



Administration de pilotage des Laurentides
Laurentian Pilotage Authority

ACCESSIBILITY PLAN

To preserve an inclusive,
diverse, fair, and accessible
workplace



GENERAL INFORMATION

This accessibility plan is part of the approach undertaken by the Laurentian Pilotage Authority (LPA) to identify, eliminate, and prevent barriers to accessibility for people with disabilities. It reflects the LPA's commitment to contribute to the goal of an accessible and barrier-free Canada, in accordance with the *Accessible Canada Act* and the *Accessible Canada Regulations*.

The "Plan" will be developed and updated according to the legislation and regulations in force.

LAURENTIAN PILOTAGE AUTHORITY

Since 1972, the Laurentian Pilotage Authority has been a federal Crown corporation providing safe, efficient, and effective pilotage services on the St. Lawrence River between Les Escoumins and Montreal, and on the Saguenay River. Each year, it is responsible for approximately 25,000 marine pilot assignments from its Montreal operations center. In the municipality of Les Escoumins, employees at its pilotage station ensure the transboarding of pilots assigned to guide ships. A preferred employer for several years, the Authority contributes to the development of pilotage regulations and is responsible for their implementation and enforcement. It also plays a major role in overseeing the marine pilot profession and develops technologies for adopting best practices in pilotage and navigation, with a view to respecting the environment.

STATEMENT OF COMMITMENT

The LPA is committed to fostering and preserving an inclusive, diverse, fair, and accessible workplace where every employee can make a full contribution and feel safe being themselves at work. Accessibility is crucial to ensure fairness for all. The LPA is committed to improving accessibility for its employees as well as for anyone interacting with the LPA.

As a federal Crown corporation and a key player in the marine sector that contributes to ensuring the safety of Canadians, we consider it essential to participate in efforts to promote and enhance accessibility for people with disabilities. Our goal is to identify, eliminate, and prevent barriers in our policies and practices.

FEEDBACK PROCESS

In order to help improve our action plan and develop our approach to accessibility, feedback on the implementation of the plan and barriers to accessibility is crucial and will be taken into account. This feedback will be considered as part of our progress reports, which will be published annually between the publication dates of plan updates.

The Executive Director, Talent and Communications, is the designated Accessibility Officer and will receive any feedback on accessibility at the LPA.

The feedback received will in particular be considered in the development of our progress reports and in our plan updates publication process.

CONTACTING THE DESIGNATED PERSON TO RECEIVE FEEDBACK ON BEHALF OF THE LPA

You can share your comments on accessibility within the LPA or on this plan by contacting us through various means:

LAURENTIAN PILOTAGE AUTHORITY

By mail: 999 De Maisonneuve Boulevard West, Suite 1410
Montreal, Quebec, H3A 3L4

By phone: 514-283-6320 ext. 213

By email: accessible@apl.gc.ca

Please note that it is possible to submit your feedback anonymously by mail to the Executive Director, Talent and Communications, at the above address.

You can also reach us by the above means to obtain the plan or description of our feedback process in another format.

Although our preferred ways to receive feedback are those listed above, it is possible to provide feedback through private messages on our social media marked with the term "accessibility".

Via LinkedIn:

<https://ca.linkedin.com/company/administration-de-pilotage-des-laurentides>

Via Facebook:

<https://fr-ca.facebook.com/pages/category/Local-Business/Administration-de-pilotage-des-Laurentides-162355423817629/>

MOVING TOWARDS A MORE ACCESSIBLE LPA: ACTION PLAN IN RELATION TO THE AREAS LISTED IN SECTION 5 OF THE ACCESSIBLE CANADA ACT (THE ACT)

EMPLOYMENT

The LPA is called on to play a leading role among marine stakeholders and, as such, our organization must ensure that it can count on a competent and diverse team. The LPA realizes that if HR practices and policies are not regularly analyzed for significant impacts that a visible or non-visible disability may have on employee recruitment, development, and promotion, this can constitute a barrier. The LPA has therefore set the following employment goals:



Goals

- All job applicants, including people with disabilities, perceive the LPA as a preferred employer.
- LPA policies and practices are regularly reviewed to ensure that people with disabilities have the same opportunities for access to employment, development, and promotion.

Measures

- Create a manual of tools and resources for managers and the HR team, focusing on guides and best practices to ensure barrier-free recruitment and HR management for people with disabilities.
- Create and implement new wordings for job offers detailing the LPA's commitment to fairness, diversity, inclusion, and accessibility.

BUILT ENVIRONMENT

The LPA seeks to offer staff an accessible built environment that allows barrier-free access to workspaces.

Goals

- The LPA's headquarters are accessible to people with disabilities, provide a warm and welcoming environment, are equipped with adequate signage, and ensure safe and barrier-free movement.
- Employees know who to contact to report an accessibility issue in the built environment.

Measure

- The LPA will conduct an accessibility assessment in the offices of its headquarters to eliminate barriers for people with disabilities.

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

Accessibility to information and communication technology (ICT) is the digital equivalent of accessibility in the physical environment. The LPA considers it essential that all employees and customers can access data, perform tasks, and have the same services using information technology.

Goals

- LPA employees have the necessary hardware and software at their disposal to carry out their responsibilities and know who to contact in the event of barriers.
- All accessibility standards for internal and external web content are met.

Measures

- Conduct an accessibility assessment for the content of the LPA website and develop a plan to address the gaps.
- Promote the tools and resources available to managers and employees regarding accessibility to information and communication technology (ICT).



COMMUNICATIONS (OTHER THAN ICT)

The LPA is committed to providing accessible communication products and activities by default. Clear, direct, and easy-to-understand communication eliminates barriers and allows everyone to make full use of information and services, participate in consultations and conversations, and attend events.

Goals

- Special attention is paid to accessibility in the development of presentations and documents, and accessibility is taken into account when planning events.
- LPA employees are made aware of accessibility issues and receive the necessary tools and training to meet established standards.

Measures

- Include guidelines on plain language in our communication policy.
- Train our employees responsible for internal and external communication on writing in plain language.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Accessible procurement involves identifying accessibility barriers and determining how to define requirements to meet the needs of a wide range of end users.

Accessibility criteria must be included when specifying requirements for goods and services.

Goal

- The goods, services, and facilities acquired by the LPA are accessible without future modifications in order to meet accessibility standards.

Measure

- Integrate accessibility criteria into the LPA's procurement policy.

TRANSPORT

This area does not apply to the LPA's activities and operations.

CONSULTATIONS

We have consulted people with disabilities and our employees to identify barriers to accessibility in our policies and practices and to develop our accessibility plan. To do this, an online survey that could be completed anonymously was posted on our social media and emailed to our employees. We are committed to continuing to consult people with disabilities to enhance our plan and improve accessibility to the LPA.