



Parks Canada
Accessibility

Accessibility Action Plan

2026-2028



Parks Canada
Parcs Canada

Canada

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General information

How to provide feedback

We value your suggestions, concerns or hearing about a positive experience at Parks Canada. It helps us strengthen our Accessibility Action Plan and ensure it's working for everyone.

If you require immediate action, please contact the Parks Canada place directly or contact us directly at 1-888-773-8888 (within Canada and United States) 1-819-420-9486 (outside North America).

If you would like us to respond, we will respond to you in the same way that you communicate with us. Depending on the complexity of the situation, response times may vary. Should it be the case, we will ensure that you are informed of any developments relating to your feedback. Note that this is the only situation in which your name will be connected to your feedback.

If you wish to remain anonymous, do not include your name or any other personal information such as civic address, email address or telephone number.

Designated person to receive feedback

The Senior Director of the Workforce Engagement Branch is designated to receive feedback on behalf of Parks Canada.

Providing feedback by online form

[Accessibility feedback process at Parks Canada](#)

This form is used to collect feedback to help Parks Canada improve its operational services. It is designed to be strictly anonymous, so please do not disclose confidential information about yourself or other individuals unnecessarily. All responses provided will remain anonymous and the information collected will be administered according to the requirements of the [Privacy Act](#), the [Access to Information Act](#), and any other pertinent legislation.

Providing feedback by mail

Employee Experience Team
Parks Canada Agency

30, rue Victoria
Gatineau (Québec) J8X 0B3

Providing feedback by telephone

The Parks Canada information service can be reached by telephone at:

- 1-888-773-8888 (within Canada and United States)
- 1-819-420-9486 (outside of North America)

Providing feedback by email

The Parks Canada information service can be reached by e-mail at

information@pc.gc.ca.

How to request an alternate format

To request an alternate format such as regular prints, Braille, or another appropriate format of the feedback mechanism or the Accessibility Action Plan, please contact our information service by email at information@pc.gc.ca or by telephone at:

- 1-888-773-8888 (within Canada and United States)
- 1-819-420-9486 (outside of North America)

Our accessibility statement

Parks Canada is part of the Government of Canada and administers over 450,000 km² of lands, waters, and ice. These special places include 37 national parks, 11 national park reserves, 1 national urban park, 171 national historic sites, and 6 marine conservation areas. Every year, more than 23 million people visit these places, supported by a team of over 5,000 Parks Canada employees.

Employees working within our vast organization protect, present, and celebrate Canada's natural and cultural heritage while making these Parks Canada places welcoming for everyone. We are committed to building a future without barriers, where everyone can experience and connect with these treasured places.

Workforce data¹ as of September 30, 2025, indicates that the representation of employees with disabilities is at 4.9%, compared to their Labour Market Availability² of 12.1%. Recruitment and promotion rates are improving; however, retention remains a challenge. These gaps show there is more work to do. With this updated Accessibility Action Plan, Parks Canada is ready to close these gaps and create a more inclusive workplace and visitor experience in 2026–2028.

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¹ Workforce data is generated from PeopleSoft and based on self-identification information voluntarily submitted by employees.

² Data for Canadian Labour Market Availability (LMA) is derived from 2021 Census and the 2022 Canadian Survey on Disability (CSD).



Accessibility Action Plan

Employment



Our goals

Establish an employee-centered workplace accommodation model at Parks Canada, informed by the lived experiences of persons with disabilities.

Improve employee retention, recruitment, career development, and foster an inclusive workplace culture.

Lead

Human Resources and Employee Wellness Directorate (HREWD)

Action 1

Continue with the implementation and improvement of a centralized accommodation management model.

Expected outcomes

- An improved workplace accommodations process to create a personalized, supportive and inclusive work environment for persons with disabilities
- Funding for purchases related to accommodation measures becomes centralized

Action 2

Promote learning activities for employees and managers on the duty to accommodate, Accessibility Action Plan and inclusive workplace practices.

Expected outcomes

- Employees and managers are aware of rights and responsibilities under the duty to accommodate
- Employees and managers contribute to providing equal access to opportunities and resources
- Enhanced employee wellbeing in the workplace

Action 3

Design and implement a pilot mentorship program for equity-seeking groups to support career development and inclusion, with intentional consideration for the needs of employees with disabilities.³

Expected outcomes

- Employees with disabilities have access to mentorship opportunities that support growth, and an enhanced sense of belonging within Parks Canada
- The pilot delivers practical insights and measurable outcomes that support our organization in achieving equity goals, shaping future programs and improving overall retention

Action 4

Partner with disability organizations and use their expertise to strengthen the recruitment and retention of persons with disabilities.

Expected outcomes

- Reduced barriers and equitable access in staffing processes
- Higher retention rate of employees with disabilities at Parks Canada

³ This is aligned with Action 4.3 of Parks Canada's Employment Equity Action Plan.



Our goal

Enhance the accessibility of our built environment, improving the inclusivity of Parks Canada places for visitors, partners, and employees.

Action 1

Conduct a portfolio-wide assessment to systematically identify and prioritize accessibility vulnerabilities and integrate the findings into real property and asset planning and decision-making.

Lead

Real Property and Assets Directorate (RPAD)

Expected outcomes

- Parks Canada has an improved understanding of portfolio-wide accessibility vulnerabilities across its built asset portfolio.
- Parks Canada has a portfolio-wide prioritized list of accessibility vulnerabilities for its built assets that supports strategic investment decisions

Action 2

Integrate accessibility into the renewal of Parks Canada's Real Property Portfolio Strategy (RPPS) to advance inclusive, barrier-free priorities across its portfolio of built assets.

Lead

Real Property and Assets Directorate (RPAD)

Expected outcomes

- Future property decisions consider accessibility from project conception to implementation, reducing barriers in new builds and in renovations of both contemporary and heritage-built assets.

- Renewal of the Real Property Portfolio Strategy leads to improved understanding and consideration of accessibility vulnerabilities within planning and decision making for Parks Canada’s portfolio of built assets.

Action 3

Engage with Public Services and Procurement Canada (PSPC), as the custodian and/ or leaseholder, to communicate Parks Canada’s accessibility needs and priorities for the built environment in workspaces provided under PSPC-managed occupancy instruments, and to support the identification and planning of accessibility improvements in those buildings.

Lead

Strategic Policy, Business and Digital Services Directorate (SPBD)

Expected outcomes

- Parks Canada occupies office space in PSPC-managed buildings under occupancy instruments that are or are working toward being barrier-free.
- Accessibility considerations are proactively discussed and documented for Parks Canada workspaces, with identified gaps addressed through collaborative planning, remediation strategies, or future betterments to base buildings, within the scope of PSPC.

Information and communications technology



Our goal

Visitors, partners, and employees have barrier-free access to Parks Canada’s information, communications technology (ICT), and digital content.

Lead

Strategic Policy, Business and Digital Services Directorate (SPBD)

Action 1

Leverage other Government of Canada resources for accessibility expertise and adaptive technology solutions to support employees and address a wide range of disabilities.

Expected outcomes

- Enhanced capacity to support visitors, partners and employees with diverse accessibility needs
- Accessibility awareness, increased knowledge, specialized training, and effective technological solutions
- Internal and external ICT platforms at Parks Canada meet or exceed accessibility requirements

Action 2

Integrate accessibility requirements into all stages of the ICT lifecycle—including planning, design, procurement, development, testing, and deployment—to ensure systems are inclusive by design from inception. Compliance will be verified through architecture review, procurement documentation, and pre-deployment testing.

Expected outcomes

- Consistent integration of ICT accessibility standards
- Inclusive digital environments and improved user experiences
- Enhanced organizational accountability in meeting accessibility requirements

Action 3

By leveraging Government of Canada or industry training, Parks Canada will enhance accessibility training to ensure employees and managers are responsible for internal and external ICT systems have the knowledge and skills required to meet Government to Canada accessibility standards.

Expected outcomes

- Employees and managers are equipped to meet accessibility requirements
- Improved accessibility best practices, consistent application of inclusive design principles, and greater compliance with federal accessibility standards

Action 4

Perform prioritized accessibility assessments of current Parks Canada ICT and develop plans to address non-compliance.

Expected outcomes

- Specific corrective actions are implemented consistently to address identified barriers

Communications other than ICT



Our goal

Parks Canada employees will have access to authoritative guidance on accessible communications, media, and design standards, and will be equipped with the knowledge and tools to apply these digital accessibility standards across internal and external communications, and platforms.

Lead

External Relations and Visitor Experience (ERVE)

Action 1

Promote the guidelines on making communications products and activities accessible so that all Parks Canada team members can ensure all communications products meet accessibility standards.

Expected outcomes

- Greater organizational capacity to consistently deliver accessible communications
- Compliance with best practices

Action 2

Work with partners to better promote accessible services, programs and experiences.

Expected outcomes

- Enhanced awareness and uptake of accessible services, programs, and experiences among diverse audiences

Action 3

Continue to develop, refine and promote guidance, training and tools to support Parks Canada team members in producing content on Parks Canada's digital channels that meets web accessibility best practices and mandatory standards.

Expected outcomes

- Greater organizational capacity to consistently deliver accessible content
- Compliance with best practices

Action 4

Continue to develop and refine guidance based on best practices and user feedback for presenting information on Parks Canada website about the level of accessibility of Parks Canada places, infrastructure and experiences.

Expected outcomes

- Feedback is integrated in the information presented on Parks Canada websites
- Compliance with best practices

Action 5

Continue to develop and refine Parks Canada's brand standards to include and promote guidance, training and tools to support employees in producing products that meet accessibility best practices and mandatory standards.

Expected outcomes

- Tools produced incorporate best practices and brand standards

Action 6

Improve the accessibility of Parks Canada's on-site digital experiences and work with partners to better promote accessible services, programs, and activities.

Expected outcomes

- Enhance the usability of digital platforms for persons with disabilities and other accessibility needs
- Increased awareness and participation

Procurement of goods, services and facilities



Our goal

Parks Canada integrates accessibility considerations into its procurement processes. Purchases of goods and services follow Government of Canada accessibility requirements.

Lead

Chief Financial Officer Directorate (CFOD)

Action 1

Communicate to business owners, such as project/technical authority, with support from the Human Resources and Employee Wellness Directorate lead for accessibility, to ensure that procurement processes meet accessibility requirements, in accordance with the Government of Canada regulations and industry best practices.

Expected outcomes

- Accessibility is embedded in the procurement process, wherever feasible
- Clear examples of accessibility requirements to be incorporated into contract templates and statements of work/specifications are developed and available to contracting officers and business owners
- Mandatory, standardized justification process is established for excluding accessibility considerations in procurement activities conducted by Parks Canada's National Contracting Services
- Simplified procurement strategy for small-scale accessibility improvements, especially in remote areas

Action 2

Provide guidance and tools to business owners, such as project/technical authority, to ensure that they understand how to apply accessibility in the procurement of the goods and services required to achieve Parks Canada's goals and objectives.

Expected outcomes

- Increased knowledge and application of accessibility in the procurement process
- Practical guidance and resources on accessible procurement is available

Design and delivery of programs and services



Our goal

Parks Canada is equipped to design and deliver programs and services that are easily accessible to persons with disabilities, and clients are satisfied with the accessibility of its programs and services.

Lead

External Relations and Visitor Experience (ERVE)

Action 1

Parks Canada will ensure accessibility is consistently considered in the design of programs and services at an early stage. It will develop formal guidance and tools to support the design, delivery and assessment of accessible programs and services. It will explore options for feedback from visitors that will inform decision making.

Expected outcomes

- Parks Canada integrates accessibility into the early design stages of its programs and services, resulting in more inclusive and barrier-free experiences across all locations
- Employees are better equipped to design, deliver, and assess accessible offerings, leading to improved service quality

Action 2

Employees, both on-the-ground and in the office, will be trained on the delivery of accessible services.

Expected outcomes

- Enhanced employee awareness and sensitivity to accessibility needs promotes consistency in service standards across all locations
- A more respectful and welcoming environment that strengthens public trust and reinforces the organization's commitment to accessibility and inclusion

Transportation



Our goals

Continue to enhance accessibility in the travel journey of visitors.

Continue to improve the accessibility of fleet transportation for employees.

Action 1

Develop a comprehensive methodology and framework that guides strategic investments to eliminate barriers and deliver meaningful, accessible experiences for all visitors.

Lead

External Relations and Visitor Experience (ERVE)

Expected outcomes

- A clear, actionable framework is in place that prioritizes and guides strategic investments to remove accessibility barriers, ensuring all visitors can enjoy meaningful, inclusive experiences.
- Following the national training blitz for field units, visitors consistently receive clear, accurate, and accessible transportation information in multiple formats, making trip planning and navigation seamless.

Action 2

Develop an accessibility checklist to help management incorporate accessibility considerations into fleet planning and acquisition.

Lead

Real Property and Assets Directorate (RPAD)

Expected outcome

- A fleet accessibility checklist is available as a guide for managers when planning and acquiring vehicles

Consultations overview

Parks Canada (PC) adopted a comprehensive and inclusive approach to updating its Accessibility Action Plan. A key element of this process was the ongoing engagement with the co-chairs of the Employees with Disabilities Network (EwDN) who were actively engaged throughout all phases of the creation of this action plan. Consultation has been the cornerstone for the development of this 2026-2028 reflecting a broad range of perspectives and priorities across the organization. It is the result of the insights, lived experience and dedication of individuals across the organization who are committed to creating a culture where everyone can reach their full potential and thrive.

To ensure meaningful input from employees with disabilities, a dedicated survey was developed. The survey included an anonymous response option allowing participants to share their perspectives freely. The feedback collected was instrumental in ensuring that the updated Accessibility Action Plan remains relevant and continues to effectively address and eliminate barriers. The consultation process also drew on best practices and lessons learned from other departments' accessibility action plans.

Key stakeholders were consulted to ensure broad and meaningful participation, including:

- employees with disabilities
- the Employees with Disabilities Network
- subject matter experts representing each accessibility pillar
- external partners, such as Live Work Play and Parks Canada's External Relations and Visitor Experience Accessibility Resource Committee

These consultations have resulted in a practical, actionable plan that will guide the organisation on its path forward.

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Annex

Glossary

Accessibility

Making places, services, and information easy for everyone to use, including persons with disabilities. For example, adding ramps and clear signs in a visitor center.

Learn more: [Accessibility at Parks Canada](#) and [accessible travel at Parks Canada](#).

Accessibility, Accommodation and Adaptive Computer Technology program (AAACT)

A Government of Canada program that provides tools, technology, and support to help employees with disabilities work effectively and make workplaces more accessible.

Learn more: [Accessibility, Accommodation and Adaptive Computer Technology \(AAACT\)](#).

Accessible Canada Act (ACA)

A law that aims to make Canada free of barriers by 2040 through clear accessibility rules.

Learn more: [Accessible Canada Act](#).

Accessibility Blitz

A virtual, interactive series of sessions on preparing accessibility information for your site webpages. Participants, in small groups, will share ideas with colleagues from other Parks Canada places and national office employees, in a fast-paced and engaging format, while creating trip planning content that will benefit all visitors, including persons with disabilities.

Barrier

A barrier means anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Barrier-free design

Designing spaces so there are no obstacles for anyone. For example, creating entrances without steps and with wide doorways.

Built environment

Physical spaces like buildings, offices, parks, and trails. Accessibility means making these spaces easy for everyone to use. For example, adding a ramp to an accessible OtenTik at a Parks Canada campground.

Canadian Labour Market Availability (LMA)

The number of people available and qualified to work in a certain job or field within a specific area.

Career advancement

Moving up in your career, like getting a promotion, taking on more responsibility, or moving into a higher-level role.

Career development

Building your skills, knowledge, and experience over time so you can grow in your job and prepare for future opportunities.

Communications other than ICT

Ways of sharing information that are not digital, like signs, printed materials, and face-to-face talks. Accessibility means making these clear and available in different formats. For example, providing plain language brochures and braille signage at a visitor center.

Core offer

A core offer is the primary product or service that a business promotes and sells, serving as the main reason customers choose that company.

Disability

Any condition—physical, mental, or related to learning, communication, or senses—that can be permanent, temporary, or come and go. If this condition, combined with barriers, makes it harder for someone to fully take part in society, it is considered a disability.

Employment equity

A proactive approach to create fairness in the workplace by identifying and removing barriers and ensuring equal opportunities for historically underrepresented groups.

Employment Equity Act (EEA)

A Canadian law that requires certain employers to remove barriers and take steps to ensure fair employment opportunities for four designated groups: women, Indigenous peoples⁴, persons with disabilities, and racialized people⁵.

Learn more: [Employment Equity Act](#).

Equity-deserving groups

Communities that have faced barriers and discrimination and seek fair access to opportunities.

Inclusive design

Designing things so as many people as possible can use them easily. For example, creating trails with gentle slopes for wheelchairs and strollers.

Information and communications technology (ICT)

Digital tools like websites and software that must be easy for everyone to use. For example, making sure Parks Canada's website meets accessibility standards.

Learn more: [Digital Accessibility Toolkit](#).

Nothing without us

A principle that says people with disabilities must be involved in decisions that affect them. For example, meaningful consultation with disability groups when designing new facilities.

⁴ The term "Indigenous Peoples" is consistent with the United Nations *Declaration on the Rights of Indigenous Peoples Act* and the Labour Program of Employment and Social Development Canada. In this report, the legislative term "Aboriginal peoples" that appears in the *Employment Equity Act* and the *Employment Equity Regulations* has been replaced with the term "Indigenous peoples." In December 2023, the Government of Canada committed to replacing the term "Aboriginal peoples" with "Indigenous peoples" and updating the definition to include First Nations, Métis and Inuit.

⁵ The term "members of visible minorities" appears in both the *Employment Equity Act* and the *Employment Equity Regulations*. The term refers to members of racialized groups or racialized people. The Treasury Board of Canada Secretariat (TBS) recognizes that the term "racialized" has gained widespread acceptance in the public service and can therefore be understood as interchangeable with "members of visible minorities" within this action plan. The Government of Canada has committed to replacing the term and updating the corresponding definition.

Nothing without us: an accessibility strategy for the public service of Canada

This is the Government of Canada's plan to make the federal public service more accessible and inclusive for persons with disabilities.

Learn more: [Nothing without us: an accessibility strategy for the public service of Canada](#).

Procurement (Government of Canada)

Buying goods, services, or construction for the Government of Canada. When buying, the government must include accessibility so that what it purchases can be used by everyone, including persons with disabilities. For example, buying computers with accessibility features like screen readers.

Learn more: [Improving accessibility in procurement](#).

Recruitment

Finding and attracting people to apply for jobs. This includes posting job openings and managing the hiring process.

Representation rate

This shows how many people from a specific group work in an organization. For example, it could be women or people with disabilities compared to the total number of employees.

Retention

Keeping employees in the organization by supporting them, offering opportunities to grow, and creating a positive work environment so they stay long-term.

Subject matter expert (SME)

A person who has a lot of knowledge and experience in a specific topic, process, or field and is relied on for expert advice or guidance in that area. For example, an SME in accessible tourism advises on creating experiences for visitors that are accessible.

Universal design

Designing things at the beginning so everyone can use them without needing special changes. For example, installing lever-style door handles instead of knobs.

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