PCL 2026–2030 Accessibility Multi Year Action Plan

PCL will work toward the following priorities throughout the 2026–2030 planning period. Progress will be reviewed regularly, and actions may be adjusted as organizational needs, accessibility requirements, technology and identified barriers evolve.

Priority	Action	Target/Measure	Timeline	Responsibility
Accessibility Commitment	Maintain PCL's commitment to identifying, preventing and removing accessibility barriers and incorporate accessibility considerations into organizational planning, policies and practices.	Accessibility considered during relevant policy, program and operational reviews.	Ongoing, 2026–2030	Leadership / HR
Policy Review	Review PCL's accessibility policies and practices for alignment with the AODA and IASR and update them when organizational practices or legislative requirements change.	Formal review completed and required updates documented.	2026, then ongoing	HR
AODA Training	Ensure employees, volunteers and other applicable individuals receive required accessibility training appropriate to their duties.	Training completion monitored and records maintained. Gaps followed up.	Ongoing, reviewed annually	HR / Leadership
Accessibility Awareness	Reinforce employee awareness of accessibility, accommodation, inclusive communication and responsibility for identifying barriers.	Accessibility information incorporated into appropriate onboarding, training and organizational communications.	2026–2030	HR / Leadership
Feedback	Maintain accessible methods for people supported, families, employees, volunteers, students, visitors and	Accessibility feedback received, documented where appropriate and	Ongoing	Leadership / HR / Program Leadership

	community members to provide accessibility feedback.	reviewed for required action.		
Barrier Identification	Use feedback, accommodation requests, facility reviews and operational observations to identify potential accessibility barriers.	Identified barriers reviewed and actions prioritized based on need, impact and feasibility.	Reviewed annually	Leadership / HR / Facilities
Accessible Formats	Provide or arrange accessible formats and communication supports upon request and consult with the person to determine a suitable format or support.	Requests responded to in accordance with PCL policy and applicable AODA requirements.	Ongoing	All Departments
Accessible Documents	Increase awareness and use of accessible document practices for public-facing and frequently used organizational materials.	Priority documents reviewed when created or substantially revised.	2026–2028, then ongoing	Communications / HR / Departments
Digital Accessibility	Incorporate accessibility requirements into the development, redevelopment and maintenance of PCL's website and key digital communications.	Accessibility considered as part of website development and digital content processes.	2027–2028, then ongoing	Communications / IT
Employment Accessibility	Maintain accessible recruitment, accommodation, return-to-work, performance management, career development and redeployment practices.	Employment processes reviewed periodically and accommodation needs addressed individually.	Ongoing	HR / Leadership
Emergency Response	Provide individualized workplace emergency response information where PCL is aware of an employee's need for accommodation.	Individual requirements developed and reviewed when circumstances change, as applicable.	Ongoing	HR / Leadership
Physical Accessibility	Consider accessibility when planning	Accessibility incorporated into	Ongoing	Operations/ Leadership

	renovations, facility improvements and applicable new or redeveloped spaces.	relevant project planning and identified physical barriers considered for remediation.		
Public Availability	Maintain PCL's Multi-Year Accessibility Plan and applicable accessibility policies as publicly available documents and provide accessible formats upon request.	Current plan posted publicly and accessible-format requests accommodated.	2026–2030	Leadership / Communications
Annual Monitoring	Review progress against the Multi-Year Accessibility Plan and identify new or emerging accessibility priorities.	Action plan status reviewed at least annually.	Annually	HR / Leadership
Next Multi-Year Plan	Conduct a comprehensive review of accomplishments, outstanding barriers and future accessibility priorities to develop the next plan.	Updated Multi-Year Accessibility Plan approved and published.	By end of 2030	