



Canada Border Services Agency  
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Ottawa, Ontario  
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To whom it may concern,

The Treasury Board of Canada Secretariat (TBS) wishes to signal support for the prototype developed by the Canada Border Services Agency (CBSA). The plasticized tactile booklet is intended to serve as alternate accessible format for conveying information to the public that would otherwise be conveyed by signage.

The Communications and Federal Identity Policy Centre at TBS has responsibility for the mandatory standards governing the Government of Canada's signage system – a system of 14 classes of sign applied to close to 35,000 facilities and engineered structures. We are actively engaged in discussions with other government officials on a range of issues implicating signage including accessibility.

The Canadian Transportation Agency's *Accessible Transportation for Persons with Disabilities Regulations* makes certain signage requirements of the Canadian Standards Organization's CAN/CSA-B651 mandatory for both CBSA and the Canada Air Transport Security Authority. The 2023 update to the accessible signage provisions of CAN/CSA B651 indicates that "alternative forms of communication than signs can be considered, specifically for extensive information and guidance that might be issued by an individual enterprise or authority."

We believe that CBSA's prototype aligns with this concept of an alternative format to accessible signage bearing extensive information.

Yours sincerely,

Elizabeth Lindsay  
Executive Director  
Strategic Communications and Ministerial Affairs