

Greater Vancouver Board of Trade - Creating and Maintaining  
an Accessible Workspace - May 30, 2022

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(Music)

BRIDGITTE ANDERSON: Good afternoon, and thank you for joining us. I'm Bridgitte Anderson, president and CEO of the Greater Vancouver Board of Trade. And a short visual introduction; my pronouns are she, her. I am joining you from Oh Boy productions studio, and I have medium length blondish hair and I am and the joining you on the traditional territories of the Coast Salish People, the Squamish, Musqueam and Tsleil-Waututh Nations in partnership with Presidents Group on the Board of Trades diversity and inclusion leadership council.

We welcome you to creating and maintaining an accessible work space Kickstart National AccessAbility Week. 20% of the working age population in B.C. have a disability. Presidents Group evaluated nearly 50,000 B.C. employees with ... and 110 senior leaders self-identifying as having a disability. Research has shown more diverse and inclusive workplaces average greater productivity. Have higher profits and have an improved ability to anticipate change and innovative. People with disabilities have been recognized as valuable employees and studies have shown employees tend to stay with the company over a longer period of time, demonstrating better attendance and

performance than employees without disabilities.

Measuring for disability conclusion in the workplace is paramount to help organizations measure the success of initiatives, track progress over time, understand how many people on staff have a disability and much more.

Today our panel of experts will share first happened experiences. Tools and actionable steps we can all take to create more inclusive and accessible work environments and communities. We want you to take part in this discussion.

Simply access Slido by going to [Slido.com](https://www.slido.com) to submit or vote for questions and the password as you can see on the screen is NAAW 2022. As always it does take a lot of support to put together an event like this one. And this event is presented by the diversity and inclusion leadership council, and we would like to acknowledge the event is presented in partnership with Presidents Group, our signature sponsor RBC, our supporting sponsors Finning International and ICBC. Our community sponsors electronic arts and Pacific Blue Cross, our production partners Oh Boy Productions, and our preferred media partner Daily Hive. We also want to thank our longstanding sponsors called pillar partners.

A sincere thank you to these 6 organizations whose annual partnerships and commitments enable the work of the Board of Trade.

And I would also like to thank our Board of Directors for their continuous support. Now today this event includes both closed captioning and ASL interpretation. Thank you to our captioner, Susan Thomas, and to our 2 ASL interpreters joining us Carly and Tanya. I would like to welcome senior accessibility consultant of Presidents Group, Yat Li, to share introductory remarks

YAT: Good afternoon, everyone. I am very humbled and privileged to deliver the welcoming remarks at this meaningful event. I'd like to start off by saying I'm calling in today interest the ancestral and unceded home lands of the ... and Squamish speaking peoples in the City of Burnaby.

My visual description is that I have black hair, wearing thin framed glasses and wearing a green Blazer over a blue colored shirt. I'm Yat, and pronouns are he him and I am a senior accessibility consultant. At the Presidents Group we work closely with B.C. business leaders to create accessible employment. For nearly a decade ago the Presidents Group is a network of 25 change-driven B.C. business leaders who champion for more accessible and inclusive workplaces. While we are also play an advisory role to B.C.'s Ministry of Social Development and Poverty Reduction. We are making it our vision to make B.C. the leading province with the highest employment for people with disabilities in Canada by 2030.

We are seeing tangible results already. In 2021 just as Bridgitte mentioned Presidents Group measured nearly 50,000 B.C. employees with nearly 2000 staff self-identifying as having a disability and 110 senior from self-identifying with a disability. Our research has shown more diverse and inclusive workplaces average greater productivity. Have higher profits consistently and improved ability to anticipate change and innovate. In our research diverse and inclusive workplaces have better business outcomes.

They are 2 times more likely to exceed or meet financial targets. 6 times more likely to be innovative, and 6 times more likely to effectively anticipate change.

We are very excited for today's conversation. We have a diverse panel with leaders from differing sectors to share their experience with creating accessible workplaces, and share their commitment to hire people with disabilities. We look forward to you joining us on this journey to make B.C. a leader in creating accessible employment.

My name is Yat, and I'm with the Presidents Group. I like to pass it back over to you, Bridgitte

BRIDGITTE ANDERSON: Thanks Yat, I would like to introduce the minister of employment. Work force development and disability inclusion for the government of Canada. The honorable Carla Qualtrough to provide remarks. Welcome minister.

MINISTER QUALTROUGH: Thank you for inviting me to celebrate National AccessAbility Week with you today. I'm joining you from on the traditional territory of the Algonquin Anishinaabe. National AccessAbility Week is the time to celebrate the rich talent and contributions of person with disabilities in Canada. It was a moment to lift up the groups doing their best to remove barriers much the theme for 2022 is inclusive from the start. We want you to imagine a Canada where no one is left out. Where disability diversity is sought out and celebrated and the needs of everyone are considered from the beginning, a Canada where we are all disability inclusive from the start. That's the Canada we deserve. That's the Canada we are creating for everyone. And together, we're getting there.

In 2018 our country took a huge leap forward with the Accessible Canada Act. We are making sure the measures and rights in the law become a lived reality for Canadians.

The first set of regulations under the Act came into force in 2021.

[ Speaking in French ]

MINISTER QUALTROUGH: Soon we will be releasing Canada's first ever diversity inclusion action, a blueprint for more inclusion. It has 4 pillars. Financial security, employment, inclusive communities and a better process to assess eligibility for Canadians with disabilities for federal programs and benefits, because as you know when persons with disabilities have the same opportunities to contribute to their communities, the same quality of service, the same quality of life as everyone else everyone benefits.

That's the Canada we want. And we're not doing any of this alone. In the spirit of nothing without us. Everything we do is developed and implemented in lock step with the disability community.

It is the relentless advocacy and ground work of this community that has made all this progress possible. And that's who this week is really about. The Canadians who are making this country more inclusive, and those who are making our country a richer more vibrant place in spite of the barriers they face. That's why events like these are so important. I'm thankful that organizations across Canada are launching their own events to mark NAAW. This is a Canada wide conversation. Let's celebrate this community and keep working to build a country where persons with disabilities are not just accommodated but included because we can do better. We can create a country that is disability inclusive from the start.

That's the Canada I want for all of us. Thank you very much for having me, and I look forward to the work

ahead. Happy National AccessAbility Week everyone.

BRIDGITTE ANDERSON: So much to Minister Qualtrough. I have the pleasure of welcoming our keynote speaker. Canada's first chief accessibility officer Stephanie Cadieux. An advocate for diverse. Disability inclusion and an entrepreneur with more than 15 years of persons in planning and leadership roles. A former MLA she is a member of the disability community using a wheelchair since the age of 18. Her lived experience allows her to have a deep understanding of accessibility issues faced by people with disabilities.

Please join me in welcoming Stephanie Cadieux. Stephanie, over to you.

STEPHANIE CADIEUX: Well, thank you very much Bridgitte. I am joining you today from my home in Surrey on the traditional territory of the Coast Salish people. Behind me is a beautiful Richard Hunt print that depicts a person in a wheelchair. My pronouns are she her and I'm wearing a gray jacket and I have short blond hair and glasses.

It is so nice to be here in this new role during National AccessAbility Week. As you know I've taken on the position of an independent special advisory that the minister responsible for the Accessible Canada Act which passed in 2019. And I start my work knowing that while governments and private sector organizations have for years espoused the value of conclusion and accessibility too often it isn't required and so it misses the mark.

Even worse, frankly, unconscious bias allows people to decide a lens on accessibility isn't needed, and we go forward making new problems.

To me though. The timing is better than it has ever been for tackling these issues. The stars have been

aligning in terms of understanding of the need and value of diversity in the workplace, and of accessible and inclusive environments and I believe that we've largely reached a place of consensus that collectively we need to do more. And certainly the fact as we know hem demand that collective action.

More than 6.2 million Canadians aged 15 and over reported a disability in 2017. That's close to 22% of the Canadian population. And this 22% isn't a discreet group. It's in the a group that needs something special. It is though, 22% of every cultural group. Every workplace. Every market segment and every target. And we know that disability tends to be more prevalent in indigenous populations and with women.

The population of people with disabilities is also growing faster than the rate of the general population as we age. Among those with disabilities aged 25 to 64 who were not employed and not attending school 39% want to work. That's nearly 645,000 people across the country. And for an audience like you today that's a lot of untapped labor.

And we are talking a lot about diversity and equity and inclusion, DEI strategies. But you can't have one without including disability too. So let's think about that a little further.

If people with disabilities are two 2% of the population, and you think that number must be wrong because you hardly see any people with disabilities. We need to think about the spectrum of disability. Disability is defined as, and I quote, any impairment including physical. Mental, intellectual cognitive learning communication or sensory impairment or a functional limitation. Whether

permanent temporary or episodic in nature or evident or not that an interaction with a barrier hinders a person's full and equal participation in society.

In the context of your business, this whole spectrum could be and likely is represented through your customers, your current employees, their families. Your potential labor force. Your competitors, partners and stakeholders.

And when we think about disability the biases we hold affect how we approach accessibility and inclusion and how we see or don't see the barriers. And barriers are by definition anything physical or architectural, technological, or attitudinal. Anything based on information or communications or anything that is the result of a policy or practice that hinders the full and equal participation of people with disabilities in the work force.

And that means that any person with an impairment, physical, mental. Intellectual, cognitive learning, communication or sensory impairment or a functional limitation of that, so when it comes to physical access this is obviously the easiest often to think about, ramps versus stairs, elevators and accessible washrooms. But what about the spaces that those ramps and elevators lead to and connect to so people can gather and work together.

Are we thinking about the bars only in one context. Front of house versus back of house. Customers versus staff. I challenge you to question your assumptions. What about process barriers that prevent diverse talent and employees from connecting? And by this I mean things like your HR processes. Are you screening people with disabilities out before you even get started? By writing job descriptions that include requirements that aren't



really necessary, like holding a valid driver's license for a job that doesn't require driving or a requirement of recent experience, that could screen out a qualified candidate that had to take time away from the work force for medical treatment for example.

Are your hiring processes accessible? Are you providing alternatives for applicants, and for example, if you're doing any testing as a part of your competition. Are there alternative formats available? Are you using AI in your screening tools. These might seem like a time saver but they can be a barrier for people with disabilities. There's new study out just recently in the U.S. about these tools and their potential to violate the Americans with disabilities act. And it's really good reading.

And I want to stop here for a moment to praise the Presidents Group. They have been doing some amazing work. Lisa, and her team have through the years, really started to put the focus on disability, and when I go back because when I, when I was in government, I had a vision for this group, and it's, it's fabulous to see the progression and Yat there as staff.

They are shall you are doing a great job, raising the profile and normalizing the conversations, and I want to encourage any one here today to isn't a member to get engaged. So, as -- I'm sorry, I'm digressing because it wasn't in my notes but as a group I have a challenge for you though. And that is, you're doing a great job supporting one another and sharing best practices, and doing research.

But there's one thing that I think is still missing and that's the deep connection to the labor force of people

with disabilities. In the U.K. they have a program that this group was initially modelled on and I say that -- I know that because I was there doing that work.

Once or twice a year that group in the U.K. holds a signature event for their members of it's networking event. A wine and cheese style. Where CEOs and HR directors mingle with job seekers, people with disabilities who are either not employed, just leaving the university perhaps or employed but looking to move up. They have a few speeches. They break down myths about people with disabilities, and make connections.

And I would love to see that happen here. Leaders in all sectors need to step up in new ways to increase the labor market participation of people with disabilities. At the federal level the Accessible Canada Act is a key lever for change. And obviously I wouldn't be here today if that act hadn't passed.

The purpose of the Act is to make Canada barrier free by 2040. It seems like it's really far off. We -- all of us with disabilities would love to be able to say it will be implemented by 2023. But the reality is it's actually not that far away. And there's a lot of work to do.

The work involves identifying. Removing and preventing barriers in the federal jurisdiction in the areas of employment, communication technologies, the procurement of goods and services. Information, design and delivery of programs, and transportation, airlines, railroad on marine that cross provincial or international borders.

There's a lot of work. And what is my piece of that as the new chief accessibility officer?

My job is going to be to monitor, report and provide

independent advice to the minister on a range of accessibility issues and inclusion issues in the federal jurisdiction. And that's going to require my office to undertake things like monitoring the accessibility plans that are prepared under the Act, tracking accessibility trends inside and outside Canada, and I'm going to need to establish on going dialogue with the disability stakeholder community across the country to inform the work I do. To hear from them how they think government is doing. Much missing and what we need to do more of and I look forward to those conversations.

The -- I want to emphasize my role is monitoring and reporting. It's not to enforce the Act. It isn't to -- that's the job of the accessibility commissioner. As well my role won't be about suggesting the types of standards needed to address accessibility issues because that's the job of Accessibility Standards Canada.

The role -- those roles and that organization were also created under the Act and we are all going to play a role together, different but complementary roles in making Canada barrier free. So I am ready to get to work to figure out what needs to be done and how in it order to make Canada truly inclusive, where people with all abilities have the opportunity to fully participate in their communities.

In this work I am very focussed and committed, just as the minister is, we both with our lived experience have a great deal of passion for this work.

Nothing about us without us has changed. It's now nothing without us. And it has always made sense but even more so today. So I thank you for having me here for this first introduction, I look forward to the discussion this

afternoon.

BRIDGITTE ANDERSON: Thank you so much, Stephanie, and I don't doubt for a second the passion and the commitment and the drive that you're going to bring to this role and I know it's early dailies so hopefully this isn't an unfair question but what are some of the first impressions that you're seeing in your new role that you might be able to share with us?

STEPHANIE CADIEUX: Well, yes, it's very new. Just starting my 5th week which of course is amazing how quickly it goes by. And I'm getting immersed within the federal structure.

And although -- because although my role is independent I do sit within ESDC, the ministry which allows me to have a lot of mobility to go about, and learn and see what is going on, and really dig in, and my hope is to really be a catalyst for change. And to really keep focus on the agenda, keep focus on the goals, and how we are going to achieve them.

I want to make myself available to the people doing the work to say, come to me if you have a problem. Let's find a way to solve that problem. But, in my initial -- my initial I am presentations as I'm meeting with folks who are doing the work inside government is there's a lot of work already been done. There has -- there is a great deal of energy and focus and desire to see change, and a commitment to doing the work even when it's hard. But of course we are talking about an enormous government structure. We are talking about the added agencies and industries that are governed under federal jurisdiction and then there's the crossover between that work and the provinces.

And, I was pleased last week to see that British Columbia entered into an agreement with Accessibility Standards Canada to harmonize some of the standards, and that's what we really ultimately want to see. So it's early days but exciting work ahead

BRIDGITTE ANDERSON: You talk about that government structure Stephanie, and you know you were an MLA for 13 years, and you were also a minister of child and family. Minister of child and family development was the name of the ministry back then so given that you have lived experience from somebody from the disability community and you have this experience working within government structure, how will this shape your role?

STEPHANIE CADIEUX: Well --

BRIDGITTE ANDERSON: I mean, you understand government.

[Voices speaking simultaneously]

BRIDGITTE ANDERSON: The provincial government, unlike many other people who would be able to say that --

STEPHANIE CADIEUX: Yeah. I think it does provide me with a unique perspective to be able to understand what it's like to be in the role of the minister, who has immense passion for this, but a very large portfolio, and therefore not a daily ability to be focussed on this.

And, and the challenges associated with being -- of one voice within a larger government so I understand that start of the role of a minister, and the political side. But I also understand how the bureaucracy is structured to support that work. Now this is a much larger bureaucracy, but it is still the same, the same context to be working in, so I think I'm uniquely position today understand both, and to now -- and to take that work and take that advice to the minister when I see things be that are going well that

need to be amplified or going not so well that need to be dealt with, or frankly, new things that emerge, new trends that emerge.

New things that are becoming a norm in other parts of the world perhaps that we really need to be aware of and looking forward to.

BRIDGITTE ANDERSON: You mentioned that the need for harmonization. So you're in a federal role but we are seeing some steps being taken at provincial level. But there's another level of government. Municipalities and indigenous communities so how do you see the integration working together, or what needs to be done to ensure that it is?

STEPHANIE CADIEUX: Well, conversations, and already a lot of that work is starting. Those relationships have been built, are continuing to be built and those conversations are being had and continuing.

You know, obviously I have a deep connection here in British Columbia, and so hope to be able to continue to use those relationships to encourage that harmonization and I think B.C. is in a really good position to lead our parts of the country in that work because we've passed the accessible B.C. Act here, and now the regulations are starting to be developed. There is that opportunity to really make sure that we're not re-creating the wheel.

And I think it's no different with municipalities. A little different with First Nations because obviously they need to have autonomy over how that works but however, I think when you have those conversations and you talk about what does it mean for the end user? What does it mean for the person with a disability? What is it like to be a person with a disability who knows an environment one -- to

be accessible in one way, to go somewhere else and then find oh, it's all different.

What about for a developer who is building a new building whether that be housing or whether it be a community amenity or a business? And they've built one before but now there's new set of standards they have to build to in a new jurisdiction. That adds time, complication, it leaves room for error. So ideally we want to get to that place of harmonization and I think when you talk about an organization as large as the federal government, and all of the agencies underneath it, if they are working to one standard I think it's going to be a big catalyst for others to follow suit

BRIDGITTE ANDERSON: Do you see a role for government then in -- this is a question that has come through on Slido. So talking about the number of people with disabilities in our country, and you talked about the talent shortage that we're facing in your remarks. So do you see a role for government in making offices and workplaces more accessible and more continuity I think across the board?

STEPHANIE CADIEUX: Absolutely. Because again we're not talking just about physical access. That's a no-brainer. It's an amazing that we still get it wrong so often. And my hope is as we see this act roll out on the federal government and entities need to make good on those new regulations, that others will follow.

But it's not just about that. It's about -- it's about inclusion of people with disabilities in the work force. It's about understanding how to bring them in. It's about understanding what are the best practices around recruiting, what are the best practices around providing flexibility? How do you build a culture that looks first

to the ability of the individual, and then to how do we -- okay how do we now adapt our -- the job role or tasks to fit that person and to bring that expertise and that innovation essentially in? Because people with disabilities are innovators every day in their lives.

That's why I think we see improved outcomes for businesses that employ a diverse work force with people with disabilities because they bring a culture with them.

And it changes the people around them. So but how important is that from a federal government perspective. Well the federal government committed to 5000 new employees with disabilities. If they can find and hire and onboard and make successful people with disabilities in the federal government, it will provide those learnings outwards as well

BRIDGITTE ANDERSON: That inclusion piece is so important Stephanie. Because it really -- it starts to really change the game I think, and just thinking beyond, and even the learning I had sitting down here in the studio where it was suggested I give a visual description of what I look like much it's something that wouldn't have occurred to me. So I can see that the journey you know it's very long journey and it is one that is really really important.

I want to go back to the talent shortage because you mentioned in your remarks about the connections to the labor force, and what is doing -- what is being done in the U.K. What would be some other thoughts for employers who are listening and watching this event, and this conversation about what can be done to ensure that we are tapping into this diverse workforce and that we are ensuring that we are solving the talent shortage? What other things can we do to make sure those connections with



being made.

STEPHANIE CADIEUX: I think there is actually going to be one of the most difficult pieces is the connection of the people with disabilities to the places of employment because how we recruit these days is so different. It's all on-line. We -- you know it's not in one place. Some days I wish we would go back to a paper newspaper with job ads because at least we knew what that is what's available.

These days it's a real search for people who are looking for work. And there are -- for some people, certainly some career groups or whatever, certain specialized job boards, etcetera, exist, special networking groups but there's no one networking group for people with disabilities who want to find employment because of course people with disabilities and their talents, they are skills are just as diverse as the rest of the job market and the rest of the people looking for work. So how does a business go about tapping into specifically to people with disabilities and I think that's a real challenge.

And I think it's something that for example the Presidents Group can help each other with. And that was what my suggestion at the U.K. suggestion have been quite successful in the U.K. through this type of model, and through really expanding it out, and I think there's an opportunity there.

Beyond that, I think it's also about all of those employers really making good on it because word of mouth is still pretty, pretty effective. So, you know, the -- if you really truly want to hire somebody with a disability then you really truly have to go out and make sure you can do that, and if you can do it once you can find out what your barriers are, and maybe prevent them for the next

time.

But I do think this is a challenging piece, I know it's challenging piece even for the federal government so it's -- this is one of the this those things we are going to have to find a way to do because we cannot leave that much talent sitting at home.

BRIDGITTE ANDERSON: Absolutely not. One of the other challenges is really about the broader EDI discussion, and so this is a question that came you the on Slido. So why is it that disabilities -- the disabilities topic is often left out of the EDI conversation and what can we do to ensure that we keep these conversations going?

STEPHANIE CADIEUX: I don't know why it's left out. I'm curious about that. I'm fascinated by it.

BRIDGITTE ANDERSON: We will ask the panel they are thoughts too but I think it is an important question.

STEPHANIE CADIEUX: Yeah.

BRIDGITTE ANDERSON: Uh-huh.

STEPHANIE CADIEUX: It is because we know this is a huge group of people, and the intersectionality of disability and gender and race and experience with the world, it's such a big piece. So I don't know why. It still is seen, I believe by so many people as I say, it's 22% but it's somehow a discreet group of it's somehow this thing over here. People with disabilities well I don't understand them. They're over here.

And so, it's easy to talk about women in the workforce for example and you know Bridgitte that's been a passion of my mine as well -- and it's easy to talk about that women over there. There are maybe not as many as we want. They may be not promoted as much as we want so we are working on that, but we see them every day and

understand people don't have the same understanding of people in the work force with disabilities. There's still a tonne of unconscious bias and that preventing bringing people into the work forces and if we're not bringing them in. If we don't understand it maybe that's why we are leaving it out because we don't understand it. We don't know how to do it.

BRIDGITTE ANDERSON: Well, that's why events like today and discussions like today are so important. I'll go back to Slido and this is maybe again a little unfair because you've only been in the passion 5 weeks but somebody would like to know what is one of your first projects you're going on it take on in your new role.

STEPHANIE CADIEUX: Well, actually, one of the first projects is defining what success in this role is going to be. And I say that because because I'm the first, there's no road map. Of this hasn't been done before. The Act is new. My role is new. There are some crossover with the commissioner he. We went to make sure we really clarify for people the different roles and what we are going to do and for me it's about taking a look at the road map to 2040 and saying if we have to get hereby this date what do I have to help ensure happens in the first 4 years and package it out.

Because I do want to find the places where I can have impact. Realistically have impact but that does not mean I want to give up and the stuff that's hard. And so you will also know that I have a passion in the area of housing, and while housing covers all of those areas that you spoke of before, all the jurisdictions, municipalities, provinces, and federal and the federal jurisdiction as well, so it certainly a passion area for me and I expect I will find a

way to insert myself in that conversation

BRIDGITTE ANDERSON: You are Canada's first chief accessibility officer, do you know of other countries who are moving in this direction or doing this kind of work with this kind of role?

STEPHANIE CADIEUX: I haven't seen anything.

BRIDGITTE ANDERSON: So you are a real trailblazer then.

STEPHANIE CADIEUX: Yeah, we are really trailblazers. EEK, I better be good. But I do think there's a lot of work going on around the world on this.

BRIDGITTE ANDERSON: Uh-huh.

STEPHANIE CADIEUX: The U.K. has been really out front on employment related issues. The EU has been really out front on Web and technological compliance and accessibility, the U.S. obviously has the Americans with disabilities act which they've had now for 30 years, and because of that they've moved the dial in a lot of areas, but what I do know from persons with disabilities around the world is there's still a long way to go for full inclusion.

And I know just how big a task that this role is thrusting me forward into, and it's not small. It's going to take a lot of effort, but thankfully we do at this point from that kind of commitment from certainly all of the people that I've met that are working in the federal government.

The Act was unanimously passed by all parties so there is an understanding this needs to happen, and now it's a matter of getting it done.

BRIDGITTE ANDERSON: Well I know that you are up to the task Stephanie, and really delighted again congratulations on the appointment, and really looking forward to working

with you on behalf of the greater Vancouver business community as you dive more deeply into the role and you figure out that road map. So looking forward to working with you.

STEPHANIE CADIEUX: Yeah, well, that's great. I really appreciate that Bridgitte, and yes as we have more clarity on that, a little further into this year I'll come back you to and maybe we can have another conversation.

BRIDGITTE ANDERSON: I would love that. Thanks Stephanie.

I now have the pleasure of introducing our panelists to continue the discussion. So first we have the president and CEO of ICBC Nicolas Jimenez. Next, the manager director of Accenture, Naomi Manley-Casimir, and next we have Kevin Quinn CEO of Translink, and Zafira Scott, Human Resources Manager of BC Financial Services Authority. Over to Slido. Over to you across the studio.

ZAFIRA SCOTT: Thanks, Bridgitte. And welcome to the panel discussion of this great session today. I'm Zafira Nanji and I'm so pleased to be here as your moderator. My pronouns are she her and a short visual introduction. I have medium length curly brown hair. Brown eyes. Red glasses and southwest Asian heritage. Today I'm in a studio with a dark blue background. And as much as we have these beautiful land acknowledgements and we've shifted to this I want to take that a step further and say I'm privileged not only to acknowledge the influence ever are Canadian First Nations in my life but my family immigrated through multiple colonized lands from pre partition India through the... the... I grew up in the treaty 7 area and -- nations and have the privilege of the Coast Salish to ground my daily life practice.

My work connects me to that area but my passion for

accessibility really began as a child watching my newly immigrated professional mother battle to stay in the workplace despite stigma from race and long-term impairment. It extended into my youth seeing my dad work through an injury, and as a mom with a child with his own diagnosis.

Our opening speakers connect with me. Minister Qualtrough and I grew up in the same area and her work during the pandemic has been so touching on daily basis in the human resources world for us. And Stephanie Cadieux and I last shared a stage where there was no accessibility for her wheelchair when she was the minister of children and family development and I'm so excited to see Stephanie what do you in the new role. I'm so excited even further to see what happens with the disability inclusion action plan and the trail blazing focus that you've got in this area.

So let's have our panel introduce themselves as we get into the questions they are going to ask. Remember you can vote up questions you think are really important and I'm going to be watching for those. And our ASL interpreters are doing such a great job of animating and sharing our discussion, and I think that's something that we've highlighted through the pandemic the importance of ASL interpretation and live captioning.

Our panel today has so much lived experience and passion and wisdom to share so let's start off by having each of you introduce yourselves. Your pronouns are ... why work in the area of accessibility is important to you. Kevin we'll start with you.

KEVIN QUINN: Sure. Good afternoon I'm Kevin Quinn the CEO of TransLink and my pronouns are he and him. I have short

very rapidly graying hair. I have blue eyes, wearing glasses today, with a white shirt and gray Blazer and I am coming to you from Translink headquarters in New West.

In my office where behind me is a system map of the Translink system in Vancouver. I'll note that the work we do in disabilities is really in the DNA of Translink. It's in what we do whether that's with our Handydart or access transit committees or Handydart user committees. We are about listening and providing accessibility to everyone. I think we know at Translink accessibility is a journey. And as noted like many organizations we are not there yet. But we are getting there and we are continuing to learn and I hope others will certainly take to heart and something I'm here to do today is learn. And to listen from others and engaging to see we can do best to help those with disabilities or with different abilities as they know what they need best, thank you

ZAFIRA SCOTT: Thank you Kevin. Nicolas over to you.

NICOLAS JIMENEZ: Thanks. Nicholas Jimenez, the president and CEO. ICBC. Pronounce he and him. I have brown hair. And glasses and I will point out I have a maybe not as much gray hair as Kevin but getting more gray hair particularly on the sides. I'm coming to you from our head office here in North Vancouver. Behind me are blue and purple branded ICBC banners and I've window looking out to the beautiful North Shore mountains. Feel lucky to be here. Paragraph professor this like Kevin it's sort of in our DNA. This very issue.

Last year we made an important shift as a province to an enhanced care model of insurance and enhanced care means that we need to think and re-orient the system to providing care for people who have injured in a crash regardless of

whether they caused the crash or were a participant in the crash or a consequence.

So for us, the concept of our purpose of moving forward is very much about not leaving any one behind. And you know, Minister Qualtrough and also Stephanie Cadieux talked about the fact that there is such a large percentage of British Columbians who identify as having a disability and yet, this conversation has taken maybe too long to come forward. So for us we very much want to be you know in this discussion, we think it's important, as an employer, and as the Stuart of a system designed to help people get better after a crash. So really looking forward to the conversation and I will hand back to you.

ZAFIRA SCOTT: Thank you. Naomi, over to you.

NAOMI MANLEY-CASIMIR: I'm Naomi Manley-Casimir and I am the managing director with Accenture, and coming to you from my home office in New Westminster which is on the traditional territories of the Coast Salish people and the unceded territories of the....

A short visual description. I'm half Japanese and half Caucasian ... gray and white top and a black sweater and in my home office the walls behind me are painted sort of a chocolate brown.

Accessibility is very important to me personally for a couple of reasons. One is as I get older I find that some of the expectations of my working arrangements need to change as some of my personal physical abilities change as I get older and the second part is that you know, I suffered from some challenges with my mental wellness for a few years and have definitely resisted the notion that I am considered a person with a disability, although when you listen to Stephanie's definition of disability, then I



would definitely say that my functional abilities were impaired for a significant portion of time.

So I think that goes to some of the conversation that we might engage in today around who considers themselves to be a person with disabilities, and then what do we need to do in the workplaces to try to accommodate for different people's abilities at different points in time. So certainly looking forward to the discussion.

ZAFIRA SCOTT: That's great. Thank you all. This is an important and sometimes uncomfortable topic and Naomi I want to commend your bravery in even sharing your own lived experience. We will come back to that. But maybe the first thing we can touch on is a question inspired by slide so something that we talked about a little bit earlier. And I'll share little bit so I'm tiny. I'm 5'2" and very common in a workplace and I want to get coffee I have to get a stool or chair to stand on, or the microwave might be I -- I might have to wear heels so I wonder about individuals that are mobility impaired.

And the question we have on Slido is, can you recommend any resources for employers to evaluate how their businesses currently compare to ideal and accessible workplaces? So maybe we'll start with Kevin again.

KEVIN QUINN: Sure. Thank you. That's a great question. I no he that our office is Rick Hanson certified and that's a process organizations can go through to really evaluate their workplaces to towards a level of accessibility.

I no he that you know we've worked on a couple of key things at Translink headquarters for our employees including you know we replaced some of our push button switches on door was the wave motion sensors so we have those at this point. We upgraded a good bit of the LED to

make it brighter. We had a lot of solid double doors and so we installed a lot of glass panel doors to allow for visibility on both sides of the door and received customer feedback around the reception area to include standard chairs that have arms. Something we didn't have before and so we've also included a good bit of improvements around way finding throughout our office to help people get around.

We've done that, and you know I'll just note that while some of those improvements were made through the Rick Hanson certification we started an accessibility task force to hear directly from our employees across the enterprise how we can better support and improve the workplace and the accessibility initiatives at Translink.

Which I would encourage any employer to certainly have.

ZAFIRA SCOTT: That's great. Let's jump to Nicolas with this. Nicolas what is your impression of how ICBC is seen as being in terms after accessibility workplace.

NICOLAS JIMENEZ: Well, I mean I'd say 2 things. One I think I am proud of the work we are doing. I feel like we are a work in progress. You asked about tools. One of the ones we've used is one actually that the Presidents Group has had a very strong hand in developing is the disability inclusive self assessment tool, so it's part of the work that we will be doing this summer to build a accessibility plan in concert with the federal legislation that was passed -- sorry, provincial legislation we are going to be undertaking audits to sort of self assess where we are at in this journey. We know in some respects we've done reasonable work so we've done the Rick Hanson certification in a number of offices but we have dozens and dozens and

dozens of offices many of which are very old.

We've made efforts to improve accessibility in many of them. But many of them weren't built with these specs in mind. And it's more than just the physical infrastructure. So the audit is really going to challenge us to look at you know, more than built environment. How we deliver services. Who we're employing. How we think about communications and information. Particularly more into the on-line space and we can talk more about that later.

So there's work we are doing for sure. And and we are a work in progress

ZAFIRA SCOTT: Naomi, I feel like you want to jump in here.

NAOMI MANLEY-CASIMIR: Well, it's interesting for sure to here. Accenture doesn't have front office customer walk in facilities in the same ways that Translink and ICBC have so a lot of what we think about is how do we make sure our space was accessibility for clients and employees and then how to we help our clients if they look for help in making sure solutions we are building for them are accessibility. In terms of our own workspaces we are in the same boat as Nicolas described or as Kevin described where you know we are using the blueprints for our spaces as they're defined, and as we build out different spaces or renovate different spaces we are upgrading to the latest blueprint.

So in our offices here we are lucky to be in the tell us garden building in Vancouver. Definitely has Goodell elevators. Ramps, things like that but I noticed the other day in the went to the office we have badge access but you have to pull the doors open. You know and so we we have ways to work around that. We have a receptionist. They would come and help to open the door for people. But you

know there's certainly still more that we do could do. So we are still a work in progress as well.

The one thing that that we have been doing with our employees around the world is we have build out accessibility centers in some offices. In Canada our accessibility center is in Toronto and these accessibility centers have a host of different assistive and preventive tools and technologies that our employees or clients can see and experiment with and get a sense for what might work, what might help. How these different technologies and tools work.

We have 19 centers open around the world and we have another 6 in the plans to open this year. So we are making some progress on that front. To try to make accessible technologies a little bit more readily available and allow for plies to really figure out which ones might work best for them.

ZAFIRA SCOTT: That's great. So we heard earlier 20% of working age British Columbians have a disability a nutrition 2021 pledge to measure the Presidents Group surveyed nearly 50,000 B.C. employees. Less than 4% identified as having a disability and about 100 of those were in a senior leadership role. There's question on Slido that kind of connects to this. And the person says I suffer from an invisible disability and it's something I've never disclosed to any employer. How can we create more welcoming workplaces to share. And maybe, Naomi, we will go to you first with this one. How does Accenture encourage openness and create the psychological safety for staff in.

NAOMI MANLEY-CASIMIR: Yeah, so inclusion and diversity is a really important foundational commitment or pillar of our

culture, and one of the way that is we've been working to create a more open and safe culture is through our employee resource groups. And so we have an employee resource group on for persons with disabilities we have about 36000 people people globally part that have resource group. And more broadly we talk about bringing your whole self to work, and that it's okay to not be okay.

And so that's a big mantra that we have. Even though I would say that from a leadership perfect suspect I have we have committed to the idea that surround diversity and inclusion and try hard to create space that is a psychologically safe the feeling has to be on the other side. And so, having an invisible disability doesn't necessarily mean, even if people are telling you it's okay to not be okay it doesn't mean you want to be that person who is standing up in front and saying hey I'm not okay.

And actually, I think that I mean we could have a whole conversation around it but certainly when I took a leave of absence from from work because I was not feeling like I was at my best, the decision was certainly questioned by really our insurance provider who said essentially that I didn't qualify to be on short-term disability even though I very clearly felt that my mental capacity was affected.

So, it's really tricky thing. I don't think there is a one size fits all answer. But, I guess I would say that you know the more visible leadership tweak have around this the better. The more people who are able to come forward and talk about their invisible disabilities at work, and have that be well received, and have and for you to sort of see role models for yourself. I this I that really helps.

And as leaders I think we need to continue to

encourage the conversations and be really explicit about the facts that we appreciate it when people bring those things forward, and are really brave around sharing some of the things that might make them feel very unsafe or at risk in a workplace environment.

ZAFIRA SCOTT: That's totally fair. It makes me think a little bit as leaders, what do you do in your organizations to set the tone against stigma? Because not just invisible disabilities but I've certainly seen situations in my career where somebody is hired, they've maybe had a phone interview or video interview and they come to the workplace and they have visible disability and people react and suddenly they're not performing well. They're probation is at risk there's all thank you perceived -- I can't work with this person. How do you as leaders take conversations like that on? And maybe give this one to Kevin first.

KEVIN QUINN: Sure. I think that's absolutely the role of leadership to take that on, you know I talk with a lot of employees and with leadership staff about my sort of personal 3 pillars which is a focus on safety, trust on worth, and really the idea that you know every decision that we are -- that we make as leaders gets kind of put through these 3 lenses, that you know, employees really view our decisions through a lens of are we making them more or less safe? Are we creating psychologically safe spaces? .

Is it an environment of trust where we are demonstrating employees can trust each other and we have an organization that they can trust? And then lastly worth,ing that you know their ideas have value, that they bring value to the organization, and how do we convey in? How do we **GED** ideas and feedback and put that into

practice? As the leader we have to take the 3 concepts of safety, trust on worth and use them as pillars for the organization and to convey that this is how we lead, and this is what all of our decisions have to be based on.

I think you know the key one there that you know is safety certainly. Psychological safety and I think you know for us it's so important that we can always show up as ourselves at work and create the psychologically safe places. At Translink this year we released the first psychological health and safety policy. We created a health and safety manager dedicated to improving and enhancing psychological safety and employee well being across the enterprise.

And you know, our intention here is certainly to create an environment that helps people feel safe to self-identify as someone with a disability. I will say that you know Translink, you know we are in a really interesting place. I just talked about a lot of the things that we do internally but that same philosophy extends to the rider, and the external side of things which is why I think we have some great projects doing.

Like installing a Braille signage at all 8400 bus stops. Or our compass system that is traditionally just been on fixed route bus, and the Skytrain system. We've rolled out to our Handydart system as well. Sort of equity and fare payment if you will. So for us there's that real internal component but that really you know, falls over into the external component so we have to always be thinking about all of these sides of it. Already it's the pledge to measure. The policy side of things of the built environment. The psychological health and safety policy. All of these pieces come together to create a follow I had

foundation and a safe environment for employees

ZAFIRA SCOTT: It took a global crisis for the majority of organizations to realize that working from home could be accommodated. And as we see the global pandemic stabilizing we are really seeing many employers shift quickly to a hybrid workplace, which I don't think two organizations define the same way.

On one hand we know that being in the office there's positive mental health impacts. There's some socialization. But on the other hand one would think that remote work might benefit those with a disabilities by in effect balancing out the playing field. So does the pull to going back to the office or being a hybrid workplace create a barriers where there could have been an opportunity? Is there something that says if you're there in person you work harder. You contribute more. You're going to get promoted faster? Are we creating a new kind of bias, Nicolas?

NICOLAS JIMENEZ: I don't think we are. I mean I think we have to be very conscious of what we learned. That organizations could do exceptionally well in the pandemic especially in the early days when we all had to make really rapid changes that are now you know, hopefully permanent.

And sort of making sure that the changes we made you know, we continue to build on them and improve them. So we would accommodate people before the pandemic. During the pandemic and after the pandemic if it they have specific needs that can't be met in the flexible model that we do have and for us our flexibility is you know we want people here some of the time up to 2 days a week and 3 days at home.

It's always more than just physically showing up at



work. We know there's tonnes of value to that but also about designing the jobs so it they are accommodating people. I no he we've got neuro diverse employees. There are parts of the job descriptions they can't do so we organize work around that. We organize work around timing so one employee physically can't drive. And has to take the bus and we've changed the shifts to accommodate. The bus route this person uses every day.

It's being conscious of that, and I don't think sort of flexion work. The return from everybody out of the office all the time is going to change or should change employer's approach to being very accommodating and flexible and creative when they are thinking about work.

ZAFIRA SCOTT: So it shouldn't, it may though still right? Because we're maybe not fully equipped today be accepting of all the diverse work arrangements. Kevin Naomi do you want to jump in? Kevin, Naomi thoughts?

KEVIN QUINN: I'll say that I -- you're right. I mean I think it's potential trap and it's something we need to be aware of. Nicolas noted much of us have always taken the approach of providing accommodations, but you're right though. It's good point. A lot has changed, and we are all still adjusting to a hybrid work model to a virtual work model, and so that does put in place a few pitfalls right. So we have to to be careful how we build that sort of new hybrid work model so that it is you know particularly inclusive.

ZAFIRA SCOTT: I think it's different when you get the scene I don't remember leadership roles and when you're at an entry level asking for help and accommodations can be significantly more intimidating. While at leadership level we might say this is the kind of organization we want to

be, you know, are are it doesn't always translate down because there are so many layers in the big organizations. It's something we debate in my work it's something that comes up pretty often.

And was we look at things like the great resignation there's question and Slido around 80% of neurodiverse people are out of the work force or self-employed, and I'm seeing a lot of data about people saying that as my employer is telling me I have to come back into the workplace I'm going to start looking for another role. How do we make sure we are retaining the good employees and creating an environment where they can ask for help and the leaders understand. We arr not just talking the talk but also walking the walk.

NAOMI MANLEY-CASIMIR: Yeah, one of the things that Accenture put in place is a request tool that allows for people to request different types of technologies or tools to support them in their jobs. And obviously you know we can talk about the tool but really it's all about the process that sits behind the tool that fulfils those requests and takes them seriously and figure out what was the technical any or solution that needs to be put in place to fully enable this person to do their job.

Whether that is screen readers or you know alternatives to keep traditional keyboards and mice, it's really figuring out how do you leverage the tools and technology in a way that's effect to allow each person to do their job. We are pleased with the results from that process. But the you know obviously the request tool is just like the first step right. It's having all of the rest of the infrastructure in place to support those requests when they come through.

ZAFIRA SCOTT: We have our extended benefits provider actually fast I will at this time a health and wellness spending account where we can get a desk. An ergonomic chair and they don't have to tell anybody they're asking for it. It's something they decide. They can go in and they have a budget every year and they are able to self access, and kind of keep that confidentiality which I think is great and I know Accenture does a lot of work in that space around virtual engagement as well right. So being able to self access help, community, talk to us Naomi about the metaverse and how using that in your workplace. How are you using that to create more solution.

NAOMI MANLEY-CASIMIR: We are using the metaverse to onboard new employees. It allows for an immersive experience for folks who put the head set and and you have the controllers and you can wander through the metaverse and have conversation with people you encounter. And it's actually pretty slick the way that it provides for some of the types of interactions that you get from in person in a different way than some of the tools and technologies do.

These one are great because we can see people, we can have a conversation but it's very one person talks at a time and when you're in a real-life situation there would be groups of people talking here and there and you would move from kind of group to group and sort of that kind of organic way that we do when we are networking. And metaverse allows for more of that and it allows you to join from wherever you are. Our focus our -- internal disability day was talking through how do we make sure the metaverse is accessible and these are the features that need to exist to make sure it is accessible. So that's a very much a focus for our accessibility day this year

ZAFIRA SCOTT: Would you say that that is one of the changes of he a you've made in your workplace that's had the biggest impact?

NAOMI MANLEY-CASIMIR: Well, I'm little bit older and so I'm not like a total metaverse enthusiast yet. I have tried it. Still learning. And I do think that for a lot of the new folks who have on boarded I mean it's pretty cool right. It's totally new technology and way of interacting. I think that there's a lot of applications we are starting to see for retail, and for banking and a lot of the cryptocurrency stuff so there are definitely some aspects of society that are jumping into the metaverse in a more fulsome way, but I definitely think it's been interesting. I guess the other thing I could say we have been doing with other ecosystem partner is trying to make sure that accessibility is part of the solutions that they are putting forward.

So, Accenture is one of the largest or maybe the largest global deployment of Microsoft teams and so we've been working with Microsoft on the accessibility features that are part of the teams platform. We are one of the we are fortunate to be able to give them feedback about features and functions we would like to see as part of the solution but also we get the solution capabilities early, and we give -- we test them and give feedback on them. So really trying to work with the big ecosystem partners we work with on make sure that those types of considerations are part of the product road map and where they are going with their technologies over time

ZAFIRA SCOTT: Nicolas I'm taking this in Slido -- what is the one the one thing that you have made that has had the biggest impact in terms of workplace accessibility.

NICOLAS JIMENEZ: Well I'm going to give you two. I don't know they are the biggest but they're definitely changes that reflect sort of the cultural learning path we are on here at ICBC. I was struck by the conversation you were having with Stephanie earlier when you said why don't we talk about this issue as much as gender or ethnicity or other inclusion and diversity related topics? And part of it is because we haven't made it culturally a place to have those conversations so we are trying as a company to be more open and having those conversations.

I'll give you examples. I do a weekly podcast and I talked to the company about the fact I'm a parent with a child who has a neurodiverse condition and what's that like for me personally, as I've kind of struggled with that stress of learning and etcetera and we've had an accessibility committee formed as part of the work we will do this Summer and each person put forward why they are on the committee and people were very very open about the different conditions they have in their own lives which led too many to being on this committee as someone with lived experience

So talking about it and making people feel comfortable -- we didn't do that 3 or 4 years ago. The second part of it is around getting more at the cultural piece and so we were rolling out cultural diversity training. So rather than give people a playbook for here are the 7 processes you must follow when a customer comes in who has a specific need it's telling people. Look everything is going to have their own situation so be comfortable in that space and that training will start in the driver licensing and push out to the other front line parts of the organization but to me those are the really

big learnings that we have as we kind of move forward to really get at the underlying root cause around talking about it makes people more comfortable with it, and then we can kind of move forward from there.

ZAFIRA SCOTT: Kevin, do you want to jump in with one big change at your end?

KEVIN QUINN: Sure. I mean I think one of the really important foundational at things that was done was we back in it was July 2020 we put in place an equity and diversity and inclusion lead to focus on EDI including accessibility. As part of that we've also started up a number of employee resource groups that I think have just been tremendously successful. And then the psychological health and safety policy that I noted earlier.

I think you know we are really in this stage of setting out of the fundamental elements and foundational staff positions to really help get us to the in next level to start having those conversations with employees, to make sure everyone feels that this is an open and inclusive environment, I think you've really got to start with those foundational pieces and make sure you're hitting those out of the park.

ZAFIRA SCOTT: There's question that makes me think of an article I read in one of the HR publications around how do you foster team acceptance and trust when some individuals may require for time off from work and that may impact the work loads of others. And it makes me think of people suffering from COVID long who may be running out of sick days and maybe aren't able to perform the way they could. But overall Nicolas do you have any thoughts and building that trust and setting that many example when it comes to work load.

NICOLAS JIMENEZ: Well, I mean I think it's a little bit what we talked about in terms of culture. I mean, we -- and I feel blessed we've got a lead in our company, for occupation at health and safety to is very individualized in terms of the way they would work with people who have specific circumstances and so I do feel like people get a one on one assessment of their specific needs.

I guess a different question is how do we deal with that in the broader team in so different talked about the employee resource groups. We have an amazing I think it's 40 people on our ERG dealing with accessibility and they are increasingly looks to the company to broaden the conversation, to make -- so we had I think a session around neuro diversity in the fall, and we've had other sessions more recently but it's to keep the conversation going so people are more aware of the diversity in the work force and why accommodations are okay. And why it's actually strengthening the work force not creating an in equity. It's -- steady reinforce many of those things that will make this kind of, you know, an issue we don't have to talk about like this in 5 years because it's just how we do business

ZAFIRA SCOTT: Then the question will not be why aren't we talking about it it will just be a part of who we are already.

NICOLAS JIMENEZ: It will be in DNA.

ZAFIRA SCOTT: There's question on Slido. I think Naomi you might have thoughts and it's around the stigma around the cost of accommodation. So accommodations don't necessarily cost that much money but certainly large organizations are able to implement them more easily because they have bigger budgets. Any comments around the

cost of accommodations, and what that looks like for your organization?

NAOMI MANLEY-CASIMIR: I mean a better question we might be wanting to ask ourselves is what is the cost of not accommodating? So when you talk about if you think about Stephanie's remarks about the percentage of the population who suffer from some kind of disability at some point of time during their working careers, and you know the shortage ever talent that we have, and the facts that innovation is really driven by that diversity within the workforce. And if you think about some of the great examples of innovation in our society that benefit us all, our innovations that have come to deal with questions around disability, so for instance closed captioning, might have originally been envisioned for people needed that service as part after broadcast, but now the rest of us benefit it from that.

You go to the dentist office it's quiet environment. You can still watch the TV on the screen, or if you go to a noisy bar and you want to know what's happening with the sports and the screen there is the caption up there is telling you what the commentators are saying.

And now you're starting to see those kind of features in things like Microsoft teams. So I think that you know we think about accommodation, or assistive technologies or innovative solutions, and, yeah, there's going to be some kind of cost to it from a practical perspective but there's also this side of the benefit that we can't completely quantify until these things exist in the ecosystem and we can kind of see how that he evolve. So I think the better question is what's the cost of not accommodating?

ZAFIRA SCOTT: So, in the interests of time I'm going to



stop us there just with some thoughts around you know we all benefit. You've all said this at that a diverse range of voices being heard and listened to benefits every one of us and breaking down those barriers is something that is difficult but very important.

I want to really acknowledge our panel and our audience the people participating on Slido and the people that have just been listening. It takes though steps towards creating and maintaining accessible work spaces. I believe in homework and neuroscience. So in 30 seconds or less and this is homework for all of you that are logged in in -- think about what you're going to take away from this, what's one key learning, one actionable step that you can implement in your workplace? If you're not speaking live with us right now, put it out and social media, use the #take action. But Naomi 30 seconds for you and then we are going to go to Nicolas and Kevin.

NAOMI MANLEY-CASIMIR: Well an easy one from personally is the host of the Microsoft office tools have accessibility checkers. So when you're in the workplace and you're creating documents of any kind, you can quickly and easily figure out whether or not the document that you have created an accessible document or not.

ZAFIRA SCOTT: Love it. Nicolas.

NICOLAS JIMENEZ: I'm going to say recruitment. We've got partnerships with BC win and Delta community living society and others but what we haven't done is immerse ourselves in accessibility communities beyond traditional employment relationships and I think you have to be present in those communities to build up the recognition that you as an employer committed to 20% of the population who lives with a disability so that's the commitment that I want to make.

ZAFIRA SCOTT: Great. Kevin? Is over to you.

KEVIN QUINN: Sure. I think the commitment that you know I want to make is listening right. We need to listen to those with disabilities and we have a couple of committees and ERGs dedicated to that and it's so critical that we hear what they have to say as we enter the new hybrid work environment I look out -- our IT folks were making hotel accommodations and recognizing that all the improvements that they are making are improvements for everyone. Right? And so ensuring those accessible spaces, listening to the very minor but critical important accessibility improvement that is can be made allows better access for everyone.

ZAFIRA SCOTT: Okay. That's great. I think it's so important we hold space for those conversations and we are able to be accessible in that space.

I promised Yat we would let everyone know that the Presidents Group is doing the pledge to measure again this year. And if you'd like more information you should absolutely connect with the Presidents Group for that.

And I want to thank you all again for this great conversation. There are more questions on Slido that I am so sorry we could not get to but thank you for your transparency for holding space for sharing your lived experience, and for leading this change in conversation. Over to Bridgitte.

BRIDGITTE ANDERSON: Thank you so much to Nicolas, Naomi, Kevin and Zafira. It was a great conversation and really important take-aways and commitments. And for my is taking a look at our recruitment process at the greater Vancouver Board of Trade and ensuring this is accessibility considerations there. And looking to see how we can make an improvement.

So in closing a special thank you again to all of our speak he is for taking the time out of their schedules of our closed captioner and ASL interpreters today and also our sponsors for making today's event possible. And if you're looking ahead to your calendar and June 24 we are hosting our first ever EDI conference including a keynote superb from Wes Hall and a dragon from the dragons' den. It will inspire action results that have an impact on advancing equity diversity inclusion truth and reconciliation torch register and learn more about to our website. And thank you to all of you for being part of today's event and we look forward to seeing you again soon. Have a great day.