

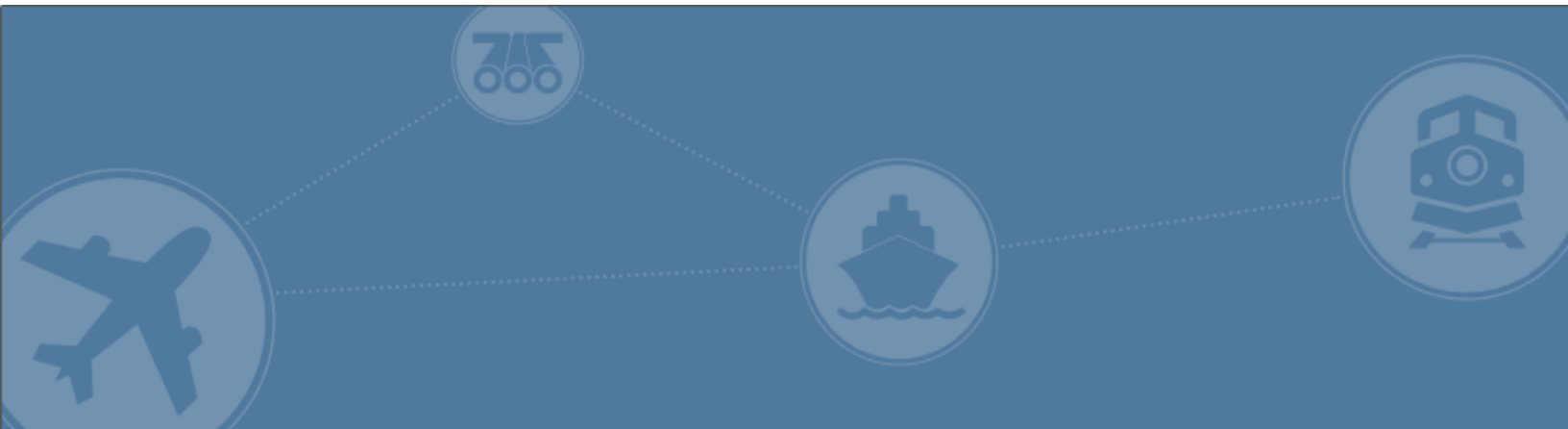


Transportation
Safety Board
of Canada

Bureau de la sécurité
des transports
du Canada

Transportation Safety Board of Canada

Accessibility Plan 2026–2028



Canada

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Transportation Safety Board of Canada Accessibility Plan 2026–2028

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Le présent rapport est également disponible en français.

Transportation Safety Board of Canada Accessibility Plan 2026–2028

1 EFFECTIVE DATE

This Plan came into effect on 16 July 2026.

2 APPLICATION

This Plan applies to all employees of the Transportation Safety Board of Canada (TSB).

3 GENERAL

The Manager, Administration, is designated to receive feedback on barriers and the Accessibility Plan 2026–2028.

General enquiries

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tsb.gc.ca/eng/medias-media/contact.html

819-360-4376

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3.1 Executive summary

The Transportation Safety Board of Canada (TSB) is committed to advancing accessibility across its operations, services, and workplaces. Building on the [progress achieved under the 2022–2025 Accessibility Plan](#), the 2026–2028 plan strengthens the organization’s capacity to identify, remove, and prevent barriers in alignment with the [Accessible Canada Act](#).

Key achievements from 2022–2025 include improved accessibility of TSB facilities, enhanced digital accessibility, streamlined accommodation processes, and expanded training on inclusive communication. These accomplishments provide a strong foundation for the next phase of work.

The 2026–2028 plan focuses on seven priority areas: employment; the built environment; information and communication technologies; communication (other than ICT); procurement; the design and delivery of programs and services; and transportation. Across these areas, the TSB commits to proactive barrier removal, meaningful engagement with persons with disabilities, and continuous improvement.

Major commitments include adopting WCAG 2.2 AA standards, maintaining targeted recruitment efforts, improving emergency preparedness for employees with disabilities, integrating accessibility into all procurement decisions, and ensuring that TSB investigation reports and public communications are fully accessible.

The TSB will continue to consult employees, stakeholders, and disability communities, and will publish annual progress reports. Through this plan, the TSB reaffirms its dedication to building a barrier-free organization that supports full participation for all.

3.2 Introduction

The Transportation Safety Board of Canada (TSB) is committed to identifying safety deficiencies in the air, marine, pipeline, and rail transportation systems and communicating them to Canadians. Accessibility is essential to this mandate. When all employees, partners, and members of the public can participate fully and equitably, the TSB is better positioned to deliver on its mission.

This 2026–2028 Accessibility Plan builds on the progress achieved under the 2022–2025 plan and incorporates best practices from leading federal organizations of a similar size.¹

3.3 Progress since the 2022–2025 Accessibility Plan

From 2022 to 2025, the TSB made meaningful progress across all seven priority areas of the *Accessible Canada Act*. Key achievements include:

3.3.1 Employment

- Introduced accommodations guidance and streamlined the request process

¹ Accessibility Plans from the following similarly sized federal departments and agencies were reviewed to identify best practices:

- Financial Consumer Agency of Canada (FCAC)
- Canadian Transportation Agency (CTA)
- Civilian Review and Complaints Commission for the RCMP (CRCC)
- Administrative Tribunals Support Service of Canada (ATSSC)
- Canadian Human Rights Commission (CHRC)
- Public Sector Integrity Commissioner of Canada (PSIC)
- National Security and Intelligence Review Agency (NSIRA)

- Expanded recruitment outreach
- Improved onboarding materials to include accessibility supports

3.3.2 Built environment

- Conducted accessibility audits of major TSB facilities
- Installed automatic door openers, tactile signage, and improved lighting in high-traffic areas
- Enhanced emergency evacuation procedures for persons with disabilities

3.3.3 Information and communication technologies (ICT)

- Updated internal digital tools to meet WCAG 2.1 AA standards
- Improved accessibility of TSB's public website and investigation reports

3.3.4 Communication (other than ICT)

- Adopted plain-language standards for public communications
- Provided training on accessible document creation

3.3.5 Procurement

- Added accessibility criteria to procurement templates and vendor evaluations

3.3.6 Design and delivery of programs and services

- Improved accessibility of investigation-related communications
- Developed alternative formats for safety recommendations and reports

3.3.7 Transportation

- Ensured accessible travel arrangements for employees with disabilities

These accomplishments provide a strong foundation for the next phase of accessibility work.

3.4 Guiding principles for 2026–2028

Drawing from best practices across federal organizations, the TSB will be guided by the following principles:

- **Proactive Accessibility:** Anticipate barriers before they arise, rather than reacting to them.
- **Co-creation with Persons With Disabilities:** Engage employees and external stakeholders meaningfully in design and decision making.
- **Intersectionality:** Recognize that disability intersects with gender, race, language, and other identities.
- **Transparency and Accountability:** Report progress openly and regularly.
- **Continuous Improvement:** Treat accessibility as an ongoing practice, not a one-time initiative.

4 AREAS OF FOCUS AND COMMITMENTS

4.1 Employment

Goal: Foster a barrier-free workplace where persons with disabilities can thrive.

Commitments:

- Maintain targeted recruitment efforts for employment equity groups including persons with disabilities through the use of TSB staffing inventories.
- Continue to support CSPS-provided accessibility and inclusive leadership training for managers.
- Promote feedback, support, and learning resources for employees to understand and proactively engage in navigating employment-related barriers.
- Promote and encourage use of newly available centralized tools such as the TBS TAP Self-Identification Questionnaire and the My Accessible Workplace (myAW) (i.e., Accessibility Passport).

4.2 Built environment

Goal: Ensure all TSB facilities are safe, accessible, and inclusive.

Commitments:

- Complete accessibility retrofits identified in 2022–2025 audits.
- Adopt CTA-style accessibility checklists for all new leases, renovations, and office moves.
- Enhance wayfinding through tactile maps, high contrast signage, and accessible floor plans.
- Improve emergency preparedness for employees with disabilities, including personalized evacuation plans.
- Ensure all meeting rooms include accessible furniture and assistive listening systems.

4.3 Information and communication technologies (ICT)

Goal: Provide digital tools and platforms that are accessible to all users.

Commitments:

- As part of the broader cloud modernization strategy, the TSB is undertaking a front-end redesign of all custom internal applications, which include the core investigative and administrative applications. This transition will allow us to integrate accessibility by design through
 - improved keyboard navigation, including field tabbing and hotkeys;
 - reviewing the colour schemes for modern contrast standards;
 - mandating the use of alt text for all visual elements; and
 - providing acronym definitions via tooltips or integrated glossaries.
- Transition investigation workspaces from SharePoint 2016 to SharePoint Online, enabling continuous accessibility improvements provided by Microsoft. SharePoint Online is currently compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

- Modify the intranet content provider guides to ensure that content providers use the SharePoint Pages Authoring Accessibility Assistant.
- Continue to educate and encourage best practices and use of accessibility tools in hybrid meetings.

4.4 Communication (other than ICT)

Goal: Ensure all TSB communications are clear, inclusive, and accessible.

Commitments:

- Expand plain-language training and integrate readability tools into workflows.
- Provide alternative formats (Braille, large print, audio) within established service standards.
- Adopt CHRC-inspired inclusive communication guidelines for public engagement.
- Ensure accessibility considerations are embedded in media relations and public outreach.

4.5 Procurement of goods, services, and facilities

Goal: Integrate accessibility into all procurement decisions.

Commitments:

- Require accessibility criteria in all RFPs, contracts, and vendor evaluations.
- Provide training for procurement officers on accessible procurement best practices.
- Maintain a list of prequalified accessible vendors and products.
- Conduct post-procurement accessibility assessments to ensure compliance.

4.6 Design and delivery of programs and services

Goal: Ensure TSB programs and services are accessible to all Canadians.

Commitments:

- Apply an accessibility lens to the design of investigation processes and public reporting.
- Expand accessible options for submitting transportation occurrence information.
- Improve accessibility of public events, briefings, and stakeholder meetings.
- Engage persons with disabilities in user testing of new service delivery models.
- Ensure safety recommendations and investigation summaries are available in accessible formats.

4.7 Transportation

Goal: Ensure accessible travel for employees and stakeholders.

Commitments:

- Adopt [CTA-aligned accessible travel standards](#) for TSB travel arrangements.
- Provide employees and administrative staff with clear guidance and resources on requesting travel-related accommodations.

- Ensure transportation service providers meet accessibility requirements.
- Improve accessibility of travel-related documentation and itineraries.

5 FEEDBACK

5.1 Contact

External stakeholders and people with disabilities who encounter workplace barriers at TSB workplaces are encouraged to contact the Manager, Administration, and provide their feedback for consideration.

Enquiries may be submitted using the TSB’s “Contact us” form on the General enquiries page at tsb.gc.ca/eng/contactez-contact/index.html or in writing to:

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The Manager, Administration, will respond within ten working days to any feedback requests made by members of the public. As a minimum, responses will identify the relevant information from the TSB Accessibility Plan, refer to it when necessary, and provide guidance on the subsequent suitable steps.

5.2 Reports

The TSB will publish

- annual progress reports (2026, 2027, 2028) and
- a comprehensive review of the 2026–2028 plan at the end of the cycle.

Performance indicators will include

- number of barriers identified and removed,
- accessibility compliance rates for ICT and facilities,
- employee satisfaction and inclusion metrics as reported in the PSES, and
- progress on training and procurement commitments.

6 CONCLUSION

The TSB’s 2026–2028 Accessibility Plan reflects a commitment to continuous improvement, collaboration, and proactive barrier removal. By building on the progress of the 2022–2025 plan and adopting best practices from across the federal government, the TSB will continue advancing toward a barrier free Canada where everyone can participate fully and equitably.