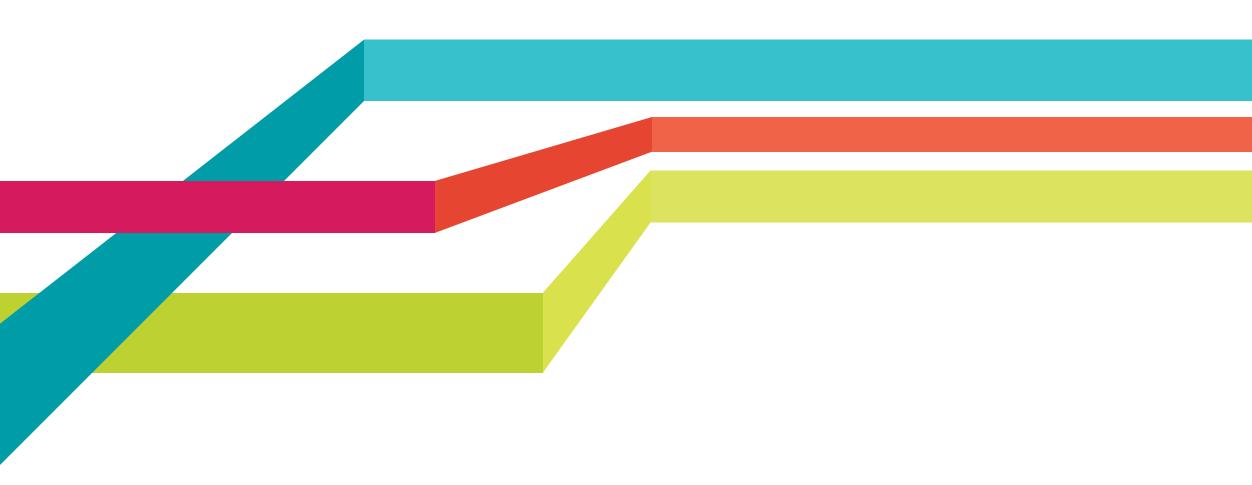


GCJT Journey Maps Persons with Disabilities







GCJT Journey Maps Joy Job Seeker with a Visual Disability - Applying for a Job

Joy is a 41 year old Officer in Human Resources who has recently applied for a new job in the government. She has a visual impairment called wandering eye.

Her eyes cannot focus on the same spot, causing a slight blur in her vision, eye fatigue and eye strain. In order to read through the information and to fill out the application completely, she needs to pause or take breaks from time to time. Familiarity wi Technically Experience with Gove

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.
Expectations 후	Expects the site to be a welcoming portal with many accessibility features such as font-size. adjustments.	Expects that job listings are generated based on the keywords typed-in and other jobs related to it. Also expects that all web pages remain consistent in terms of look and feel.	Expects the job application page provides clear information about the job and filling it out is quick with easy access to accessible features when needed.	Expects the accommodation officer to be more open and inquisitive on the needs of the candidate and not just relying on the checklist.
Actions ↔	Going through the site, she finds the site overwhelming as so much information is presented. She is forced to scan throughout the pages to find words to attract her attention. She finds it discouraging and has asked herself whether to continue or not.	She goes through the job listings and clicks on a link to find out more about the job. She gets confused as the page is entirely different from the other pages in terms of its look and feel. There is no consistency with the other pages and the accessibility features are not the same as in the other pages.	She reads through the pages and finds it difficult to find key information such job requirements and qualifications. She finds those items are not visuallyShe finds the questions visually overwhelming since they are all on one page. She misses answering some of them because the lis of questions is	She goes through the assessment process and is given extra time to complete it. However, she needs to have the ability to zoom on the items in the assessment test.
Feelings (!!)			prominent to notice massive.	
Thoughts 🖒	"Everything is plain-looking and text-heavy with long paragraphs. I get lost looking for important information."	"With my limited visual resources, the page is causing me to scan intensively again to get the information I needed."	"I am spending a lot of energy scanning through the pages. I find it unwelcoming as I find completing my application hard to do. "	"Extra time is not the answer to my accommodation needs. But I was willing to complete the exam within the given time frame. I didn't want to say anything because I don't want to be labelled as a troublemaker."
Insights 🔗	The site should use plain language to allow users to scan quickly. If there is too much text, the main idea is lost. Font size should change to highlight the importance of the information. Some keywords must be readily explained as they are not easily understood by users.	The pages in the job portal should remain consistent all throughout in terms of their look and feel. Unfamiliar words such as technical wordings should be readily explained in all pages.	The information should be written to make us feel welcome – It is too bureaucratic. "Don't hesitate to apply, we need your talent and we can accommodate any particular needs that you may have".	The way accommodation needs are being handled should change. There should be a culture of openness to the real needs of persons with disabilities. The way the exam is designed and formatted makes it difficult to complete.

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	Outcome
sment tests.	Needs a full-time job that accommodates her needs.
ficer to be he needs of the on the checklist.	No expectations to get the job.
ent process and it. However, zoom on the	She receives the job offer.
my as willing to given time hing because	"I am happy to get the job but the letter of offer is hard to scan. It is too "text heavy" without highlighting the important items in the document.
s are being should be a	Should use the interpersonal conversation with the hiring manager to allow discussion of

with the hiring manager to allow discussion o concerns and items not mentioned in the letter of offer.



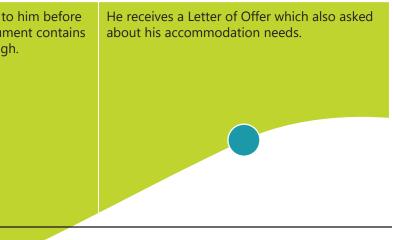
Matt Neurodiverse Job Seeker – Applying for a job

Matt is a newly hired Policy Officer at HRSDC. He is in his 20s and has ADHD. He has difficulty maintaining his focus for long hours and is always challenged to manage his time well.

" I want to work for the government because I'm hoping that I could make a difference"

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accommodates his needs.
Expectations 🛱	Expects the site to be straightforward with items clearly explained and described on the website.	He expects to navigate through the search job page easily.	Expects the procedures to apply are clearly explained and filling out the form is quick and easy.	Expects the interview session to be less intimidating and less bureaucratic.	Uncertain about the outcome of the interview. Not sure if the job will be offered to him.
Actions ↔	As a student coop, he had learned about the job portal. He started looking for jobs available in the government before he finished his studies. While exploring the site, he is faced with long descriptions of items to read that left him confused and overwhelmed. He says it felt like he had to click a "million" links to go to the page where he wanted to be.	He uses the job search function to see what jobs are available. He has to type in several keywords before finally getting a job listing. He clicks on the links that he finds interesting in the job listing to find out more about it. After reading, he tries to go back to the job listing but can't, as it has disappeared.	He has to read a lot of information before actually filling-out his application. He finds that some of the questions are repetitive and it took him a lot of time to complete and send his application.	He reads a document provided to him before the interview. He finds the document contains a lot of information to go through.	He receives a Letter of Offer which also asked about his accommodation needs.
Feelings (1)					
Thoughts 🖒	"There is so much to read all at once. I am intimidated especially scrolling down all the way to read through a job posting. "	"I can't search for jobs by skills-set such as research or doing briefing notes. In addition, I couldn't go back to the generated job listing when I finished reading the details of the job."	"I am confused and overwhelmed! I can't do this. There is a ton of work!"	"I am discouraged. I couldn't finish reading the document before the interview started."	"People were pretty good asking about accommodations"
Insights 🔗	Work and other requirements should be described concisely but clearly. Consider	The job seeker should be able to search for jobs by entering a type of skills-set. There	The "apply" button is easy to find.	Information that the person needs to know before the interview begins should be	"Managers don't typically ask about accommodation needs. They wait for you
	using collapsible headings to allow the readers to choose what they want to read about.	should be a visible key or link to go back to the job listing.	How to apply for a job should not be explained only through the use of text. There should be an option to watch a video explaining the rules and how to proceed.	provided in advance either by sending a link or a document.	to say something".
			Use shorter text and less technical terms with access to support staff by phone or video.		









GCJT Journey Maps Zelda Job seeker with Physical Disability – Applying for a job

Zelda is a 69-year-old indigenous Advisor at the National Defense. She has physical disability due to arthritis and pain. In 1995, she had a back operation which to this date is causing her bodily pain. She has worked with the government for 35 years.

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 텪	Expects the site to be a simple tool to use and that information can easily be found.	Expects to find the job listings easily.	Expects to be apprehensive about it as filling-out the application form is quite tedious. "If you want the job, you have to do it"	Expects the written test and interview to be relatively easy and pleasant.	No expectations to get the job.
Actions 🛟	Going through the site, she finds it overwhelming, which makes her frustrated. She can't find the jobs available in the government. She has to guess which pages to go through in order to find the information she is looking for.	She searches for the job listings page as she is curious about available jobs in the government. It took her a while to find the page. There were no distinguishable signs where to click in order to go to right page. She has to click through several pages and go through a lot of information before landing on the right page. She reads through the details about the job that she is interested in. She gets discouraged because she has to read what felt like a 34-page long description of the job.	She fills out the form, which she finds very tedious. As she goes through it, fatigue sets in and she starts feeling tired. She is getting bored as she completes the form.	Due to her bad back, she requests a special chair to sit on while taking the written exam. She doesn't get the chair that she had requested but nevertheless goes through the written test and interview. During the interview, she finds the questions being asked were not in the document provided in advance.	She receives an email about not getting the job.
× .:.					
Thoughts 🖒	"I got easily frustrated while using the site. I can navigate through it but I find it hard to work around to find information relating to job listings. I have to click several times which is hard for a person who has physical difficulties due to bodily pain."	"First I can not find the page. But when I find it, I have to read through a very long text about this job. This is too much. It is exhausting."	"I don't care anymore if I get the job or not. I find it too difficult and too long to fill out the form."	"I feel like the interview didn't go well. I am not expecting to get the job. I just felt like walking out while the interview was being conducted."	"I was not expecting to get the job. But I am angry."
Insights 🔗	Finding information in the site should only take a few clicks. Conducting an advance search should be simpler and less confusing. Plain language should be used to provide information to the users. The way that the information is written seems to be geared towards technical people and not ordinary users.	Job description and other information relating to the job should not be that lengthy. Focus on writing information about the soft and hard skills required and the duties that goes with the job. "Don't write a book".	There are lots of requirements and information to send in order to complete the application form. It feels like sending a large package. The questions should focus on what information is needed at that time. One can get frustrated especially after taking three days to complete the form and not hearing anything afterwards.	There is a need for the interviewers to be trained on how to make the interview session more consistent.	"The interview was entirely subjective. The way it was conducted made the qualified person screw up the interview. It would have been better if the interviewer made the candidate comfortable from the start"





GCJT Journey Maps Benjamin Job seeker with Non-Visible and Non-Apparent Disability – Applying for a job

Benjamin is a 39-year-old Economist/Analyst. He is a visible minority who has depression and anxiety. In general, he has difficulty in believing in himself even though he has high qualifications and credentials. He finds it discouraging to resume what he has started when it takes too long to complete.

is daunting."

"I always knew that I would work for the government because I like to use my skills in providing information or data for policy making that can affect decision making". Familiarity wit Technically i Experience with Gove

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates his needs.
Expectations 宇	Expects the site to be already overly complicated and not very engaging. There is too much bureaucracy.	He expects to get the information quickly and understand the details of the job information easily.	Expects not being able to get it done correctly. Being pessimistic about his chances and his ability to convey his skillsets, he is not expecting to be able to work his through everything.	Expects the assessment to be in a form of standardized test. He hesitates to ask for accommodations because he feels it is embarrassing to need help and that he will be assessed differently.	He feels good about the interview and expects a positive result.
Actions ↔	He immediately looks for the search job function and didn't care about other information on the site. Since he is technically inclined, he can find the job search function right away.	He finds the search options make sense. However, he feels that there are some mixed messages in the content as he tries to find out more about the job. He is uncertain about some of the information provided as the instructions are not very clear and, at times, too general.	He feels discouraged while filling-out his application. He finds that that there are a lot of items to go through and he is not certain if he is answering well all the questions.	He starts with the written exam, followed by the interview on the same day. He has decided to make a request for accommodation and get extra time to complete his written exam and go through the interview session.	He receives an email informing him about being in the pool. It is not clear to him what it meant to be in the pool. He must look for it as it was not explicitly explained.
Feelings (!)					
Thoughts 🖒	"I am technically inclined so I can find things easily. However, for the rest it may be discouraging because a user may get lost as there is no guidance on where to go. I can see how daunting it can be."	"It is time consuming to read and understand the details of the job. You are presented with a lot of information. It is a barrier. I feel like I am not good enough for the job. I am not sure if it is worth applying for this job."	"I am discouraged, and I feel like I am not hitting everything. I have to search for the best way to re-write my resume in order to pass. There are so many items to go through."	"I am surprised how long the written exam was. It was intimidating. It was difficult to finish in the given time. For my interview, I was able to demonstrate my competency and experience."	"I was expecting to get the job, but I didn't get it. Despite the accommodation request, they still like me. I felt accomplished."
Insights	There should be an option for a person to be guided to what they are looking for. Perhaps there is an option to use a "decision tree" function to help get through the site.	There should be an option to check terminology mentioned in the description such as indefinite or term positions. There should also be a guidance on the most important items to read to make it easier to go through the pages. "Finding information is not an issue. Reading through a lot of content which are not clearly explained is daunting."	For a preliminary application, the questions should focus on the most important areas and the candidate's resume. It is not the time to ask all detailed questions. There should be a follow-up question on accommodations (e.g. Do you need accommodation? Is this the best way to send your skillsets?).	The written exam is structured well - a good mix of questions about knowledge and application of real-life experience.	There should be an explanation of what it means to be in a pool and an explanation of steps that can be taken to gather feedback on areas that the candidate can improve on and other information relating to the process.

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GCJT Journey Maps Mike Job seeker with Mobile Disability – Applying for a job

Mike is a 52 year old Aviation Investigator from B.C. He has been working for the government for 7 years. He had an accident that resulted in his inability to use his hands for a long period. He can only type for a few minutes and relies on speech recognition software (Dragon) to complete his tasks, especially in writing reports or documents.

"I applied for a job in the government for a better work/life balance. I used to work 70-hour weeks for months at a time. It was taking a big toll on my family, so I needed to make a change. The best decision I ever made!"

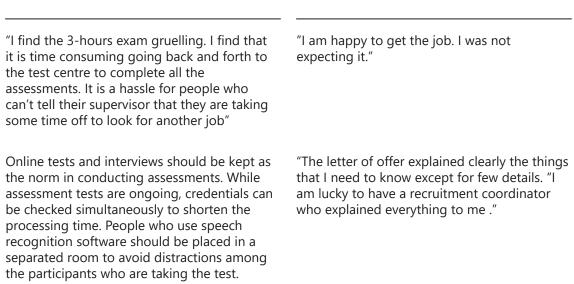
Dragon Speech Recognition Software in

filling out the form at that time.

Familiarity wit Technically i Experience with Gove

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.
Expectations 🛱	Expects the site to be a typical job search site.	Expects that he will find the right job that he was looking for.	Expects the job application page to be the same as in any other job site. He also expects that the Dragon Speech Recognition software works well with the site in helping him fill-out his application.	At that time he didn't need any accommodations, but he expects the assessment process to be the same as with others.
Actions 🛟	He is able to navigate through the site easily. However, he finds the site contains lots of information that might be overwhelming for job seekers to read.	He goes through the job search and types in the job title. The site generated 31 jobs that he could apply for.	He reads through the first part of the content and clicks on the "Apply Online" link that followed right after the first part. However, he finds out that there is more information to read just below the "Apply Online" link. He realizes that he should have scrolled further	He receives an email informing him of the assessment tests that he needs to complete. The email explains clearly the steps that he needs to take. He goes to the testing centre to complete the 3-hours written exam and the then has to come back again for the
			down before clicking on the link. In addition, as he reads through, he finds some information confusing.	interview part.
Feelings (😐)				
>::				
Thoughts 🖒	"I found easily what I was looking for. But others might feel overwhelmed with so much information being presented to them. This information may not be needed at that time, especially when their intention is to look for jobs that are available in the government"	"I knew what I was looking for so I was able to find the jobs that interested me."	"The 'Apply Online' link should be at the end of the content so job seekers would have a clear understanding about the job before clicking on the link. The term 'Various Language Requirements' and then immediately followed by 'Bilingual Imperative' was confusing - no idea of what it means."	"I find the 3-hours exam gruelling. I find that it is time consuming going back and forth to the test centre to complete all the assessments. It is a hassle for people who can't tell their supervisor that they are taking some time off to look for another job"
Insights 🔗	The site should use plain language to allow users to read through it quickly. Some terminology used may not be easily understood by job seekers who are trying to get a job in the government.	Some job seekers may not know the kind jobs that they are looking for. Using job titles to search for jobs may not work for everyone.	The information required to be submitted should focus on what is needed at that time. Although information about the person's values and ethics is understandably needed, it may not be the right moment to ask those questions. Note: He didn't need to use the	Online tests and interviews should be kept as the norm in conducting assessments. While assessment tests are ongoing, credentials car be checked simultaneously to shorten the processing time. People who use speech recognition software should be placed in a

ith PSRS inclined inclined inclined	
	Outcome
sment tests.	Needs a full-time job that accommodates his needs.
ts the ame as	No expectations to get the job.
him of the to complete. teps that he esting centre to xam and the or the	He receives the job offer.





Donna Job seeker with Motor Disability – Applying for a job

Donna is a 52 year old Senior Policy Analyst. She has a motor disability that causes her pain on her wrist and hands after prolong use. She uses an ergonomic mouse and keyboard to allow her to work productively. "I have always been interested in policy, particularly addressing health issues. That is why I wanted to join the government."

for a position.

Familiarity wi Technically Experience with Gove

Goals 🕑	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessm
Expectations 宇	She has no expectations about the site.	She didn't have expectations in navigating through the job listings.	Expects the job application page to be a typical online application but did not expect to see so many questions to be answered.	Expects it to be a typical assessme where candidates will go to a test participate in an hour long hand- written exam.
Actions ↔	She explores the site by clicking on the links, going through the job listings and taking the time to read and understand the jobs that interest her.	She goes through the job listings and clicks on a link to find out more about the job. The page containing the job description is divided into sections with headers. It enables her to scan a particular section right away instead of going through the whole page chronologically.	She copies all questions on the web page and pastes them in a word document. She answers all the questions in the document and when she has completed this, she copies all her answers and pastes them into the online form. She submits her application after reviewing her answers.	Prior to the exam, she asked for accommodation. She was given ex used her ergonomic keyboard and write her exam.
Feelings (<u></u>)				
) (j)				
Thoughts 🖒	"I didn't really encounter any issue. I was fine going through the site."	"It was helpful to be able to scan to a particular section without going through the whole page. It was not like that before."	"The questions are too long to answer which makes you wonder if they really needed that information right away. Some terminologies used are not quite clear in terms of their meaning."	"Nowadays, exams are done throu of computer and within the confir chosen space. It is pretty much a exam which is ideal."
Insights 5	She didn't experience any barriers or issues that prevented her from exploring the site.	The job description page should remain as is, allowing job seekers to jump into a section to read. However, adding more description about what the person is expected to do in the job description would be very helpful.	The questions should be limited to what is needed at that point. Adding more description to help understand some terminology used would be very helpful for someone outside of the government applying for a job. This can help them gauge whether they are on the right track applying for a position	This practice should be kept as is.

ith PSRS inclined inclined inclined	
	Outcome
sment tests.	Needs a full-time job that accomodates her needs.
ment process test centre and d-	No expectations to get the job. Because many people are competing for the job, she didn't expect to get it.
r n extra time and and mouse to	She receives the job offer.





Thom Job seeker with Cognitive and Neurological Disabilities – Applying for a job

Thom is a 44-year-old Senior Policy Analyst who has cerebral palsy which affects the locomotive section of his brain and restricts his mobility balance resulting in stiffness in the limbs. He works for Public Safety in the field of policy development relating to search and rescue. "I'm always interested in defense and security policy and I thought I could serve well at the federal level."

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates his needs.
Expectations	Expects the site to be fairly easy to use but didn't expect the design to be stuck in "90's style."	Expects to be able to consult someone in each job listing generated to give you a better view of the job that you are interested with.	Every time he applies for a job, he doesn't expect to re-enter the basic information that is already in the system such as the employee number, address, and other HR info.	Expects the notification to take the test to be short, clear and complete	"Sometimes you feel that you are expecting to get the job. You have an intuition that you got it."
Actions ↔	: He uses the site with the help of his colleague at work. She has helped him go through the site by demonstrating where to go. After that he was able to navigate through on his own.	He goes through the job listings and clicks on a link to find out more about the job.	He goes through each field in the application form and finds himself re-entering some information that is already in his profile.	He receives an email with the attached questionnaires for his take home exam. Details were provided on the due date with a link on how to prepare for an interview. After the exam he receives another email inviting him to participate in an interview. He requested for an accommodation to add an extra 1/3 of the total time.	He receives the job offer.
Feelings (±) -					
Feelings (1)					
Thoughts 🖒	"It takes me lot of time to read the text and I have to do a lot of clicking before reaching the right page."	"All information is there about the job. But you have to keep scrolling to find out more, which can easily lead you to lose interest. I have to read strategically by focusing on important things."	"It is counter-productive to re-enter fields that are already in the system. I lost time in re-entering information. I wish it could have been quicker to fill-out the application."	"I was fine with the exam. However during the interview, when you are in a wheelchair, or have different skin colour there could be a negative perception creating a systemic barrier during the interview even bias is not explicitly displayed."	"It takes several tries in order to win one. You will have moments of discouragement but you just have to have patience and perseverance, especially as there is a long wait to find out the results."
Insights 🔗	The site should be revamped or re-structured in such away that it will be easy to go where you want to go with less clicking.	The information should be organized for easy reading. It can be presented in small chunks then navigate to the next item without having to read all in one page. There should be a counter to indicate the progress of going through the number of pages There should be a function to change the contrast or colour mode according to one's need.	There should be a way to allow less typing to answer questions or filling-out certain fields. Basic info should already be an automatic fill.	There should be a way to make the interviewers conscious of not showing bias. "Bias is always there. But allow the person to showcase his talent and skills to best extent possible."	The process should be revised to speed up the waiting time. "It takes six months to hear about the results but if you have a disability, it take longer."



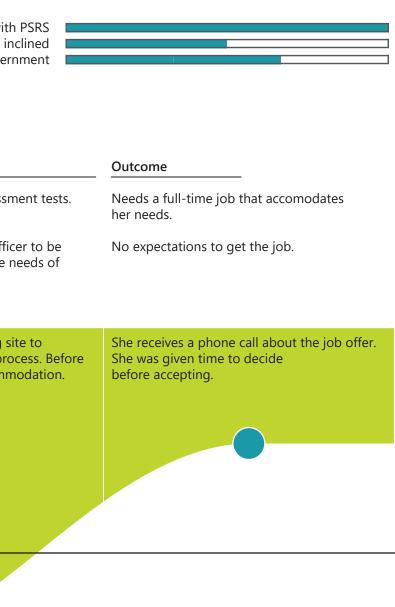


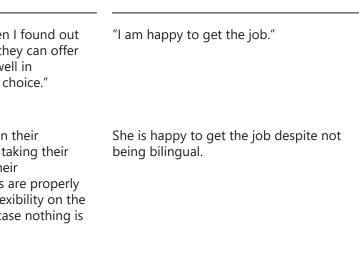
narrow down search.

GCJT Journey Maps Denise Job Seeker with Non-Visible and Non-Apparent Disability – Applying for a job

Denise is a 52-year old biologist who is a specialist in water and fishery habitat regulations. She has ADHD and Complex PTSD which cause her difficulty in concentrating when in comes to reading. Due to her condition, she relies on experience and visual learning. "I had no stability, pension or medical benefits. That is why I had wanted to join the government."

Goals 🕑	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessm
Expectations 훅	She has no expectations. She know that is the way to go to get a job in the government – through the website.	Expects it to be a typical site like others.	"I like the way it tells you what sections you still need to fill out before sending your application. It indicates what else you need to complete."	Expects the accommodation offic more knowledgeable about the n the candidate.
Actions ↔	She finds the site uses so many acronyms and terminology that sounded to her like a foreign language, i.e. Notice of Consideration, Notice of Acting Assignment etc.	She goes through the job listings and clicks on a link to find out more about the job. She is excited to see jobs that she can apply to. She keeps looking for the meaning of terminology used.	She reads through the pages but keeps forgetting to use the button provided to either go back to the previous page or move o the next page. As a habit, she always use the browser's back and forward buttons resulting in the loss of already filled-out information.	She flew in to go to the testing sir participate in the assessment pro going, she has asked for accomm
Feelings (1)				
Thoughts 🖒	"I feel overwhelmed doing search for that kind of terminology. Doing search for words is not intuitive. I felt frustrated."	"I have to spend time looking where to search for terminology used in the job description. It should be ready and accessible anytime.	"I like the Employment Equity page because you don't have to do anything unless your status has changed. I get confused when I cut and paste my resume into the online form and all the formatting disappeared."	"My anxiety was triggered when I that the accommodation that the me is only a room. I don't do well last-minute surprises. I had no ch
Insights 5	A video can be used as an alternative to explain things about working for the government. This is very useful tool specially for general public, who rely on visual explanations. I understand text-based site is very helpful for screen readers. But an alternative option should be available. An autofill function would be very helpful to do	The definition of terms should be placed where it is most needed. Using common words such as Excel rather than spreadsheet would be more meaningful especially for the public.	There should be flexibility to offer formatting options. Removing formatting may work for some people but for others it may not. They have to spend hours trying to clean it up just to make it as close as possible to their original resume. One can give up easily.	Candidates should follow up on t accommodation needs before tak exams. This is to ensure that their accommodations requirements a set-up. There should also be flexi part of HR to offer options in case in accordance with the requested accommodations.







Haley Job seeker with Learning Disability – Applying for a job

Haley is a 25-year old Policy Analyst who has been recently bridged from a student co-op position to being a full-time employee. She has a non-verbal learning disability that affects her ability in formalizing her ideas in writing and visualization.

"I wanted to join the government as I believed it was the best way to contribute to systemic change and blend my love of research and policy. I wanted to be at the forefront of helping, fixing, and protecting Canada, and I wanted to integrate GBA+ and produce socially informed knowledge."

Familiarity with PSRS Technically inclined Experience with Government

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 宇	Expects the site to provide information that can easily be understood.	No expectations.	Expects a typical government site but with a clear outline for which job portal to use – students, internal or external. Also expects a clear outline explaining the steps to take in applying for a job.	Expects it to be a typical assessment process to go through.	No expectations to get the job.
Actions ↔	Going through the site, she finds herself overwhelmed with information and with no explanation of the terms used. She gets confused as she doesn't know the meaning of the words and she needs to search for it.	She tries using the filters to search for a job. The search job by location works but she got lost because she doesn't know what department she is qualified to work for. She must scroll further down the page to read more about qualifications. When she clicks on a link it doesn't open a new tab. In doing so she has to go back again and redo the same process.	She reads through the pages and fills out the form as needed. She has self-identified as a person with disability.	Receives an email requesting her to participate in the assessment process. Despite the limited timeframe, she takes the exam and completes it. In addition, she notices that her application didn't go anywhere when she indicates that she is a person with disability. However, when she removes it, her application garners more interest.	She still awaits to get a job offer.
Feelings					
Thoughts 🖒	"I don't know what EC-03 means. I don't know what makes you qualified for this position."	"I am frustrated. I shouldn't have to scroll to three pages before knowing if I qualify to apply or not."	"I find the questions fair, clear and not hard to understand. However, I have to cut and paste my resume into the form and reformat it. I feel like I am redoing everything."	"I am frustrated about this. It is not fair."	"It is a waiting game. I am not sure when will I hear from them."
Insights	In order to prevent individuals from getting lost in the site, there should be a legend that is accessible on the page to clearly explain the meaning of the term or word without going to other sites.		There must be away to organize the questions to make it easier to fill out and not make it overwhelming. There must be a way to avoid cutting and pasting the whole resume to avoid reformatting and redoing it on the application page.	The take-home exam should be re-structured to mimic more what is going to happen in your job. "I felt rushed – definitely not an exam for a person with disability." In addition it makes her wonder why she gets more hits when she unchecked the self declaration of being a person with disability.	There should be a way to cut the processing time.



being a person with disability.



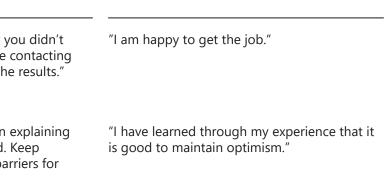
Calgary Cowboy Job seeker with Visual Disability – Applying for a job

Calgary Cowboy is a 51 year old lawyer based in Alberta. He currently works in the government as a lawyer/prosecutor. He has visual spatial disability which makes comprehending mathematics challenging. As a child he had trouble reading because of Dyslexia. He also has ADHD which make it hard for him to focus and unable to track things. He uses speech-recognition software to help him to write or fill-out a form.

"Aside from job security, it is an honour to work in the Public Service. "

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates his needs.
Expectations 🛱	Expects the site to be user-friendly, that is easy to navigate through and the functionality works properly.	Expects the job-search function to work like Google Smart where it generates information quickly and accurately.	Expects the job application page to be accessible with functionality that can assist in filling-out the form.	Expects to be screened-in after all that effort.	Expected to get the job or placed in a pool.
Actions 🛟	He finds the site easy to explore and navigate through.	He uses the job-search function and the site generated job listings according to the filters applied. He finds a job that he is interested with and clicks on a link to find out more about it. However, he finds the visual interface requires some improvement.	For someone who has visual spatial disability, he finds the site taxing to fill-out. The questions are all on one page, so it is overwhelming. It is hard to tell whether they all have been answered completely.	He receives a notification from his previous applications that his file has been successfully retained. However, the message is not clear. It does not say anything about setting up an interview or a date to take an exam. He participates in a take-home exam that allows him to choose his space to complete it.	He receives an email clearly explaining that he got the job.
× (:;)					
Thoughts 🟠	"I found it worked properly."	"It is stressful seeing all the information at once, which does not allow me to focus on one thing at a time."	"This is a barrier. I find it too taxing to fill-out the form. It is such a nuance. I am not sure if they want me to apply at all."	"There is a need to explain why you didn't get the job. It should encourage contacting an individual to discuss about the results."	"I am happy to get the job."
Insights 🔗	The site works well.	There should be a way to customize your visual interface according to your needs. You should be able to the change the fonts and change the visual presentation of information by creating optical separation between different groups of information. All users should be able to the change the brightness mode in accordance with their needs.	The questions should be redesigned to indicate progress when answering them. There should be a button that you can click to activate speech-recognition software to assist in answering all the questions.	There should be transparency in explaining why a candidate is not qualified. Keep take-home exams. It removes barriers for persons with disabilities.	"I have learned through my experience that it is good to maintain optimism."







Hannah Job Seeker with Non-Visible and Non-Apparent Disability – Applying for a job

Hannah is in her 20s. She is currently a a student hire in Halifax, Nova Scotia. She is involved in engaging and providing support to the Indigenous community. She has ADHD that makes her overly aware of her surroundings. She has a need to keep busy while performing multiple work routines. "I joined the government because there are a lot of development and career opportunities in many areas."

Familiarity wi Technically Experience with Gove

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessm
Expectations 후	No expectations.	Expects it to be straight forward.	Expects the jobs application to be straightforward.	No expectations.
Actions 🛟	She goes through the FSWEP site to apply for student work in the government.	While on the site she read all the information before applying for student co-op.	She reads through the site and fills-out the form.	She receives an email notifying he interview has been scheduled for
(:)				
Feelings 😐				
) (:)				
Thoughts 🖒	"The site is very simple and easy to navigate through."	"It is fairly easy."	"I filled out the form and submitted my application. However, I can't upload a pdf."	"I have no Idea what job I am beir interviewed for. It feels one-sided
			"After submitting my application, then what? It is a waiting game. There is no timeline to inform student applicants about the status."	have to accept the tight schedule. should be a conversation about th environment and how the manage
Insights 🔗	She is finds it easy to go the right page.	There is just too much information to read.	There must be a way to get some updates about the status of your application. There should be also a function to be able to choose where to apply based on salary.	"It will be helpful to communicate job or position that the person is considered for prior to the intervi- feedback on how the candidate d interview would benefit them tren since they will be the next generation workforce."

b vith PSRS inclined vernment	
ssment tests.	Outcome Needs a full-time job that accomodates her needs. Expects to get the job.
g her that an for a position.	She receives the job offer through a letter. The letter informs her that she has been selected and that there are forms that she needs to submit.

eing ed because I ule. Interview t the work ager works."

"The interview went well. I expected to get the job."

ate the type of is being rview. Giving e did during the remendously There was an issue about the form that she needs to submit. She never received the form and she has been followed up on multiple occasions on when she would submit it.



GCJT Journey Maps Kirk/Kaiya Job seeker with Non-Visible and Non-Apparent Disability – Applying for a

Kirk/Kaiya is 43-year old gender-fluid Strategic Communications Advisor. As a Communications Advisor, they are involved with providing advice on equity, space inclusion, barriers facing LGBTQ+ and issues on diversity. They have Obsessive Compulsive Disorder (OCD) which makes them intense in certain situation. In addition, keeping focus is a constant challenge for them. They also have chronic depression which impacts their cognitive abilities which require them to repeat and to closely pay attention on items that they are working on.

not rather than finding out after reading

halfway through the page.

"I joined the government to make a difference to all Canadians."

Familiarity w Technically Experience with Gov

confidentiality.

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accommodates their needs
Expectations 훅	Expects the site to be streamlined, straight-forward and very easy to use.	Expects the job search function to be straight forward and "pleasing to the eye" to use.	Expects the job application page to be welcoming to all job seekers who want to apply.	Expects the process to be simple and to be a positive experience.	No expectations to get the job but always tries to be positive regardless of the outcome.
Actions ↔	Going through the site, they find the site overwhelming as so much information is presented. They find the site very text-heavy and could use some visuals to showcase the work, values and mission of different departments of the government.	They go to the job search page and noticed right away that 2/3 of the page is about the job listings. They wonder why the listing is generated right away without even clicking on the job search. In addition, they are not even qualified for most of job vacancies listed on the page.	They notice that the page focuses on rules -almost not human. It took them a long time to complete the application. They wonder whether they want them to apply. In addition, they think that the page is stuck in the 90s. Note: "Gender" does not refer to male or female only. It should refer to socially constructed roles, behaviours, expressions and identities of diverse people.	They go through the assessment process but didn't ask for accommodations. They feel that the process in too bureaucratic.	They are placed on a pool.
Feelings 😐					
¥ ⊡ Thoughts ↔	"I am stressed looking at so much information presented at the opening page. It is very busy. At times it is too bright and I can't change the colour mode."	"I feel like a second-class citizen specially when I am trying to get a job in the government. The page seems to be set-up for internal job seekers. It is the first that I see and I am not even qualified to apply."	"When I hit apply online, I suddenly get this notice about sending false information. It is sending a message that the employer doesn't trust me. In addition, I feel like I am repeating what is already in my resume in answering the questions. It is making me work hard."	"I feel like I am just a number and they are doing me a favour by being interviewed. The process is too 'template oriented' and it feels like I am talking to a machine."	"I am not quite clear on how long will stay in the pool. I am not sure what it means to be qualified but you didn't get the job."
Insights 🔗	All information should be organized in different categories. Each category can have a user-control collapsible function to provide users with options to skip or read. There should be a function to customize view, colour and brightness mode.	The page can be made simpler, less busy and clearer. The page is causing stress to use. The job poster can be shortened by focussing on the most important items (i.e. a summary of what is essential). This can help job seekers determine right away whether they qualify or	The page needs modernizing in terms of structure and visuals. The notice about sending false information can be placed before the "apply" button. If a resume is requested, then it should be used to gauge the qualifications of the candidate.	There is a need to re-think how interviews are conducted. There should be a specific person to contact to discuss about accommodation needs rather than sending information in a generic inbox. It is private information that requires assurance of maintaining its	Terminology used should be clear especially to those who are trying to get a job in the government.

nd they are erviewed. The ed' and it iine."	"I am not quite clear on how long will stay in the pool. I am not sure what it means to be qualified but you didn't get the job."
interviews are pecific person ommodation rmation in a mation that ng its	Terminology used should be clear especially to those who are trying to get a job in the government.



RK Job seeker with Non-Visual and Non-Apparent Disability – Applying for a job

RK is a 28-year old Senior Regulatory Officer who is involved in reviewing and assessing over the counter drugs. She has adult ADHD that affects her management of time, especially on long-term work. It also impacts her focus and memory skills.

"I want a job in the government that matches my background in pharmacy."

Familiarity wit Technically Experience with Gover

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 훅	Expects the site to be dated in terms of design with no illustrations to assist in understanding information being presented.	Expects to easily navigate through the job listings.	Expects the job application page to be heavy on text.	Expects the written exam to be tedious. In addition, she expects the interviewer to provide the questions ahead of time.	Expected to get the job.
Actions ↔	She goes through the site and creates an account to be automatically notified of jobs available based on the criteria she has indicated.	She uses the job search filters to generate job listings. She is not clear on the terminology used and couldn't find a site to help her understand the meaning. She selected departments that she is interested to work for and has specifically indicated her field of interest.	She reads through the pages and fills-out the fields as required. She finds the application cumbersome and tedious due to the multi step process. It triggers her executive dysfunction that impacts her focus, memory and motivation. At times, the questions being asked are irrelevant that also triggers her dysfunction. Note: Executive dysfunction is the term for most ADHD symptoms associated with motivation, focus, attention and other related dysfunctions.	She receives an email invite to take part in the assessment process. By accepting the invitation, her calendar is updated automatically. For the interview, questions were given before the session starts.	After she completed her exams, she is requested to provide references. She forgot to provide them as her ADHD restricted her memory. After several days, she receives a notification stating that she failed to qualify.
Thoughts 🖒	"It is not clear where to go when you are looking for the search page."	"The job filters should be streamlined while providing clear explanations on acronyms (i.e. EC, etc). If I am interested in a job at DFO, it doesn't mean that I am interested to work in a boat. "	"It is unfortunate to have to repeat the keywords in the questions in answering your application. Also, cutting and pasting your answers to the application form is tedious. Due to time limit, you will have to sign in again to continue."	"I didn't ask for accommodation during both exams. There is no room for ADHD persons. I found the written exams too long (75 questions to be exact). Questions are very repetitive. I felt like being treated as a child – very insulting."	"How I wish there was a follow up on the references that I need to submit."
Insights	The search button should be highlighted on the page to make it more prominent.	There should be a legend which is easily accessible to help the user find the definition of terminology used. The search function should be accurate in generating a job list in accordance with the filters used.	"Not everyone has superior linguistic abilities. They have different ways of expressing themselves and by doing so they lose their chance of getting screened-in. Remove the time limit to fill-out the form. Cutting and pasting answers into the form is too much work."	There should be a constant training and education provided to all public servants to promote openness among colleagues and remove stigmas.	There should be a notification to remind job seekers to submit their references and allow them to fill-out the information on the page that opens once the link is clicked.

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Joe Job seeker with Visual Disability – Applying for a job

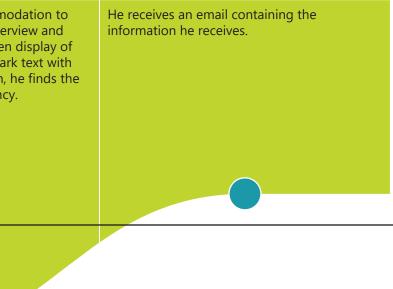
Joe is a 61-year old Deputy Director who applied for an internal job in the government. He has degraded vision which impacts his ability to read black text on a white background. He needs to increase font sizes and change the contrast of his screen to enable him to read efficiently.

"When I moved back to Ottawa, I applied for a position with the government because of the job opportunities."

Familiarity with PSRS Technically inclined Experience with Government

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates his needs.
Expectations 宇	Expects the site to be intuitive and easy to navigate.	Expects the format and the descriptions to be straightforward.	Expects the process of filling-out the application form to be straightforward.	Expects the written test and the interview to be standard.	No expectations.
Actions ↔	He creates an account and fills-out the filters to generate job listings.	He clicks on a link to find out more about the job. He reads the requirements and other descriptions to get an idea about the job.	He fills-out the form and had no significant barriers that prevented him from filling it out. However, some of the navigation, select and radio buttons disappeared or were hard to locate which made it difficult to complete the application.	He requested a specific accommodation to assist him going though the interview and written exam. He finds the screen display of the exam is hard to read with dark text with shaded background. In addition, he finds the exam didn't focus on competency.	He receives an email containing the information he receives.
Feelings					
Thoughts 🖒	"It is quite intuitive. No issues there. It is compatible with my screen set-up. I can easily adjust my contrast settings easily as needed."	"My screen has been set-up the way I needed it to be. I have no issues going through the pages.	"There are some issues in finding the navigation button to move to the next page. Radio buttons and other forms of navigation occasionally disappeared or were hard to locate."	"I am disappointed the way my accommodation needs were handled. I was not understood after explaining in details. I felt frustrated writing the exam because I couldn't adjust the font and the background suitable to my needs."	"It is a standard practice."
Insights 🔗	The site works the way he expects it to work.	Keep it the way it is.	The design of the form should have been tested before publishing it live.	"It is a lesson learned. Next time, I will make a list of my accommodation requirements such as size of the font, no shading, plain text and accessible version of the exam. The exam should focus more on the competency of the classification rather than knowledge on a	He didn't experience any barriers.





classification rather than knowledge on a

specific area."



GCJT Journey Maps **Robyn** Job seeker with Auditory Disability – Applying for a job

Robyn is a 53-year old Wellness Coordinator who oversees mental, physical and financial wellness in her department. She has a hearing disability that makes it difficult for her to hear certain tones and pitches especially when words are not well articulated. To understand what is being said, she relies on lip reading and often times would have to ask the person talking to repeat themselves.

"I joined the government because there is job security and I love what I am doing."

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 🛱	Expects the site to be the same as what it used to be. She has used it several times already and has gotten used to the way it looks.	No expectations.	Expects the job application page to be simple and easy to use.	Expects the assessment tests to be a typical process.	Expected to get screened in or at least made it to the pool.
Actions ↔	She uses the site to search for jobs using keywords in plain language as search criteria. Often-times she finds the site generates job listings not in accordance with the keywords she is using.	She goes through the job listings and clicks on a link to find out more about the job. After reading, she feels like the job postings are geared for internal staff. For the most part, she feels like the hiring department has already someone in mind.	She finds that there is a lot of information to read before she can start filling-out the application form. She finds the questions are repetitive while being worded in different manner. It makes the application longer to complete.	She receives an email about her assessment schedule. She didn't request for accommodations. But, before the interview started, she informed everyone that she needs to see their faces so she can do lip reading in case she couldn't hear what they are saying.	She receives an email stating that the job competition she participated in has been cancelled.
Feelings (<u></u>)					
Thoughts 🖒	"I find the site uses a lot of corporate language and acronyms. For someone new coming in, the words used may not be too familiar and they may not find what they are looking even if there is a job opportunity that awaits them."	"Why bother advertise if a candidate is already being considered. It will be unfair for job seekers who applied. At times notice of appointments are posted but not enough time is given to those who want to contest."	"I have to provide information that is already in my resume. I need to rewrite my answers to fit them in the limited space provided. As a result, I'm not able to provide more explanation. I got screened out often because I didn't give enough explanation."	"No issues there."	"This is so disappointing. After all this effort, it went nowhere. I wish there was an explanation why the job competition was cancelled."
Insights 🔗	The site should use plain language so that external users can understand the content that they find in the site. Search criteria and acronyms should be explained for the benefit of job seekers who are outside of the government.	"Competition should be made open to all so people qualified can apply for those jobs. Job advertisement should not be posted if the intent is to hire someone within the group. It causes hard feelings for job applicants."	It takes too much time and effort to fill-out the form. I am not sure why I am doing more work filling-out screening questions when my answers are already in my resume. This leads me to ask myself if I really want this job.	They should keep the practice of providing candidates explanations of why and where they didn't do well in the assessment process. They should be given an opportunity to know more through discussions so that they can benefit from it.	"There should be some consideration whenever a job competition is cancelled. At the very least, those who did well in the assessment should have been placed in a pool and share it with other departments for other opportunities."





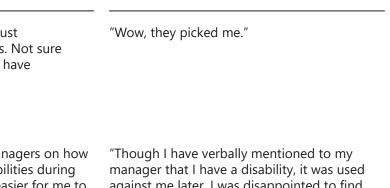
understand the meaning of the words used.

Emma Job seeker with Processing and Learning Disabilities – Applying for a job

Emma is a 44-year old HR Administrator who has been trying to get a "I joined the government because of the job security." job in different government departments. She has learning and processing disabilities which affect her abilities to comprehend complex situations and remember things in general. She has to re-read things and, at times, she has to ask some assistance from colleagues to help her understand what she is reading.

Goals 🔗 📘	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 辛	Expects not much as a government site tends to be busy.	No expectations. She is already overwhelmed reading through the main page.	Expects the job application page to be easy to fill out.	Expects the interview to be straight forward.	No expectations to get the job.
Actions ↔	She finds the main page overwhelming as so much information is presented. She is not sure what to look for. The terminology being used is too vague for her.	She goes through the job listings and clicks on a link to find out more about the job. She finds it busy again and gets confused as she continues to scroll down to finish reading.	She reads through the pages and finds it overwhelming filling-out the questions. She gets confused and uncertain on how to answer the questions properly. She finds the background too bright and that causes her headaches. She is disappointed to find only a few jobs at the AS1 level.	She receives an email requesting her for a "meet and greet" interview. She didn't request accommodation for fear of being branded. After the interview she was asked to provide references.	She receives the job offer after being told that the candidate that was offered the job first has declined.
Feelings 😐 -					
Thoughts 🖒	"I find it hard to understand the information being presented to me."	"I am really lost as there are so many things to read. I have difficulty understanding most of the information."	"I am really overwhelmed with so many questions to answer. I need to darken my screen every time to avoid a migraine. Also, I find it hard to cut and paste my answer as the formatting is lost and I need to spend extra time to fix it."	"The interview went well. I am just concerned about my references. Not sure how it will turn out given that I have a disability."	"Wow, they picked me."
Insights 🔗	There should be a video provided to help better understand the information being presented. In addition, there should be a definition of terms readily available for the job seeker to use as a reference help better understand the meaning of the words used.	There should be a buddy system to help someone get through the information. In addition, a direct contact should be provided to assist in clarifying some information which is not easily understood by the job seekers.	"Going through the application is complicated. I usually get a job mostly through word of mouth at the same level. There are not enough jobs out there at AS1 level."	"There is a need to educate managers on how to approach persons with disabilities during interview. It would have been easier for me to be informed about how many people will be on the panel to help me prepare for it."	"Though I have verbally mentioned to my manager that I have a disability, it was used against me later. I was disappointed to find out that my manager would have never hired me if my disability had been known earlier.







GCJT Journey Maps **Claire** Job seeker with Auditory Disability – Applying for a job

Claire is a 45-year old Criminal Investigator who has 50% hearing capacity. She relies on lip-reading and hearing aids to benefits. I like to apply my criminology background to be able to engage in a conversation. It is a challenge for her to understand completely the information discussed in meetings when everyone is speaking at the same time.

"I joined the government because of good pension and immigration-related jobs."

Familiarity wi Technically Experience with Gove

Goals 🕑	Awareness	Consider Applying	Apply for Job	Selection Process
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessme
Expectations 루	She has no expectations about the site.	She has no expectations.	Expects the job application page to be the same as any other job sites where questions are answered and resume is supplied.	She has no expectations.
Actions 🛟	She finds it easy going through the site. There were no barriers that she experienced while exploring the site.	She goes through the job listings and clicks on a link to find out more about the job. She finds it fairly easy to use.	She finds the questions repetitive and redundant which makes it longer for her complete her applications.	She goes through the assessment didn't ask for accommodations as offered. She didn't feel comfortabl requesting it and she thought that just add more stress.
Feelings 😐				
↓ (1)				
Thoughts 🖒	"I didn't have any issues. It was easy to use."	"I didn't encounter any issues using the job search functions."	"There is too much writing in completing the application. If you don't use certain keywords, then you might get screened out. I always have prove whether I meet the minimum qualifications even after 15 years of working (e.g. high school, diploma, university degree)."	"I did the best I could. My perform affected by not asking for accomm My hearing disability restricted me understanding the questions, whic in not being successful in the proc
Insights 🗸	No insight.	No insight.	All information that remains the same (such as diploma, education, university degree, etc.) in the profile should already be accessible to hiring staff without the need to resubmit or re-uploaded.	"The climate is changing. There sh ongoing efforts to make people co to ask for accommodations. Hiring be able to provide list options for to choose from in terms of their accommodation needs.

ith PSRS inclined inclined inclined	
	Outcome
sment tests.	Needs a full-time job that accomodates her needs. No expectations to get the job.
ent process. She s as it was not table that it would	After a long period of waiting, she receives a notification of not getting the job.

rmance was nmodations. me from hich resulted rocess."

"There shouldn't be a long wait to find out if you are getting the job or not. Indicating your Employment Equity Group is meaningless."

should be e comfortable ing staff should or job seekers

There should be feedback on how the recruitment process went for each stage. This can help improve the way hiring is being done. Make the site attractive to entice persons with disabilities to apply. A statement can be added to make it more evident for persons with disabilities that they are welcome to apply.



Liz Job seeker with Auditory, Vision and Non- Apparent Disabilities – Applying for a jo

Liz immigrated to Canada in 1998. She is a 44 year-old Senior Program Officer who has no hearing in her right ear. She also has a degenerative left eye which causes blurriness that makes it difficult for her to read. She had a brain tumor that affected her ability to focus and remember things.

"I wanted to join the Armed forces but it didn't worked out and the next best thing is being with the government to serve the country."

Familiarity wit Technically Experience with Gove

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates her needs.
Expectations 루	Expects the site to be easy to navigate through as in non-government job sites.	Expects that job listings to be easy to read.	Expects the job application page to be easy to complete.	She already knows the assessment process and she has no expectations at all.	She is hoping to make it into the pool.
Actions ↔	Going through the site, she finds that she has to do many clicks before arriving on the page that she wants to read about.	She goes through the job listings and clicks on a link to find out more about the job. There are so many things to read and the terminology used is not so clear.	She applies for a job at FB06 level. Comparing it to the previous FB06 level position that she had applied for in the past, this position requires managerial experience at the same level, which she finds surprising.	She goes through the assessment process and is given extra time to complete it. However, the way an accommodation request is handled varies in each department, which is making her frustrated. In addition, she is surprised that the exam has nothing to do with the job she applied for.	She notices that it takes a long time to get the results of the assessment.
Feelings					
(i)					
Thoughts 🚫	"I get lost with so much information presented at once. With my short-term memory and my inability to concentrate for a long period of time, I can only understand half of the information that I am reading."	"It takes time to really understand the content. I really have to maintain focus, which is mentally exhausting. I have to search for meaning of the stated classification levels which requires an extra effort to do."	"Answering the questions is quite tedious. In addition, I am not sure why there are inconsistencies in the same classification levels in terms of experience required and responsibilities. They should be the same technically-speaking."	"In one department, all I have to do is make a request for accommodation and no question asked. Others, I was asked to provide a doctor's note which made feel like I'm not trusted at all.	"It took awhile to be informed about not getting the job. I failed the test because I didn't use enough terminology that they are using."
Insights	There are job openings that are only intended for people who are within that department. These job openings should not be made visible to the public because it is just causing confusion. The majority of people don't like to read a lot and so the contents should be shortened and written in a way to get	The content should be shortened. There should be a page available to explain the terminology used and it should be easy to access when needed without leaving the page.	"Questions should be shortened. I find it too repetitive especially if they are already in my resume. I feel like if you have disabilities, don't bother applying anymore. It is a lot of work. Persons with disabilities don't go anywhere even when my current work speaks volumes about my capability to do	The process in handling accommodation requests should be standardized. Different procedures are creating unnecessary stress for individuals especially when it comes to obtaining proof of their status in every assessment process. The exam should be about the job she applied for. There should be	"Government seems to be more open to LGBTQ+ than persons with disabilities. That is why a lot of people don't want to self-identity that they are persons with disabilities. There seems to be a stigma. In addition, not everyone uses the same terminology to express themselves. It should not be a gauge

a job."

shortened and written in a way to get their attention.

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about the job she applied for. There should be a link provided to have some information

about the nature of the exam.

express themselves. It should not be a gauge for deciding whether to fail or pass a candidate."



Veronique is an Environment - Technical Leader. She is in her 40s who has severe anxiety and learning disabilities. "I joined the government because of job security, work opportunity in my field, ability to work in other provinces and salary." Familiarity with PSRS Technically inclined Experience with Government

Goals 🔗	Awareness
Needs 🔘	Wants to find a job.
Expectations 루	Expects that there would be lots of work opportunities that she would qualify for and the process would be easy enough for her to succeed.
Actions ∢∱>	"It is hard when you start to find what you are looking for (i.e. you do not know the abbreviation of the position like PM, PC, EC, etc.). Searching by salary sometimes doesn't include and it is overwhelming. There is no one to contact to assist you in finding jobs."
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Feelings	
() ♥	
Thoughts 🚫	"The criteria (essentials and assets) were not always clear, so for many postings, it was hard to find what you were looking for unless you knew how to search, and not all options to i Translation is not always accurate.
	Positive: It is clear which area of selection applies, the salary and the length of the job are made available on the posting. Also, now it is clear that you can request accommodation fo
Insights 🔗	The essentials and assets criteria should be written in away that it can be understood by everyone. It should not be too technical. To search by salary, it should be refined to cover postings that are for multiple positions (e.g. EC-06 and EC-07).
	There should be someone within the team to review the translation for accuracy. Translators are not specialist in all fields, so a second review would be appropriate. It can't be assum on how to search and apply for the job postings in the Government of Canada that is more visual (e.g. a video that uses various examples).



all the positions within that range. There are so many postings

refine your search are effective.

or the screening portion."

ned that it is accurate. There should be an online training option



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Goals 🔗	Consider Applying
Needs 🔘	Needs to navigate the job listings.
Expectations 훅	Expects the site to be easy to find jobs that she is qualified for.
Actions ∢€>	"I was overwhelmed as the filters to refine my job search were not working as I thought they would. I didn't know which type of position I qualified for or which ministry I could work for. I was also frustrated as I thought something a looking for a job wasn't easy on this website."
(:) (*	
Feelings	
Thoughts 🖒	"The criteria (essentials and assets) were not always clear, so for many postings, it is hard to find what you are looking for unless you know how to search, not all options to refine your search are effective. Translation is not always acc Positive: It is clear which area of selection applies, the salary and the length of the job are made available on the posting. Also, now it is clear that you can request accommodation for the screening portion."
Insights 🔗	"The essentials and assets criteria should be written in a way that it can be understood by everyone. It should not be too technical.
	To search by salary, it should be refined to cover postings that are for multiple positions (e.g. EC-06 and EC-07).
	There should be someone within the team to review the translation for accuracy. Translators are not specialist in all fields, so a second review would be appropriate. It can't be assumed that it is accurate. There should be an online tra on how to search and apply for the job postings in the Government of Canada that is more visual. It would be beneficial (e.g. a video that uses various example).
	"Make the word 'equivalent' the same as "at level" so staff that are in an equivalent position can be added if they are creating a pool. It might also give staff more confidence to apply if they know they are in an equivalent position."



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Goals 🔗	Apply for Job
Needs 🔘	Needs to go through the application process on GC jobs.
Expectations 루	Expects the applying for a job to be easy – the same as in other places where she had applied for a position (i.e. submit a cover letter and resume).
Actions ∢€>	"The forms are getting longer and longer and more complicated to fill than they used to be. I was already overwhelmed the first time I did it, didn't know what to do, how to complet processes, I still panic and get overwhelmed when applying as I know you have to be careful of the words to choose, the number of questions I will need to answer, word limits (great still have difficulty applying and even if not always mentioned in the application, it is still expected)".
(:) (:)	
Feelings 😐	
¥ (:)	
Thoughts 🖒	"Managers' expectations (i.e. too many detailed and sometime unclear questions to answer), and having to use the SMART approach, even when it is not mentioned, are making appl
Insights 5	"Have fewer questions, offer some training on applying the SMART approach for job applications in the Government of Canada, offer better accommodation measures in the screenir only to written abilities), do more research about what is being done elsewhere for hiring people, be more up to date in the hiring process."



te, etc. Now after so many years of applying to so many at ability to summarize), the use of SMART approach (which I

lication longer to complete."

ing process (e.g. ability to answer orally, not to pay attention



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Goals 🔗	Selection Process
Needs 🔘	Needs to go through the assessment tests.
Expectations 辛	"I would have thought that all my accommodations measures would be considered so I was saddened when I find out that because "excellent communication skills" (which is in all ap accommodate me for spelling, syntax, the way I write my sentences or the order of those sentences. The same goes for oral communication. I was also disappointed as in real life, the have to repeat over and over (until about 2 years ago) the need to accommodate me at every step (I still must do it for some applications but less frequently). I was also told more th outcome (i.e. no one would want to hire me because of my limitation). Now it is getting better and managers are more informed, although there are still some that don't believe that
Actions ↔	"I was very stressed. I was not always able to understand the directions provided in the email or the exam questions. I was informed that in term of fairness they couldn't clarify those me by email, but wished sometimes I could get clarifications when I didn't understand something.I was only partially accommodated for my disability (i.e. giving me more time – which where the sometimes I could get clarifications when I didn't understand something.I was only partially accommodated for my disability (i.e. giving me more time – which where the sometimes I could get clarifications when I didn't understand something.I was only partially accommodated for my disability (i.e. giving me more time – which where the sometimes I could get clarifications when I didn't understand something.I was only partially accommodated for my disability (i.e. giving me more time
(j) *	
Feelings	
(: 	
Thoughts 🖒	"Assessment tests are a great way to determine someone's knowledge. Although, from my experience those finishing school have a better chance of succeeding than those that have time given is too short, so a lot of very good candidates are disqualified. Furthermore, if you don't give the candidate all their required accommodation measures, they might be at a into a position, which would avoid having to go through the process and a lot of the time, it is still used to hire friends, previous colleagues, but not those that have demonstrated for Also, too many times, people that are not bilingual are offered indeterminate positions in a bilingual post and even after 2 years of failing their second language test, there are no co
Insights 🔗	hand, someone with a disability is not offered any exception." "Some managers are already giving more time to do the exam, prepare for interviews, but I would recommend using it for all processes, i.e. 2-3 days to do the exam. Re-evaluate the if they were in a real-life situation, would the outcome be the same. During the interview, hiring managers could ask more questions if the candidate didn't speak enough, if things real life situations. Again, look at what is being done elsewhere in term of hiring processes, be more moderns, rely more on references which will give you a better idea of how the er
	Before I can make a pool, I frequently apply and participate in over 10 application processes and every time my self-esteem is destroyed. There must be a way to encourage those th hiring process. Make sure that the process is fair for everyone, don't have criteria that would limit someone with a disability to apply or succeed if they are not really necessary (i.e. it work), revise your accommodation measures that you are able to approve (i.e. in reports provided, sometime more than one accommodation measure can be provided, but they dec
	If you are going to apply the essential criteria, make sure you apply them for everyone, no exception (e.g. no unilingual employees in bilingual positions)."



pplications I applied to) is a requirement, that they cannot here is often someone reviewing your work to assist you. I did han once not to request accommodations as it would impact the it people with certain disabilities can do certain type of jobs. "

e for me. I was fine having the information communicated to ich was the only accommodation provided, even still today)."

re been doing the job for years. Also, sometimes the amount of a disadvantage. As well, there is the option to appoint someone or months and sometime years that they can actually do the job.

onsequences, they get to keep their position. But on the other

e measures that can be provided to staff and consider whether, weren't clear enough, which is being done more and more in mployee is, work...

hat can do the job to apply, as many time people are afraid of the won't have a real impact once the person is accommodated at cide what should be best for you, which is not fair).



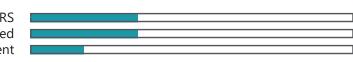
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Goals 🕑	Outcome
Needs 🔘	Needs a fulltime job that accommodates her needs.
Expectations 辛	There were times when she expected to be offered the position, but frequently due to lack of communication skills and interpersonal skills, she didn't get the position.
Actions 🛟	"Every time I failed a process, I was devastated, I stopped believing in myself, I stressed out, I panicked but every time I would get back up as I am a very determined person who wa government.
	There are great HR staff that help me by giving me advice to improve for the next time. Some took the time (even when they were not obligated to do so) to guide me for the next pr tricks. Some just don't want to help or never get back to you, but good thing there are only very few of those.
 	Also, I realized that many of us fail in those processes and the great majority of the time we are those that have been doing the job for a long time and we are being told that we are that are overconfident, love to talk about what they did when others did the job for them and are not necessarily the best person for the position. Too many times I have seen better of
	But I know if the way we assess can improve, those people might be able to go up the ladder. "
Feelings 😀	
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Thoughts 🖒	"Results are submitted by emails, which is understandable considering how many people can apply to those processes. The only outcome I find sad is the frequency with which depart with doing them and yet so few people are qualified in my field.
	In my case, one of the biggest problems is my inability to express myself properly and the fact that great oral communication is an essential criterion. There are no accommodation m to elaborate or clarify. "
Insights 🔗	"In my case, after discussing the results with them, I had a better idea of why I failed and what I needed to improve on, what I should read to improve, etc. So, I believe that should be or all internal candidates for all phases. When too many people fail the processes, they should consider re-evaluating their scoring and give the opportunity for more people to pass t





ants to believe that someone with disability can get far in the

rocess. Most of the time they gave me a lot of details and

good at it. I found over time that those that make it are those candidates failing those processes.

tments must do follow these processes and the costs associated

neasures available for this but in real life people just ask for you

done for every candidate that made it to the interview phase those processes."



GCJT Journey Maps Alex Job seeker with Mobility Disability – Applying for a job

Alex is a 55 year-old Outreach Officer, responsible for designing programs and delivering responsibilities as part of the Accessibility Act program. He currently has balance issues that require him to use a cane for walking. He needs assistance as well to lead him to the exit door during fire drills.

"I mostly worked in the government after finishing law. I find there is opportunity for growth and development in a career in the government."

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a full-time job that accomodates his needs.
Expectations	He has no expectations regarding the job portal site.	He has no expectations on how he will navigate through the site for a job posting.	Expects the job application page to be fairly easy to fill-out.	Expects it to be a typical interview.	Expects that he might not be successful but had not given up at that point.
Actions ↔	Going through the site, he finds it easy enough to navigate.	He clicks on a link and a page opens showing all the information about the job posting.	He goes through the application and fills-out the questions by cutting and pasting his answers. He finds it easy to complete the application.	He goes through the assessment process and does not request accommodations as he feels that he didn't need any.	He receives an email informing him that he didn't get the position.
Feelings					
Thoughts 🖒	"I didn't retain a strong impression that the site was hard to use."	"The requirements of the job were clearly explained. The instructions were not extensive but clear."	"There is a little bit of repetition in the questions. When I pasted my answers, I lost all the formatting and so I was so worried that my answers might be unreadable."	"The interview was straightforward. There were no barriers and everything was balanced."	"I knew I didn't have the experience at that time but I felt that I was not undervalued as a candidate."
Insights 🔗	No insight.	No insight.	There should be a test environment to fill-out information. This will allow the users to practice filling-out the form without worrying about messing it up.	"Keep it as is."	"Keep it the way it is."



vard. There g	"I knew I didn't have the experience at that time but I felt that I was not undervalued as a candidate."
	"Keep it the way it is."

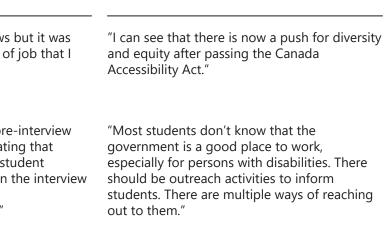


GCJT Journey Maps Cat Job seeker with Learning and Processing, Non-Apparent, Mobility and Audio Disabilities – Applying for a job

Cat is a 53 year-old graduate student who has expertise and experience in accessibility, disability issues and inclusion. She is a co- chair of a group that supports and initiates programs relating to accessibility, indigenous recruitment, diversity, and equity. She has ADHD and learning disabilities. It is a challenge for her to gauge how long it will take to complete certain projects. She also has Meniere's disease, which causes vertigo, nausea and a lot of things related to your passions hearing loss. She also has mobility issues that require her to use a cane to walk. She gets accommodations at work, with support from her management team and co-workers.

"I am public about my status as a disabled person and, my accommodations needs. After attending a symposium, I realized that you can do and interests in the government. It doesn't matter what course you take. "

Goals 🔗	Awareness	Consider Applying	Apply for Job	Selection Process	Outcome
Needs 🔘	Wants to find a job.	Needs to navigate the job listings.	Needs to go through the application process on GC Jobs.	Needs to go through the assessment tests.	Needs a part-time job that accommodates her needs as a student.
Expectations 훅	Expects the site to be simple and encouraging to use.	For FSWEP, there are no job listings to go through.	Expects the filling-out the information in FSWEP to be easy.	Expects that she will be briefed in advance to give her an idea how the interview will work.	No expectations after the interview.
Actions ↔	She goes through the FSWEP site to include her name in the inventory for students who have disabilities.	Not applicable.	She goes through the site and fills-out the information as required. Her familiarity with other government websites through applying for graduate scholarships made it easier for her to understand the website. However, she wasn't sure if she uploaded the type of CV that the government is looking for.	She receives an email informing her that she is being scheduled for an interview for a possible student job. She didn't ask for accommodations because she assumed she wouldn't get them.	After few weeks, she receives an email informing her that she is being offered the job. As requested, she provided a clearance from RCMP before signing the contract.
Feelings (L)					
) (:)					
Thoughts 🚫	"I find the FSWEP site, simple and easy to use. There is definitely high usability."	No thought.	"It didn't take long for me to fill-out the form It was easy to understand. However the 'FSWEP' language used is a bit of a challenge to comprehend."	"I was happy to receive this news but it was not clearly explained what kind of job that I am being interviewed for."	"I can see that there is now a push for diversity and equity after passing the Canada Accessibility Act."
Insights 🔗	The FAQs on the site are well organized and simple to follow.	No insight.	"The language used on the site should be simple enough for students to understand. I find it a bit impersonal because there is no alternative format to cater to the different needs of students who have different types of disabilities. I feel like I am sending my application into a void as there is no one to contact for questions or an indication of how long it will take to be contacted."	"It would be helpful to have a pre-interview support provided by at least stating that interviewers can meet with the student candidate beforehand to explain the interview process and offer them some help/accomodations if needed."	"Most students don't know that the government is a good place to work, especially for persons with disabilities. There should be outreach activities to inform students. There are multiple ways of reaching out to them."



Created by Ryan Reid, Gerald Betita and Celine Eido

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Description Collection of journey maps exploring the current as-is scenarios involving persons with disabilities.

