



PARLIAMENTARY PROTECTIVE SERVICE  
SERVICE DE PROTECTION PARLEMENTAIRE  
CANADA

# PPS Accessibility Plan 2023 Update

December 31, 2023



# PPS ACCESSIBILITY PLAN

Update: Version 1.0

December 31, 2023

Parliament Hill, Canada

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# Message from the Director

I am pleased to provide an update on the progress of our [Accessibility Plan](#), reflecting the Parliamentary Protective Service (PPS)'s ongoing commitment to creating an inclusive and barrier-free environment for all within the Parliamentary Precinct.

As of December 15, 2023, I am proud to announce that we have made significant strides in advancing our accessibility initiatives. We have commenced work on nearly 60% of the actions outlined in our 2022 Accessibility Plan, a testament to our dedication to fostering a workplace that is accessible to all parliamentarians, employees, and visitors.

To date, 20% of the actions committed to last year have been successfully completed. These achievements underscore our proactive approach in removing barriers and enhancing accessibility throughout our operations.

While we celebrate our accomplishments, we recognize that more work lies ahead. We must work together to continue to diligently address every aspect of our plan and make meaningful progress in the coming months. This progress report reaffirms our commitment to transparency and accountability in our accessibility initiatives.

We remain focused on the ongoing collaboration with individuals and experts, ensuring that our actions are informed by diverse perspectives and evolving needs.

Our Accessibility Plan is a dynamic document, and we will continue to revisit and update it annually to reflect our commitment to continuous improvement. I extend my gratitude to all those who have contributed to our progress thus far, and I look forward to our continued collective efforts in making PPS an exemplar of accessibility and inclusivity.

Sincerely,

**Mitch Monette**  
**Director, Parliamentary Protective Service**

### General

The Special Advisor, Diversity, Inclusion and Belonging and the Chief Planning Officer are jointly responsible for leading the PPS's accessibility initiatives and for receiving inquiries and feedback on barriers and this plan. Accessibility-related inquiries can be directed to

613-943-9001

[PPSAccessibleSPP@pps-spp.parl.gc.ca](mailto:PPSAccessibleSPP@pps-spp.parl.gc.ca)

Messages will be directed to both the Special Advisor, Diversity and Belonging and the Chief Planning Officer for action. An online feedback form is also available on the PPS's external website, [pps.parl.ca](http://pps.parl.ca) (English) or [spp.parl.ca](http://spp.parl.ca) (French).

### 2023 Update

One year since the publication of our Accessibility Plan, PPS is pleased to provide a progress update on our ongoing initiatives. Guided by our commitment to fostering a barrier-free environment for all within the Parliamentary Precinct, we have been actively advancing accessibility measures in alignment with the Accessible Canada Act.

Leadership in our accessibility endeavors remains a collaborative effort, with the Special Advisor for Diversity, Inclusion, and Belonging, along with the Chief Planning Officer, overseeing the implementation of the plan. They continue to serve as the primary points of contact for inquiries and feedback on barriers, reflecting our dedication to transparency and responsiveness.

PPS's Management Committee is instrumental in advancing efforts on accessibility within the organization. The Committee is comprised of members from every branch of the organization. This collaborative effort ensures a comprehensive and inclusive approach to implementing accessibility initiatives. The committee actively engages in planning, execution, and monitoring of accessibility measures across the organization. Their concerted efforts aim not only to meet legal requirements but also to create an inclusive environment that prioritizes accessibility for employees, parliamentarians, and visitors. Bi-monthly meetings and coordination among branch members fosters a dynamic and responsive approach to address challenges and drive continuous improvement in accessibility practices.

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Throughout the past year, significant strides have been made in addressing previously identified barriers. Our plan designates accessibility leads for each area, and we are pleased to report progress on the outlined actions aimed at removing these obstacles. These efforts are not static but are continually integrated into the PPS's Strategic and Sector Plans, ensuring a dynamic and responsive approach.

Our commitment to regular updates remains steadfast, with the intention to provide a comprehensive progress report every three years. As part of this commitment, we encourage ongoing feedback from our stakeholders to ensure that our accessibility initiatives evolve in tandem with the needs of PPS.

On the digital front, our public website continues to prioritize accessibility, remaining compatible with assistive technologies and optimized for the latest versions of popular web browsers. The technologies underpinning our website, including HTML and WAAP 2.0 AA, reflect our dedication to meeting and exceeding accessibility standards.

This update shows the progress the Service has made in each of the focus areas. Progress has been defined into four categories:

- *Completed*: actions which have been completed during 2023
- *On-going*: actions which were started, but not yet complete
- *Future phase*: actions which will be started in a future phase, often due to interdependencies
- *Reassigned*: actions which have been reassigned to another lead

PPS is proud of the progress achieved over the past year, and we remain resolute in our commitment to fostering an inclusive and accessible environment for all.

This plan has been published on our website [pps.parl.ca](https://pps.parl.ca) (English) or [spp.parl.ca](https://spp.parl.ca) (French), and alternative formats can be requested via our online feedback form.

## Design and Delivery of Programs and Services

Completed	Ongoing	Future Phase	Reassigned
1	1	-	1

- The design and development of an Equity, Diversity, Inclusion and Belonging Lens (EDIB) is currently being piloted within 10 focus areas of PPS. This lens, once completed will be rolled out to all branches and serve as a tool for policy writing, programme design and overall operational effectiveness.
- The Corporate Policy Branch completed EDI Training Sessions, with additional sessions planned in 2024.

In July 2023, we were pleased to offer the first sign language training session at the Service. This training focused on the use of American Sign Language (ASL) and Quebec Sign Language (QSL) and provided basic foundational knowledge on how to offer a more inclusive customer service to our hearing-impaired visitors.

The training session was a success and participants were fully engaged, interacting with one another and the training facilitators.

*“It was a great and humbling experience. I hope more of my coworkers can get to participate in similar events.” – Participating Protection Officer*

## Employment

Completed	Ongoing	Future Start	Reassigned
-	8	5	-

- Several human resources processes, policies and procedures are currently under review through an accessibility lens.
- Accessibility awareness campaigns were conducted for several HR professionals and will continue.
- Efforts to increase awareness of accommodations and hiring practices are on-going.
- PPS has expanded its partnerships with outside organizations such as EARN
- Recruitment policy and interview tools are currently in the EDIB lens pilot.

## The Built Environment

Completed	Ongoing	Future Start	Reassigned
2	3	2	2

- All new PPS facilities, such as the new Training Facility, will be accessible and barrier free, compliant with local building codes and Universal Accessibility ++
- Continue to support parliamentary partners' accessibility efforts within the Precinct
- Completed update to Fire Emergency Warden Training to include procedures for persons with disabilities

## Corporate Communications

Completed	Ongoing	Future Start	Reassigned
2	5	2	-

- Accessibility Plan and contact information were published on our external website
- Continuing our research into training and accessibility standards and best practices
- Initiated planning for accessibility-related awareness campaigns

## Information and Technologies

Completed	Ongoing	Future Start	Reassigned
-	2	5	-

- Early planning activities have commenced on accessibility-related standards and processes, but most actions will be launched within the next two years, with schedule to follow.



## Procurement of Goods and Services

Completed	Ongoing	Future Start	Reassigned
5	2	-	-

- New procurement guidelines have been developed to include provision of submissions in various formats and accommodating accessibility needs.
- PPS’s standard procurement documentation now includes criteria to ensure accessibility requirements are considered in the acquisition of goods and services.

## Transportation

Completed	Ongoing	Future Start	Reassigned
-	1	1	2

- Have launched a review of how to best accommodate persons with disabilities in our operational vehicles.

# Conclusion

In conclusion, PPS remains steadfast in its commitment to actively advance the creation of a barrier-free environment for all parliamentarians, employees, and visitors within the Parliamentary Precinct.

As we progress in implementing our accessibility initiatives, the commitment to creating inclusive spaces, programs, and service delivery remains a top priority for PPS. This commitment is not only integral to our Accessibility Plan but is also seamlessly integrated into our broader Strategic Plan, emphasizing the interconnected nature of inclusivity with our overall organizational objectives.

Recognizing that progress is dynamic, our Accessibility Plan is designed as an evergreen document. We are dedicated to revisiting and updating it annually, and this iterative process is conducted in close consultation with individuals, ensuring that our accessibility initiatives evolve and adapt to the evolving needs of our diverse community, reflecting our dedication to continuous improvement and inclusivity.

## Appendix A: Consultations and Engagement

Due to legacy systems, the Service has not been able to document the number of employees with disabilities. Consultations and engagement with employees with disabilities has been done on an *ad hoc* basis.

In 2024, the Service is launching a new Enterprise Human Resources System that will, for the first time, enable employees to participate in a self-identify process. This is a crucial step toward better understanding and addressing the unique needs of individuals with disabilities within our service. This initiative will not only enable us to identify those requiring specific accommodations but will also guide us in tailoring our initiatives to systematically eliminate barriers within the workplace.

Further consultations are planned with leading experts in the coming year to ensure that we are offering the most inclusive client service possible.

In accordance with the 2022 Accessibility Plan, the Service launched its Accessibility e-mail address in January 2023. During 2023, we received one request, which was addressed within 48 hours.