

Accessibility Action Plan

(2025–2026)

General

Organization	The British Columbia Coast Pilots Ltd.
Company Type	Federally Regulated, privately owned and operated.
Location	British Columbia, Canada
Number of Office employees	11.8 (hybrid workplace)
This plan starts on	June 1st, 2025
Progress update	June 2025
Accessibility Plan 2026–2029 due	February 27th, 2027

Executive Summary

We want to make our workplace better for everyone. This plan says how we will find and fix barriers that make it hard for people to work or do things. We want to provide equitable and functional access to our programs and policies for all people. Our office is not open to the public.

General Accessibility Statement

Our company believes everyone should feel welcome in our workplace. We will listen, learn, and make changes so that everyone can work and do their best.

Areas in the Act

Progress report since June 1st, 2025:

1. Employment

- Reviewed job ads, hiring forms, and interview controls to remove barriers.
 - Provided equitable access to accommodation requests to workers.
 - Drafted an HR Program to ensure our hiring and promotion processes are equitable.
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2. Built Environment

- Checked our office for physical barriers.
 - Made recommendations for changes which will improve functional accessibility.
 - Kept walkways clear and lights working well.
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3. Information and Communication Technologies (ICT)

- Completed WCAG changes on the public facing website. For example, the "alt text" is added for images seen by screen readers.
 - Fixed 28 of the reported WCAG failures on the public facing website homepage.
 - Shared information in plain language when asked.
 - Completed a comprehensive information management and information technology assessment.
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4. Communication, other than ICT

- Reproduced a Canada Accessibility Act compliant Pension Booklet.
 - Use clear and simple words in emails, signs, and documents.
 - Offer large prints or other formats when needed.
 - Asked employees how they prefer to get information.
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Year two will focus on implementation and the following two action items.

5. Procurement of Goods, Services and Facilities

- Choose products and services that support accessibility.
 - Ask vendors if their tools and services are easy for everyone to use.
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6. Design and Delivery of Programs and Services

- Make sure the employee programs we offer are easy to use for everyone.
- Ask for feedback to learn how to improve our employee programs.

7. Transportation

We do not provide transportation.

Consultations

Starting in September 2024, we formally started regular consultation with employees to learn what barriers they face and what would help them. We will keep asking and learning from them.

We completed consultation with information and technology users, to improve user experience as it pertains to interacting with our systems and accessing and understanding company and employee information and requirements.

Feedback Process

You can tell us about any problems you face or ways we can improve.

You can share feedback:

- By emailing Heidi Powell, the Senior Manager, Corporate Services at heidi.powell@bcpilots.com
- By phone at 236 466 2103
- By mail to 1450 – 1130 West Pender St., Vancouver BC V6E 4A4

We will:

- Say we got your message within 5 workdays in the same way you sent it (unless you sent it anonymously)
- Review your feedback and reply within 30 workdays
- Keep your comments private and safe
- Use your ideas to help improve our workplace

Contact Information

If you have questions or want to give feedback, contact:

Senior Manager, Corporate Services

Email	heidi.powell@bcpilots.com
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