

Pacific Pilotage Authority  
*Accessible Canada Act*  
Multi-Year Accessibility Plan  
**Progress Report**  
December 31, 2023

## 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* (ACA), which came into force in July 2019.

Under the ACA, 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 three months the focus has been on the accessibility of the head office in Vancouver. The renovation of the head office included an accessible washroom, wider corridors, neurodiversity support and improved lighting options. Other actions identified in the Accessibility Plan are on track to completion over the next period.

## Feedback Mechanism

The ACA 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 by mail at:

Pacific Pilotage Authority  
Attention: Danielle Lewis  
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**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

### **Progress Report**

Additional ACA standards for Employment are pending and will be incorporated as they are available. Nothing further to report.

## **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

### **Progress Report**

#### **Head Office Renovations**

Accessibility was considered throughout the head office renovation, in accordance with the "built environment" section of the ACA. The Operations Coordinator, led the renovation project and worked with the architect, designer, and contractors to incorporate the following accessible elements into the renovation plan:

- **Accessible Washroom:** A new washroom, meeting all accessibility requirements of the City of Vancouver and the BC Building Code, was added. It includes a shower and fixtures compliant with the Americans with Disabilities Act (ADA).
- **Corridor Width:** Office corridors were expanded to a width of 5", accommodating wheelchair traffic and circulation.
- **Door Swings:** Door swings throughout the office were modified to optimize accessibility to various spaces and individual offices.
- **Quiet Areas:** Additional spaces were incorporated to provide 'quiet' areas for individuals seeking a tranquil environment.
- **Neurodiversity Support:** The office layout includes areas of low traffic, supporting neurodivergent staff and visitors.
- **Dimmable Lighting:** Throughout the space, dimmable lighting has been installed to minimize overstimulation for neurodivergent staff and guests.
- **Collaborative Work Environment:** Larger common areas have been created to foster a collaborative work environment.

## Looking Ahead:

- The Authority has future plans to further improve accessibility by upgrading larger glass doors to automatic doors.

### 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.

#### Progress Report

Additional ACA standards for ICT are pending and will be incorporated as they are available. Nothing further to report.

### 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

#### Progress Report

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

#### Progress Report

Additional ACA standards for Procurement are pending and will be incorporated as they are available. Nothing further to report.

### 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

### **Progress Report**

ACA standards for Design and Delivery of Programs and Services are currently targeted for publication in the future. Authority 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 ACA 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 draft Accessibility Plan Progress Report 2023 of the Authority. 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 20, 2023, to December 21, 2023.

### **Feedback**

The Authority has not received any feedback through its feedback mechanism as of this progress report. A review of the feedback mechanism is planned for 2024