedback anonymously. The Accessibility Representative is the person designated to receive feedback.

You may also use the contact information below to request a copy of this Plan in alternate formats (print, large print, Braille, and audio format or electronic format compatible with adaptive technology that is intended to assist persons with disabilities) and to obtain a description about the process for receiving and dealing with feedback concerning the manner in which this Plan is being implemented, and the barriers encountered by employees and persons who deal with PSIC.

Email: [accessible@psic-ispc.gc.ca](mailto:accessible@psic-ispc.gc.ca)

Telephone:

- 613-941-6400
- 1-866-941-6400 (toll-free in Canada)

Mailing Address:

Accessibility Representative  
Office of the Public Sector Integrity Commissioner of Canada  
PO Box 987  
Ottawa PO B, ON K1P 5R1

## Message from the Commissioner



Harriet Solloway  
Public Sector Integrity Commissioner

I am pleased to present PSIC's 2025–28 Accessibility Plan (this Plan), prepared in accordance with the [Accessible Canada Act](#) (the Act) and the [Accessible Canada Regulations](#) (the Regulations). This Plan continues to anchor PSIC's long-standing commitment to accessibility, and builds on the achievements outlined in the 2023 and 2024 Progress Reports.

This Plan is built on the objectives and supporting actions included in the [2022–25 Accessibility Plan](#) (the Initial Plan), which were developed following a comprehensive review of PSIC's activities, research on best practices, a scan of existing Government of Canada policies and standards, and consultations with employees and persons with disabilities.

This Plan includes new and ongoing supporting actions that PSIC considers effective and efficient means of improving accessibility for employees, public servants and the public at large. PSIC has brought into focus key priorities, including maintaining accessibility awareness and improving the built environment.

Implementing this Plan will continue to support PSIC's core mandate of investigating and rendering decisions on allegations of wrongdoing and reprisal.

As such, I am delighted to keep building, and to report annually, on PSIC's ongoing efforts to support the full and equal participation of all persons in a barrier-free Canada.

## Consultations

### Internal Consultations

The preparation of this Plan focused primarily on an inward reflection of PSIC's mandate and the experiences of employees delivering core services to the public.

In 2025, PSIC surveyed employees at all levels on accessibility, with an emphasis on gaining insight into several key issues, notably:

- Employee awareness of rights and obligations under the Act;
- Employee awareness of the Initial Plan and subsequent Progress Reports, and satisfaction with their implementation;
- Identifying new and continuing barriers to accessibility for employees and the public, and proposing practical solutions;
- Fostering an inclusive and equitable culture of accessibility, including in respect of workplace accommodations;
- Building on PSIC's progress when developing this Plan.

The consultation itself was conceived in collaboration with employees who self-identified as persons with disabilities. Moreover, several employees self-identified as persons with disabilities, either anonymously or openly, during the consultation.

PSIC also invited employees, including those with disabilities, to review and comment on a draft version of this Plan before publication.

As PSIC is a small organization, indicating the exact number of employees who self-identified and contributed to this Plan was not deemed appropriate. PSIC is, however, confident that these consultations respected the requirements of the Act.

As described in greater detail below, these consultations revealed that employees had a very positive impression of PSIC's accessibility efforts since the inception of the Initial Plan, notably in relation to fostering an inclusive workplace culture.

Given PSIC's recruitment of new employees over the last 12 months, employees identified a renewed interest in understanding the rights and obligations under the Act and the Regulations. PSIC's growth also provided new perspectives on barriers and how the organization can plan for long-term accessibility and growth.

### External Consultations

The external consultations that informed the Initial Plan and subsequent Progress Reports remain relevant for this Plan.

In addition, public servants and persons who deal with PSIC often take advantage of the feedback process (typically via the email address, [accessible@psic-ispc.gc.ca](mailto:accessible@psic-ispc.gc.ca)) to identify perceived barriers and inform PSIC of their accessibility needs.

## Priority Areas

Consistent with the [“Nothing Without Us” principle](#) of the Act, PSIC recognizes that persons with disabilities are equal participants in all areas of life, and that they should be involved in decision-making on policies, programs, practices and service delivery.

This Plan builds on the progress made, the barriers identified, and those removed in relation to the eight areas for action identified in the Initial Plan. These are:

1. Culture
2. Employment
3. The Built Environment
4. Information and Communication Technologies
5. Communication, other than Information and Communication Technologies
6. The Procurement of Goods, Services and Facilities
7. The Design and Delivery of Programs and Services
8. Transportation

### Culture

PSIC’s overarching objective is to foster a culture of inclusion, equity and accessibility for employees and the public. Based on recent consultations, employees described the organizational culture as “welcoming” and “inclusive”. In addition, most employees agree that PSIC meets its accessibility objectives, and that employees who identify as persons with disabilities are included and respected by their colleagues.

Consultations also revealed that many employees were only somewhat familiar with PSIC’s accessibility obligations and its ongoing accessibility efforts. Many expressed a desire to learn more in these areas. This stems in large part from PSIC’s growth over the last 12 months, during which many new employees joined the organization.

**Objective A: PSIC helps employees develop their accessibility awareness, recognize attitudinal barriers, and uncover unconscious biases.**

#### Supporting Actions

- Explore and offer targeted training and learning resources to employees, including on specific types of disabilities, such as learning, developmental and mental health disabilities (e.g., PSIC intranet site, LifeSpeak videos, etc.).
- Maintain an intranet page on accessibility that provides various resources, including a list of general and specialized accessibility training.



- Leverage learning events hosted by the Government of Canada and those by the PSIC Mental Health Committee to raise employee awareness of mental health disabilities.

**Objective B: PSIC actively solicits and considers feedback from persons with disabilities meaningfully.**

Supporting Actions

- Promote the feedback process established under the Act among those who deal with PSIC.
- Encourage employees to signal the barriers to accessibility they face or that they identify when dealing with the public.
- Solicit ideas from employees on how to address identified barriers.
- Report annually to the Executive Committee on accessibility-related feedback.

Employment

PSIC remains committed to fostering a diverse, inclusive and accessible workplace. PSIC implements strategies to identify, remove and prevent barriers to the recruitment, retention and promotion of persons with disabilities.

During consultations, employees overwhelmingly felt that persons with disabilities have equal opportunities for appointment, development and advancement within PSIC. Nearly all employees who identified as persons with disabilities felt comfortable disclosing a barrier to management or requesting accommodations, though some reservations were noted concerning the possible intrusiveness of the process for requesting workplace accommodations. In this respect, PSIC indicated in the Initial Plan that it would pilot the Government of Canada Workplace Accessibility Passport. While PSIC piloted the Passport in 2024 and conducted awareness sessions with employees, accommodation requests were not received using the Passport. PSIC recognizes that this is a tool that employees can use to make accommodation requests. These requests must, nevertheless, be considered on a case-by-case basis in accordance with the Treasury Board Secretariat's [Directive on the Duty to Accommodate](#).

**Objective A: Employees and candidates consider that the workplace accommodations process is respectful, efficient and effective.**

Supporting Actions

- Include training for managers on workplace accommodations and the duty to accommodate as part of their human resources delegated authority courses.
- Maintain and update employee learning resources on the PSIC intranet site regarding workplace accommodations and the duty to accommodate.

**Objective B: PSIC recruits and retains persons with disabilities proactively.**

Supporting Actions

- Apply best practices in accessible recruitment and onboarding, including in relation to the assessment of candidates and open communication between employees and managers.
- Offer strategies, such as flexible work arrangements, to support the recruitment and retention of employees with disabilities.
- Monitor developments of [Accessibility Standards Canada](#)'s accessibility standards regarding employment.

**The Built Environment**

Since the Initial Plan's publication, PSIC has taken numerous measures to reduce barriers in the built environment, such as obtaining ergonomic and adjustable workstations and equipment, and designating quiet, closed-door spaces for employees. In addition, the Occupational Health and Safety (OHS) Committee has conducted on-site inspections to identify and remove physical hazards from the premises.

Employees responded positively to the measures that have been put in place. Nevertheless, several concerns were noted, including ongoing issues with the entrance and washroom doors, and new issues relating to the basement parkade doors, office space lighting and access to kitchen storage/shelving.

As the [2024 Progress Report](#) indicates, PSIC has worked with Public Services and Procurement Canada (PSPC) and the building owners to obtain quotes to address accessibility concerns relating to the main entrance and washroom doors. While work on the main entrance door was delayed due to PSIC's financial constraints and uncertainty regarding a possible move to a new work location, PSIC plans to start the project in 2025–26.

PSIC will explore temporary and permanent measures to reduce the impact of the various concerns identified in relation to accessibility.

**Objective A: Accessibility issues identified by employees are addressed as quickly as possible.**

Supporting Actions

- Work with PSPC and the building owners, and consult with the OHS Committee, to develop temporary strategies for noted barriers.
- Seek additional funding to help address accessibility issues and obligations.
- Review emergency evacuation procedures with the building owners to ensure the safe evacuation of persons with disabilities.

**Objective B: PSIC ensures its office spaces are accessible to persons with disabilities.**

Supporting Actions

- Monitor the development of standards by [Accessibility Standards Canada](#) regarding emergency egress.
- In consultation with the OHS Committee, undertake an accessibility review of PSIC's office spaces.
- Stay up to date on developments in adaptive technology, tools, training, services and resources for employees to address issues such as eye strain, headaches or sensory issues relating to computer and office lighting.

**Information and Communication Technologies**

PSIC's [website](#) is the main means by which most individuals find information about its mandate and services. As mentioned in the [2024 Progress Report](#), a comprehensive redesign of PSIC's website is underway, and accessibility has been a key consideration. The new website, slated for launch in 2026, will embrace an intuitive, user-friendly interface that reduces visual clutter, facilitates navigation and provides content in accessible formats. The new website is also expected to meet applicable Web Content Accessibility Guidelines, and it will undergo periodic monitoring for performance, useability and accessibility.

This Plan builds on website accessibility and explores additional ways of making PSIC's services more accessible.

**Objective A: PSIC's current website is accessible.**

Supporting Actions

- Monitor feedback on current website accessibility and implement feasible solutions to identified barriers until the new website launches.
- Continue providing translation of video content in American Sign Language (ASL) and the langue des signes québécoise (LSQ).
- Conduct research on the use of Indigenous sign languages for the translation of video content.

**Objective B: Launch and monitor PSIC's redesigned website.**

Supporting Actions

- Seek periodic accessibility-related feedback from employees and the public, including persons with disabilities, on PSIC's new website, once launched.

- Consider conducting periodic accessibility audits and user testing of the new website.

**Objective C: PSIC's information and communication tools remain accessible.**

Supporting Actions

- Review and modify virtual information and communication products for accessibility (e.g., social media content, video content, etc.).
- Explore the possibility of securing website management services, including expertise in website accessibility and applicable accessibility standards.

**Communication, other than Information and Communication Technologies**

PSIC produces a significant volume of written documentation in relation to disclosures, reprisal complaints and requests for funding to legal advice. These include decision letters, investigation reports and report summaries. PSIC aims to use clear and concise language to meet applicable legal requirements.

Moreover, PSIC publishes plain language summaries of founded cases of wrongdoing in video format with ASL and LSQ translation.

**Objective A: Prioritize plain language in all written documentation and communication products while meeting applicable legal requirements.**

Supporting Actions

- Continue implementing best practices in plain language in letters and standard wordings (e.g., shortening letters, simplifying text, removing jargon, etc.).
- Consider developing or delivering specialized guidance for employees on the use of plain language in case admissibility analyses, investigations and communication products.

**Objective B: PSIC documentation remains accessible.**

Supporting Actions

- Monitor internal templates and public forms for accessibility.
- Monitor outreach documentation for accessibility.
- Maintain the availability of documentation in alternate formats on request (large print or electronic format).

## The Procurement of Goods, Services and Facilities

Consistent with the [Directive on the Management of Procurement](#), PSIC considers accessibility criteria and features when procuring goods or services. PSIC is committed to ensuring that any goods, services or facilities procured are accessible by design.

No barriers relating to the procurement of goods, services and facilities were identified during consultations.

### **Objective A: PSIC implements practices to ensure that goods, services and facilities procured are accessible.**

#### Supporting Actions

- In collaboration with PSPC, review procurement templates for consistency with standard accessibility language developed by the [Accessibility, Accommodation and Adaptive Computer Technology](#) (AAACT) program at Shared Services Canada.
- Clearly define and identify accessibility requirements in tenders, requests for proposals and contracts.
- In collaboration with PSPC, monitor the development of standards by [Accessibility Standards Canada](#) regarding procurement.

## The Design and Delivery of Programs and Services

PSIC receives information about and investigates allegations of wrongdoing in the federal public sector, as well as allegations of reprisal taken against current and former public servants. The Commissioner renders decisions that are reviewable by the Federal Court. Through its activities, PSIC regularly interacts with a variety of individuals, some of whom may identify as persons with disabilities.

Internal consultations highlighted that certain individuals, notably those with mental health disabilities, may have more difficulty coping with stress when providing information to PSIC or participating in an investigation. Employees found that this could represent a barrier to accessibility, preventing some from pursuing their disclosures or complaints, or from collaborating with investigators. Employees therefore expressed a desire to obtain additional training and tools to help manage such situations when they arise. Employees also expressed a desire to explore the creation of a guideline or direction relating to accommodation measures in the context of investigations.

In 2025, PSIC retained the services of an expert through Health Canada to help employees identify means to interact with individuals experiencing communication barriers.

**Objective A: The processes in place for making disclosures, providing information, and making reprisal complaints to PSIC, and for participating in investigations are accessible.**

Supporting Actions

- Periodically solicit feedback on the accessibility of public-facing PSIC forms, letters and communication products.
- Develop internal guidance for employees on interacting with persons dealing with PSIC who are experiencing communication barriers.
- Maintain a practice for proactively informing public servants and the public about the various accessible means available to communicate and work with PSIC.

Transportation

No barriers relating to transportation have been identified. Nevertheless, PSIC proactively rents a parking space in the building, which can be made available for the accessibility purposes when needed.