PACIFIC PILOTAGE AUTHORITY

Accessible Canada Act

Multi-Year Accessibility Plan

December 31, 2025 to December 31, 2028

Contents

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:**

    o make accessibility plans to identify, remove, and prevent barriers in the priority areas in their:
    - policies
    - programs
    - practices
    - services
    o update their plans every 3 years or as specified in regulations, and
    o consult people with disabilities when creating and updating their plans

- **set up a feedback process:**

    o have a way to receive and deal with feedback about their accessibility

- **prepare and publish progress reports:**

    o make regular progress reports that describe the actions the organization has taken to implement their accessibility plans
    o include information in their reports on feedback received and how the organization took the feedback into consideration, and
    o 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
Chief Human Resources Officer
1000-1130 West Pender Street
Vancouver, BC
V6E 4A4

Telephone: 604-666-8688

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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 accessibility plan was developed through a consultative process that included employees from a range of departments, subject matter experts in key areas of the authority, people with disabilities and accessibility consultants. The outcome is a comprehensive plan that identifies key actions to achieve the requirements of the *Accessible Canada Act* and the overall improvement of access for people with disabilities at large. Accessible employment and accessible Information Technology are a focus of this plan, with a goal of making achievable, strategic steps forward in accessibility.

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

CAN-ASC-1.1:2024 has been published and was revised as of May 2025. The Standard provides direction on the seven key phases of the "employment life cycle" including:

a. recruitment.
b. hiring.
c. onboarding.
d. retention.
e. promotion and career development.
f. performance management; and separation

Pacific Pilotage Authority is dedicated to identifying, eliminating, and preventing barriers in these areas, and to work toward meeting the requirements set forth by the Employment Standard.

Barriers

1. Formal, documented implementation of the Employment Standard.
2. Employees have identified a need for additional mental health support.

Actions

In 2026

1. Develop an Accessible Employment Strategy
2. Establish a process for providing training during onboarding, including:
   a. Anti- ableism
   b. Disability Awareness

In 2027

3. Establish a process to provide an Accessibility Support System including:
   a. Return to work
   b. Review and consider accessible employment processes
   c. Management training on accessible employment processes
4. Review Job Descriptions for accessibility barriers
5. Enhance mental health support for employees

In 2028

6. Refine the Accommodation Policy and Procedure
7. Establish process for employees to request accommodations related to IT tools and equipment

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. There are also three PPA owned pilot stations in Steveston, Victoria and Prince Rupert.

Barriers

1. Limited accessibility for people with physical disabilities at the Victoria office.
2. Limited accessibility on vessels was noted due to nature of the work
3. Ergonomic issues and/or accessibility accommodations at Work stations in Victoria office

Actions

In 2026

1. Review accessibility limitations at the Victoria office and identify options, and need for the communication of accessibility limits.
2. Consider accessibility in future renovations.

In 2027

3. Consider ergonomic issues when installing new workstations, including sit/stand workstations, supportive seating etc.
4. Establish process for staff to raise ergonomic concerns.

3. Information and Communication Technologies (ICT)

The Pacific Pilotage Authority webpage is a sub-page of the Government of Canada website. The pages are templated and follow a specified structure. Pacific Pilotage Authority employees are responsible for posting content to the website.

Accessibility in graphic design is being implemented to create a more accessible website design. Accessible social media is a focus.

Barriers

1. Information and education needed on accessible website requirements and implementation.

Actions

In 2026

1. Provide opportunities for education and information on accessible website requirements including posting content and providing alternative formats.
2. Establish an internal standard for plain language, accessible graphic design and the delivery of accessible, alternative formats and communication supports.

In 2027

1. Consider an accessibility review as part of future website revamps.

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. Technical language and jargon is sometimes used in communications and may be a barrier.

Actions

In 2026

1. Establish an internal standard for plain language, accessible graphic design and the delivery of accessible, alternative formats and communication supports.

5. The Procurement of Goods, Services, and Facilities

Procurement is a key partner in achieving accessibility at Pacific Pilotage Authority. As such, Pacific Pilotage Authority will implement procurement principles, rules, and practices with the goal to advance accessibility objectives. Currently, the Purchasing and Contracting Out Policy PPAGC-13-867 reflects the Government of Canada's process for higher bid items.

Barriers

1. Establish accessibility as a feature in the procurement process.

Actions

In 2028

1. Include accessibility in the procurement process, and explore options for increased accessibility in new products and services.

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. Programs and services must consider accessibility when in the design phase and when programs and services are being delivered.

Actions

In 2027

1. Establish a process to consider accessibility when in the design phase and when programs and services are being delivered.

7. Transportation

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

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. Feedback from the consultation phase has been used to inform the final plan.

Methodology

1. **Key staff members at Pacific Pilotage Authority**
   Four focus group sessions were conducted in mid- October 2025 to discover barriers to accessibility, explore improvements and highlights over the last three years and to discuss top of mind issues regarding accessibility overall. A range of employees including launch crew, dispatchers, supervisors and managers participated. Both locations were represented in the focus groups, as were various departments.

   Input from the sessions were used to identify barriers and concerns represented in this plan. Participants were provided with a "backgrounder" that identified key terms and the questions to be asked. Results were amalgamated and provided to the PPA for their records.

   The questions included:

- Have you encountered any barriers? If so, how were they handled? If you haven't personally come across any, are there any potential barriers you have noticed within the environment? (physically or within communications, etc.)

- Have you ever required accommodation? If so, how was it handled? If you haven't, do you know what the process would be if you needed one? Who would you reach out to, how would it be handled?

- Have you ever received any accessibility training? Or is there accessibility information circulated amongst staff/posted on the intranet etc.?

- Is there anything you can think of that requires attention when it comes to accessibility, that could be improved?

2. ***Accessible Canada Act* Review Committee**
   Committee members identify as having a disability. Most members also have employment and personal experience with accessibility issues, policy and or provision of services to those with disabilities. Five Members were asked to review the new draft accessibility plan for Pacific Pilotage Authority. They were provided with the accessibility plan in full for reference, and access to the Pacific Pilotage Authority website. All participants use their personal experience to give feedback on this report. The consultation period was November 10th-17th 2025.

   They were asked the following questions to consider in their review:
   - Are various disabilities considered in the plan?
   - Can you suggest other issues that should be considered for other disabilities?
   - Does the timeline seem adequate?
   - Do you have suggestions on how to address issues with the goals and timeline?
   - What do you think is the most important goal or progress achieved?
   - Other comments, advice or observations?

C. Implementation, Monitoring and Reporting

In accordance with the *Accessible Canada Act*, regulated entities are required to maintain accessibility as an ongoing priority by preparing and publishing annual progress reports on the implementation of their accessibility plans. Consistent with our approach, these progress reports must be developed in consultation with persons with disabilities. They are also to include any feedback received and explain how such feedback has been addressed. The Pacific Pilotage Authority will issue its progress report one year following the release of this accessibility plan, scheduled for December 2026. This report will outline advancements made towards our accessibility commitments. Furthermore, as mandated by regulation, we will publish a revised plan every three (3) years; therefore, the Pacific Pilotage Authority's revised accessibility plan is set for publication in December 2028.

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."