

Government of Newfoundland and Labrador Accessibility Plan 2027-29

Discussson Guide

Newfoundland & Labrador



About this Engagement

The Government of Newfoundland and Labrador is developing its next Accessibility Plan for 2027-29.

The plan will identify ways to prevent, identify, and remove barriers to accessibility in government programs, services, information, workplaces, technology, and buildings. We want to hear from people across Newfoundland and Labrador, including:

- persons with disabilities;
- families, caregivers, and support persons;
- organizations that represent or support persons with disabilities;
- community organizations and other groups with an interest in accessibility; and
- members of the public.

You do not need to have a disability or share personal information about a disability to provide feedback.

Your feedback will help identify accessibility priorities and inform the Government of Newfoundland and Labrador Accessibility Plan for 2027-29.

What do we mean by a barrier?

A barrier is something that makes it harder for a person with a disability to participate fully or equally.

Barriers can take many forms. For example, they may relate to:

- buildings and physical spaces;
- information and communication;
- websites and technology;
- policies, rules, or processes; or
- attitudes or assumptions about disability.

Current Accessibility Plan

The current Accessibility Plan includes nine goals:

1. Provide More Accessibility and Disability Awareness Training

Provide training to government employees to increase their understanding of accessibility and help them recognize, prevent, and remove barriers.

2. Make Training More Accessible

Improve the accessibility of government training and courses through features such as audio, closed captioning, and other accessible formats and features.

3. Make Government Communications More Accessible

Support the consistent use of accessible communication practices and formats across government.

4. Improve the Accessibility of Workplace Technology

Use accessibility features available through workplace technology, such as Accessibility Checker, closed captioning, and language translation.

5. Review the Accessibility of Government Buildings

Review government-owned and occupied buildings to identify accessibility barriers and opportunities for improvement.

6. Improve Accessibility in Hiring

Provide accessibility and accommodation training to people who lead government hiring processes.

7. Remove Barriers from Recruitment

Build on existing accessibility initiatives to help make government recruitment and hiring more accessible.

8. Make Government Procurement More Accessible

Improve the accessibility of documents used to purchase goods and services and provide a way for vendors and suppliers to identify accessibility concerns.

9. Identify Accessibility Leads Across Government

Have an accessibility lead in each government department to support accessibility work and help track progress.

Learn more:
Government of Newfoundland and Labrador Accessibility Plan 2024–26.

We Want to Hear from You

Your experiences, observations, and ideas can help identify what government should focus on to improve accessibility over the next three years.

There are no right or wrong answers. You can share as much or as little as you are comfortable sharing.

Discussion Questions

1. What accessibility barriers have you experienced, observed, or heard about when accessing Government of Newfoundland and Labrador programs, services, information, websites, technology, or buildings?
2. What is currently working well to make Government of Newfoundland and Labrador programs, services, information, technology, or buildings accessible?
3. What should the Government of Newfoundland and Labrador focus on to improve accessibility over the next three years?
4. Is there anything else you would like the Government of Newfoundland and Labrador to consider as it develops the Accessibility Plan for 2027–29?

Things You May Want to Think About

When answering the questions, you may want to think about:

- government programs and services;
- information and communications;
- websites and technology;
- government buildings and physical spaces;
- employment and recruitment;
- accessibility awareness and training;
- government policies and processes; and
- other accessibility issues that are important to you.

You do not have to comment on every area.

Accessibility and Accommodation

We want everyone to have an opportunity to participate.

If you need an accommodation, assistance participating, or this information in another format, please contact the Disability Policy Office:

Email: disabilitypolicy@gov.nl.ca
Telephone: 709.729.6279
Toll-free: 1.888.729.6279
Text: 709.725.4463

Video Relay calls welcome

Feedback can be provided via:

- email
- telephone
- text
- mail
- individual meeting upon request

Personal information in this survey is being collected for the purpose of informing the development of the Government of Newfoundland and Labrador's Accessibility Plan. This information is being collected under the authority of section 61(c) of the **Access to Information and Protection of Privacy Act, 2015**. Should you have any questions about the collection, use or retention of your personal information, please contact: disabilitypolicy@gov.nl.ca

Please do not include personal or confidential information that you do not want shared as part of your feedback.


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