



PARLIAMENTARY PROTECTIVE SERVICE
SERVICE DE PROTECTION PARLEMENTAIRE
CANADA

PPS Accessibility Plan 2024 Update

December 31, 2024



PPS ACCESSIBILITY PLAN

Update: Version 1.0

December 31, 2024

Parliament Hill, Canada

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Message from the Director

As Director, I am proud to share this year's update to the Parliamentary Protective Service's (PPS) [Accessibility Plan](#), which reflects the progress we have made toward creating a more inclusive and accessible environment for all who work with and visit us. This last year, we have worked to ensure that accessibility is a priority not only in our physical spaces but also in the ways we engage with parliamentarians, our staff, partners, and the public. While much work remains to be done to ensure that all our staff, especially on the frontline, is equipped with the training and the tools that will best and consistently help them meet the needs and expectations of a diverse community, our commitment has never been stronger.

In fact, we are closer than ever to this goal because of one key accomplishment we achieved this year: the completion of a PPS-specific Equity, Diversity, Inclusion and Belonging lens. This lens is a tool that will help us embed accessibility into our daily work. It will allow us to evaluate decisions and processes with inclusion at the forefront, ensuring that we remain committed to fostering an environment that is accessible to all. This next year will be dedicated to the creation of a community of practice within PPS, tasked with the roll out of learning and implementation of the lens across our organization.

Over the course of 2024, we have also worked closely with our partners responsible for the physical spaces where we operate to identify barriers and collaborate to find solutions to eliminate them. Together, we aim to improve our workplace accessibility, making our offices and public areas more welcoming for individuals of all abilities. We also recognize that accessibility goes far beyond physical space. It also encompasses how we communicate, how we design our programmes and services, and how we ensure that all voices are heard. While these efforts represent progress, there is indeed still much work to be done. PPS is committed to continuing this work and to learning from our experiences and the feedback we receive from our employees, members of the parliamentary community, as well as from the general public. We invite everyone who interacts with us—whether you are a parliamentarian, staff member, a guest, or a visitor—to share your perspectives on how we can further improve.

I remain dedicated to the work that lies ahead. Our goal is to ensure that accessibility is not just a project but a fundamental aspect of who we are and how we operate daily.

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 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 (Note: This number is not for PPS general inquiries.)
ppsaccessiblespp@pps-spp.parl.gc.ca

For all other inquiries, please contact: communications@pps-spp.parl.gc.ca.

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

2024 Update

Two years since the publication of our Accessibility Plan, PPS is pleased to present the 2024 progress update. Our commitment to creating a barrier-free environment within the Parliamentary Precinct remains central to our mission, as we continue to advance accessibility measures in alignment with the *Accessible Canada Act*.

This past year, we have added organization-wide accessibility training, which was mandatory for all staff. This training supports our efforts to embed accessibility into the fabric of our workplace culture and equips every team member with essential knowledge to foster inclusivity. Additionally, the Equity, Diversity, Inclusion, and Belonging (EDIB) lens has been approved and will soon be launched as a key resource for applying accessibility principles in project planning but also policy-making and personal development. The EDIB lens will help each team member integrate the PPS core values into daily work and interpersonal interactions.

Leadership in accessibility continues to be a collaborative effort. The Special Advisor for Diversity, Inclusion, and Belonging, along with the Chief Planning Officer, jointly oversee the plan's implementation and are the primary contacts for addressing barriers and responding to feedback. This role emphasized our dedication to transparency and engagement in our accessibility work.

Over the past year, we have continued to make strides in addressing identified barriers. Designated accessibility leads across areas have made measurable progress toward actions defined in our plan. These efforts are closely aligned with our Strategic and Sector Plans, creating a dynamic, ongoing approach to accessibility.

Parliamentary Protective Service Accessibility Plan Update 2024

We are committed to regular updates, providing a comprehensive report every three years. In keeping with this commitment, we actively seek ongoing feedback from our stakeholders to ensure our accessibility initiatives evolve with PPS's needs.

Our public website also continues to prioritize accessibility, maintaining compatibility with assistive technologies and staying optimized for the latest browser versions. Using the latest standards, including HTML and WAAP 2.0 AA compliance, our digital presence reflects our dedication to accessible, user-friendly technology.

This update presents the progress we have made across each focus area, categorized as follows:

- **Completed:** Actions successfully implemented in 2024.
- **On-going:** Actions initiated but not yet complete.
- **Future phase:** Actions planned for future phases, often due to interdependencies.
- **Reassigned:** Actions transferred to a different lead.

PPS is proud of the advancements made over the past year, and we reaffirm our commitment to fostering an inclusive, accessible environment for everyone in our community.

This plan has been published on our website www.pps.parl.ca (English) or www.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
4	5	4	-
<ul style="list-style-type: none"> Partnered with Specialisterne Canada for a site assessment to enhance interactions with neurodiverse clients and improve visitor experience within the Parliamentary Precinct (see Appendix A). New Disability Management and Duty to Accommodate training was developed in 2024 and will be provided to all managers and supervisors in 2025. Hosted joint training with the House of Commons (HoC) Accessibility Implementation team for Gallery staff and Library of Parliament partners, covering use of accessibility headsets, T-coil options and live transcription tablets. The Operations Sector reviewed and re-evaluated position requirements using an accessibility focus to ensure all roles remain inclusive and accessible for diverse needs. Continued active participation in the biweekly Precinct Accessibility Working Group to share best practices, support awareness events and ensure effective communication across institutions. Completed research and established accessibility standards for written documents, which will become mandatory for all staff in the new year. A community of practice for sign language is being initiated to support our sign language learners. 			

PPS EDIB Lens: A Tool for Inclusive and Equitable Decision-Making

The PPS Equity, Diversity, Inclusion, and Belonging (EDIB) lens was developed as an analytical tool tailored to the unique needs of our organization, inspired by best practices in security and law enforcement. Created through ten pilot programs across various PPS teams, the lens was refined with feedback and enhanced by training and coaching sessions, resulting in a comprehensive toolkit complete with an EDIB glossary of terms.

Designed to guide thoughtful decision-making, the EDIB lens helps identify and address potential inequities and barriers across our operations, supporting diverse perspectives and equitable opportunities. This tool enables evidence-informed decisions that reflect PPS’s core values—respect, professionalism, accountability, integrity, and leadership—while fostering a human-centered, inclusive, and effective approach to safety and operational excellence. By applying the EDIB lens, we bring our Core Values to life in our daily work, ensuring a fair and supportive environment for all.

Employment

Completed	Ongoing	Future Start	Reassigned
-	11	2	-

Promoting Pay Equity and Inclusive Hiring

- Implemented the PPS Pay Equity Working Group, contributing legal insights and best practices, and completing an updated pay equity plan.
- Revamped staffing processes to eliminate barriers, ensuring accessibility and accommodation for all candidates:
 - Shared our commitment to accommodate employees and candidates proactively.
 - Established guidelines to prioritize internal accommodation needs in staffing.
 - Guaranteed proper documentation and confidential sharing of accommodation requests.
 - Consulted regularly with the Accommodation Team for expert guidance.
 - Actively sourced individuals with disabilities in staffing to bridge organizational gaps.
 - Leveraged accessible tools and technology for evaluations, aligning with the Federal Disability Reference Guide and *Vers un Canada* accessible.

Building Partnerships and Networking

- Engaged monthly with the Employment Accessibility Resource Network (EARN), including participation in "Job Match" calls to identify new talent and accessibility best practices.
- Initiated a collaboration with parliamentary partners, inviting Canada's Chief Accessibility Officer, to share insights and champion accessibility within our organization.

Empowering Our Workforce through Training and Awareness

- Launched a mandatory, self-paced Accessibility Awareness training to enhance disability knowledge—now at a 92% completion rate, with full compliance anticipated shortly.
- Provided access to the Canada School of Public Service's Accessibility Learning Series, with additional mandatory courses expected in 2025.
- Ensured alignment with disability management practices, completing our Disability Management/Duty to Accommodate training. Our Workplace Attendance Support and Assistance Program (WASAP) offers early intervention and dedicated support for disability management cases.

Streamlining Onboarding and Resources

- Introduced an updated, accessible onboarding process for new employees, now available on our internal platform with tools and resources aligned with accessibility standards.

Human Resources and the EDIB lens

Human Resources (HR) Services is prioritizing the impact of the EDIB lens on policies, processes, and training, including shifting the language used to ensure alignment with the tool.

Four HR employees are participating in the EDIB Community of Practice.

The Policy on Recruitment, developed by piloting the EDIB lens, is in its final stages of approval.

The Built Environment

Completed	Ongoing	Future Start	Reassigned
1	4	4	-
<ul style="list-style-type: none">Strengthened collaboration with parliamentary partners to align and share accessibility resources, best practices and updates.Ongoing incorporation of modular, flexible elements in new PPS spaces, such as the Training Facility.Streamlining accessibility support for employees with disabilities.Comprehensive Accessibility Tracking and Reporting to monitor accessibility progress, barrier removal and compliance.Gathered accessibility issues on Parliament Hill and have implemented a new accessibility-informed pedestrian barrier layout. This enhanced pedestrian safety, maintains an unobstructed public accessibility sidewalk, and will be integrated into future physical security planning cycles as a key consideration for barrier-free access.Active participation in the 2024 UA Audit, involving data insights, architectural input and piloting barrier-removal approaches.Proactive Accessibility Audits for both existing and new facilities, with a focus on early design-stage accessibility.Conducting the Organizational Functional Program (OFF) to prioritize accessibility and sustainability, aligned with the Long-Term Vision and Plan (LTVP) for an inclusive Parliamentary Precinct.			

Note: Two new items were added in 2024 to reflect emerging needs within The Built Environment. One item marked as completed in 2023 was reclassified as ongoing in 2024 in response to new requests or requirements.

Corporate Communications

Completed	Ongoing	Future Start	Reassigned
3	3	3	-
<ul style="list-style-type: none">Ongoing training for Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards for the team.Collaborated on the accessibility awareness campaign, including reminders on multiple platforms.Completed research into training on accessibility standards available through parliamentary partners, government and academia.			

Note: One new item was identified in 2024 as an emerging need within the Corporate Communications Branch and has been slated for a future start.

Information and Technologies

Completed	Ongoing	Future Start	Reassigned
-	5	6	-
<ul style="list-style-type: none">Conducted ongoing consultations to ensure that PPS IM/IT systems meet accessibility standards and remain fully compliant, creating a more inclusive digital environment for all users.			

Note: Four new items were identified in 2024 as emerging needs within Information Technology and have been slated for a future start.

Procurement of Goods and Services

Completed	Ongoing	Future Start	Reassigned
4	-	-	-
<ul style="list-style-type: none">Updated procurement practices to support accessibility, allowing bidders to request documents in alternative formats.Accessibility requirements included in Request for proposal (RFP) criteria, detailed in Accessibility Guidelines shared with clients and PAs.Launched a new Statement of Work (SOW) template, featuring an accessibility clause to ensure all accessibility requirements are consolidated by the Project Authority (PA).Accessibility Guidelines and the SOW template now provide clear instructions to PAs on including accessibility considerations in all procurement processes.			

Transportation

Completed	Ongoing	Future Start	Reassigned
1	1	1	2
<ul style="list-style-type: none">Vehicle capacity analysis complete and approved for future inclusion of a vehicle fitted for enhanced accessibility.Formalized loading and unloading staging areas have been established at one of our sites to ensure that accessible and barrier-free zones and assigned parking are not blocked.			

Note: One new item was identified in 2024 as an emerging need within Transportation and has been slated for a future start.

Conclusion

In conclusion, the Parliamentary Protective Service (PPS) remains dedicated in its commitment to creating a barrier-free environment for parliamentarians, employees and visitors within the Parliamentary Precinct.

Over the past year, our progress has been enriched by targeted consultations, such as the partnership with Specialisterne Canada, which provided valuable insights into fostering a more inclusive environment for neurodivergent individuals. Additionally, organization-wide accessibility training for all staff has further strengthened our inclusive practices and deepened our collective commitment to accessibility as an essential part of our culture.

As we move forward, creating inclusive spaces, programs and service delivery remains central to our Accessibility Plan, seamlessly aligning with our Strategic Plan. Our Accessibility Plan continues to serve as a dynamic, evergreen document, reviewed and updated annually. This iterative process, driven by consultation with stakeholders and subject matter experts, ensures our initiatives evolve to meet the diverse needs of our community, reflecting PPS's dedication to continuous improvement and inclusivity.

Appendix A: Consultations and Engagement

As part of our commitment to inclusivity and accessibility, PPS engaged **Specialisterne Canada** for a specialized consultation to enhance our understanding and approach to neurodiversity in our services. Specialisterne Canada conducted an in-depth environmental assessment of parliamentary buildings, focusing on creating a more inclusive experience for neurodivergent individuals and developing recommendations informed by best practices in neuro-inclusion and universal design. This collaboration included on-site evaluations, consultations with stakeholders and a review of accessibility principles to help us enhance guest interactions and optimize the accessibility of our security processes. This culminated in a one-day training for identified staff.

Specialisterne's insights highlighted the importance of promoting dignity and respect through clear and accessible language, as well as the value of providing information in multiple formats to accommodate different needs and preferences. Their recommendations will guide the development of our staff training and inform upcoming adjustments to our visitor engagement practices. Through this consultation, PPS gained valuable guidance to foster a welcoming and inclusive environment for neurodivergent visitors, ensuring that our services reflect a commitment to respect, clarity and accessibility.

PPS has historically faced challenges in documenting the number of employees with disabilities due to legacy systems, resulting in consultations and engagement with employees with disabilities being conducted on an *ad hoc* basis. Last year, PPS introduced a new Enterprise Human Resources System designed to enable employees to participate in a self-identification process, marking a crucial step toward understanding and addressing the unique needs of individuals with disabilities within our organization. Although the launch of the self-identification process has been delayed by external factors and is now expected to begin within the next year, this initiative will ultimately help us identify those needing specific accommodations and guide us in systematically eliminating workplace barriers.

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, PPS launched its accessibility email address in January 2023. During 2024, we received one request, which was addressed within 24 hours.