

Bulletproof IT Accessibility Plan 2023- 2026

This document outlines Bulletproof IT's commitments and actions to remove and prevent barriers for persons with disabilities

Introduction

Bulletproof IT is committed to fostering an inclusive and accessible work environment and service delivery for all Canadians, including persons with disabilities. Bulletproof IT recognizes that persons with disabilities face various barriers in accessing information, communications, programs, and services. Bulletproof IT also acknowledges that persons with disabilities have diverse needs and preferences, and that accessibility is not a one-size-fits-all solution.

The Accessible Canada Act (ACA) came into force on July 11, 2019, with the goal of creating a barrier-free Canada by 2040. The ACA requires federally regulated entities, including Bulletproof IT, to develop and publish accessibility plans, progress reports, and feedback processes. Bulletproof IT's Accessibility Plan outlines Bulletproof IT's commitments and actions to identify, remove, and prevent barriers for persons with disabilities in the following areas: employment, the built environment, information and communication technologies, communication, procurement of goods and services, and the design and delivery of programs and services.

Bulletproof IT's Accessibility Plan was developed in consultation with persons with disabilities, Bulletproof IT employees, stakeholders, and the public. Bulletproof IT will review and update its Accessibility Plan at least every three years and will report on its progress annually. Bulletproof IT will also establish a feedback process to receive and address comments and suggestions on the accessibility of its activities and operations. The feedback process will be accessible and will respect the privacy and confidentiality of the respondents.

Employment

Bulletproof IT is committed to providing an accessible and inclusive work environment for its employees, and to ensuring that persons with disabilities have equal opportunities for employment, career development, and advancement. Bulletproof IT will take the following actions to remove and prevent barriers in employment:

- Review and update its policies, practices, and procedures related to recruitment, retention, accommodation, performance management, learning and development, and wellness, to ensure that they are consistent with the principles and obligations of the ACA, the Employment Equity Act, and the Duty to Accommodate.
- Provide training and awareness sessions to managers and employees on accessibility, disability, and human rights, and on how to create and maintain an accessible and inclusive work environment.
- Enhance its internal communication and engagement strategies to promote accessibility and inclusion, and to solicit feedback and suggestions from employees with disabilities.



- Improve its data collection and analysis on the representation, participation, and satisfaction of employees with disabilities, and use the results to inform and improve its policies, practices, and procedures.
- Collaborate with other federal departments and agencies, and with external partners and stakeholders, to share best practices and learn from each other's experiences and challenges in creating an accessible and inclusive workplace.
- Provide reasonable accommodation and support to employees with disabilities, based on their individual needs and preferences, and in consultation with them and their union representatives, if applicable.

Built Environment

Bulletproof IT is committed to ensuring that its buildings, offices, and facilities are accessible and safe for its employees, clients, and visitors, and that they meet or exceed the standards and requirements of the ACA, the National Building Code of Canada, and the Canadian Standards Association. Bulletproof IT will take the following actions to remove and prevent barriers in the built environment:

- Conduct accessibility audits and assessments of its buildings, offices, and facilities, and identify and prioritize the areas that need improvement or renovation.
- Implement the necessary changes and modifications to ensure that its buildings, offices, and facilities are accessible and compliant with the applicable codes and standards, and that they incorporate the principles of universal design and accessibility by design.
- Ensure that its buildings, offices, and facilities are equipped with appropriate signage, wayfinding, lighting, emergency systems, and assistive devices, to facilitate the access and safety of persons with disabilities.
- Consult with persons with disabilities, including Bulletproof IT employees, clients, and visitors, on their needs and preferences regarding the accessibility and usability of its buildings, offices, and facilities.
- Monitor and evaluate the accessibility and safety of its buildings, offices, and facilities, and address any issues or concerns that arise.
- Ensure that its leased or rented spaces are also accessible and compliant with the applicable codes and standards, and that they meet the needs and expectations of persons with disabilities.

Information and Communication Technologies

Bulletproof IT is committed to ensuring that its information and communication technologies (ICT), including its websites, applications, systems, and devices, are accessible and user-friendly for its employees, clients, and the public, and that they comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, and the Standard on Web Accessibility and the Standard on Optimizing Websites and Applications for Mobile Devices. Bulletproof IT will take the following actions to remove and prevent barriers in ICT:

- Review and update its ICT policies, standards, and guidelines, to ensure that they reflect the current and emerging best practices and technologies in accessibility and usability.
- Provide training and guidance to its ICT staff and contractors, and to its content creators and managers, on how to design, develop, test, and maintain accessible and user-friendly ICT.
- Conduct regular testing and evaluation of its ICT, using both automated and manual tools, and involving persons with disabilities, to identify and resolve any accessibility issues or gaps.



- Ensure that its ICT are compatible and interoperable with various assistive technologies and devices, and that they offer multiple modes and formats of communication and interaction.
- Consult with persons with disabilities, including Bulletproof IT employees, clients, and the public, on their needs and expectations regarding the accessibility and usability of its ICT.
- Ensure that its ICT are secure and reliable, and that they protect the privacy and confidentiality of persons with disabilities.

Communication

Bulletproof IT is committed to ensuring that its communication with its employees, clients, and the public is accessible and effective, and that it respects the diverse needs and preferences of persons with disabilities. Bulletproof IT will take the following actions to remove and prevent barriers in communication:

- Review and update its communication policies, strategies, and practices, to ensure that they are consistent with the principles and obligations of the ACA, the Official Languages Act, and the Federal Identity Program.
- Provide training and awareness sessions to its communication staff and contractors, and to its content creators and managers, on how to produce and deliver accessible and plain language communication.
- Ensure that its communication products and materials, such as reports, publications, brochures, posters, videos, and social media posts, are available in multiple formats and languages, and that they are accessible and compliant with the applicable standards and guidelines.
- Ensure that its communication events and activities, such as consultations, hearings, presentations, webinars, and workshops, are accessible and inclusive, and that they offer various modes and options of participation and feedback.
- Consult with persons with disabilities, including Bulletproof IT employees, clients, and the public, on their needs and preferences regarding the accessibility and effectiveness of its communication.
- Provide accessible and timely information and communication to persons with disabilities, and respond to their inquiries and requests in a respectful and courteous manner.

Procurement of Goods and Services

Bulletproof IT is committed to ensuring that its procurement of goods and services is accessible and inclusive, and that it supports the accessibility and inclusion of persons with disabilities. Bulletproof IT will take the following actions to remove and prevent barriers in procurement of goods and services:

- Review and update its procurement policies, processes, and procedures, to ensure that they are consistent with the principles and obligations of the ACA, the Treasury Board Contracting Policy, and the Policy on Green Procurement.
- Provide training and guidance to its procurement staff and contractors, and to its managers and employees, on how to incorporate accessibility and inclusion criteria and considerations in the procurement of goods and services.
- Ensure that its procurement of goods and services, such as equipment, furniture, software, hardware, consulting, and training, is accessible and compliant with the applicable standards and guidelines, and that it meets the needs and expectations of persons with disabilities.



- Ensure that its procurement of goods and services is fair and transparent, and that it encourages and supports the participation and representation of persons with disabilities, and of businesses owned or operated by persons with disabilities.
- Consult with persons with disabilities, including Bulletproof IT employees, clients, and the public, on their needs and preferences regarding the accessibility and inclusion of the goods and services procured by Bulletproof IT.
- Ensure that its suppliers and contractors are aware of and comply with the accessibility requirements and expectations of Bulletproof IT and the ACA.

Design and Delivery of Programs and Services

Bulletproof IT is committed to ensuring that its design and delivery of programs and services is accessible and inclusive, and that it meets the needs and expectations of persons with disabilities. Bulletproof IT will take the following actions to remove and prevent barriers in the design and delivery of programs and services:

- Review and update its policies, frameworks, and guidelines related to the design and delivery of programs and services, to ensure that they are consistent with the principles and obligations of the ACA, the Policy on Results, and the Policy on Service.
- Provide training and guidance to its program and service staff and contractors, and to its managers and employees, on how to design and deliver accessible and inclusive programs and services.
- Ensure that its programs and services, such as IT consulting, IT support, IT security, IT training, and IT solutions, are accessible and compliant with the applicable standards and guidelines, and that they address the issues and challenges faced by persons with disabilities.
- Ensure that its programs and services are responsive and adaptable, and that they offer various modes and options of access and delivery.
- Consult with persons with disabilities, including Bulletproof IT employees, clients, and the public, on their needs and expectations regarding the accessibility and inclusion of the programs and services offered by Bulletproof IT.
- Ensure that its programs and services are aligned with the objectives and priorities of the ACA, and that they contribute to the creation of a barrier-free Canada.

Conclusion

Bulletproof IT's Accessibility Plan is a living document that reflects Bulletproof IT's ongoing commitment and efforts to remove and prevent barriers for persons with disabilities, and to foster an accessible and inclusive culture and environment. Bulletproof IT will monitor and report on the implementation and outcomes of its Accessibility Plan, and will review and update it as needed, based on the feedback and suggestions received from persons with disabilities, and on the changes and developments in the accessibility landscape. Bulletproof IT welcomes and appreciates any comments or questions on its Accessibility Plan and invites anyone interested to contact Bulletproof IT using the following methods:

- Telephone - 1-800-842-9452 ext. 7504 from Monday to Friday, 8:30 a.m. to noon and from 1:00p.m. to 4:00 p.m. (Mountain Time)
- Email crtc@bulletproofIT.ca
- Online webform <https://bulletproofit.ca/contact-bulletproof-it/>

