**Transcript – EOSD Learning Session on the Lending Library and GoC Passport**

**Transcription - Session d'apprentissage de l'OEÉSH sur la bibliothèque de prêt et le passeport GC**

**Camila Das Gupta**
So hi everyone.

Once again for anyone just joining us now, we're just welcoming you to our staff and event for the summer for our EOSD programming will be doing an info session today.

We are just giving everyone another minute or two to log in to join us. So just hang tight while we wait for everyone to join, and we'll be getting started in a moment.

**Sylvie Laliberté**

Bonjour à tous ! Bienvenue à notre événement. Nous attendons quelques minutes avant de commencer pour que tout le monde ait le temps de se connecter. Pour ceux qui nous rejoignent, veuillez-vous assurer que vous êtes en mode silencieux. Nous commencerons officiellement dans quelques minutes, une fois que tout le monde sera arrivé !

**Camila Das Gupta**

So, looks like I'm our lobby is starting to slow down a bit. I think people have managed to log on, so I think we will now kind of officially start our event.

So hello, everyone! Thank you for joining us for the second event of our 2023 EOSD program!

**Sylvie Laliberté**Bonjour à tous. Merci de vous joindre à nous pour le deuxième événement de notre programme OEÉSH 2023!

**Camila Das Gupta**
My name is Camila Das Gupta. My pronouns are she and her, and for those of you who may benefit from a visual description, I have brown skin and brown eyes and black hair, and I'm currently wearing a black shirt.

I work for the Public Service Commission in the Diversity & Inclusion Centre of Expertise and my main responsibility is overseeing program implementation for EOSD. I have the pleasure of being your English host for today's session.

**Sylvie Laliberté**
Je m’appelle Sylvie Laliberté, et mon pronom est « elle ». Pour ceux d’entre vous qui auraient besoin d’une description visuelle, j’ai la peau pâle, les yeux et les cheveux bruns et je porte une blouse bleue. Je travaille pour la Commission de la fonction publique, à la division du recrutement inclusif et habilitation opérationnelle. Ma responsabilité principale est agente de projet et j’appuie l’équipe du Centre d’expertise autochtone et le Centre d’expertise sur la diversité et l’inclusion. Et je serai votre coprésentatrice en français pour la séance d'aujourd'hui.

**Camila Das Gupta**
So today's session will be an information period to learn about two different services that are available to employees with disabilities within the Federal Public Service.

First, we are learning about the Government of Canada Workplace Accessibility passport from the Office of Public Service Accessibility, and we are very lucky to have Luna Bengio here joining us for that. We'll be introducing her in a few moments.

After this presentation, we will then be hearing from Shared Services Canada about the Lending Library which is offered by the Accessibility, Accommodation and Adaptive Computer Technology (AAACT) Program, and this is its own program as well. We’re extremely lucky to have Kathleen Reynolds here. She will be presenting on the program, so we'll be introducing her in a few moments as well.

**Sylvie Laliberté**
Aujourd'hui s'agit d'une séance d'information sur deux services différents qui sont offerts aux employés en situation de handicap qui travaillent dans la fonction publique fédérale. Nous allons tout d'abord nous familiariser avec le Passeport pour l’accessibilité en milieu de travail du GC délivré par le Bureau de l’accessibilité de la fonction publique. Luna Bengio sera notre présentatrice aujourd’hui !

Après cette présentation, nous entendrons Katherine Reynolds et l’équipe de Services partagés Canada nous parler à propos du Service de bibliothèque de prêt qui est offert par le Programme d’accessibilité, d’adaptation et de la technologie informatique adaptée (AATIA).

**Camila Das Gupta**
To open in a good way, I would like to acknowledge that I am joining you today from Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People. In an era of reconciliation, land acknowledgements have been widely utilized to recognize First Nations, Inuit, and Metis Territories. These acknowledgements must be delivered with a good heart and authentic approach and style that is thoughtful and meaningful – and can be received in the same manner. I believe it’s important for us to each develop our own personal understanding of what these territorial acknowledgements mean to us and to take the time to be intentional in connecting them to our own participation in systemic change. To do this today with all of you, I would like to take 20 seconds of silence. During this time, I encourage you to do some personal reflection on your own relationship with the traditional Indigenous territory where you work and live. And to think about what efforts you can make in your everyday life to work towards decolonization and bridging awareness into action. So, we’ll start our 20 seconds now.

Thank you everyone for your respect and participation in our 20 seconds of silence. I encourage you to return to what you reflected on just now during our session this morning and find ways to draw meaningful connections for yourselves.

**Sylvie Laliberté**
Nous devons aborder quelques règles de base avant de passer à la partie principale de notre séance d’aujourd’hui. Notre événement se déroule en ligne, ce qui signifie qu’il y a quelques éléments à prendre en considération concernant la participation et l’étiquette.

D’abord, nous vous demandons de bien vouloir mettre votre micro en sourdine pendant que les présentateurs parlent afin de limiter les distractions et les bruits de fond. Pour ce faire, cliquez sur le bouton « microphone » dans le coin supérieur droit de votre écran de MS Teams.

La séance d’aujourd’hui se veut interactive et vous donne l’occasion de poser des questions ou de faire des commentaires. Si à un moment ou à un autre, vous souhaitez prendre la parole, il y a deux façons de le faire adéquatement. La première consiste à utiliser la fonction « Lever la main » et attendre qu’un présentateur vous accorde la parole et vous demande d’activer votre son. La seconde consiste à utiliser l’espace clavardage, le « chat » pour écrire ce que vous souhaitez dire.

**Camila Das Gupta**
In addition, it’s important to know that this event is being held in both English and French. There is ASL available to interpret when English is being spoken and LSQ available to interpret when French is being spoken. We would like to thank our ASL and LSQ interpreters for being here today and providing such important services. We encourage participants who may benefit from the interpretation to use the pin function to ensure they can always see those frames during the meeting today.

Lastly, we want to mention that we have enabled the MS Teams Live Captioning feature in case anyone wishes to use this during the meeting today. The link in the chat has written instructions on how to activate this feature.

So, now for the fun stuff! We are pleased to introduce our two speakers for today's information session.

Our first presenter is joining us from the Treasury Board of Canada Secretariat and will be speaking about the GC Workplace Accessibility Passport. The passport helps address the obstacles federal public service employees and applicants with disabilities face in obtaining the tools, supports and measures to perform at their best and succeed in the workplace. It does this by streamlining the workplace accommodation process, helping to avoid repeated requests for documentation, and facilitating employee mobility between GC organizations.

**Sylvie Laliberté**Notre deuxième présentatrice est Kathleen Reynolds. Kathleen est agente de gestion des actifs du Programme d'accessibilité, d'adaptation et de technologie adaptée (AATIA). Elle travaille pour la Direction générale de l'approvisionnement en TI pour l'entreprise et des services ministériels et elle se joint à nous de Services partagés Canada. Elle nous parlera du service de bibliothèque de prêt. C’est un service qui a été conçu pour répondre aux besoins des fonctionnaires nommés à court terme, comme les étudiants et les employés nommés pour une période déterminée, qui avaient besoin de mesures d’adaptation en milieu de travail en raison d'une maladie, d’un handicap ou d’une blessure.

**Camila Das Gupta**
So before I to our guest speakers, which will be Lena first, I do want to just mention to everyone joining us here today that there will be a dedicated period for questions and answers at the end. So once both presenters have done their stations, there will be time. So, you can expect that period at the end to be able to ask both the passport team and the lending library team your questions once all the information has been presented. Of course, if there's an urgent question while either of the presenters are speaking, you can let us know and we'll be able to ask the question in the moment as well. So first off, please give a warm welcome to our presenter, Luna Bengio, from the Office of Public Service Accessibility! I'll pass the mic over to Luna now.

**Luna Bengio**
Thank you very much and thanks for having me here. So, I will attempt to provide my remarks in English and French and I will announce when I'm going to switch languages to give people who use the live captions time to adjust the language of their captions and hopefully to accommodate our sign language interpreters. Thanks to them for providing this invaluable service.

I'll start in English, and today I'm going to talk to you about the government Canada Workplace Accessibility Passport. But before I get into the what the passport is and how it's used, I'm going to set the context so that you understand where the passport is coming from and the kind of culture change that the passport is promoting across the Government of Canada.

So, we'll start on Slide 2 with the Accessible Canada Act. So, Canada has adopted the Accessible Canada Act in 2019 and it is a very important piece of legislation because while it keeps up with our tradition of a being country that has a strong human rights legislation it has also instituted employment equity legislation. The accessible Canada Act goes a few steps further.

So, the first area is the definition, and so you will find the definition at the end of the PowerPoint. The more detailed definitions that are in the act at the at the end of this PowerPoint presentation [*inaudible*] The Accessible Canada Act really starts from a very broad definition of what is disability, which includes permanent, temporary, and episodic disabilities in which really can create barriers in a variety of areas for people with disabilities, so the definition is extremely broad, and it is important to remember - I think the important thing - is that it really affords individuals the opportunity to get the tools and to have their barriers, the barriers they face eliminated regardless of the nature and in the in the kind of disability. For example, somebody who has an injury may experience barriers temporarily, those barriers also need to be eliminated or addressed.

The second important principle in the Accessible Canada Act is the notion that it is organizations and not just the individual who has / who are responsible for eliminating or avoiding the creation of barriers to participation of people with disabilities, and in doing that, the Accessible Canada Act really applies the social model of disability which recognizes that a person becomes disabled as a result of interactions with an environment that is not welcoming, that is often hostile, and so the onus on creating that inclusive, welcoming environment is not just on the individual advocating for themselves, but rather on organizations, whether they're public or private sector to eliminate those barriers.

Another very important principle for the Accessible Canada Act is nothing without us. The act really requires that people with disabilities be involved and play an important role in any decision or policy or practice that are going to affect them. And so because people with disabilities are people to begin with.

Any policy, any practice or any decision may affect them, and it's important for people with disabilities to be able to be part of the conversation and other decisions.

I’ll switch to French now.

[*Inaudible*]

…meuble accessible, c'est des boutons pour faire ouvrir les portes de façon des portes qui s'ouvrent automatiquement, les ascenseurs, des documents accessibles, des sites web accessibles, des documents en langue en langage simple qui sont faciles à suivre et à comprendre. Voilà quelques exemples. Le 2e élément, c'est vraiment la culture, c'est une culture de respect, une culture qui reconnaît, a vraiment attribué une valeur importante aux différences et qui comprend que différentes personnes puissent fonctionner différemment et qui, qui vraiment accueillent favorablement des façons de fonctionner différentes et des perspectives différentes.

Les 3e élément, et c'est celui qui va nous occuper aujourd'hui, c'est les adaptations au niveau individuel, c'est à dire les outils, les mesures qui vont permettre à des personnes en situation de handicap de pouvoir fonctionner. Ces généralement, des solutions uniques qui qui doivent tenir compte des besoins particuliers de l'individu, en particulier dans le milieu de travail mais aussi à l'école, à l'université, et cetera permettent aux personnes de donner le maximum qu'elles peuvent donner et de réussir, entre autres au travail.

Just to summarize in English, three areas for action: the environment [*inaudible*] we are proactive in eliminating barriers in the physical or digital environments.

Second, it's the culture; ensuring we have a culture that values differences as opposed to rejecting them, [a culture] that values different perspectives.

And the third is individual accommodation or individual adjustments. Those tools and measures that are going to make it possible for people with disabilities to take advantage of and to participate and to succeed in particular in the workplace.

So, continuing in English and in the spirit of that last circle on the previous slide, why are workplace accommodation measures important?

And of course, you can look at the content of the slide [*inaudible*]. I think you have all received a copy of the PowerPoint presentation.

 The very important quick message about why workplace accommodations are important is because if they really create equity as opposed to equality, it's about equity. It's about leveling the playing field. It's about making sure that individuals have the tools or supports that work for them, and so if I gave you a particular example, a personal example for me, what works is having my computer with the screen reader.

And so, if I have my screen reader then I can access documents, I can do my work. So, the screen reader is the element that makes it possible for me to use the regular computer that all my colleagues have. So that's what an individual accommodation is and that's why it's important. It creates that that that level of equity. Next slide.

[*Inaudible*]

Yes by default, and what does it mean?

So, in Canada, particularly in the federal public service, we have a directive on a duty to accommodate. The employer has a legal obligation to provide reasonable accommodation up to the point of undue hardship. And so therefore, that's what yes means.

Yes means that every employee is entitled to have their needs accommodated. The important element here is the element of reasonable. So that means that it's not yes to the everything. It's yes to ensuring that a request is reviewed, that it's treated on a case-by-case basis, that in most cases manager the manager will say yes, and if there are questions that there will be a conversation between the employee and the manager about meeting their accommodation needs.

So, if we think about the passport, what the passport is, the passport is essentially a tool that is used to explain to the manager: “this is how I function. These are the barriers I may encounter in the workplace, and I know these are the solutions that will help mitigate or address these barriers.” That's what the passport is. But the most important element about the passport is the conversation. It is the basis for a conversation between the employee and their manager so that together they can come to an agreement about the tools or support measures that the employee needs to be successful in the workplace.

OK, so this is basically the concept of the passport. That's what the passport focuses on.

It's important to know that the passport is not a way to tell, it's not about, what the disability is.

*[Inaudible*]

It's not about a medical condition. It's not about a health condition. It's not about a treatment that the person needs to follow. It is about the workplace and so in the workplace, what do we have? We have a series of responsibilities. We have working conditions. That's our situation. In each of those situations, we may encounter barriers, so it is important to describe the barriers in neutral, factual terms.

So, what is, what could be a barrier? A barrier could be information that is not in a format I can access. It could be noise in the workplace. It could be insufficient or inadequate lighting. It could be a chemical product that that may cause environmental reactions. So that's what we mean by barriers.

The third and last, and important of course element, that is the goal, is to find a solution. What is the best solution that can address the barrier the individual may be facing in the workplace? Always with the objective that the individual can achieve their maximum potential. Next slide.

So how do you [*inaudible*] the Government of Canada Workplace accessibility passport? Basically, it is currently a Word document which is relatively simple to use. The challenge is really to take the time to determine what, in the situation that I'm in today, could represent a barrier.

So, for example, if I am in an office environment and there's a lot of noise, for example, that could be my situation and my barrier. If I am a someone who's a policy analyst and who is required to go through a long or high volume of documents to review in a short period of time, that may cause a barrier. So those are examples of the way that we're going to use the passport. It’s to determine the barriers, to have the conversation with the manager and to identify the best solution.

So, a solution in a case of noise could be a set of noise cancelling headphones, could be access to quiet space from time to time during the day. A solution to the high volume of reading and tight timelines could be adaptive software that reads for the individual to provide some relief from time to time. And Kathleen is going to talk a lot about, you know, all the wonderful tools and supports that the lending library offers. So, I won't go too much in detail, but really that's the way to use the passport.

There may be situations, or there may be occasions I should say, where neither the employee nor the manager knows what the best solution is, and this is where groups like triple AAACT like Kathleen's group, can come in and provide subject matter expertise.

Can you still hear me? Because it was telling me my microphone was unmute.

**Camila Das Gupta**
We can hear you now Luna, it was just for a few seconds there.

**Luna Bengio**
OK, OK.

Alright, so basically there are subject matter experts that can provide advice on what the best solutions are. We can go to the next slide, and I will switch to French for this one.

[*Inaudible*]

Tant que les gens peuvent être, puissent être, réticents à exprimer à leurs besoins, à décrire les obstacles qu'ils rencontrent parce qu'ils ont parfois la crainte de se faire.

Soit stigmatisée, soit de se faire regarder différemment, mais il est important pour avoir accès aux mesures d'adaptation et aux outils d'informer le gestionnaire et d'avoir une conversation franche avec le gestionnaire. Il est aussi important que le gestionnaire créé les bonnes conditions pour que l'employé se sente à l'aise et se sente en confiance. Et sache que les renseignements personnels, ces renseignements personnels ne se retrouveront pas un petit peu partout. Un des éléments clés du passeport, c'est vraiment la confidentialité et le fait que l'employé est au cœur du passeport et donc doit faire partie de toutes les discussions concernant ces adaptations au milieu de travail. C’est aussi un autre élément.

Just to be going back to the previous slide in English. Updating the passport is important. The passport should follow the employee when they change managers, or they change organisations. [*Inaudible*] …circumstances change, when barriers or needs evolve, where are new solutions? It is crucial to keep the passport updated.

We can go to the next.

In most cases, and particularly, the directives the Duty to accommodate [*inaudible*], the government of Canada policy instrument, recommends taking the most informal approach that we can to provide workplace accommodations. An example I will give is if somebody could benefit from having access to meeting notes after meetings, or from having the manager make them a summary in writing of the task that was assigned that day for them to keep track of the work to be done. Those are simple measures to put in place and makes sure that that process is informal, simple, as possible. It is minimizing request for supporting documentation.

 [*Inaudible*]

I encourage everyone to visit the page, to learn more about the passport, to download the Word version of the passport and to become familiar with it. Whether you’re an employer, student, or a manager you can visit the page and find resources as well as video.

Alors en français. Merci à tous pour votre attention et je suis, je serais heureuse de prendre des questions. Merci.

**Sylvie Laliberté**
Oui, un grand merci à Luna de nous avoir parlé du service de Passeport pour l'accessibilité en milieu de travail du GC.

Avant de répondre aux questions, à moins qu'on puisse en prendre maintenant, *[inaudible*].

Maintenant Camilla.

**Camila Das Gupta**
[*Inaudible*]. Let’s take a moment right now to see if anybody has questions for Luna, or we will bring Kathleen Reynolds on if not.

[*Inaudible*] any questions for Luna?

[*Inaudible*]

[Reading question from chat:] What is the priory reference number PRN?

**Camila Das Gupta and Luna Bengio**

[*Inaudible*]

**Luna Bengio**
PRI stands for Personal Record Identifier. It’s a number that that each individual gets when they join the public service and the number that serves particularly so you can get paid.

[*Inaudible*]

**\*\*\* NOTE (*not in transcript*):** Luna’s answer to the question about PRNs is inaudible. PRN stands for Priority Reference Number; they are given to individuals with [priority entitlements](https://www.canada.ca/en/public-service-commission/services/information-priority-administration/orientation-program-persons-priority-entitlement/maximizing-priority-entitlement/guide.html#Priority%20Entitlements%20Overview).

**Camila Das Gupta**

[Reading question from chat:] Luna, do you have recommendations for having a conversation about accommodations with your manager? Should we look for a specific time, etc.

**Luna Bengio**
Well, I think it's really important to start a conversation by saying I would like to meet with you to discuss measures of accommodation in the workplace and tools that may be put in place in order for me to be better and more productive at what I do. [*Inaudible*]
 …managers should promote a conversation and support employees by always asking the question, “how can I best offer support so you can succeed in the workplace?” [*Inaudible*] It's good to be honest with what you need so that your experience is a better one, is a more positive one. [*Inaudible*], you can actually find a guide on how to start the conversation.

**Camila Das Gupta**
Thank you. Leah is asking “what if we are still learning about our disability and are unsure of the accommodations we need. How should one approach a manager with this situation?”

**Luna Bengio**
Really try to think about it for yourself; what were/are the obstacles or the barriers that I am facing. [*Inaudible*] If I tell you my disability, if I am blind, it's not going to tell you anything about what barriers I face. You can imagine, probably what some are. But I may find that the barriers I face are extremely dependent on the work and the situation. So, I think my point is think about the work, the tasks you need to perform and what could be a challenge. What could be a struggle in performing the tasks. How you start to identify, if you don't know the solution, having a conversation with your manager may help both of you to come up with solutions or with options of what the best solution is.

[*Inaudible*] There are people who have subject expertise who can provide support and Kathleen is going to talk to about how to better identify solutions.

**Camila Das Gupta** and **Luna Bengio**

[*Inaudible*]

**Camila Das Gupta**
Okay, we have another question. What if when we were hired, we said we didn't need accommodations but are finding we do as we learn our jobs, can this reflect negatively on us?

**Luna Bengio**
You can ask for accommodations after, because as you discover the job you are more likely to really be aware, become aware, of what would help you do the job better, especially if you are new to the Government, new to the Federal Public Service.

[*Inaudible*] and no, no, it can’t because the employer has an obligation to accommodate.

**Camila Das Gupta**
Thank you so much Luna.

Okay so we will move onto our next presentation of today. Thank you so much Lune for your presentation, and for answering questions.

[*Inaudible*]

**Sylvie Laliberté**
Un grand merci à Luna de nous avoir parlé du service de Passeport pour l'accessibilité en milieu de travail du GC. Avant de répondre aux questions du public, nous entendrons notre deuxième invité. J'aimerais maintenant accueillir nos conférenciers du Services partagés Canada, Kathleen, qui nous parleront de la bibliothèque de prêt. À vous la parole!

**Kathleen Reynolds**
Thank you! C'est ma première présentation bilingue. Alors, bear with me.

I want to start by saying thank you. The Office of Public Service Accessibility laid the groundwork and set you up to the point where you’re ready to have a discussion with AAACT.

Bien, Je veux essayer de répéter les choses plus importants pour vous en français aussi. La présentation est disponible dans les deux langues.
Je vous partage les liens après la présentation.

So, what’s the Lending Library Service Pilot Project?

**NOTE:** Unfortunately, MS Teams was not able to understand the switch between French and English. Kathleen’s presentation was largely unreadable, so in **bold** below we have included sections of the transcript as well as her speaking notes. **This is not the transcript of the event. In green are transcript sections, and in blue are speaking notes.**

**… En français, offrir aux employés handicapés du GC et aux gestionnaires de tout le Canada des conseils d’experts, de la formation, des services de soutien et des technologies adaptées pour faciliter l’accès aux adaptations en milieu de travail.**

**The first one is the individualised, personalized services that Luna was referring to where you come with the barriers that you are experiencing, and we help figure out how to reduce them.**

**So, we don't just give you piece of software or hardware.**

**We can do training on things like how to have difficult conversations with your manager, how to think about / readjust your workload, things like that… [*inaudible*] and the conversation about the conversation.**

**[*Inaudible*]… we also do training more widely, so we teach IT professionals about accessible Technology so that taking department. We have a déjà accessibility accessible documents and Disability Awareness More generally. We also do Research and testing.**

**Barriers: that’s anything that does not allow people with disabilities to be included and take part in all areas of life, work, and society.**

**We use a fast-track accommodation process to provide expert advice to dress berries in the workplace, recommend the right tools and services based on needs and environment and provide at no cost hardware and certain access to specialised services.**

**En utilisant process [*Inaudible*]extérieure pour donner des conseils d'experts afin de l'éliminer des obstacles en milieu de travail, recommander les bons utiles et services en fonction des besoins et de l'environnement et offrir gratuitement des matériels et des logiciels et accès à des services spécialisés.**

**… It's very easy for them to say yes to the tools so you don't have to have that awkward moment where you are about [*inaudible*]… this is your job and your opportunity, and you deserve to have the tools.**

**Vous êtes des participants dans OEÉSH, vous êtes donc automatiquement admissibles au service du bibliothèque de prêts.**

**…We are also increasingly supporting people who are in hybrid work places… We can ship equipment to receive at your home.**

 **En français, le client est le spécialiste de ces besoins du travail qu'il accomplit, votre gestionnaire. Les autres membres de votre département et notre équipe a atteint et sont responsables pour tous les autres choses. Sur votre recommendation.**

**So, you come and the expert on your needs and away the work well for you. If you have to.**

**Ah, en français, je pense. Le dernier point le plus important à attendre : mous désignera une technicien principal expert en technologie informatique adaptée, qui travaillera en tête à tête avec le client. Le technicien principal contactera le client pour organiser une séance exploratoire et discuter des solutions possibles.**

**On répète en français; le client déterminé les solutions qui pourraient fonctionner, essayer différents, utile puis indiquer ce qui convient le mieux à ses besoins sans travail.**

**This is about the end of my presentation. I'm going to drop some links as promised so after you had that passport [*inaudible*] with your manager you can talk about further solutions.**

**AAACT INTRODUCTION**

**Programme d’accessibilité, d’adaptation et de technologie informatique adaptée (AATIA)**

* **Mandat : Offrir aux employés handicapés du GC et aux gestionnaires de tout le Canada des conseils d’experts, de la formation, des services de soutien et des technologies adaptées pour faciliter l’accès aux adaptations en milieu de travail**

**Projet pilote de service de bibliothèque de prêt utilise un processus d’adaptation accéléré :**

* + **Donner des conseils d’experts afin d’éliminer les obstacles en milieu de travail**
	+ **Recommander les bons outils et services en fonction des besoins et de l’environnement**
	+ **Offrir gratuitement :**
		- **Des prêts de matériel et de logiciels**
		- **Un accès à des services spécialisés**

**Qui sont les clients du PPSBP?**

* **Vous êtes des participants dans OEÉSH, vous êtes donc automatiquement admissible aux services du Bibliothèque du Prêt.**

**Prestation de services axés sur le client**

* **Le client est le spécialiste de ses besoins et du travail qu’il accomplit. Votre gestionnaire et les autres membres de votre département et de notre équipe, AATIA, sont responsable pour tous les autres choses sur votre accommodation.**

**Prochaines étapes : Processus d’adaptation d’AATIA**

* **AATIA désignera un technicien principal, expert en technologie informatique adaptée, qui travaillera en tête-à-tête avec le client. Le technicien principal contactera le client pour organiser une séance exploratoire et discuter des solutions possibles.**
* **Le client détermine les solutions qui pourraient fonctionner, essaie différents outils, puis indique ceux qui conviennent le mieux à ses besoins et à son travail.**

**INTRODUCTION AAACT**

**Accessibility, Accommodations and Adaptive Computer Technology Program (AATIA)**

* **Mandate: To provide GC employees with disabilities and their managers across Canada with expert advice, training, support services and adaptive technologies to facilitate access to workplace accommodations.**

**The Lending Library Service Pilot Project uses an accelerated accommodation process:**

* **Providing expert advice to eliminate workplace barriers**
* **Recommend the right tools and services based on needs and environment**
* **Offer free of charge**
	+ **Equipment and software loans**
	+ **Access to specialized services**

**Who are our customers?**

* **As an EOSD participant, you are automatically eligible for lending library services.**

**Customer-oriented service provision**

* **Customers are the specialists in their needs and work. Your manager and other members of your department, as well as our team, AATIA, are responsible for everything to do with your accommodation.**

**Next steps: The AATIA adaptation process**

* **AATIA will assign a lead technician, an expert in adaptive computer technology, who will work one-on-one with the customer. The lead technician will contact the customer to arrange an exploratory session and discuss possible solutions.**
* **The customer determines which solutions might work, tries out different tools and indicates which are best suited to their needs and work.**

**Camila Das Gupta**
Thank you so much Kathleen! For questions about AAACT, about the technologies and software, and any others you comment to the chat.

We’ll post the link to the passport and the lending library to the chat if people want to be directed to the website.

Now’s a great time if you want to raise your hand, if you want to ask questions speak now or you want to write in the chat box.

I already see a question in the chat, and I'll just go back to it to make sure we're not missing it before we take some other questions. So, I believe this one would be for Kathleen. Amanda has asked if we get a casual contract after our student contract, are we able to keep the equipment for the casual?

**Kathleen Reynolds**

Yes, you are. That counts as a determinate contract, so you can keep it for the length of the term that you signed for.

You can also keep it if you end up staying a student and moving between different teams. We work with your new manager to just transfer that approval over so that you don't have to send stuff back and do the process all over again.

**Camila Das Gupta**
Perfect. Thank you so much, Kathleen. And I think that we've got Stephanie on the line who has their hand out. So, Stephanie, you're welcome to on you and ask your question if you'd like.

**Stephenie La Maina**
Well, I have two questions, actually.

**Camila Das Gupta**
Sure.

**Stephenie La Maina**
I use the read and write software. I used it when I was in college, and also, I picked it because the CRA has it, which is where I'm at. But now they're telling me that they've turned it off for various things because it's a security something, I don't remember exactly what they said, but it's kind of weird because on the approved equipment page, which is not the right title, but you probably know where I mean, it says that they picked it because it checked out for security.
So, I ended up getting a list of, you know, all different things that I can use for different situations and I'm sorry, but that's baloney because you get used to using it. It becomes muscle memory, and it becomes a tool you can use. So, if I have to have a list of shortcuts for if I'm on the web, I have to use this. But if I'm in this I have to use that. I mean, that's silliness and it also makes you not very efficient. I was just curious if there are any alternatives that are more - that worked for more things for that?

And my second question is actually Teams. I use closed captioning. Just the auto closed captioning is good enough, but it goes by too fast. When I was in college, we used zoom and you could put captioning on the side, which instead of seeing 3 lines of text you could see, for three lines of transcription, you could see you know the full length of the screen. So, if you were, if you were consuming it fast enough, you could still kind of catch up with it.

And it's possible that I'm not asking for the right thing. But they're like, wow, close captains on. That's good enough. And I'm like, well, it's not because I can't read it fast enough so, but basically in the same problem is not being able to hear it well enough.

So anyway, thank you.

**Kathleen Reynolds**
Of course I can sort of answer these because I think that these are exactly the sorts of questions that one of our technicians would love to talk through with you.
First of all, it can be super frustrating to have a tool that you can't use in the same way. Because of government restrictions, I know that we have had some success having discussions about reasonable accommodation and how that fits with what each department determines to be appropriate. Um, so I'm going to recommend that you send - you speak to your manager, and you send us an e-mail. Um and then our, your, lead technician can have a conversation either about other potential solutions or about the way to improve the system so that it's more accessible.

**Stephenie La Maina**
Hmm.

**Kathleen Reynolds**
And similarly with Teams. I'm sure they have some ideas. The thing that I thought of as you were speaking is potentially using transcripts instead, because I know that when I watch a recording, the transcript pulls up at the side, so it sounds more similar to the zoom function you're used to. But again, these are these are perfect info session questions.

**Camila Das Gupta**
Yeah. And the only thing I was going to add, oh - sorry. Stephanie, were you going to say?

**Stephenie La Maina**
Well, I was just going to say it's not for me. It's not so much of a problem if I'm in a session like this, I don't mind going “hey, slow down. I can't consume it that quickly”, but I don't want to have to do that every second and every meeting. So that's why the transcription is fabulous, and I mean. Um, because there's some people that talk like they're an auctioneer in my brain just doesn't, it’s still running on Windows 95, so. It just doesn't. Doesn't consume it fast enough.

**Kathleen Reynolds**
I always find that that comes up particularly in the really big meetings where they've scheduled an hour, but they all have a lot to say and you're just like at a certain point, are you still speaking the same language as me? Because I'm not getting all of this.

**Stephenie La Maina**
Exactly. Exactly.

**Kathleen Reynolds**Yeah.

**Stephenie La Maina**
So yeah. Anyway, thank you. [*Inaudible*]

**Kathleen Reynolds**
Oh, no, of course. Um, we're the accessibility accommodation and adaptive computer technology team. I’ll drop us in the chat again. You can probably look through comments for me and there will be our e-mail address.

**Stephenie La Maina**
OK. Thank you.

**Kathleen Reynolds**
But you send an e-mail, they'll send you a very minimal scheduling sheet. If you say you're with EOSD, they'll put you in the right stream and help you as fast as possible.

**Camila Das Gupta**
And that's perfect. And I was just going to add to that Kathleen, we’ll share their contact information after as well, Stephanie, if you want to receive it that way. And the only thing I was going to add was just about the transcript. So, the closed captioning, like Kathleen said, it's a lot quicker. The transcript can sometimes mix that feature sort of longer on the side. So, you can read back, and you can read [*inaudible*]. It's not perfect. And then the other option is, as you know, requesting a CART caption, so, an external provider. If an event’s happening, you have the right to kind of say I would benefit from having CART captioning and request it and they'll be able to book it.

And I see that the transcript seems to have turned off for you, so that is most likely a technical issue as it shouldn't have, but we will be sharing the transcript of this entire meeting after the event as well for people to be able to refer to it.

And so, we've got a question in the chat. And Kathleen, we have someone who says text to speech really helps me, but I hate it just software called read aloud. So, they're asking if there are any alternatives.

**Kathleen Reynolds**
You betcha.

What comes to mind immediately? There are a couple different solutions, but we do have the software that reads text aloud that has customizable voices and speeds, so that sounds like it might be more your style. Again, send us an e-mail address. We have this software to loan, and we can get the process started.

**Camila Das Gupta**
And I know Kathleen mentioned this, but just to reiterate, if you put EOSD with your manager in the subject line when you do your request, they'll just make sure you're in the right stream with the students, which means I believe you are your scheduling and your technician kind of does it in a priority fashion to make sure that you're receiving those.

That was, um, support sooner rather than later.

**Kathleen Reynolds**
Exactly. Yeah. Normally we can see people within a week of reaching out to us.

You can start talking about specific hardware and software solutions again within a week from that point and within a month we should have you set up with some tools to test.

**Camila Das Gupta**
Are there any more questions for Kathleen or for Luna, or for the team in general?

Anything left unanswered for people?

**Sylvie Laliberté**

Avez-vous encore les questions à poser?

**Camila Das Gupta**
Of course, we know that some questions may come up after once you've had a chance to review the transcript, review the PowerPoint in more detail. So of course, you're always welcome to reach out to our team or reach out to the passport or the lending library team directly to ask more questions. And we've got a comment someone saying this is a great info session. Thank you so much for these resources. So glad that. Yeah, glad that it's helping.

So, it looks like I'm the questions are slowed down, so I thank you, Sabrina, for putting the slide back up here. And I guess before we fully finish up for today, I just want to remind everyone about our contact information. We are friendly people and love to connect, hopefully you've noticed that, so don’t hesitate to send us an email with any questions, comments, or ideas to share! Someone will always be available on the other end to respond and provide support to program participants. Please remember to save this email in your contacts and keep an eye out for all the correspondence that will be coming your way from this generic email address.

**Sylvie Laliberté**
Avant de terminer la journée, je tiens à rappeler à tous les participants nos coordonnées. Nous sommes des personnes amicales et nous aimons communiquer, alors n’hésitez pas à nous envoyer un courriel avec vos questions, commentaires ou idées dont vous voulez nous faire part! Quelqu’un sera toujours disponible pour répondre et apporter son soutien aux participants du programme. N’oubliez pas d’enregistrer cette adresse courriel dans vos contacts et gardez un œil sur toute la correspondance qui vous parviendra à partir de cette adresse courriel générique.

Donc, ceci conclut officiellement notre séance d’aujourd’hui! Je tiens à remercier chaleureusement toutes les personnes qui se sont jointes à nous pour notre session d'information pour l’OEÉSH sur le passeport pour l’accessibilité en milieu de travail du GC et le service de bibliothèque de prêt! Nous avons hâte de vous revoir au prochain événement qui aura lieu le 11 juillet. Nous vous remercions et nous vous souhaitons une très bonne journée!

**Camila Das Gupta**
OK, that’s it. That officially concludes our session today! A massive thank you to everyone for joining us for our EOSD Info Session on the GC Workplace Accessibility Passport and the Lending Library! I cannot thank our presenters Luna and Kathleen enough for being here with us today. It’s always a pleasure listening to you both. You have so much information to share and you're great presenters.

I know everyone on the call is Super Lucky to be able to hear you speak, and so thank you again to both of you for joining us. And I also want to thank our ASL interpreters, Becky and Linda, as well as our LSQ interpreters, Reese and Yvonne, for providing us with these very important services today. And I want to thank my wonderful colleagues as well for making this event run really smoothly. We've got Deggen and Sabrina on the line, and my lovely cohost Sylvie.

Thank you so much for all your hard work and so we are looking forward to seeing everyone again at the next event, which will be our panel discussion on July 11th, so stay tuned for more information about that. I thank you and have a great rest of your day.

**Kathleen Reynolds**

Thank you, Camila. Always a pleasure. Have a good day everyone.

**Luna Bengio**
Thank you, Camila, too. It’s a pleasure. Thank you.