



COGNITIVE DISABILITIES



GCworkplace Consultation Series on Accessibility

PRELIMINARY REPORT – COGNITIVE DISABILITIES

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DEPARTMENT: ACCOMMODATION MANAGEMENT AND WORKPLACE SOLUTIONS, REAL PROPERTY SERVICES, PUBLIC SERVICES AND PROCUREMENT CANADA



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Introduction

The GCworkplace Consultation Series on Accessibility was created as part of the mandate of the Centre for GCworkplace Innovation, which is to foster knowledge transfer and innovation as well as develop new concepts and tools for the Government of Canada (GC) workplace in collaboration with GC departments, agencies, and external partners. It was also created following the GC's priority and commitment towards accessibility by partnering with key stakeholders.

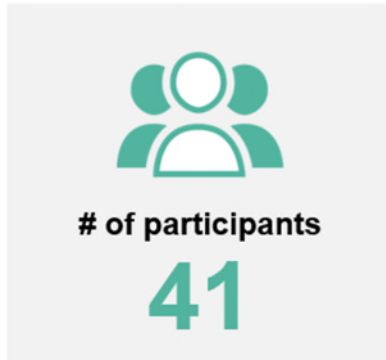
The GCworkplace Consultation Series on Accessibility consisted of a series of virtual workshops with persons with various types of disabilities (visible and invisible) to discuss and understand their needs in the workplace. A total of 14 sessions (seven in English and seven in French) were originally organized; due to high demand, additional sessions were added for certain disabilities. Through engagement and consultation with users of workplaces, each session addressed existing and emerging or potential workplace barriers for a specific type of disability including mobility issues, cognitive impairments, learning disabilities, environmental sensitivity, visual impairments, hearing impairments, and psychological and mental health.

Two sessions attended by persons with cognitive disabilities—affecting the ability to carry out tasks involving executive functioning, such as planning and organization, learning information, communication, and memory, including autism or Asperger's syndrome, attention deficit disorder, and learning disabilities—were held on September 30 (in French) and October 7 (in English). Following the success of these sessions, two new sessions were held, both in English, on January 21 and February 11, 2021.



Statistics

For cognitive disabilities sessions held on September 30 and October 7, 2020, and January 21 and February 11, 2021.



PARTICIPATING DEPARTMENTS

- Agriculture and Agri-Food Canada
- Canada Revenue Agency
- Canadian Border Services Agency
- Canadian Coast Guard
- Canadian Radio-television and Telecommunications Commission
- Employment and Social Development Canada
- Fisheries and Oceans Canada
- Global Affairs Canada
- Health Canada
- Immigration, Refugee and Citizenship Canada
- Innovation, Science and Economic Development Canada
- Natural Resources Canada
- Parks Canada
- Public Health Agency of Canada
- Public Safety Canada
- Public Service and Procurement Canada
- Service Canada
- Shared Services Canada
- Treasury Board Secretariat
- Veterans Affairs Canada



PARTICIPATING REGIONS AND CITIES

- **National Capital Area**
- **Atlantic** (Charlottetown, Halifax, Saint John)
- **Western** (Yellowknife, Edmonton)
- **Quebec** (Shawinigan, Longueuil, Montreal & Sherbrooke)
- **Pacific** (Victoria, Vancouver)
- **Ontario** (Toronto, St. Catharine, London, Sault Ste Marie)



Comments

Participants were asked to share their thoughts on their current workplace—what works, what doesn't—as well as to imagine their dream workplace. They were also walked through what a GCworkplace might look like and asked about potential barriers in specific parts of a workplace.

CURRENT WORKPLACES



POSITIVES

When asked about their current workplaces, there were several common positives among the participants.

Flexible schedules

Several participants noted that they currently enjoy flexible schedules that allow them to set their own working hours, instead of tying them to a standard "9 to 5" schedule, and that also allow them to choose their work location, whether it be at home, at the office, or somewhere



else. One participant noted that they really enjoyed being able to telework as needed, because it gave them the ability to choose where they worked depending on their needs that day.

Access to ergonomic equipment

A few participants commented that at their current workplaces they had easy access to things like height-adjustable desks and ergonomic chairs, without having to go through an accommodations process to get them.

Working from home

Although participants had been asked about their workplaces before the COVID-19 pandemic, multiple participants mentioned that they were enjoying working from home since the pandemic began because it allowed them to have better work-life balance, control their own lighting, and have fewer distractions. They also enjoyed being able to get up and move around whenever they wanted, without worrying about distracting others. One participant stated that they hoped there will be less resistance to telework as a potential disability accommodation in the future now that managers have seen that employees can work successfully at home.

CONCERNS

When it came to what didn't work in their current workplaces, participants listed several common concerns.

Too much noise

The most common complaint was the level of noise in offices, particularly in offices with a Workplace 2.0 design. Most participants had noise-cancelling headphones as one of their accommodation tools, but even with these headphones the level of noise caused participants a lot of frustration. Several participants mentioned that they spend a lot of their time and energy trying to deal with the noise, which means they aren't able to give their attention to their work.

Lack of ability to control lighting

Lighting was also mentioned by most participants as being a concern. Artificial or fluorescent lighting gave many participants migraines or headaches that affected their vision and their ability to focus. Several participants mentioned that since they've been at home due to the COVID-19 pandemic they are finding the ability to control their own lighting very valuable as they can use natural lighting, work in dim light, or turn lights on and off as needed.

Distracting or demoralizing walls and carpets

Several participants mentioned that they found the walls and paint colours distracting, either because they were too bright and distracting or too bland and demoralizing. They commented that too many patterns on carpets could cause them to become dizzy or motion sick. One participant mentioned that they had been to a coworking space where the walls were neutral but there were lots of pieces of furniture and carpet that were muted, calm colours like blues, purples, and greens, and they thought that would be less distracting in the workplace.



A lack of support or understanding of invisible disabilities

Multiple participants felt that there was a lack of understanding among their coworkers and managers about their disability because it was an invisible disability. They felt that there were barriers to accommodations that were made worse by inflexible policies. One participant gave the example of having to go to their union to get permission to work from home despite having multiple notes from their doctor supporting this request. Another employee, who wanted to work in the office, said that they were told that people with invisible disabilities didn't belong in the workplace and that they should just work from home.

A lack of privacy

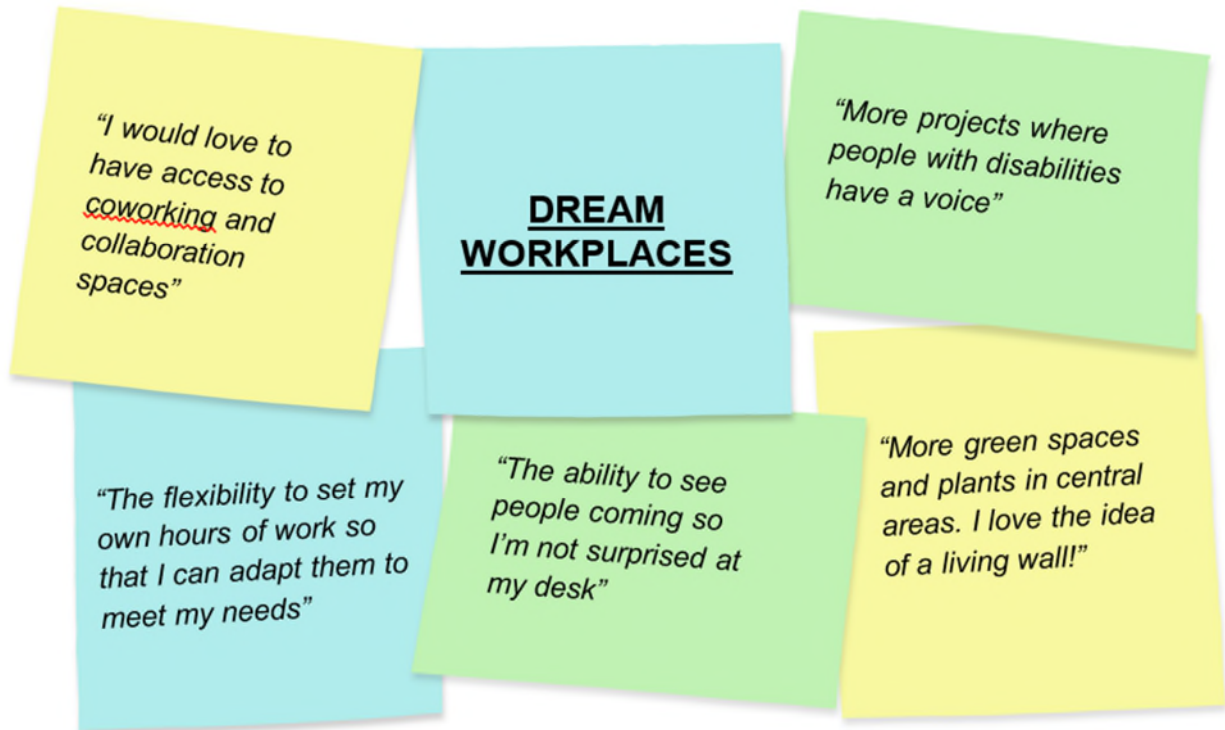
Many participants commented that open areas, such as open offices in Workplace 2.0 designs, were difficult for them as it increased anxiety and interruptions. They also felt that they couldn't use some of their assistive technology—such as voice-to-text software—in these open areas without disturbing their coworkers. One participant commented that although they had a sit-stand desk, they weren't able to make use of its standing benefits because they found it too distracting being able to see everything that was going on in their open office.

Stressful management styles

Multiple participants commented about having managers who were micromanagers. These managers would, for example, call the employees when their MS Teams status stayed as “busy” for a long time to make sure they were actually working, or would demand a reason every time the employees left their desks. This had a very negative impact on them. They felt like these managers were watching their every move, and that increased their stress at work. Participants also commented that many managers seemed more concerned with their budget than with what employees actually needed to do their work. One participant commented that their manager made them feel like they were asking for too much when they submitted a doctor's recommendation for accommodations.



DREAM WORKPLACES



When asked about their vision for their dream workplaces, participants listed practical improvements that would make workplaces work for them.

Flexible hours and work locations

Participants wanted the flexibility to work from home without having to justify that decision, as well as the ability to make use of coworking spaces near to their homes. They also wanted flexible work hours that could be adjusted as needed to accommodate headaches, fatigue, or other issues related to their disabilities.

Adjustable lighting

Participants wanted offices with strategically placed lights that are adjustable, meaning both dimmable and with the option to turn them entirely off. They also wanted natural light used whenever possible, with the caveat that while glass boardrooms bring in natural light, they are also very distracting as you can see everyone walking past.

Access to quiet spaces

Participants stressed the importance of having access to quiet focus spaces, such as reservable closed offices or closed areas, with minimal noise and distractions, where they can choose if



they want to be interrupted or not. Several participants also mentioned that a meditation room or a sensory room would be helpful.

Access to assistive technology

Participants felt that assistive technology—such as adjustable desks and monitors, whiteboards or smartboards in boardrooms, closed captioning available for all meetings, using passcards instead of having to type your name in for things like printing, and good quality noise-cancelling headphones—should be accessible by default, instead of requiring special permission or accommodations. One participant commented that the technology they use personally isn't supported within the Government of Canada and that there should be a wider range of technologies and programs available for employees to use.

POTENTIAL BARRIERS



Participants were asked for feedback about barriers in different parts of the workplace, as well as what they would like to see instead in those places. Some common barriers were identified:

Meeting rooms

Meetings and meeting rooms came up frequently as barriers at the office. Several participants struggled with seeing the screens in meeting rooms, commenting that they were often small and to one side, making people crane their necks to see any presentations. Meeting rooms with



glass walls were found to be very distracting as anyone walking past was visible. Several participants found the lighting in meeting rooms to be painfully bright. Many participants struggled with using the equipment in meeting rooms as it either wasn't clear how to use it or the instructions were on a screen that was too small or the wrong colour for them to see clearly. Participants also mentioned that meeting room designs needed to take acoustics into account in the design, as some meeting rooms had echoes or amplified noise.

Participants recommended having large centralized screens to make it easier for everyone to see presentations. They also suggested having walls that could be written on or large whiteboards for note taking during brainstorming sessions, as those are easier to access and see than trying to take notes on a single device. They wished for closed captioning and ASL at all-staff meetings, as well as large font in presentations to make it easier to read and digest information. Participants suggested having dimmable lights in meeting rooms to make it possible to adjust lighting to a comfortable level. For meeting room equipment, participants suggested having the instructions available via QR code, which would prevent the room from being cluttered with signage. A few participants mentioned that the instructions should include both images and words, as they struggle to understand image-only instructions.

Workpoint set-up

Individual workpoints were another area where participants felt there could be significant improvement. As discussed above, workplace lighting was a huge problem for most participants. Many participants disliked their current workpoint set-up because it didn't permit them to see people coming, meaning they were taken by surprise and not prepared for interaction—with their invisible cognitive disabilities, the ability to be mentally ready to be interrupted was considered very important. Participants also disliked not being able to choose their own workpoint, as frequently they found that the workpoints they were assigned to were in high-traffic areas or areas with too much noise for them to be able to focus. Some participants commented that some workpoints were too small for them to have all their ergonomic equipment set up.

Participants wanted the ability to signal “do not disturb” to avoid people coming up to them while they were focusing—this could be through signage outside their cubicles or through having “focus pods” or other private/quiet work areas that allow them to work undisturbed. Participants stressed the need for adjustable lighting at their workpoints, and commented that if employers were going to provide noise-cancelling headphones they needed to get good quality ones. Participants also recommended that everyone have access to ergonomic equipment such as adjustable desks, dual monitors, ergonomic chairs, and noise-cancelling headphones as the default, instead of requiring people to individually get accommodations for those items.

Common areas

Participants pointed out multiple barriers in common areas such as bathrooms, kitchens, and printing/storage rooms. Many people commented that bathrooms were generally not kept clean enough and that they felt obliged to clean the bathrooms themselves before using them, which meant that it took extra effort any time they went to the bathroom. Several participants intensely disliked using bathrooms with stalls that were open at the top and bottom due to a lack of



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privacy and often avoided using the bathroom at work because of that. In kitchens, participants felt that they weren't accessible for people who might want to use them, both because of physical barriers (like crowded spaces with too many tables and chairs) and mental/emotional barriers (like too much noise or people not understanding invisible disabilities). In rooms such as printing and storage rooms, participants found the amount of clutter very distracting—several participants noted this was also a problem on people's desks.

Participants suggested ensuring that bathrooms are cleaned regularly and also ensuring that they were designed appropriately to avoid issues like garbage cans being placed over heaters, toilet paper dispensers in awkward places, and taps or dispensers at inaccessible heights. They also suggested that bathroom stalls be fully enclosed, with doors and walls that reach to the floor and ceiling, to reduce anxiety around using public toilets and provide more privacy. With regard to kitchens, participants suggest ensuring that there was enough space to move around easily and also having training so that other employees understood more about invisible disabilities. For the clutter, participants commented that a lot of it seems to be from former employees or tenants and that it should be dealt with rather than allowed to sit around taking up space.



Summary of Feedback

Symbol	Meaning
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The green checkmark icon means: this has been addressed by GCworkplace.



The yellow line icon means: this has partially been addressed by GCworkplace.





The red x icon means: this has not been addressed by GCworkplace.



The blue asterisk icon means: this is outside the scope of GCworkplace.



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No choice of workpoints		PSPC – GCworkplace Team	<p>Workpoints are distributed to OPTIMIZE the workplace and reflect the functions of the organizations. Workpoints are not assigned or designed for individuals but rather for the optimum functionality of the workplace. The users have the freedom to choose their preferred work setting</p> <p>For more information: GCworkplace Design Guide - Part 3 Design Development, Section 3.2</p>	December 2020	
Choice of workpoints only available at certain times (e.g. early in the morning)		PSPC – GCworkplace Team	<p>Taking considerations lessons learned from Workplace 2.0, GCworkplace is equipped with a large number of different workpoints. The users have the freedom to choose their preferred workpoints and setting according to their needs and preferences. As everyone is different, users should be able to find a workpoint that suits their needs.</p> <p>In some departments, it is also possible to reserve your workpoint in advance.</p>	December 2020	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Loss of privacy		PSPC – GCworkplace Team	<p>Focus Work and Refuge: GCworkplace design focuses on improving access to visual and acoustic privacy. By recognizing that all employees can benefit from an environment that supports focus work or time to recharge, GCworkplace is designed to support all occupants.</p> <p>For more information: GCworkplace Design Guide, Part 2 Key Design Principles, Section 2.4.2</p>	December 2020	
Too much noise		PSPC – GCworkplace Team	<p>Taking into consideration lessons learned from Workplace 2.0, GCworkplace is divided into 3 distinctive zones: a quiet zone, a transitional zone and a collaborative zone. The quiet and collaborative zones are usually at opposite sides of a floor and are composed of various enclosed or open workpoints. And the transitional zone is the one that allows the other two to co-exist.</p> <p>For more information: GCworkplace Design Guide - Design Guide</p>	December 2020	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Part 2 Key Design Principles					
Other people don't respect the quiet zones		PSPC GCworkplace Team GCworkplace Project Teams, including Change Management	GCworkplace quiet zones are usually well indicated. They include open spaces but also offer some enclosed spaces. Many quiet zones have a cozier feel with carpets, wood and lower lighting that help indicate the space is a quiet one. Before moving into a GCworkplace, many activities are usually organized to help the employees understand the best practices in the new workplace. The creation of an etiquette guide by the employees as well as the use of visual reminders can also ensure everyone is aware of the expected behaviours.	January 2021	
Workpoints are set up so that employees can't see people approaching their desks		PSPC GCworkplace Team	GCworkplace offers a variety of options for everyone and an employee should be able to find many options that accommodate their preference, in this case, seeing people that are approaching their workpoint.	January 2021	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No way to indicate 'do not disturb' while doing focus work		PSPC GCworkplace Team	<p>However, following the feedback received, we suggest that a best practice would be to include some more enclosed options where the people are facing the door to help with this issue, for example, a focus room where the desk is facing the door.</p> <p>Accessibility tips will be added to the Technical Reference Manual.</p> <p>For more information: GCworkplace Technical Reference Manual</p>	January 2021	This subject will be added as a potential discussion subject for a brainstorming session part of the GCworkplace Accessibility Community of Practice and Interest .



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			If an employee prefers to work out of the interactive or transitional zones, a few options could indicate they do not want to be disturbed (headset, sign, etc.).		
Lights are not adjustable at workpoints or in meeting rooms		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	GCworkplace offers task lighting for various workpoints. It also suggest adding dimmable accent lighting for user adjustability. Accessibility tips are mentioned in the Technical Reference Manual.	January 2021	
Lack of natural light		Office of Accessibility in the Built Environment (OABE) – PSPC AND	GCworkplace offers environments with more natural light, and views to the outside to promote mental and physical health and increase productivity. It Optimizes day light infiltration to reduce the need for artificial lighting.	January 2021	




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Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		PSPC GCworkplace Team			
Fluorescent lights cause headaches or overstimulation		Office of Accessibility in the Built Environment (OABE) – PSPC	Fluorescent lights have been around and operating in most private sector and government office buildings over the past number of years. In cases where there are issues of complaints of headaches or overstimulation, it is recommended that those areas be investigated with respect to the age of the systems, including their design, operation and functioning of the lamps and ballasts so that further actions of improvement can be taken to remedy the situation.	March 2021	
Artificial lights that come on automatically depending on the level of natural light are distracting		Office of Accessibility in the Built Environment (OABE) – PSPC	Artificial lights that come on automatically to maintain the lighting levels required by regulations do generally satisfy most of the office population. However, in those specific areas where this might cause distractions, investigations to propose alternative options to mitigate this issue can be pursued.	March 2021	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Walls are distracting because they are either too bright or too bland		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	Accessibility tips will be added to the Technical Reference Manual	January 2021	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Carpet patterns cause dizziness because they are too busy		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	The exposure to repetitive patterns combined with repetitive colors with strong contrasts, are what could trigger seizures or dizziness. For those that have visual or cognitive impairments, strong color contrasts are good and useful when used properly, especially for signage and wayfinding. That said overly patterned spaces can be overwhelming and confusing. In a way, it becomes a sort of visual	March 2021	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>pollution, or visual miscommunication for them.</p> <p>A future document/annex will be created to list a series of different accessible measures to be considered.</p> <p>Accessibility tips will be added to the Technical Reference Manual</p> <p>This will include carpets but also wall coverings.</p>		
<p>Assistive technology such as sit-stand desks, adjustable monitors, ergonomic chairs, and noise-cancelling headphones are not available without special requests for accommodations</p>		<p>PSPC GCworkplace Team</p>	<p>GCworkplace offers for all to use sit-stand desk (usually electric to facilitate usage), various types of adjustable monitors and various models of ergonomic chairs. Employees should be able to find a workpoint that meets their needs without any special accommodation requests.</p> <p>Purchase of noise-cancelling headphones are the responsibility of the department.</p>	<p>January 2021</p>	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<p>Placement of sit-stand desks wasn't well-planned (e.g. people were looking directly into other people's offices if they stood, or their desk was in the middle of the floor where everyone could see them standing)</p>		<p>PSPC GCworkplace Team</p>	<p>GCworkplace offers a variety of options for everyone and an employee should be able to find many options that accommodate their preference.</p>	<p>March 2021</p>	
<p>Closed captioning and ASL interpretation are not usually available for meetings</p>		<p>Departments HR branches, Office of Public Service Accessibility (OPSA) and maybe Shared Services Canada (SSC)</p>		<p>January 2021</p>	<p>Transfer consultation results to departments, to OPSA and SSC to see what they are working on that could help with the issue.</p>
					<p>This subject will be added as a potential discussion subject for a brainstorming session part of the GCworkplace Accessibility Community of Practice and Interest.</p>






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No sensory rooms or water features for relaxation		PSPC GCworkplace Team	Sensory rooms are usually tailored to meet a person's individual needs. GCworkplace doesn't promote creating individual design solutions for many different reasons. A large fully enclosed, reflection point could be made available and designed in a way that can be soothing, simple and with some customizable features such as window treatments, lighting color, temperature and brightness, and perhaps soft seating with an ottoman.	January 2021	Further research can be done.
Not enough quiet or focus rooms		PSPC GCworkplace Team	GCworkplace is not a one size fits all model, which means that workpoints ratios and distributions can be adjusted to meet the organisation needs and can be customized within a standard range. A user-centered design approach ensures that a proper process is followed for requirements	March 2021	




Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			gathering which relies on user surveying. This process then leads to the ideal design solution for the organization.		
Quiet rooms are only available with a reservation that can be difficult to make		PSPC GCworkplace Team	It is up to the organization to decide if a reservation system should be put in place, but we strongly recommend that a majority of reflection point and phone booth wouldn't need a reservation to use it, since their use is usually spontaneous.	March 2021	
Technology that could help (e.g. voice-to-email) not being used or even offered		Office of Public Service Accessibility (OPSA) and maybe Shared Services Canada (SSC)		January 2021	Transfer consultation results to OPSA and SSC to see what they are working on that could help with the issue.



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Air circulation is not sufficient, leading to stale air		Office of Accessibility in the Built Environment (OABE) – PSPC	GCworkplace office design layout tends to eliminate the stale air issue that is normally encountered by traditional partitioned offices. The more open office space layouts of GCworkplace design would thus improve air movements and air circulations, and prevents stale air accumulations due to the air stagnation condition.	January 2021	
Lockers with key pads were not good for people with dyslexia or people with memory challenges			<p>Mixed type of lockers is recommended to improve accessibility in terms of dexterity, mobility, capacity, needs and personal preferences.</p> <p>Provide a variety of locker's exterior and interior features such as handle, lock and hook.</p> <p>Accessibility tips will be added to the Technical Reference Manual.</p>		Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Lockers with no identifying features other than a number			In a large locker room a conceptual element should be added to		Add accessibility tips to the Technical Reference






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<p>make it difficult for people with cognitive disabilities to remember which one was theirs</p>			<p>differentiate them. i.e.: color code, numbers on lockers.</p> <p>Quantities, configurations and size of lockers as well as the shared storage strategy must be determined in conjunction with client consultation. Therefore, it is the client responsibility to determine if lockers are assigned or not.</p> <p>If the strategy chosen is unassigned, someone could easily still ask to have an assigned locker to meet a duty to accommodate.</p> <p>Accessibility tips will be added to the Technical Reference Manual.</p>		<p>Manual (to be launched in April 2021)</p>
<p>Length of time to get accommodations</p>		<p>PSPC – GCworkplace Team</p> <p>AND</p> <p>Departments HR Branches</p>	<p>GCworkplace removes part of this issue as many requirements are already in the space (for example: height adjustable desks, ergonomic chairs, etc.). By integrating accessibility at the beginning of the design phase, GCworkplace is then</p>	<p>December 2020</p>	<p>Transfer consultation results to departments to see how they can facilitate and accelerate accommodation requests.</p>



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			promoting an inclusive, equitable and adaptive workplace.		
Accommodation for non-visible disabilities are harder to get or are not thought of automatically like visible disabilities		Departments HR Branches			Transfer consultation results to departments to see how they can change the way non-visible disabilities are dealt with.
Need to always justify accommodation requests		Departments HR Branches	Doctor's notes or ergonomic assessments are often questioned by managers.	December 2020	Transfer consultation results to departments to see how they can change the way accommodation requests are processed.
Not enough recruitment of people with disabilities		Departments HR Branches	This is not something fixed by GCworkplace but the Government of Canada is working on recruiting more people with disabilities by 2025.	December 2020	
No flexibility to work from home without having to justify		Departments HR Branches	Flexibility is one of the seven dimensions of GCworkplace. Flexibility allows employees to work where they will be the most productive for the tasks they have to	December 2020	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>accomplished, taking in consideration their schedule, preferences and needs. However, each department have their own rules on telework and remote working.</p> <p>During the pandemic, Government of Canada employees have shown that it is possible to be as productive from home as it is from the office.</p>		
<p>Managers monitor employees' actions so closely employees feel like they are being spied on</p>		<p>Departments HR Branches</p>		<p>March 2021</p>	<p>Transfer consultation results to departments.</p>
<p>Bathroom sizes – some are too big, some too small, different size for different needs</p>		<p>Office of Accessibility in the Built Environment (OABE) – PSPC</p>	<p>OABE to provide information It is very hard to implement in most existing facilities without reducing the number of washrooms. This could compromise the number of washrooms per floor in existing buildings.</p>	<p>December 2020</p>	<p>Should be considered in new buildings, and where possible in major fit-up and base building improvements.</p>
<p>No automatic dispensers for</p>		<p>Office of Accessibility</p>	<p>OABE to provide information – work in progress due to COVID</p>	<p>December 2020</p>	<p>Where possible, automatic dispensers at</p>



COGNITIVE DISABILITIES

Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
water, soap, paper towel		in the Built Environment (OABE) – PSPC	Application may vary depending on building owner and existing agreements.		reaching distance in a seated position is ideal.
Bathrooms are not kept clean		PSPC – National Service Call Centre and Property and Facility Management Service Line		January 2021	Transfer consultation results to PSPC's National Service Call Centre and Property and Facility Management Service Line to see if/how they can fix the issue.
Bathroom stalls with open tops and bottoms cause anxiety		Office of Accessibility in the Built Environment (OABE) – PSPC	Male/Female multi-stall washrooms with open tops and bottoms are typically designed to facilitate a faster air flushing and evacuation of foul air which reduces exposure by individuals using the facility. However, the application and use of single use all-access washroom will improve the situation regarding anxiety.	January 2021	
Bathroom design has garbages, toilet		Office of Accessibility in the Built	The bathroom amenities are being reviewed by PFMSL facilities management teams and ensuring	January 2021	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
paper, etc, in awkward places		Environment (OABE) – PSPC	touchless technology is incorporated, a review of location of these fixtures to follow building codes and standards will be conducted at the same time.		
Hallways and kitchens too narrow or cluttered		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	CSA B651-18, 5.1 Accessible routes width has increased. An accessible path of travel is now 1700mm minimum wide and aisles are 1000mm min. Doorways are now 850mm. Post-COVID increase in GCworkplace designs. Accessibility tips will be added to the Technical Reference Manual, including space between tables and chairs, between counter tops and tables, etc. For more information: GCworkplace Technical Reference Manual	December 2020	New buildings, new space acquisitions and fit-up projects will incorporate updated requirements as part of the design and implementation. Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Microwaves should be spread out around the kitchen to avoid crowding near them		PSPC GCworkplace Team	Note already in the Technical Reference Manual: At least one microwave should be at counter height and that a pull out shelf under it is recommended.	March 2021	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Meeting room plugs are in the middle of the table, not near the edge		PSPC GCworkplace Team and possibly PSPC Accessible Procurement Group	Research needs to be done to find the best solutions.	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Meeting rooms with glass walls are distracting because you can see people passing by		PSPC GCworkplace Team	GCworkplace recommends glazing on enclosed rooms to allow maximum light infiltration and to optimize daylight infiltration to the floorplate to reduce the need for artificial lighting during peak daylight hours. Environments with more natural light and views to the outside promote mental and physical health and increase productivity. In addition, GCworkplace offers a variety of different meeting rooms. For example, some with frosted glazing, which might be preferred by some employees.	January 2021	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Screen in meeting rooms is in a corner instead of the centre		PSPC GCworkplace Team		January 2021	Accessibility tips to be added to the Technical Reference Manual (to be launched in April 2021)
Lack of clear written instructions for using equipment in meeting rooms		Shared Services Canada (SSC) and departments IT branches	As a best practice at the Centre for GCworkplace Innovation, clear written instructions are available on the centre's GCpedia page (under the FAQ tab) for all IT equipment available in the centre. We also use signage developed for the centre to indicate some of the instruction in the meeting rooms.	January 2021	Transfer consultation results SSC and departments IT branches to see what they are working on that could help with the issue.
Meeting room acoustics cause echoes or amplify noise		PSPC GCworkplace Team	Normally, the acoustic elements are designed to absorb sound and minimize reverberation. In today's modern Fitups, acoustic elements are integrated.	March 2021	
Exposed pipes or utility lines can be loud		PSPC GCworkplace Team	In today's modern Fitups, acoustic elements are integrated to ensure sounds are absorbed and that reverberation are minimized.	March 2021	



COGNITIVE DISABILITIES