



PACIFIC PILOTAGE AUTHORITY

Accessible Canada Act

Multi-Year Accessibility Plan

June 1, 2023 to May 31, 2026

Contents

Accessible Canada Act..... 3

General 5

Executive Summary 6

Accessibility Statement..... 6

Multi-Year Accessibility Plan..... 7

A. Priority areas identified by the Act..... 7

Pacific Pilotage Authority - Action Plan at a Glance 11

B. Consultations..... 12

C. Implementation, Monitoring and Reporting..... 13

D. Glossary..... 13

PACIFIC PILOTAGE AUTHORITY

ACCESSIBILITY PLAN

Accessible Canada Act

Background

In July 2016, the government of Canada began their consultations with more than 6,000 Canadians to determine what an accessible Canada means to them. As a result of these consultations, *Bill C-81: An Act to Ensure a Barrier-Free Canada*, was tabled in June 2018. The *Accessible Canada Act*, which aims to make Canada a barrier-free country by January 1, 2040, came into force in July 2019. To attain that goal, we must proactively identify, remove, and prevent barriers in the following seven (7) priority areas:

- employment;
- the built environment (buildings and public spaces);
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

Guiding principles

- "Nothing without us": persons with disabilities are involved in the design and implementation of the strategy
- Collaboration: departments and agencies work in collaboration with each other, with bargaining agents, and with other public, private, and not-for-profit organizations
- Sustainability: the strategy prioritizes actions that will have an enduring impact
- Transparency: the strategy is developed and implemented transparently, and departments and agencies will report openly and transparently on their efforts to remove barriers

Goals

Five goals are key to realizing the vision:

1. Employment – Improve recruitment, retention, and promotion of persons with disabilities
2. Built environment – Enhance accessibility
3. Technology – Make information and communications technology usable by all
4. Services – Equip employees to design and deliver accessible programs and services
5. Culture – Build an accessibility-confident workforce

The Accessible Canada Act has the following planning and reporting requirements for federally regulated organizations:

- **prepare and publish accessibility plans:**
 - make accessibility plans to identify, remove, and prevent barriers in the priority areas in their:
 - policies
 - programs
 - practices
 - services
 - update their plans every 3 years or as specified in regulations, and
 - consult people with disabilities when creating and updating their plans
- **set up a feedback process:**
 - have a way to receive and deal with feedback about their accessibility
- **prepare and publish progress reports:**
 - make regular progress reports that describe the actions the organization has taken to implement their accessibility plans
 - include information in their reports on feedback received and how the organization took the feedback into consideration, and
 - consult people with disabilities when preparing their reports

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.

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. Pacific Pilotage 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 by mail at:

Pacific Pilotage Authority
Attention: Danielle Lewis
Director, People and Organizational Development
1000-1130 West Pender Street
Vancouver, BC
V6E 4A4

Telephone: 604-666-6771

Email: dlewis@ppa.gc.ca

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

Executive Summary

Pacific Pilotage Authority's first-ever accessibility plan was developed by a working group of employees who self-identified as persons with a disability and is a direct reflection of the input, views and suggestions that were provided by employees across the organization. This section summarizes the results from our in-house survey that was conducted. We identified the following barriers which Pacific Pilotage Authority used as a basis to develop our plan:

- Need for a more extensive and clearly-written accommodation process;
- Need for a review of the website and plan for resolving any errors that come up;
- Lack of knowledge around creating accessible documents;
- Would be beneficial to have some general awareness training for different disabilities;
- Need for review of return-to-work policy/plan and then make employees aware of the process/supports so employees feel more supported and are aware of what to expect;
- Need for review of office spaces and see what can be done about workstations (many are shared-operations spaces in Victoria with dispatchers);
- Need for review of physical spaces including the washrooms to see what can be improved for accessibility;
- Placing a focus on culture change within the organization will be highly important;
- A burden is placed on the employees at times to find solutions to needing time off work, or needing to reduce hours, etc.;

Based on the priority areas identified in the Accessible Canada Act, Pacific Pilotage Authority has determined several actions listed below to work towards the elimination and prevention of the identified barriers. These actions will have a direct impact on creating a culture of inclusiveness that calls attention to accessibility at Pacific Pilotage Authority. Additionally, the Authority will be measuring and reporting on progress with respect to the implementation of these actions.

Accessibility Statement

The Pacific Pilotage Authority strives to be barrier-free, accessible, and inclusive to all and is committed to providing accessible and inclusive services for all employees, clients, and other stakeholders. Pacific Pilotage Authority will review and develop its programs, policies, goods, and services with the intent to continually improve.

Multi-Year Accessibility Plan

A. Priority areas identified by the Act

1. Employment

Pacific Pilotage Authority is dedicated to implementing government-wide initiatives and increasing representation of persons with disabilities across all occupational groups and levels. As such, Pacific Pilotage is committed to removing and preventing barriers to recruitment, retention, and the promotion of persons with disabilities.

Internally, employee accessibility accommodations are managed on a case-by-case basis in accordance with the duty to accommodate policy.

Barriers

1. "Duty to Accommodate" policy does not include enough details about the accommodation process and available employee options.
2. Lack of general awareness on different types of disabilities and how people can be supported with different needs.

Actions

1. Review the current duty to accommodate policy and see where things can be added to be more inclusive of the options available.
2. Provide general training on accessibility awareness and sensitivity.
3. 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.
4. 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.
5. Develop return to work plan and documents as part of Duty to Accommodate policy

2. Built Environment

Pacific Pilotage Authority recognizes the importance of an accessible built environment. As such the Authority will continue to work with employees, building owners, and the Government of Canada to achieve the highest level of accessibility within the current office. There are two main office locations, Victoria and Vancouver.

Barriers

1. The office in Vancouver does not have an accessible washroom
2. The Victoria offices are up a flight of stairs with no elevator available

Actions

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

3. Information and Communication Technologies (ICT)

The Pacific Pilotage website is based on a Government of Canada shared services template. The pages are templated and follow a specified structure. A few employees are responsible for posting content to the website.

Barriers

1. While the website does have some accessibility features built in, there is not an official accessibility check.
2. The website is based on a federal government shared services template so there is limited flexibility.

Actions

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

4. Communications other than ICT

Pacific Pilotage Authority is dedicated to ensuring that all its communications, whether that be internal or external, are accessible. This includes ensuring that our communications are written in plain language.

Barriers

1. There is no existing process to provide alternative formats and communication supports upon request by a user or employee.
2. Technical and/or sector specific language is used in public facing reports and documents.

Actions

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

5. The Procurement of Goods, Services, and Facilities

Procurement is a key partner in achieving accessibility at Pacific Pilotage. As such, Pacific Pilotage will implement procurement principles, rules, and practices with the goal to advance accessibility objectives.

Barriers

1. There is not currently a written process that shows how accessibility will be considered in the procurement process

Actions

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

6. The Design and Delivery of Programs and Services

Pacific Pilotage Authority must consider accessibility in the delivery of our programs and services. A fundamental aspect in achieving this will be implementing meaningful accessibility improvements.

Barriers

1. Accessibility is not thoroughly considered when new programs and services are put in place
2. There are limits to the accessibility improvements that can be made to many of the Authority's services because of safety reasons. Regulatory barriers

Actions

1. When creating new programs and services, consider accessibility as part of the planning process

2. When commencing a project with an external contractor, ask about accessibility feature options

7. Transportation

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

Pacific Pilotage Authority - Action Plan at a Glance

Action	Timeline	Roles and Responsibilities	Determining and tracking intended outcomes
Review the current “duty to accommodate” policy and see where things can be added in to be more inclusive of the options available			
Provide training on accessibility awareness and sensitivity			
Provide additional accessibility training for specific employees on specific topics as identified by their role. i.e., training on WCAG and training on creating accessible documents for communications employees; and training on accessible recruitment for Human Resources employees			
Establish a process to raise accessibility issues to the building owner			
Ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office spaces			
Arrange to have an assessment of the physical spaces done (washrooms in Vancouver office for example) to see if accessibility could be improved and plan to make the changes			
Provide training and support on creating accessible WORD documents and accessible PDFs to be added to the webpage			
Ensure all content posted to the webpage is reviewed for WCAG compliance			
Develop a process and information on providing alternative formats and communication supports			
Incorporate guidelines for public-facing communications to be in plain language into communication procedure			

Action	Timeline	Roles and Responsibilities	Determining and tracking intended outcomes
Evaluate current public-facing documents for clarity and plain language and provide plain language versions where necessary			
Develop a policy that specifically states that accessibility will be considered when possible, during the procurement process			
When creating new programs and services, consider accessibility as part of the planning process			
When commencing a project with an external contractor, ask about accessibility feature options			

B. Consultations

One of the guiding principles of this strategy is the statement "*Nothing without us*" which affirms that persons with disabilities must be involved in the design and implementation of this plan at every stage. Persons with disabilities offer a unique and valuable perspective and our goal is to ensure that we do not have any barriers that prevent their full participation in the workplace and the community we serve.

Methodology

This plan was prepared by first completing an environmental scan to ensure understanding of central agencies’ and other government departments’ accessibility initiatives and to review existing related policies and procedures. The exercise helped identify existing practices and initiatives that could be adopted as a best practice across the organization. Pacific Pilotage Authority consulted with persons with disabilities to hear from them on the current state of accessibility at the Pacific Pilotage Authority and with employees who provide services. The consultation was conducted in three parts:

1. Key staff members at the Authority were consulted in facilitated focus groups. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of good and services were consulted in small focus groups. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this plan.
2. The Accessibility Plan 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. Consultation was conducted June 9-June 12, 2023. The five-member committee

consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss.

3. Committee members were provided an overview of the functions at Pacific Pilotage Authority and an advance copy of the draft Pacific Pilotage Authority Accessibility Plan. Members provided comments on the plan format and readability, accessibility actions as outlined in the plan, suggested timelines for actions, and specific barriers that could be encountered. Committee feedback has been incorporated into this plan.

C. Implementation, Monitoring and Reporting

To ensure that accessibility remains a constant priority within the government, the *Accessible Canada Act* dictates that regulated entities prepare and publish annual progress reports on the implementation of their accessibility plans. Similar to our accessibility plan, progress reports must be prepared in consultation with persons with disabilities. The progress reports must also present the feedback that we received (if any) and how that feedback was taken into consideration. Pacific Pilotage Authority's first progress report will be published eighteen (18) months after the publication of our first accessibility plan, in June 2024. This progress report will include updates on the actions Pacific Pilotage Authority has taken. As specified in the regulations, organizations must publish a revised plan every three (3) years. As such, the Pacific Pilotage Authority's first revised accessibility plan will be published in December 2025.

D. Glossary

Barrier

"means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

Disability

"means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society."

ICT (Information and Communication Technology)

"an extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals) and computers, as well as necessary enterprise software, middleware, storage and audiovisual, that enable users to access, store, transmit, understand and manipulate information."

Web Content Accessibility Guideline (WCAG)

“The WCAG documents explain how to make web content more accessible to people with disabilities. Web “content” generally refers to the information in a web page or web application, including:

- natural information such as text, images, and sounds
- code or markup that defines structure, presentation, etc.”