**BluePrint 2020 Innovation Fair**

**FedTalks-** the FedTalks were opened by Alex Benay with some inspiring opening comment about the opportunities to participate in the BP2020 Innovation Fair. The panel was run by Laura Wesley from PCO and the panelist had significant different backgrounds: Sage Cram ( HRSDC); Claudie Larouche (SSC); Ryan Hum (CIC) and Jennifer Leenhouts (ESDC & co-Chair of EwDN). Four questions were posed, discussion and questions and answer segments followed.

1. How are you applying design methods in your context? From the Service Transformantion Plan lens and EwDN I spoke about working in the Acceleration Hub using the design thinking model to reach solutions to benefit Canadians. Design thinking model at 2017 Innovation Fair AccessAbility workshop worked through problems and solutions for persons with disabilities for culture change and career development, a complete user experience.
2. What is the value proposition for inclusive design? I spoke about an inclusive lens needs to be brought forward to not only comply with current standards but that is the development of any program/product we do this at the onset. The STP is moving forward with Accessibility by Design Framework which will have this first lens development.
3. What was preventing you/your team/ department from creating user centred products, service and policies and I indicated that there is an overall education element which if tackled vigorously could see a very high rate of success. More work to be done on DTA, Accessibility, accessible documents, and build confidence in learnings on episodic disabilities and mental health.
4. What could be done differently to make work more human-centred and I spoke about the STP being completely client centric with the goal of simplifying programs and delivery for Canadians complete life cycle.

**Podcast-**Andre Demers was interviewed in a Podcast having the opportunity to promote the Employees with Disabilities Network (EwDN) to all ESDC employees and the fair AccessAbility workshop. Stay tuned the podcast will be available on Intersection shortly.

**AccessAbility Workshop**

The AccessAbility workshop was made to be completely accessible having the correct space, CART, Sign language and simultaneous translation. There was a very high level of interest and all the workshop were filled to capacity with waiting lists.

* All Presentations are posted at: [BluePrint 2020 Innovation Fair workshops hosted by EwDN](http://www.gcpedia.gc.ca/wiki/AccessAbilityroom2018)

**Creating Accessible Documents**

Andre Demers IITB Accessibility Office & EwDN Chair

Who are Accessible documents for? Provides an outline Accessible formats are often used by people with Print Disabilities or anyone in “eyes busy” situations; use various Assistive Technologies (AT) aka Adaptive Computer Technology; Voice-recognition systems (Dragon Naturally Speaking, Siri, Robin, etc); Alternate Keyboards or pointing device.

What are Accessible Document formats? Most document formats (HTML, PDF, MS-Office (Word (docx), Excel (xlxs), PowerPoint (pptx), PDF etc.) can be made accessible as long as standards/guidelines are in place and respected. Accessibility should be incorporated at the **beginning** otherwise it is much more labour intensive and difficult to remediate after the fact Examples for Word, Excel and PPT outlined as a starting user experience in creating documents.

**User Experience: Cognitive and Learning Disabilities**

Juliann Rowsell Accessibility, Accommodation and Adaptive Computer Technology Program (AAACT) at Shared Services Canada.

Ensuring User Experience meets the needs of employees with cognitive, learning style and learning disability requirements. Covering people and background on disabilities in Canada and outlining user groups (Memory, Attention, Language, Problem Solving, etc). The scope and assumptions looked at how we can make the UX better by being accessible by default and inclusive by design benefiting the user

 Inclusive Design principles and why they matter

  Do’s and Don’ts for accessible, usable UX

 Tips on providing a more inclusive user experience

  Learning Disabilities are real disabilities and the website characteristics that degrade cognitive accessibility. Adaptive technology become critical and the benefits of inclusive design. Example of personas and technical and non-technical aids for improving the UX were shown

**Accommodation in Staffing Processes**

Derek Harrison Accessibility, Accommodation and Adaptive Computer Technology Program (AAACT) at Shared Services Canada

This session will focus on various aspects of the staffing process and practices related to creating an inclusive and equitable process for candidates with a wide variety of disabilities.  Resources, Processes, Best practices and different approaches will be discussed.  Participants will walk away with concrete actionable items to improve the user experience for people with disabilities during staffing processes.

The primary concern is to assess the candidate on a level playing field with all other test-takers.  This equitable user experience can include the modification of the testing material itself as well as modification of the testing environment in which the test is administered.

This presentation will cover some of these testing and environmental issues that can prevent a candidate from having a fair and equitable testing experience. Examples elaborated on test creation taking into account all potential test takers; visual impairment (slight to severe, various psychological impairments e.g. math anxiety, mobility impairments, other impairments e.g. environment.

**Multi-Year Accessibility Plan for Client Service**

Alex Parenteau and Nina Lafreniere AccessibleServicesCSB (EDSC/ESDC)

Enhancing Accessible Client Service at ESDC is the goal of the Multi-Year Accessibility Plan for Client Service. The presentation talks about the current state and that accessible service does matter outlining the difficulties clients with disabilities encounter. The development of the plan identified potential accessibility measures. The approach and progress to date with stakeholders was highlighted, along with awareness on human interaction and employee training; performance measurement and reporting approach; costing and timelines. The presentation includes performance measurement framework, Accessibility lens Cheat sheet and checklist.

**Beyond Duty to Accommodate: Your Ideas Making it Better**

Andre Demers IITB Accessibility Office & EwDN Chair; Jennifer Leenhouts ESDC & EwDN Co-Chair: Elizabeth Dussault ESDC & EwDN Secretariat

The workshop focus was to bring forward the DTA challenges identified in the Career Development and Culture Change workshops. Additional Problems were identified e.g. Onus on employee to for the DTA. The workshop completed an Ideate session brainstorming solutions for DTA. The number of solutions put forward was 24 and challenges were identified.

Next step will commence development of a working group incorporating HR, SSC, IT Accessibility Office,