



LTSA Accessibility Plan

2024-2027

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Acknowledgements

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Accessibility Statement

LTSA is committed to ensuring that all materials are accessible to people with disabilities. This document is accessible to PDF/UA standards. If you require an alternative format, contact update@ltsa.ca.

Inclusive Language

LTSA recognizes that there are differing perspectives relating to inclusive language. For the purposes of this document, we are using person-first language, which is aligned with practices in the [Accessible BC Act](#) and the United Nations [Inclusive Language Guidelines](#).

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Introduction

Territorial Acknowledgement

We recognize the rights of Indigenous Peoples, including the right to self-determination, and are committed to advancing the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission of Canada's Calls to Action.

In delivering our mandate, we are committed to working collaboratively with Indigenous Peoples and improving our understanding of their traditions, histories, cultures, and relationship to the land.

We are privileged to live and work on the traditional and ancestral territories of Indigenous Peoples and Nations throughout British Columbia.

About the Land Title and Survey Authority of British Columbia

The Land Title and Survey Authority of British Columbia (LTSA) is a publicly accountable, statutory corporation formed in 2005 responsible for operating the land title and survey systems of BC. These systems provide the foundation for all real property business and ownership in the province.

LTSA delivers secure land titles through timely and efficient registration of land title interests and survey records. These services are an essential underpinning to BC's private property market and the civil justice system, and to BC's civic governance, taxation, and Crown land management frameworks.

Our Commitment to Accessibility & Inclusion

We are committed to fostering a safe, respectful, and inclusive workplace where all employees can share their diverse views, skills, and backgrounds. Valuing employee diversity strengthens workplace trust and enhances our ability to innovate in the service of our customers and partners.

We are committed to finding and removing the barriers that people with disabilities and other marginalized groups face. As an organization, our goal is to meet or exceed the Accessible BC Act requirements. LTSA is dedicated to delivering innovative and trusted expertise and reliable land-related registries, survey systems, and information to support the economy.

We strive to create a space where everyone can equally access LTSA's facilities, services, and products.

A Message from our CEO & Vice President, Human Resources

LTSA has always strived to act with trust, integrity, and in the public interest. A core element of this commitment is caring for the people who connect with LTSA, whether they be customers, stakeholders or employees. In recent years, LTSA has built on our commitment to Diversity, Equity and Inclusion (DE&I) and we recognize that a strong accessibility plan is a keystone of this commitment.

The priorities and goals outlined in our Accessibility Plan reflect areas where changes at LTSA can result in meaningful improvements for those who experience accessibility challenges. Our actions - large and small, across the organization - will help to reduce barriers and create a more inclusive environment. We will apply LTSA's core values of accountability, integrity, respect, and improvement to help guide our accessibility journey.

We extend our heartfelt appreciation to LTSA accessibility committee and others who contributed to the development of this plan. This plan represents work that will occur over the next three years and will continue to evolve over time. As we initiate the work outlined in the plan, we welcome feedback to help us continue to make ongoing accessibility improvements across our organization.

Samantha Mitchell

Vice President, Human Resources

Al-Karim Kara

President and CEO

Definitions

Below are some definitions that may be useful to keep in mind as you are reading this plan:

Accessibility

This term relates to LTSA's Accessibility Plan. Accessibility involves developing standards, and practices that remove barriers and support people with disabilities to live with dignity and to meaningfully participate in their own communities. ¹

Accommodation

This term relates to LTSA's Accessibility Plan and describes the employer's responsibility under the BC Human Rights Code to adapt the workplace to meet the needs of the individual employee. ²

Barrier

This term relates to LTSA's Accessibility Plan and describes anything that hinders the full and equal participation in society of a person with an impairment. Barriers can be caused by environments, attitudes, practices, policies, information, communications, or technologies, and can be affected by intersecting forms of discrimination. ³

Disability

This term relates to LTSA's Accessibility Plan and describes an inability to participate fully and equally in society because of the interaction of an impairment and a barrier. ³

Impairment

This term relates to LTSA's Accessibility Plan and describes an impairment can be a physical, sensory, mental, intellectual, or cognitive impairment - whether permanent, temporary, or episodic. ³

Inclusion

This term relates to LTSA's Accessibility Plan and describes an attitude and approach that embraces diversity and differences and promotes equal opportunities for all. Inclusion is not just about people with disabilities. When our communities include and embrace everyone, we are ALL better able to reach our full potential.⁴

About Our Committee

LTSA's accessibility committee currently consists of thirteen members. At least three of our members are people with disabilities and five of our members support people with disabilities, which meets the disability requirements outlined in the Accessible BC Act. We do not have Indigenous representation at this time.

Purpose & Mandate

The purpose of the Accessibility and Inclusion Committee is to provide accessibility and inclusion-related recommendations to policies, procedures, bylaws, and infrastructure, while promoting greater accessibility and inclusion of people with disabilities. The goal is to create greater equality and inclusiveness for all customers, stakeholders and employees of LTSA and its subsidiaries.

Accessibility Committee Responsibilities

- To lead in the identification of barriers to accessibility and inclusion of people with disabilities.
- To advise and assist in removing and preventing barriers to accessibility and inclusion of people with disabilities.
- To increase organizational and public awareness of the needs and barriers encountered by people with disabilities
- To consult on the creation and implementation of the LTSA Accessibility Plan.

Framework Guiding Our Work

The framework for our accessibility plan was created with the following legislation and policies in mind:

The BC Human Rights Code

This important piece of legislation supports the rights of people with disabilities and other marginalized groups, so that they will have full and free participation in all aspects of life. It sets the stage for further legislation to create more accessible and inclusive spaces.

The Accessible Canada Act

The *Accessible Canada Act* was introduced in 2019, with the aim of creating an accessible Canada by 2040. It follows the principle of “nothing about us without us”, which promotes including people with disabilities in all aspects of planning for change.

The Accessible British Columbia Act

The *Accessible BC Act* came into effect in June 2021. It legislates that all public sector organizations create an accessibility committee, an accessibility plan, and a feedback mechanism to help remove barriers to accessibility and inclusion. The Act was created based on the following principles that were also considered when creating this plan:

- **Inclusion** – Everyone should be able to participate fully and equally in all aspects of their communities.
- **Adaptability** – Flexibility and openness to change is essential to ensuring that everyone is accommodated and able to fully participate.
- **Diversity** – Diverse skills, views, and backgrounds are valued, and individuals are treated equally regardless of age, gender, ability, ethnicity, family status, sexual orientation, or experience.

- **Collaboration** – The responsibility for building accessible spaces is shared and we need to work together to make accessibility improvements.
- **Self-determination** – It is important to empower people with disabilities to be able to make their own choices and access services, facilities, and products independently.
- **Universal Design** – It is important to be proactive and consider accessibility when designing our buildings, products, and environments so that everyone can access them equally.

Accessibility Standards

In the next few years, the BC Government will be developing regulations for various standards. Standards will be created on the topics of:

- Employment
- Delivery of Services
- Built Environment
- Information and Communication
- Transportation
- Health
- Education
- Procurement

The topics for these standards were considered when identifying barriers for this plan.

About Our Plan

LTSA's Accessibility Plan outlines how the organization will implement action items to improve the accessibility of our facilities, programs, products, and services over the next three years. This plan was created to meet the legislated requirements of the *Accessible BC Act* that came into effect in June 2021.

Our Approach

In addition to our core values of accountability, integrity, respect, and improvement, the following key elements are integral to our work as we continue to try to improve accessibility and inclusion at LTSA.

Nothing About Us Without Us

It is the lived experience of people with disabilities that makes them experts in creating accessible and inclusive spaces. Changes should occur only when the voices of the people affected are included, involved, and heard.

Equity

Access to LTSA's facilities, programs, services, and opportunities should be the same for everyone. As an organization, LTSA is committed to removing barriers so that equity occurs.

Consultation Conducted

LTSA's first Accessibility Plan was created based on input from our Executive Committee, employees, and Accessibility Committee members. Our goal is to expand on this consultation in the future so that the voices of external stakeholders, both with and without disabilities, will be evident in future versions of this plan.

Internal consultation included:

- Advice from the LTSA Accessibility Committee and other employees
- Interviews with key personnel in various departments of LTSA
- Discussion related to the information included in the following resources:
 - [Disability Inclusive Self-Assessment](#)
 - [Disability Equity Index 2023 Report](#)

LTSA's 2024-2027 Plan

During consultation, the priority topics of built environment, information and communication, delivery of services and employment emerged. Highlighted below are the barriers, achievements, goals, and action items related to these four priorities.

Priority One: Built Environment

Barriers Identified

Several barriers were identified that relate to the physical environment at LTSA such as:

- Lack of automatic door openers and automatic dispensers in most washrooms/kitchens
- Some corridors may be narrowed by the placement of plants or temporary objects, such as boxes
- Visitor seating may not be present and if it is, it may not be accessible or adjustable
- Lighting may be too bright or too dim and, in several spaces, it is not adjustable
- Although there are ramps to access most offices, some ramps require handrails, anti-slip treads, and informational signage
- Some offices lack directional signage in parking lots

- Signage may lack large font, symbols, colour-contrast, and Braille
- Many glass interior windows and doors lack visual striping
- The needs of people with disabilities may not always be considered when planning for emergencies

The organization operates in four buildings, so barriers that may be present in one building may not be present in another. Also, as LTSA does not own the buildings it operates in, there are limits to what can be done for accessibility improvements.

Achievements to Date as of June 15, 2024

LTSA employees identified several achievements that relate to the built environment. LTSA has recently moved to new locations where the buildings are more accessible. In some offices, updates have been made to washrooms, counters, and lighting. Blinds have been installed in some locations to reduce glare and lighting barriers. In all offices, there are adjustable desks for employees and ergonomic assessments are available if needed. In addition, at all locations, LTSA has tried to promote a scent-free environment. As for emergency planning, individual emergency safety plans have been created for those who need them, and visual alarms have been installed in all offices. A buddy system has been put in place for emergency evacuation and the Occupational Health & Safety Committees review the environment regularly to ensure there are no safety hazards.

Built Environment Goal

To identify barriers and work to improve built environment accessibility.

Action	Year
Explore the practicality & feasibility of requesting a Rick Hansen Accessibility Audit.	Year 1

Consider training for someone from the facilities department to take the Rick Hansen Certification Course (RHAFC) .	Year 1
Using a checklist such as the BC Building Accessibility Handbook , conduct an environmental accessibility scan of LTSA buildings.	Year 1
Review emergency protocols and equipment to ensure accessibility for people with disabilities.	Year 1
Create a list of built environment accessibility improvements that are practical and feasible to address.	Years 1 & 2
Contact landlord(s) and discuss implementing accessibility improvements that are identified during the environmental scan, as well as the barriers that have already been identified (see action items below).	Years 1 & 2
Create new signage, which is large print and includes symbols, high-contrast text, and Braille.	Year 2

Priority Two: Information & Communication

Barriers Identified

Although accessibility of information and communication at LTSA is already beginning to become a focus, several current barriers were identified during the consultation process. Identified barriers include:

- Options for alternate formats, such as Braille, large print, or high-contrast materials are not generally provided
- There are many acronyms used at LTSA, which aren't always clearly introduced or identified
- Closed captioning, transcripts, and audio descriptions are not always provided
- The LTSA website and the internal ShareNet have not been fully assessed and remediated to ensure they meet the [Web Content Accessibility Guidelines \(WCAG\)](#)

- Email signatures may not be in large print and may not be accessible to assistive technology and other devices
- No LTSA guidelines have been created for accessibility of documents, presentations, social media, emails, videos, and other information and communication sources
- There has been little employee training on accessibility as it relates to information and communication
- This is sometimes unavoidable, but many documents or digital materials are not provided in plain language, and they may be too text-dense or technical

Achievements to Date as of June 15, 2024

LTSA has been making an effort to provide more accessible information and communication. A new universal interface colour palette has been introduced, which meets accessibility standards. The Communication team has been promoting the use of [plain language](#) in all documents and it has created standardized templates. Microsoft Teams is used regularly, and employees are beginning to become more familiar with the use of its accessibility features, such as closed captions and transcripts. Recently, many employees have also started to consider accessibility of font size and alt-text for images. When assistive technology is needed, we provide it to accommodate identified disabilities or impairments.

Information & Communication Goals

To increase employee knowledge and implementation of accessible information and communication practices.

Action	Year
Provide foundational accessibility training to all LTSA employees.	Year 1

Provide training for two communications employees in digital accessibility and WCAG Guidelines.	Year 1
Publish an intranet article that provides employees with information on using online tools to create and/or access alternate formats (large print, plain language, audio, video, Braille, etc.)	Ongoing
Review technology equipment standards to ensure there are no accessibility barriers.	Year 1
To ensure application development standards are in alignment with applicable accessibility and Web3 standards.	Year 1
Consider providing training to all employees that relates to the LTSA information and communication accessibility guidelines, such as how to use accessibility checkers and information about the accessibility features in Microsoft Office 365 including intranet.	Year 2

To provide accessible information and communication to all stakeholders and customers.

Action	Year
Start to identify key accessibility issues on the LTSA website and make improvements as necessary.	Year 1
Consider consultation of people with disabilities to test updates to online filing services and/or other LTSA websites.	Year 1
Identify acronyms in website content or other public materials; update website glossary as needed.	Ongoing

Priority Three: Delivery of Services & Organizational Culture

Barriers Identified

Although LTSA is committed to providing an inclusive culture and effective delivery of services, some accessibility barriers were identified. These include:

- Accessibility isn't always considered beforehand
- Employees with disabilities may be under-represented in some offices or departments
- More training and funding that is directly related to accessibility would be beneficial
- Accessibility is not a standard procurement focus
- Few employees have training in how to interact with and support people with various disabilities

Achievements to Date as of June 15, 2024

Several achievements that relate to delivery of services and organizational culture were identified. LTSA offers remote work agreements, short-term disability benefits, and Mental Health First Aid training. All policies have been reviewed for accessibility by an external party and there was a positive result. LTSA conducts a bi-annual employee engagement survey, where some of the questions relate to diversity, equity, and inclusion. LTSA employees have shown a commitment to diversity, equity, and inclusion and all employees have attended the related training sessions that have been offered.

Delivery of Services Goal

To provide accessible and inclusive delivery of services to all stakeholders and customers.

Action	Year
Discuss the idea of creating an LTSA accessibility guideline.	Year 1
Consider training all LTSA customer service teams about accessibility and interacting with people who have various types of disabilities.	Year 2
Investigate disability-serving organizations and other external community partners that connections could be established with.	Year 2
Review existing policies and create new policies with accessibility in mind.	Year 2

Organizational Culture Goal

To make accessibility and inclusion a greater focus at LTSA.

Action	Year
Use an accessibility lens when creating or reviewing LTSA content. Whenever possible, consult with people with disabilities about the accessibility of products, services, or facilities.	Ongoing
Recruit for Indigenous representation on the LTSA Accessibility Committee.	Years 2 or 3

Priority Four: Employment

Barriers Identified

The accessibility of LTSA's hiring procedures was a central focus in the consultation process. Some of the barriers that were outlined include:

- Lack of understanding and training around the Duty to Inquire and the Duty to Inform
- Interview questions are not provided to candidates in advance

- Interview questions may be too open-ended and require more structure
- Employee onboarding materials may not include enough information about accessibility and accommodations
- Job postings may need to be reviewed to ensure that there are no unnecessary qualifications or accessibility issues

Achievements to Date as of June 15, 2024

Some of the accessibility achievements that LTSA is already implementing include using standard interview questions and implementing the choice for some online interviews. A recruitment guide is currently in development, and accessibility will be one of the considerations in this document. LTSA provides employees with a benefit package that includes a health spending account. There are resources in place to support employees' mental health and wellbeing.

Employment Goals

To review hiring processes, making improvements where necessary.

Action	Year
Review the interview process and procedures for accessibility.	Year 1
Consider providing alternative methods of applying for jobs and for interviewing for jobs.	Year 1
Include accessibility information on all job postings and on the LTSA careers webpage. Also review job postings for accessibility and unnecessary qualifications.	Year 1
Investigate ways of inviting people with disabilities to join the LTSA team. This could include creating job carving or mentoring opportunities.	Year 2

To create a formalized accommodation process.

Action	Year
Provide employees with education about self-disclosing one's disability and create a safe space to do so.	Year 1
Consider including more information about accessibility and accommodation in employee onboarding materials.	Year 1
Make connections with organizations that support employees with disabilities in acquiring and learning about accommodations.	Year 1

Plan Monitoring and Evaluation

The LTSA Accessibility Committee will meet quarterly to review progress and to evaluate the effectiveness and progress of our Accessibility Plan.

Revisions of this plan will be ongoing, with a full review conducted every three years, with the next full evaluation being in 2027.

References

¹ Government of BC, “British Columbia Framework for Accessibility Legislation”, 2022, <https://www.aodaalliance.org/wp-content/uploads/2019/09/BC-Framework-for-Accessibility-Legislation.pdf>

² Government of B.C., “Managing Employee Accommodation in the Workplace”, modified 2019-04-23, <https://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/employee-labour-relations/managing-accommodation>

³ *Accessible British Columbia Act, 2021*, <https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019>

⁴ Inclusion BC, 2023, <https://inclusionbc.org/>