



PARLIAMENTARY PROTECTIVE SERVICE
SERVICE DE PROTECTION PARLEMENTAIRE
CANADA

PPS Accessibility Plan 2025-2028

Version 1.0

September 2025



PPS ACCESSIBILITY PLAN 2025-2028

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September 2025

Parliament Hill, Canada

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MESSAGE FROM THE DIRECTOR

Accessibility continues to be a priority for us, not just in how we deliver services, but in how we support our staff and create an inclusive environment for all. While we've made progress, we know there's still a long way to go to ensure our efforts are meaningful and lasting.

This plan marks an important transition: it closes out our previous Accessibility Plan and introduces our roadmap for the next three years. It reflects what we've learned, what we've heard, and where we need to focus our efforts moving forward. We're committed to building on what's working and addressing the gaps that remain.

We are committed to making our service delivery and workplace more accessible and inclusive. That means identifying and addressing barriers while making sure our staff are included and supported. Over the past year, we've continued to work with our institutional partners to improve coordination across shared spaces, aiming to offer a more seamless experience for visitors and all who work on Parliament Hill. Internally, we've focused on building awareness and skills, offering training and tools on general accessibility needs, sign language, mental health and neurodiversity.

This year, we also launched an accessibility survey to all PPS staff to hear directly from our colleagues. Their feedback has helped us understand what's working, where we need to improve, and what ideas we could explore further. This input is valuable and is shaping our next steps.

Our accessibility work is ongoing. We're committed to being transparent about what we're doing, listening to those affected, and making positive changes that improve the experiences of our employees and of our broader parliamentary community.

Mitch Monette
Director, Parliamentary Protective Service

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GENERAL

Parliamentary Protective Service (PPS) is committed to creating a barrier-free workplace and experience for all parliamentarians, employees, and visitors. We believe accessibility is fundamental to ensuring equal participation and inclusion, and we are dedicated to making our workplace, policies, programs, practices, and services accessible to everyone.

This Accessibility Plan has been prepared to meet our obligations under the **Accessible Canada Act (ACA)** and the **Accessible Canada Regulations (ACR)**. It names accessibility leads for each area, identifies previously recognized barriers, and outlines the actions we intend to take to remove or prevent barriers. These actions will be integrated into the organization's Strategic and Sector Plans, as appropriate, and progress will be monitored until completion. Updates will be published at least every three years, in line with ACA requirements.

The plan is publicly available on our website www.pps.parl.ca (English) or www.spp.parl.ca (French). Our website is designed to be compatible with assistive technologies and meets WCAG 2.0 AA standards. Alternate formats of this plan can be requested through our online feedback form.

Contact Us

Please send your feedback to our Special Advisor, Diversity, Inclusion and Belonging, and the Chief Planning Officer, who are jointly responsible for leading the Service's accessibility initiatives and for receiving inquiries and feedback on barriers and this plan.

You can send your feedback by email, phone or mail using the contact information listed below:

Email: PPSAccessibleSPP@pps-spp.parl.gc.ca

Phone: 613-943-9001

An online feedback form is also available on PPS's external website, www.pps.parl.ca (English) or www.spp.parl.ca (French).

You can use the contact information listed above to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, Braille, audio, or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 60 days.

CONSULTATIONS

Lead: Special Advisor, Diversity, Inclusions and Belonging

While this Accessibility Plan was not developed through a dedicated external consultation process, it reflects insights gathered from a range of consultations previously held with persons with disabilities, lived experience or other representatives. These ongoing discussions have helped shape our priorities, activities, and initiatives, and continue to guide PPS's approach to accessibility.

Feedback on accessibility is welcomed and can be provided through both formal and informal channels. To provide formal feedback individuals may use the online form available on our public website, by email, or by leaving a voicemail message. Informal feedback is also received through conversations, requested consultations, and during visitors' walkthroughs of our security screening points. Individuals with lived experience often share valuable observations during these interactions, which highlight both areas of success and opportunities for improvement.

The table below provides details on the consultations and feedback received, including who was consulted, where and when consultations occurred, how feedback was provided, the barriers identified, and the actions PPS has committed to take.

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Consultation Details (who/where/how/when)	Barrier Identified	Actions Identified
<p>Who: Arthritis Society Canada, Lived Experience Group</p> <p>Where: Virtual Meeting</p> <p>How: Email discussion followed by virtual meeting</p> <p>When: July 2025</p>	<p>Discussions around challenges people with disabilities face in planning their visits due to a lack of clear, centralized, and accessible information.</p> <p>Key concerns include walkability, distances between buildings, availability of mobility supports, and physical features of the built environment.</p>	<p>We will work with institutional partners to develop and share clear, centralized accessibility information across websites.</p>
<p>Who: All PPS staff</p> <p>Where: Online via anonymous survey</p> <p>How: Consultation through internal Accessibility Survey</p> <p>When: Summer/ Fall 2025</p>	<p>Without regular input from staff, it is difficult to fully understand the barriers they face, what's working well, and how we can improve. This limits our ability to design accessibility initiatives that reflect lived experience and evolving needs.</p>	<p>In 2025 we launched an organization-wide accessibility survey. Staff shared:</p> <ul style="list-style-type: none"> • Barriers they face in the workplace and ideas for how those barriers could be addressed. • Highlights of what we are currently doing well in terms of accessibility. • Thoughts on learning themes for the coming year. <p>To ensure we maintain this dialogue, the survey will be administered every two years, allowing us to track progress, identify new challenges, and adjust our approach.</p>

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Consultation Details (who/where/how/when)	Barrier Identified	Actions Identified
<p>Who: Various visitors in the Parliamentary Precinct</p> <p>Where: Online</p> <p>How: Via email submission</p> <p>When: 2025</p>	<p>Several visitors raised concerns regarding the placement of stanchions in certain buildings including: the Sir John A. MacDonald Building and the Senate of Canada building. When positioned improperly, these stanchions created barriers to accessing accessibility buttons required to activate automatic doors. This limited the ease of access for individuals with mobility needs.</p>	<p>Over the past year, adjustments were made to stanchion placement to minimize obstruction. PPS Protection Officers received coaching on proper placement practices to reduce recurring issues.</p> <p>Communications were produced to highlight the importance to proper placement and, where possible, stanchions were removed entirely to eliminate barriers and ensure consistent access to accessibility features.</p>
<p>Who: A blind visitor invited by our partners</p> <p>Where: Various partner and PPS public visitor areas</p> <p>How: During an accessibility audit, via verbal and written feedback</p> <p>When: September 2025</p>	<p>Several barriers were identified, all of which related to the absence of clear verbal guidance and proactive engagement by staff.</p>	<p>This feedback highlighted the need for stronger voice-guidance practices and more intentional support for blind or visually impaired visitors.</p> <p>As a result, we will seek out and deliver targeted training for frontline staff, particularly those at arrival and screening points, to ensure they can provide clear and consistent verbal instructions throughout each step of the process.</p>

Table 1: PPS 2025 Consultation Details

EMPLOYMENT

Lead: Chief Human Resource Officer

PPS recognizes that accessibility in employment is essential to attracting, supporting, and retaining a diverse workforce. The priorities identified in our previous Accessibility Plan remain central to this commitment and continue to be actively advanced. While no new employment-related initiatives have been added at this stage, this does not diminish our focus or the possibility that next year's update will reflect additional measures or achievements.

Our priority is to strengthen and build upon the initiatives already underway, ensuring that barriers are removed, opportunities are enhanced, and staff have the supports they need to succeed. By maintaining momentum and deepening our efforts, we are working to provide the best possible employment experience for both current employees and future talent. This ongoing commitment reflects not only compliance with accessibility standards but also our responsibility to foster a workplace culture that is inclusive, equitable, and empowering for all.

The following section highlights the commitments we made in our previous plan and outlines both the progress achieved over the past year and the continued efforts we will carry forward in the years ahead.

Update from our 2022-25 Accessibility Plan

a) Barrier: Managers and supervisors may have limited awareness of accommodation responsibilities and inclusive hiring practices, which can create barriers for candidates and employees with disabilities

Steps and timelines: As an ongoing practice, we will raise overall management awareness of accommodation and hiring processes by providing training, guidance, and resources to ensure equitable and accessible staffing and workplace practices. Additionally, we will continue rolling out Disability Management and Duty to Accommodate training through 2026.

Completed activities: Provided process and policy overviews to all managers and supervisors in 2023–2024.

Shared knowledge and reinforced responsibilities, including:

- Accommodating both candidates and employees.
- Considering internal accommodation employees prior to staffing.
- Ensuring accommodations are provided during staffing processes.
- Properly documenting and sharing accommodation requests.
- Consulting with the Accommodation Team for guidance.

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- Considering people with disabilities in staffing to address organizational gaps.
- Developed Disability Management and Duty to Accommodate training in 2024, with delivery to managers and supervisors beginning in 2025.

b) Barrier: There are greater opportunities to collaborate with external accessibility-focused organizations to share best practices, access resources, and contribute to broader efforts to improve employment outcomes for persons with disabilities.

Steps and timelines: Strengthen partnerships with organizations such as the Employment Accessibility Resource Network (EARN), led by United Way East Ontario, by actively participating in initiatives that connect employers and service providers to increase employment opportunities for people with disabilities in Ottawa.

Completed activities: Senior staff has attended monthly EARN meetings and shared takeaways with the Staffing Team.

- Regular participation in the monthly “Job Match Call” hosted by EARN.

THE BUILT ENVIRONMENT

Lead: Chief Planning Officer

Our approach to real property prioritizes protection, functionality and accessibility, ensuring that the built environment promotes safety, inclusivity, and equitable access across all facilities.

We identified the following barriers:

- a) Barrier: Challenges in aligning with federal accessibility requirements and proactively addressing built environment barriers as identified in the PSPC Universal Accessibility (UA) audit results.
Steps and timelines: Over the next three years, Real Property intends to establish a PPS Accessibility Group to review PSPC's audit findings.
- b) Barrier: Limited visibility into accessibility gaps across existing PPS facilities, including operational and administrative spaces, hinders the ability to plan and prioritize barrier removal.
Steps and timelines: Within the next year, Real Property will start to conduct annual building condition assessments and accessibility reviews, including specialized areas such as scanning and detection zones, to identify and address physical and environmental barriers.
- c) Barrier: Aging infrastructure and evolving tenant needs make it challenging to maintain consistent accessibility standards across all PPS facilities.
Steps and timelines: Within the next year, and on an ongoing basis, Real Property will monitor tenant-reported accessibility requests and integrate findings into ongoing maintenance and project planning to ensure facilities evolve with user needs and compliance requirements.
- d) Barrier: Accessibility considerations have not always been systematically embedded in project design and delivery.
Steps and timelines: On an ongoing basis, Real Property will continue to champion accessibility as a core objective in all planning, design, and modernization initiatives, ensuring accessibility remains a consistent and measurable priority across all projects.
- e) Barrier: Work with PSPC and other partners to identify and remove barriers in the built environment not under PPS's responsibility.
Steps and timelines: Real Property continues to actively collaborate with parliamentary partners to promote accessibility and inclusion within shared spaces. Real Property remains

committed to ongoing consultation with subject matter experts and persons with disabilities to strengthen accessibility across the Parliamentary Precinct.

Update from our 2022-25 Accessibility Plan

- f) **Barrier:** The East Block Governor General entrance lacked universal accessibility features, creating barriers for individuals with mobility challenges.

Steps and timelines: By December 2025, a comprehensive accessibility upgrade will be initiated to address both exterior and interior barriers. This includes installation of an exterior ramp to provide barrier-free entry; implementation of a transformable interior platform lift to support vertical circulation, and replacement of the existing guard post counter with a universally accessible transaction surface.

Completed activities: Design and planning are complete, and implementation is underway. Construction activities are progressing in alignment with accessibility standards, with completion targeted for the current phase of the project.

- g) **Barrier:** Several PPS operational breakrooms remain underdeveloped and do not fully meet federal accessibility or wellness standards. Outdated furnishings, limited accessible amenities, and inadequate lighting restrict usability and may compromise the principles of dignity and equal access set out under the Accessible Canada Act.

Steps and timelines: PPS initiated a breakroom remediation Initiative to assess and improve accessibility and inclusivity within operational spaces. Within the next fiscal year, additional breakroom fit ups are planned as part of new Real Property projects.

Completed activities: A comprehensive audit of all Operations breakrooms was completed to evaluate conditions and prioritize upgrades. A remediation schedule was developed to address the most critical spaces first. Early improvements included the relocation and renovation of the Confederation Building breakroom, creating a brighter, more accessible

HIGHLIGHT: INCLUSIVE DESIGN IN ACTION! NEW OPERATIONS TRAINING FACILITY

Set for completion in early 2026, the new Operations Training Facility is being designed with accessibility and inclusion at its core.

Early planning identified potential barriers for individuals with cognitive disabilities, sensory sensitivities, and visual or auditory impairments, prompting thoughtful design refinements to create a supportive and inclusive environment.

The space features defined pathways for intuitive navigation, calming materials and neutral finishes to reduce sensory overstimulation, and designated quiet zones for focus and decompression.

High-contrast material transitions, such as dark floors with light walls, dark door frames with natural wood doors, and dark cabinetry with white countertops will enhance visibility for occupants with low vision. To address auditory challenges, acoustical wall and ceiling panels are planned to reduce reverberation and improve sound quality. Adjustable lighting and flexible furniture further support diverse user needs, while ongoing change management and occupant education ensure the space is used inclusively.

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environment with enhanced amenities and design aligned with accessibility and wellness standards.

INFORMATION AND COMMUNICATION TECHNOLOGIES

Lead: Chief Information Officer

In a security-driven environment, our Information Technology systems are designed to uphold both protection and accessibility, ensuring that digital tools, systems, and platforms are designed and maintained to be inclusive, usable, and barrier-free for everyone.

We identified the following barriers:

- a) Barrier: Lack of tools or frameworks to assess staff knowledge; limited awareness of available training resources.
Steps and timelines: Over the next two years, we will identify and address accessibility knowledge gaps within the Technology and Information Services Sector. In parallel, we will research and recommend existing training opportunities to address these gaps.
- b) Barrier: With the absence of standardized processes, accessibility best practices are inconsistently considered and applied across IT design, procurement, and implementation.
Steps and timelines: Within the next 12 months, the Technology and Information Services Sector will ensure accessibility is embedded into the design, procurement, and implementation of all new IT systems, hardware, software, and web content. This includes using a standardized accessibility checklist and aligning with leading accessibility standards.
- c) Barrier: There are limited resources and/or competing priorities for maintaining and updating accessibility in existing systems.
Steps and timelines: The Technology and Information Services Sector will regularly review existing IT systems, applications, and technologies to identify and remedy accessibility barriers. The Technology and Information Services Sector will embed accessibility considerations into lifecycle management to ensure systems and content remain compliant and inclusive over time. Implementation will begin within 18 months, with accessibility integration becoming a sustained, ongoing practice across IT processes.
- d) Barrier: There is currently no formal process that enables users, including those with disabilities, to test IT systems, hardware, and software for accessibility compliance. Without user testing, critical accessibility issues may go unnoticed, resulting in systems that do not fully meet the needs of all users or comply with accessibility standards.
Steps and timelines: Over the next 12 months, the Technology and Information Services Sector will develop a process where users can test IT systems, hardware and software to ensure they meet accessibility requirements.

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- e) Barrier: There are untapped opportunities to better align with parliamentary partners in identifying and addressing accessibility barriers in IT tools and technologies.

Steps and timelines: Over the next 12 months, the Technology and Information Services Sector will collaborate with parliamentary partners to identify and deploy accessible tools and technologies that align with our organizational needs and business standards, while continuing to remove remaining accessibility barriers in IT.

- f) Barrier: There is no consistent process for engaging persons with disabilities to assess the accessibility of IT tools, limiting feedback and the ability to address real user needs.

Steps and timelines: Within approximately two years, begin engagements with organizations representing people with disabilities to assess the accessibility of information and communications tools and technology. This work will start once foundational components are in place, and will include surveys, consultations, and accessibility testing to ensure tools reflect user needs and lived experiences.

COMMUNICATION, other than Information and Communication Technologies

Lead: Chief of Planning

We identified the following barriers:

a) Barrier: There is no existing standardized process to guide event planning for accessibility.

Steps and timelines: Over the next two years, in collaboration with the Special Advisor, Diversity Inclusion and Belonging, we will create and implement a standardized process to ensure all corporate events (for example: graduations) are planned and delivered in an accessible and inclusive manner.

b) Barrier: We need to ensure all communication tools and resources remain accessible as new materials are developed.

Steps and timelines: As an ongoing initiative, we will maintain and enhance the accessibility of templates and platforms by compiling and updating a list of templates requiring review, ensuring that all new templates are assessed for accessibility as they are developed, and continuing to apply accessibility standards consistently when creating or reviewing communications.

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c) Barrier: Awareness of available accessibility training opportunities for our communications team has been limited, creating opportunities to strengthen staff knowledge and capacity through ongoing professional development.

Steps and timelines: As an ongoing practice, we will continue to identify and complete training opportunities for the Corporate Communications Branch on WCAG 2.0 Level AA requirements and clear, simple language principles, ensuring communications are both technically accessible and easy to understand.

Completed activities: Corporate Communications Branch members have complete WCAG 2.0 Level AA training. We continue to actively participate in training and apply accessibility and plain language principles in their daily work, producing content that is inclusive, barrier-free, and user-friendly.

THE PROCUREMENT OF GOODS AND SERVICES AND FACILITIES

Lead: Chief Financial Officer

We identified the following barriers:

a) Barrier: Project authorities currently lack easy access to resources and guidance on how to evaluate and integrate accessibility requirements into procurement packages.

Steps and timelines: Within the next 6 months, the Contracting and Procurement Branch will develop and share accessibility procurement resources. This branch will provide project authorities with access to technical guides and a centralized set of resources to help them determine and apply accessibility requirements in procurement processes, aligning with Treasury Board guidance and best practices.

b) Barrier: Current procurement forms are not in an accessible format, and there is limited knowledge of industry options or tools to address this gap.

Steps and timelines: First steps within the next year include conducting Market Research on accessible procurement forms. The Contracting and Procurement Branch will launch a Request for Information (RFI) to assess the current state of the industry and identify available solutions for creating procurement forms in accessible formats. This foundational step will guide future work to modernize and ensure accessibility in procurement documentation.

c) Barrier: Procurement related documents and forms often use technical or formal language that can be difficult to understand. This creates barriers for individuals with cognitive disabilities, language processing challenges, or those unfamiliar with procurement terminology, limiting their ability to participate fully in procurement processes.

Steps and timelines: Over the next 18 months, the Contracting and Procurement Branch will be reviewing procurement forms and templates to ensure they follow plain language principles. This includes: i) Simplifying language to make forms easier to understand; ii) Testing forms for clarity and accessibility, and iii) Providing guidance to teams on writing in plain language for procurement communications.

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In our previous plan, the Contracting and Procurement Branch partook in engagements that focused on internal subject matter experts (SMEs) and persons with disabilities to strengthen accessibility practices.

d) Barrier: the Contracting and Procurement Branch has recently identified that there is a need to extend collaboration to industry partners to leverage external expertise and innovations.

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Steps and timelines: Building on last year's completed initiative by continuing discussions with SMEs and persons with disabilities, the Contracting and Procurement Branch will expand engagement to industry partners (such as HOC and LOP). This ongoing approach ensures accessibility practices remain informed, current, and aligned with both internal needs and external best practices.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Lead: Chief Human Resource Officer

PPS remains committed to ensuring that the programs and services we deliver are accessible, inclusive, and responsive to the needs of all. While a few new barriers and initiatives have been identified, much of our work builds on commitments from our previous Accessibility Plan. Many of these initiatives have multiple components and interdependencies, requiring ongoing effort to implement, strengthen, and monitor. By advancing both new and continuing priorities, PPS is working to create services that are not only barrier-free, but sustainable and adaptable for the future.

We identified the following barriers:

a) Barrier: There is limited collaboration with subject matter experts (SMEs) on accessibility, which can result in missed opportunities to improve service delivery for persons with disabilities.

Steps and timelines: Over the next few years, several of our sectors will actively engage with both internal and external SMEs to identify opportunities for improving our services and enhancing how they are delivered to people with disabilities.

b) Barrier: The PPS currently lacks a reliable mechanism to identify employees with accessibility needs, limiting its ability to proactively address barriers and tailor support measures effectively.

Steps and timelines: As part of the new Enterprise Resource Planning (ERP) system implementation, the PPS will launch a modernized Self-Identification (self-ID) questionnaire to increase the accuracy, depth and breadth of its current data related to persons with disabilities within the PPS. This is expected to occur within the next 1–2 years, pending confirmation of system programming to ensure information safeguarding.

d) Barrier: There is a lack of clarity among staff regarding the distinction between accessibility needs and accommodation requests, which can lead to miscommunication and inconsistent support for employees.

Steps and timelines: Over the next year-and-a-half, we will develop and deliver targeted training materials to educate staff on the differences between accessibility needs and accommodation requests, promoting a clearer understanding and more effective support practices.

e) Barrier: Inconsistent accessibility planning for meetings creates barriers for PPS employees and visitors, including inadequate accommodation information, inaccessible materials, and non-inclusive spaces.

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Steps and timelines: Over the next year-and-a-half, we will develop and share internal guidance to support employees in planning and hosting accessible meetings. This resource will help ensure accessibility is considered from the outset, reducing barriers and enabling full participation.

- f) Barrier: Training materials and scenarios in the Detection Specialist recruit course did not adequately reflect current accessibility standards. Outdated content and missing training aids created a barrier to effective learning and could result in gaps in service delivery, particularly in meeting the needs of individuals with disabilities.

Steps and timelines: Within the next 18 months, we will complete a full review of the recruit course training content, including a pilot of updated materials that incorporate enhanced accessibility information and improved training aids. In addition, the full manual for this job function has been reviewed through an Equity, Diversity, and Inclusion (EDI) lens, with a specific focus on accessibility. These updates aim to ensure that new recruits are better equipped to deliver inclusive and responsive services.

- g) Barrier: There is limited awareness and integration of adult learning principles, trauma-informed approaches, and plain language in current instructor training, which may impact the effectiveness and inclusivity of course delivery.

Steps and timelines: Over the next 12 months, we will complete a review of the Instructor Course to ensure alignment with adult learning principles, trauma-informed approaches, and plain language practices. This will strengthen the quality and inclusivity of instruction across the PPS.

- h) Barrier: Security measures and protocols may unintentionally create accessibility challenges, requiring reactive, case-by-case accommodations.

Steps and timelines: Over the next three years, we will work to integrate security assessments into the Duty to Accommodate (DTA) Program to proactively identify and address barriers within security processes. This will ensure security requirements are balanced with accessibility and inclusion, reducing the need for reactive accommodations and fostering an equitable, barrier-free environment.

- i) Barrier: As we expand our accessibility, diversity, and inclusion efforts, there is a need for surge capacity to support the design and delivery of specialized training, facilitation, and communications. Ensuring content is inclusive, accessible, and informed by lived experience requires targeted expertise that may not be available internally.

Steps and timelines: Over the year we are developing a Request for Proposal (RFP) to engage external subject matter experts (SMEs) in accessibility, diversity, and inclusion. These experts

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will support the design and facilitation of inclusive training programs and help the development of accessible communications and learning materials.

Update from our 2022-25 Accessibility Plan

j) Barrier: System programming challenges of the ERP system have delayed the launch a formal self-identification process, limiting our ability to fully understand and respond to the diverse accessibility needs and experiences of our staff, which has created a barrier to inclusive planning and informed decision-making.

Steps and timelines: Over the last year, to address this gap, we have worked on identifying various initiatives on how to gather input on employees' accessibility needs. The result from this led us to collect data that will be analyzed over the coming year, and any barriers identified will inform future actions and improvements. We will continue to administer this survey every 2-3 years.

Completed activities: To address this gap, we launched an organization-wide accessibility survey in 2025. The survey included optional self-identification questions and gathered input on employees' accessibility needs, comfort levels with accessibility-related topics, suggestions for improvement, and feedback on current practices.

k) Barrier: The Detection Specialist manual had not been reviewed through an Equity, Diversity, and Inclusion (EDI) lens, which includes accessibility considerations. This posed a barrier to ensuring that the guidance and expectations outlined in the manual reflected inclusive and accessible practices

Steps and timelines: Over the last year, PPS set out to conduct a full review of the job function manual.

Completed activities: We conducted a full review of the job function manual using the PPS EDIB lens. This process helped identify areas for improvement and ensure that the manual supports inclusive service delivery and workplace practices. These steps have now been completed.

l) Barrier: Human resource processes, policies, procedures, and training may contain unintentional barriers that limit equitable access and participation for persons with disabilities. These gaps can affect recruitment, onboarding, career development, and workplace accommodations.

Steps and timelines: As an ongoing practice, we continue to review current human resource processes, policies, procedures, and training to identify possible barriers for persons with disabilities and create an action plan to address these gaps.

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Completed activities: The *Policy on Recruitment*, developed through a pilot application of the EDIB lens, has been submitted for senior management review and approval. As part of this work, job postings were reviewed and updated to ensure inclusive language, with attention to plain language, accessibility, and equity considerations. A review of alternative learning platforms is currently underway to support diverse training needs.

m) Barrier: Policies, training, and standards do not consistently embed accessibility and EDI principles, increasing the risk that systemic barriers and the needs of persons with disabilities may be overlooked.

Steps and timelines: As an ongoing activity, we will apply an Equity, Diversity and Inclusion (EDI) lens, including an accessibility lens, to policies, standard operating procedures (SOPs), training standards and policy instruments.

Completed activities: The Corporate Policy Branch has actively integrated inclusive and accessible practices through targeted training. In 2024, the entire team completed mandatory Accessibility Awareness training. Furthermore, in 2025, team members enhanced their skills through an Inclusive Writing course delivered by Egale Canada, and additional training on inclusive communications.

n) Barrier: Managers and HR professionals may lack awareness of best practices for accessible talent acquisition. This can result in recruitment processes that do not fully accommodate candidates with disabilities, potentially impacting their ability to participate equitably.

Steps and timelines: Prepare material for managers and human resource professionals about best practices in creating accessible talent acquisition processes, which includes identifying opportunities to reduce barriers related to the candidate's experience.

Completed activities: Pay equity activities were completed over the past year, including the development of processes to support equitable practices across impacted groups. Collaborative discussions were held with affected teams to review and refine approaches for centralizing related functions, ensuring transparency and inclusivity in implementation.

o) Barrier: Accessibility-related training offered by external partners may not be consistently leveraged or promoted internally, resulting in missed opportunities to build awareness and reduce barriers related to unconscious bias, stigma, and inclusive service delivery.

Steps and timelines: We continue to leverage training offered by parliamentary partners and government organizations on accessibility and accessibility-related issues.

Completed activities: See **Appendix 1** for a summary of completed and upcoming education and training opportunities.

p) Barrier: There is limited centralized, standardized tools within PPS for accessibility support, resulting in inconsistent practices and missed opportunities for alignment with proven approaches used by other government organizations.

Steps and timelines: As an ongoing practice, we continue to research support tools used by parliamentary partners or government organizations, discussing potential new tools with partners and aligning practices whenever possible.

Completed activities: PPS continues to stay informed about emerging tools that support accessibility. For example, through research into available resources, PPS identified that no other partners offered sleep clinic support through an EFAP provider. Recognizing the value of this service, PPS moved forward with the initiative and now provides this additional support to staff. In addition, PPS has been advancing its Disability Management and Duty to Accommodate training, along with the development of the Workplace Attendance Support and Assistance Program (WASAP). Unlike other partners, PPS is designing WASAP to enable early intervention and provide consistent support in all disability management cases. The program was piloted in 2024–25, feedback was reviewed to refine and improve the approach. PPS will bring the finalized program to senior management for approval in late 2025, with a full launch planned in 2026 for all employees.

HIGHLIGHT: EMPLOYEE and FAMILY ASSISTANCE PROGRAM (EFAP)

PPS recognizes that accessibility extends beyond the workplace; it includes ensuring that employees and their families have access to the support they need to thrive.

The EFAP was officially launched in 2025, marking a major step in expanding accessible wellness supports for employees and their families.

The EFAP provides confidential, professional assistance to employees and their dependents, offering services such as immediate crisis support, counseling, wellbeing programs, and telemedicine.

By including both employees and their families, this program addresses barriers to wellness, reduces stress, and supports work-life balance, helping employees perform at their best while feeling supported both personally and professionally.

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q) Barrier: The onboarding process did not fully meet accessibility needs, and there was limited consultation with persons with disabilities to identify gaps. This can result in new employees facing barriers to accessing essential information, tools, and support during their initial integration into the workplace.

Steps and timelines: Over the next two years we will continue to develop an updated and comprehensive onboarding process that includes tools and resources that are accessible to all employees. We will also consult employees with disabilities to understand areas of the current onboarding process that could be improved.

Completed activities: Most elements of the onboarding process have been made accessible to all new employees, with tools and resources aligned to accessibility standards. Work continues to ensure that remaining components are fully updated and integrated.

r) Barrier: Employees with disabilities may face limited opportunities to connect with peers, access networks, and participate in communities of practice that support inclusion and professional growth.

Steps and timelines: We continue to support and promote accessibility-focused employee networks and communities of practice, including the Parliament Hill Employee Networking Group and related initiatives that strengthen connection, inclusion, and development opportunities for employees with disabilities. A community of practice for sign language is scheduled to launch in 2026, and the development of a self-paced video bank for sign language training is underway.

Completed activities: Accessibility network information is now included in onboarding materials for all new employees.

s) Barrier: In our workplace, individuals who experience sensory overload may require mental health breaks or need a quiet space for prayer or reflection. These individuals have faced challenges accessing an environment that supports these needs. The lack of a designated quiet area created a barrier to wellness, focus, and inclusion.

Steps and timelines: Over the next two years, we would like to establish and expand designated quiet spaces in PPS facilities to support employees' mental health, focus, and personal reflection needs.

Completed activities: This past year we created a quiet space at our primary location, designed to support mental wellness, spiritual practice, and personal reflection. It is available to all employees and can be booked like any other meeting room, ensuring equitable access and flexibility for those who need a moment away.

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t) Barrier: Capacity constraints limit the consistent delivery of EDIB lens learning in-person across PPS, which may affect staff awareness and application of an intersectional approach to their work.

Steps and timelines: Over the next two and a half years, we will roll out EDIB lens learning through a phased, accessible approach.

Completed activities: We developed self-paced online EDIB lens Primer learning modules. These will be made available to all PPS staff over the next 12 months. This phased approach ensures that all employees are introduced to EDIB Lens tools and are supported in applying them meaningfully in their work.

Agreements:

PPS has established agreements with external organizations and service providers to provide staff with specialized education and training opportunities, ensuring continued growth and expertise in accessibility. These include:

- Our agreement with Eversa is currently extended until 2026.
- Our agreement with Indigenous Works is in year 3 of a 3-year commitment.
- We have yearly agreements with CPKN and CSPA which offer DIB-related courses, events, videos and job aids.
- Agreement with Seasonova: Equity Diversity Inclusion Belonging Lens Development Phase I and Phase II to be done in the 2025-26 fiscal year.

TRANSPORTATION

Lead: Chief Financial Officer

We identified the following barriers:

a) Barrier: There is currently no dedicated committee to systematically review equipment for accessibility, disability, and health and safety considerations, resulting in limited visibility and accountability in material management.

Steps and timelines: Over the next two years, the Materiel Management Branch will launch the Uniform and Equipment Innovation and Review (UEIR) Committee to provide structured and collaborative review of equipment, enhancing visibility and accountability in material management and ensuring accessibility and operational health and safety are consistently integrated.

Update from our 2022-25 Accessibility Plan

In our previous plan, the Materiel Management Branch started preliminary work to review the necessity of accessible vehicles in the PPS fleet, while applying the EDIB lens. The initiative was paused in 2025 due to resource reallocations but remains a priority for 2026–27.

b) Barrier: The PPS fleet has not yet been adapted to ensure select operational vehicles can accommodate individuals who use wheelchairs. Without modifications, accessibility needs may not be fully supported in all operational contexts

Steps and timelines: Over the next three years, the Material Management Branch will conduct a fit-up project for select operational vehicles to ensure they can accommodate individuals who use wheelchairs, including consideration of specialized vehicles.

c) Barrier: Previous uniform policies did not clearly outline accommodation and accessibility measures, creating uncertainty around accessibility-related exceptions for employees.

Steps and timelines: In collaboration with the Corporate Policy Branch, the PPS reviewed and updated the *Personal Appearance & Uniform Policy* to integrate accessibility and accommodation considerations.

Completed Activities: An exceptions clause was added to the directive, ensuring that accessibility and accommodation requirements are explicitly defined and consistently applied.

CONCLUSION

The PPS remains firmly committed to building and sustaining a barrier-free environment for parliamentarians, employees, and visitors. We recognize that true progress in accessibility comes from continuous engagement with people with disabilities, subject matter experts, and industry partners to better understand barriers and co-develop solutions that foster inclusion.

We will actively monitor and measure our progress to ensure that we are meeting the accessibility goals outlined in this plan and removing the barriers that have been identified.

Feedback continues to play a central role in shaping our work. We encourage input through our established feedback process and are committed to reviewing, considering, and applying this feedback as we move forward. Updates on our progress will be published regularly, ensuring transparency and accountability in how we deliver on our commitments.

This plan is an evergreen document: many initiatives continue from previous plans, evolving year over year as priorities are refined, barriers are better understood, and new opportunities emerge. We will continue to adapt, improve, and strengthen our approach, ensuring that accessibility remains a priority and that our workplace and services are inclusive for all.

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APPENDIX 1

Completed 2024-2025								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
Sign language	2024-2025	1	1 day	Eversa	Yes	Frontline and Detection	19	For accessibility, public service, and inclusive security operations.
Supporting the neurodivergent community	2024-2025	2	1 day	Specialist ne	Yes	Frontline and Detection	42	Foster an understanding, empathy, and practical skills for creating inclusive environments where neurodivergent individuals can thrive.
Indigenous Awareness Training	2024-2025	1	3 hours	OPP Indigenous Policing Bureau	Yes	All sectors	25	Foster respectful, informed, and meaningful relationships between Indigenous and non-Indigenous peoples by deepening understanding of Indigenous histories, cultures, rights, and contemporary realities.
DIB Culture workshop (EDIB Lens)	2024-2025	1		PPS	Yes	SMC	5-6	Build a workplace culture where everyone feels valued, respected, and empowered to contribute regardless of background, identity or lived experience.

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Completed 2024-2025								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
Indigenous beading for Orange Shirt Day	2024-2025	3		PPS	Yes	All sectors	34	Serves as a powerful act of remembrance, cultural expression, and healing.
Hand Drum making workshop	2024-2025	1	3 hours	PPS	Yes	All sectors	10	Serves as a meaningful opportunity to foster cultural awareness, reconciliation, and personal connection through Indigenous traditions.
Black History month	2024-2025	Various initiatives	Various times	PPS	Yes	All sectors	50+	Honor the legacy, contributions, and lived experiences of Black Canadians - past and present - while fostering a more inclusive, equitable, and culturally aware workplace.

Completed 2025								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
2SLGBTQI	2024-2025	2	60 mins	Egale	Yes	All sectors		Info session to demystify language and to socialise people to 2SLGBTQIA+ communities.

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Completed 2025								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
Inclusive Communication	2024-2025	2	90 mins	Egale	Yes	All sectors		Ensure that every individual—regardless of background, identity, ability, or communication style—feels heard, respected, and empowered to participate.
Trans inclusion in workplace for Supervisors	2024-2025	2	90 mins	Egale	Yes	All sectors		Ensure that leaders actively foster a respectful, equitable, and affirming environment for transgender, non-binary, and gender-diverse employees.
Smudging ceremony	2024-2025	1	60 mins	Barbara Dumont-Hill	Yes	RP 22 and BDC 21	25+	Cleanse, center, and spiritually prepare individuals or spaces using the sacred smoke of traditional medicines.
Flotilla for Friendship	2024-2025	1	1 day	City of Ottawa	Yes	DIB and PEMU	10+	Event brings together representatives from various security agencies and Indigenous youth for a canoe journey along the Rideau Canal. Coordinated by the Ottawa Police Service (OPS) and the Ontario Provincial Police (OPP).

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Upcoming in 2025								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
Hand Drum making workshop	2025	1	3 hours	PPS	Yes	All sectors	TBC	Serves as a meaningful opportunity to foster cultural awareness, reconciliation, and personal connection through Indigenous traditions.
EDIB Lens	2025	2	3 hours	PPS	Yes	OTB	TBC	Apply inclusive principles intentionally and effectively in their day-to-day work.

Discussed or Planned Training in 2026								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
Sign Language course	2026-2027	1 or 2	1 day	Eversa	Yes	Frontline and Detection	TBC	Serves as a meaningful opportunity to foster cultural awareness, reconciliation, and personal connection through Indigenous traditions.
Sign Language online training modules	2026-2027	N/A	Self-paced (around 10 hours total)	Eversa via our LMS	Yes	All sectors	TBC	In discussion with Eversa and following PPS sign language in-person sessions to Frontline and Detection, the planning of additional self-paced modules was discussed and approved by HR leadership. Once PPS has a Learning Management System

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Discussed or Planned Training in 2026								
Topic	Fiscal Year	# of sessions	Duration	Delivery method	Ongoing	Audience	# of attendees	Purpose
								(LMS), discussions with Eversa shall continue to create the modules for PPS which we will add to our LMS.
Sign Language community of practice	2026-2027	TBD	1-2 hours	PPS and Hill partners	Yes	All sectors	TBC	Bring together hill employees who share a commitment to learning, using, and promoting sign language—especially in support of Deaf and hard-of-hearing communities.
Supporting the neurodivergent community	2026-2027	1 or 2	1 day	Specialist ne	Yes	Frontline and Detection	TBC	Foster an understanding, empathy, and practical skills for creating inclusive environments where neurodivergent individuals can thrive.