

# Accessibility Plan

Infrastructure BC

Final - As Issued | December 2023

## 1 Introduction

Infrastructure BC (IBC) is the provincial center of expertise supporting the planning, procurement, and implementation of public infrastructure projects. Since 2002, Infrastructure BC has led the procurement of 76 completed projects across Canada valued at \$28 billion. Today's construction environment demands a broad spectrum of procurement options. Infrastructure BC will continue to assist the Government in selecting the best delivery model to build complex projects such as bridges, highways, schools, and hospitals.

Infrastructure BC is committed to providing an inclusive and accessible workplace for all employees, clients, and visitors. We believe in the importance of diversity and strive to create an environment that values and respects the unique abilities and needs of every individual. This Accessibility Policy outlines our plan and commitment to removing barriers and promoting accessibility in all aspects of our operations.



## 2 Territorial Acknowledgement

Infrastructure BC's Board of Directors and staff respectfully acknowledge and are grateful to have their offices on the unceded territory of the Lekwungen People, also known as the Songhees and Esquimalt First Nations communities and on the unceded territory of the Coast Salish peoples – Squamish, Tsleil-Waututh, and Musqueam Nations.



### 3 Accessibility Story

Infrastructure BC was established as a Provincial Crown corporation in 2002. Overtime, IBC has supported accessibility for employees of all abilities through:

- Providing up to 10 sick days per calendar year at 100% of their pay.
- Providing 40 hours of personal time to support unplanned personal or family commitments.
- Providing additional sick time under the Short-Term Illness and Injury Plan (STIIP), a benefit that offers income continuance in the event of short-term illness or injury.
- Providing reasonable time off for medical appointments during regularly scheduled working hours.
- Providing access to a long-term disability plan.
- Providing extended health and dental benefits, a healthcare spending account, and wellness training and benefits.
- Increasing the yearly allowance for counseling services to \$750 for employees and their dependents.
- Providing free access to Employee and Family Assistance Services (EFAS) through the BC Public Service Agency, including short-term counseling, career support services, and healthy living services.
- Providing accessible equipment and technology for workstations.
- Providing relevant training for all employees that promotes equity, diversity, and inclusion in our office.

Infrastructure BC is committed to advancing our accessibility work through this plan and subsequent input from an accessibility committee and those with lived experiences. With the introduction of the Accessibility Act in BC effective September 1, 2023, we are starting our journey to increase our efforts of inclusion through targeted consultation and actions.



## 4 Vision and Values

Infrastructure BC's vision to improve people's lives and communities through infrastructure relates to the purpose of the Accessibility Act which is to identify, remove and prevent barriers to accessibility. With this vision, we will work toward improving lives within Infrastructure BC's internal teams and joint client teams through inclusion and accessibility.

The following values will help us foster accessibility within our workplace and our core services:

**Collaboration** - Through collaboration with the Accessibility Committee and others, we will begin our journey to create a more accessible and inclusive organization.

**People First** - We will use a people-first approach to implement actions from our Accessibility Plan – *nothing about us without us*.

**Integrity** - Through our plan and commitments, we will demonstrate integrity in how we roll out our Accessibility Plan.



## 5 Accessibility Committee

The initial Accessibility Committee is currently made up of Infrastructure BC employees with an even representation of employees from both office locations. We have started with a small committee to gather input on our initial plan and then create actions based on this feedback. Select members of the committee have completed the Accessibility Course through Vancouver Island University in preparation for their roles on the committee.



## 6 Definitions

In this plan, we will use the following terms and their definitions from the BC Accessibility Hub:

**Disability** – An inability to participate fully and equally in society as the result of the interaction of an impairment and a barrier.

**Impairment** – Includes a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic.

**Barrier** – Anything that hinders the full and equal participation in society of a person with a disability (a) caused by environments, attitudes, practices, policies, information, communications, or technologies, and (b) affected by intersecting forms of discrimination.

**GBA+** – Analytical process used to assess how different women, men and gender-diverse people may experience policies, programs, and initiatives.

## 7 Plan Approach

Our approach to creating our Accessibility Plan will begin in four phases in 2024.

**Phase one** – Collecting feedback and conducting an accessibility scan.  
Target completion: March 2024.

The consultation and engagement process with employees will begin through our employee experience survey in 2024. This will kick off the feedback collection process of our plan. A third party will collect the survey data and report the findings back. The committee will review this information and start to identify the action items for Accessibility.

**Phase two** – Engage external consultants.  
Target completion: July 2024

Due to the size of our organization, we recognize the sample size to collect information on the accessibility may be limiting. For this reason, phase two will include the engagement of external consultants for improved input on our Accessibility Plan.

**Phase three** – Updating our Accessibility Plan  
Target completion: September 2024

After collecting feedback and hearing from subject matter experts, the accessibility committee will create commitments and actions and further update this plan with specific action items.

**Phase four** – Review Plan with HRG Committee  
Target completion: September 2024

A report on progress and an updated plan will be shared with the Human Resources & Governance Committee for input and approval.





## 8 Approach

Accessible BC Act – Infrastructure BC’s Accessibility Committee will use the principles named in the Accessible BC Act as a framework for guiding the development of our plan.

These principles are:

- Inclusion
- Adaptability
- Diversity
- Collaboration
- Self-determination
- Universal design

These principles will be incorporated into the following areas through consultations with our Accessibility Committee and the implementation of our four phases:

**Equal Opportunities:** Providing equal employment opportunities to all qualified individuals, regardless of disability. We are committed to fair and inclusive recruitment, hiring, promotion, and career development processes.

**Physical Accessibility:** Ensuring our workplace is physically accessible to individuals with disabilities. This includes providing accessible facilities, pathways, and accommodations as needed.

**Digital Accessibility:** Striving to make our digital content and technology accessible to employees and clients with disabilities. We will follow industry-standard guidelines, such as the Web Content Accessibility Guidelines (WCAG), to ensure our digital assets are user-friendly for all.



**Communication Accessibility:** Providing accessible communication formats upon request, including but not limited to Braille, large print, and audio formats.

**Training and Awareness:** We will provide ongoing training and awareness programs to educate our employees about accessibility, inclusion, and disability sensitivity. All employees will receive guidance on creating accessible documents and presentations.

**Accommodation:** Infrastructure BC will make reasonable accommodations for employees with disabilities to perform their job duties effectively. We will engage in an interactive process with employees to determine appropriate accommodations on a case-by-case basis.

Other Legislation:

We support legislation that protects the access rights for people with disabilities, including:

- Declaration on the Rights of Indigenous Peoples Act (DRIPA).
- The Canadian Charter of Rights and Freedoms
- Accessible Canada Act
- Accessible British Columbia Act
- BC Human Rights Code

Our Plan will use the accessibility standards named in the Accessible BC Act as a framework for guiding the development of our plan.

These standards are:

- Employment
- Delivery of services
- The built environment
- Information and communications
- Education
- Procurement



- Health
- Transportation

As Infrastructure BC services touch on many of these areas, a big focus will be on educating our employees. While the committee will analyze all eight of the standards, we will prioritize our effort on employment, information and communication and the built environment.

We will be looking at the standards through the lens of three groups: Infrastructure BC employees, clients, and visitors. We will identify common barriers that these groups may face when interacting with our organization.



## 9 Roles and Responsibilities

### Executive Management:

Executive management is responsible for providing the necessary resources and support to implement and maintain this Accessibility Policy.

### Management:

Management may receive accessibility feedback (through the identification of barriers or the disclosure of impairments) from our employees and will be asked to raise input, feedback, and any concerns with the committee.

### Accessibility Committee:

The committee will oversee this plan and the subsequent actions in support of the plan. This committee will have oversight on accessibility initiatives and address any concerns related to accessibility.

### Human Resources:

Human Resources will be responsible for integrating accessibility considerations into HR policies and processes, including recruitment, onboarding, and accommodation procedures.

### Finance and Administration:

Finance and Administration will ensure that our digital assets are accessible and will provide assistive technology solutions for employees who need them. In addition, they will provide support and input on the built environment of our offices.

## 10 How to provide feedback

Feedback can be shared by emailing [HR@infrastructurebc.com](mailto:HR@infrastructurebc.com) or by calling: (604) 806-4168.

Please reference Accessibility Feedback when contacting us by phone or email.



## 11 Conclusion:

By implementing this Accessibility Policy, Infrastructure BC reaffirms its commitment to creating an inclusive and accessible workplace. We believe that diversity and accessibility are essential for our success, and we are dedicated to fostering a culture of equality, respect, and inclusion.

