Accessible Canada Act
Multi-Year Accessibility Plan and Feedback Process
Progress Report
June 1, 2024



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Tel/Tél: 416.863.2000 | PortsToronto.com

PortsToronto owns and operates | PortsToronto possède et exploite :
BILLY BISHOP TORONTO CITY AIRPORT | AÉROPORT BILLY BISHOP DE TORONTO
PORT OF TORONTO | PORT DE TORONTO
OUTER HARBOUR MARINA | MARINA DE L'AVANT-PORT

Canada



General

The Toronto Port Authority, doing business as PortsToronto, is a federal government business enterprise established under the Canada Marine Act and guided by a nine-member board with representation from all three levels of government. PortsToronto owns and operates Billy Bishop Toronto City Airport, the Outer Harbour Marina, the Port of Toronto and the Cruise Ship Terminal, and provides a range of services from aviation to marine and harbour maintenance. Building on its rich history of public-service, PortsToronto ensures the Toronto harbour is safe for boaters and visitors, and works with the surrounding community to shape a balanced, thriving and sustainable Toronto waterfront.

Under the Accessible Canada Act, federally regulated entities must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing their accessibility plans, feedback processes and progress reports.

Feedback Mechanism

PortsToronto welcomes feedback, which includes anonymous feedback, about our Accessibility Plan and Feedback Process and any feedback you might have about accessibility at PortsToronto. We are committed
to reviewing and responding to the feedback we receive, and taking steps to address any barriers identified through the feedback process.
You can submit feedback about accessibility at PortsToronto or this report by contacting:

- Attention: Kelly McDonald, Senior Director, Human Resources
- Email: accessibility@portstoronto.com
- Phone: (416) 863-2000
- Mail: 207 Queens Quay West, Suite 500, Toronto, ON, M5J 1A7

You can request alternative formats of this Accessibility Plan and Feedback Process Progress Report, feedback processes and any other information by contacting the above. A digital format of this Accessibility Plan and Feedback Process (that is compatible with assistive technology)

can be downloaded from the PortsToronto website visit Accessibility PortsToronto

A. Priority areas identified by the Act

Employment

Actions identified for 2024

● review all training materials to ensure that they are accessible, as well as offered in multiple formats.
● expanded training for creating accessible documents

Progress Report

● The review of all training materials to ensure that they are accessible, as well as offered in multiple formats, has been scheduled to begin in July 2024 and is on track to being completed by the end of the year.
● training for creating accessible documents has been initiated and has begun with the dissemination of training videos and “how to” guides on the creation of accessible documents in Microsoft Office. Additional training is being prepared for later in 2024.

Built Environment

Actions identified for 2024

● conduct accessibility audits of our spaces that have yet to be assessed and identify additional barriers.
● reviewed all emergency evacuation procedures to ensure that they capture the needs of people of disabilities.

Progress Report

● accessibility audits of all facilities were conducted in February 2024. Barriers that were identified have been analysed on a department level and included in departmental plans for remediation between 2024 and 2027.
● the review of all emergency evacuation procedures is scheduled to be completed in October 2024

Information and Communication Technologies (“ICT”)

Actions identified for 2024

● provide training to employees in the IT department and those who are creating web content to ensure that it is accessible.
● ensure that all digital documents and PDFs are created with accessibility in mind. This includes training employees on how to create accessible documents.
● conduct user testing of the intranet with users with disabilities to find and address any additional accessibility barriers.
● develop accessibility guidelines in our procurement practices when working with IT vendors.
● continue making changes to the public website to fix any additional accessibility barriers identified in the audit report.

Progress Report

● training to employees in the IT department and those who are creating web content to ensure that it is accessible is scheduled for Summer 2024.
● accessible and digital document creation training is in progress.
● user testing of the intranet is scheduled for Fall 2024
● accessibility guidelines in our procurement practices has been implemented.
● improvements to the public website continue and are on-going.

Communications other than ICT

Actions identified for 2024

● develop accessibility guidelines for any new content, information or documents created.
● create and implement a process for requesting and receiving documents and materials in alternate formats.
● will seek opportunities to authentically represent people with disabilities in our visual communications.
● create and adopt a social media standard to ensure that social media posts are accessible and consistent in the use of alternative text.
● review existing content for plain language and will ensure that any new content is written in plain language.
● ensure that any new and existing videos developed and communicated include closed captions and transcripts.

Progress Report

● accessibility guidelines for new content, information or documents are in progress
● a process for requesting and receiving documents and materials in alternate formats is in progress.
● opportunities to represent people with disabilities in our visual communications is in progress
● an accessible social media standard is in development and is to be completed in Fall 2024
● plain language guidelines are in progress and are to be completed in Fall 2024.
● closed captions and transcripts for video content are in progress.

The Procurement of Goods, Services, and Facilities

Actions identified for 2024

● create a procedure to include accessibility requirements in Request for Proposals (RFPs).

Progress Report

● accessibility has been added to all RFP's. Further ongoing review of language will be completed and implemented as necessary

The Design and Delivery of Programs and Services

Actions identified for 2024

● continue delivering department-specific disability awareness training to program team members.

Progress Report

In progress

Transportation

Actions identified for 2024

● continue to provide training for staff across ferry, airport and marina services to increase awareness of accessibility.
● develop emergency response procedures that include the needs of people with disabilities.
● review and align all of our transportation policies with the Canadian Transportation Authority's accessibility guidelines.

Progress Report

In progress

B. Consultations

Methodology

This Progress Report was prepared using information gathered from subject matter experts within PortsToronto. PortsToronto consulted with persons with disabilities with respect to the Report.

Accessible Canada Act Review Committee

The Progress Report was reviewed by Excellence Canada's standing *Accessible Canada Act* Review Committee. Consultation group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. Committee members were provided an overview of the functions at PortsToronto and an advance copy of the draft PortsToronto Accessibility Plan and Feedback Process Progress Report 2024. Members provided comments on the Report format and readability, accessibility actions and noted progress as outlined in the Report, and specific barriers that could be encountered. Committee feedback has been incorporated into this Report. The consultation period was May 17, 2024, to May 23, 2024.

Feedback

PortsToronto has not received any feedback through its feedback mechanism as the date of this progress report. A review of the feedback mechanism is planned for 2024.