Pacific Pilotage Authority
Accessible Canada Act
Multi-Year Accessibility Plan
Progress Report
December 31, 2024

General

The principal mandate of the Pacific Pilotage Authority ("the Authority") is to provide safe, reliable, and efficient marine pilotage and related services in the coastal waters of British Columbia including the Fraser River. The Authority is subject to the *Accessible Canada Act*, which came into force in July 2019.

Under the *Accessible Canada Act*, federally regulated entities must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing their accessibility plans, feedback processes and progress reports.

Progress Highlights

The Authority published its first Multi-year Accessibility Plan in September 2023. Over the past year the focus has been on revamping the duty to accommodate policy and procedure, providing training for communications staff, developing a guide to accessibility features in existing software programs for staff (such as Sage), and reviewing the workspace for potential accessibility improvements in Victoria.

Feedback Mechanism

The *Accessible Canada Act* requires organizations to establish a departmental process for receiving and dealing with feedback regarding the implementation of the accessibility plan. The Authority will be regularly monitoring and evaluating feedback and ensuring that it is incorporated into its future plans when possible.

If you have any questions, feedback, or suggestions, you can communicate with us at:

Pacific Pilotage Authority
Attention: Danielle Lewis
Chief Human Resources Officer
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V6E 4A4

Telephone: 604-666-6771

Email: hr-rh@ppa-app.gc.ca

Alternate formats of this accessibility plan are available upon request. Please contact the Authority for information and support.

A. Priority areas identified by the Act

1. Employment

Actions

i. Review the current duty to accommodate policy and see where things can be added to be more inclusive of the options available.
ii. Provide general training on accessibility awareness and sensitivity.
iii. Provide additional accessibility training for specific employees on specific topics as identified by their role. i.e., provide resources on WCAG (Web Content Accessibility Guidelines) and creating accessible documents for employees responsible for websites/external communication; provide training on accessible recruitment for Human Resources employees; educate managers on the duty to accommodate process and employers' obligations with respect to accommodation.
iv. Look into initiatives to spread awareness on accessibility and a more inclusive culture within the workplace, such as disseminating information to all employees in recognition of National Accessibility Week.
v. Develop return to work plan and documents as part of Duty to Accommodate policy.

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Duty to Accommodate Policy and Procedure
The Duty to Accommodate Policy and Procedure have been rewritten based on employee feedback provided through focus groups that were held during the planning process for the accessibility plan. The policy and procedure were rewritten to be more accessible and easily understood. Information was added to emphasize employees' right to confidentiality and to union representation throughout the accommodation process, and information added about different types of accommodations and different accommodation needs. In addition, a return-to-work form has been developed and temporary accommodations such as return to work have been now added to the Duty to Accommodate Policy.

Role Specific Training
Employees responsible for website content/external communication have all taken training on creating accessible content and web accessibility principles and guidelines in fall 2024.

Human resources employees have taken the Rick Hansen Foundation Inclusion & Accessibility course, which included topics such as enhancing accessibility for meetings and new employees, and different types of accessibility needs.

2. Built Environment

Actions

i. Establish a process to raise accessibility issues to the building owner.
ii. Ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office spaces.
iii. Arrange to have an assessment of the physical spaces done (i.e., washrooms in Vancouver office) to see if accessibility could be improved.
iv. Consider accessibility improvements, such as accessible washrooms, as part of any future office renovations.

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Accessibility for Office Visitors
The Authority has developed an accessibility building guide for visitors. This has been posted to our website and the link will be shared for interviews and meetings with external parties. This document can be found [here.](#)

Physical Spaces
The Vancouver office renovation was completed in 2023, with a focus on inclusive design and including the addition of an accessible washroom. The new washroom met all accessibility requirements of the City of Vancouver and the BC Building Code. It includes a shower and fixtures compliant with the *Americans with Disabilities Act* (ADA).

The Authority is currently in the process of planning for improvements to the physical layout of the Victoria office, including comprehensive ergonomics review for staff and an accessibility assessment.

3. Information and Communication Technologies ("ICT")

Actions
i.   Provide training and resources on creating accessible WORD documents and accessible PDFs to employees responsible for creating website content.
ii.   Make information accessible to employees on accessibility features available on existing software.
iii. Make available assistive technology to employees with disabilities who request accommodation.
iv.   Ensure all content posted to the website is reviewed for WCAG requirements.

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Training
Employees responsible for creating website content underwent training on creating accessible documents in fall 2024. Training has included an introduction to accessibility, creating accessible documents and web accessibility guidelines.

Accessibility Software Features
An Accessibility Technology Guide has been developed for employees on accessibility features on existing software.

Assistive Technology
A reference to assistive technology being available upon request has been added to the Accessibility Technology Guide and Duty to Accommodate Policy & Procedure.

4. Communications other than ICT

Actions
i.   Incorporate accessible and plain language guidelines into communications procedure.
ii.   Add section to external website where external users can request accessible documentation.

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This is in progress. Additional ACA standards for Communication are pending and will be incorporated as they are available. Nothing further to report.

5. The Procurement of Goods, Services, and Facilities

Actions
i. Develop a process that specifically states that accessibility will be considered during the procurement process.
ii. During the request for proposal (RFP) process, ask that bidding companies speak to their commitment to accessibility and inclusion of persons with disabilities.

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Purchasing Policy
The Purchasing Policy has been amended to state that compliance with the *Accessible Canada Act* will be considered as part of purchasing decisions.

Proposal (RFP) Process
Language has been developed for request for proposals (RFP) stating that proponents will be evaluated on their commitment to accessibility by ensuring that deliverables incorporate accessibility features where practicable.

6. The Design and Delivery of Programs and Services

Actions
i. When creating new programs and services, consider accessibility as part of the planning process.
ii. When commencing a project with an external contractor, ask about accessibility feature options.

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This is currently in progress. ACA standards for Design and Delivery of Programs and Services are currently targeted for publication in the future. The Authority's policies, guidelines, and programs will be reviewed as needed, when published. Nothing further to report.

7. Transportation

This priority area under the *Act* is not applicable to the Authority.

B. Consultations

Methodology

This Progress Report was prepared through consultation with subject matter experts within the Authority. The Authority consulted with persons with disabilities with respect to the Report.

Subject Matter Experts

Subject matter experts at the Authority were consulted in individual interviews and included follow up questions and answers. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of public facing documents were consulted. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this Progress Report.

Accessible Canada Act Review Committee

The Progress Report was also reviewed by Excellence Canada's standing *Accessible Canada Act* Review Committee. Consultation group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. Committee members were provided an overview of the functions at the Authority and an advance copy of the Authority's draft Accessibility Plan Progress Report 2024. Members provided comments on the Report format and readability, accessibility actions and noted progress as outlined in the Report, and specific barriers that could be encountered. Committee feedback has been incorporated into this Report. The consultation period was December 6 to December 11, 2024.

Feedback

The Authority has not received any feedback through its feedback mechanism as of this progress report. A review of the feedback mechanism and ways to generate more feedback is planned for 2025.

This report is available in accessible formats and with communication supports upon request. See contact information under Feedback section.