



Patented Medicine
Prices Review Board
Canada

Conseil d'examen du prix
des médicaments brevetés
Canada

Accessibility Plan for the Patented Medicine Prices Review Board

Progress Report

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Canada 

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General

Contact Information

The person designated to receive feedback on this Progress Report is the Chief, Inclusion, Diversity, Equity, and Accessibility (IDEA), Allison Carey. Feedback can be submitted through the following channels:

How to Provide Feedback

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

Email address

pmprb.accessibility-accessibilite.cepmb@pmprb-cepmb.gc.ca

Telephone number

Toll-free: 1-877-861-2350

TTY: 613-288-9654

Mailing address

The Patented Medicine Prices Review Board
Standard Life Centre, Box L40
333 Laurier Avenue West, Suite 1400
Ottawa, ON K1P 1C1

For more information on how you can send your feedback, please see the [feedback process](#) description on the PMPRB's website.

How to Request Alternate Formats

You can use the contact information listed above to ask us for a copy of our feedback process, or our progress report 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 progress report in the format you requested as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Feedback

There was no feedback received on the PMPRB's 2023 Progress Report through the specified channels mentioned above. More opportunities for feedback will continue to be provided to staff as part of the release of the upcoming progress report to ensure any input and concerns are thoroughly addressed.

What we have learned

In March 2024, the PMPRB appointed a full-time employee to the critical role of Chief, Inclusion, Diversity, Equity, Accessibility [IDEA]. The role includes implementing the PMPRB's accessibility initiative, which includes the Accessibility Plan, Progress Reports, training and learning opportunities, awareness campaigns and network support. This role is tasked with prioritizing action items, convening an accessibility working group, consulting with employees with disabilities to identifying gaps or additional barriers and advancing the goals set out in the Accessibility Plan.

In September 2024, the PMPRB held its first accessibility awareness month-long campaign to raise awareness about invisible disabilities in the workplace and to educate employees on the importance and benefit of self-identifying. An employee survey was released to staff requesting feedback to help identify gaps and barriers in the workplace. The feedback received was positive overall and the comments have been taken into consideration and included in executive level discussions where decisions and necessary changes will be implemented. More information on this survey and the feedback received is provided in the Consultations section below.

Integrating the Accessibility Plan action items into the operational planning cycle has shown increasingly positive results and ensures that accessibility is an integral part of the decision-making process at the highest levels of the organization. The appointment of an Accessibility Coordinator with a disability at the executive level has been a very positive change to our approach to accessibility. Together, with new dedicated resources, these actions allow the PMPRB to maintain accountability, improve communication with staff, and prioritize accessibility in the coming year.

Consultations

In March 2024, a dedicated resource was appointed to a new role (Chief, IDEA) for the implementation of the Accessibility Plan and Progress Reports, among other activities that support the accessibility initiative at the PMPRB.

Since the inception of the PMPRB's accessibility initiative in March 2023, the Chief of IDEA has established a working Committee that meets regularly to discuss and implement the various action items on the Accessibility Plan and addresses any feedback received through the online form and internal mailbox. Any feedback or concerns received are taken up with upper management to establish actions for implementing solutions to improve accessibility measures in the workplace.

In September 2024, the Committee conducted a survey requesting PMPRB staff feedback on the current accessibility measures in the workplace. The purpose of the survey was to identify

any gaps or physical/non-physical barriers that are present in the working environment that may inhibit productivity for those with a disability.

The PMPRB accessibility staff survey included the following questions:

1. Are there any physical or non-physical accessibility barriers that hinder your participation in the workplace? Examples of non-physical barriers include communication styles, policies and practices, stereotyping, and discrimination.
2. What accommodations or adjustments do you require in the workplace?
3. Have you faced any challenges acquiring accessibility support in the workplace?
4. How satisfied are you with the current accessibility measures in your workplace?
5. Have you received any accessibility training or awareness programs in your workplace?
6. What improvements would you suggest enhancing workplace accessibility?
7. Do you feel that workplace accessibility affects your overall job satisfaction?
8. Is there anything else you would like to share regarding workplace accessibility?

The results of the survey were positive overall. Many of the comments and feedback indicated that staff were satisfied with their accommodation support, and they were aware of the process to ask for support, if needed. We are planning on addressing the following comments received from the accessibility staff survey results:

- Increasing the duration of time before scheduling meetings and sending documentation in advance of meetings to allow for better preparation and full participation,
- Offer training through different methods (e.g. written documents rather than oral presentations),
- Adjusting lighting, office noise, and office scents as needed,
- Greater attitudinal awareness/training on differences in working styles, managing styles, and communication,
- Increased flexibility for hybrid working arrangements.

To date there have been no direct requests or feedback pertaining to the Accessibility Plan and Progress Report through the specified channels listed above.

Upcoming consultations will focus on assessing whether the approach to accessibility at the PMPRB meets the intended goals, whether actions taken thus far have been effectively implemented, whether there are gaps or additional barriers that need to be addressed, and whether these steps are being adequately communicated to staff.

Areas in section 5 of the Accessible Canada Act (ACA)

Employment

Desired end-state:

A recruitment and hiring system that meets accessibility and accommodation needs and a work environment where employees feel included, empowered, and supported in their careers. PMPRB staff is representative of workforce availability for people with disabilities, including at the executive and managerial levels.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Accommodation process instructions have been added to job poster templates.
- Developed and implemented Performance Management Agreement (PMA) objectives for managers and executives regarding people management, including accessibility.
- Public Service Commission (PSC) guidance materials have been discussed and shared with hiring managers.
- Developed connections and shared practices with other departments related to resources for accessibility on internal Accessibility Hub.
- Implemented the Government of Canada Workplace Accessibility Passport for PMPRB employees .
- Implemented the PSC resources for conducting accessible hiring processes; made accessible through the [Guide to Mitigating Biases and Barriers in Assessment](#).
- Encouraged and provided self-declaration information to employees (PeopleSoft EE self-identification form).
- Implemented process to ensure we meet and continue to meet workforce availability/targets for employees with disabilities, including recruitment; target needs to be met by 2025 (workforce availability target is 7.3%; the PMPRB is at 9.1% representation as of December 2024).
- Conducted talent mapping exercise for employees with disabilities using internal and external career advancement programs including the sponsorship program.

In Progress actions:

Barrier 1: We don't have standardized procedures for Employment Equity (EE) hiring processes in place for hiring manager and HR levels.

Progress update: We are creating clear processes and roles/responsibilities for hiring managers and HR on recruitment, hiring, and onboarding based on the information provided from [Accessible Standards Canada](#).

Barrier 2: We have not trained all managers on how to use Government of Canada Workplace Accessibility Passport.

Progress update: Provide training for managers within 6 months of publishing the progress report and set standard for managers and employees to review every six months.

Barrier 3: All managers and human resources (HR) staff have not completed training on accessibility.

Progress update: Ensure all managers and HR staff complete training within 12 months of publishing our progress report. The training explains the need to provide employees with disabilities with equal opportunities to advance in their careers.

Barrier 4: We have not consulted with employees with disabilities on internal human resources policies and processes.

Progress update: Examine HR complaints (if any) from employees with disabilities and consult with those employees to identify how the process could be more accessible and inclusive.

Barrier 5: We don't have an updated procedure to examine accommodation processes at the hiring stage to increase timeliness and quality of service when onboarding.

Progress update: Create a guide or standard on accommodations, for both managers and employees, that includes employment (staffing process and onboarding), built environment, technology, and roles and responsibilities, and that ensures timeliness and quality of service when onboarding. Work to remove administrative barriers from the accommodations process, including documentation required for accommodations.

Built environment

Desired end-state:

An accessible physical workplace environment at the PMPRB, focusing on the office space, where employees are not impeded by barriers and have the information, they need to access accommodations.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Installed accessibility buttons on all perimeter PMPRB doors and in the hearing's facility.
- Installed elevator and ramp access throughout the working floors to increase accessibility for those with mobility issues.
- Refit the office space in 2020 and hearing facilities in 2021 to ensure they met Public Services and Procurement Canada (PSPC) standards for accessibility.
- Created and maintained an ergonomic environment baseline, including sit-stand desks and adjustable chairs for all employees.
- Consulted employees with disabilities on major modifications to built environment and office presence and accommodated those needs, as they arose.

In Progress actions:

Barrier 1: We have not reviewed/updated our emergency evacuation plan since November 2022, to ensure accessibility measures are up to date and in place in the case of an emergency evacuation.

Progress update: We are reviewing the emergency evacuation plan and making additional changes within 6 months of publishing our progress report.

Barrier 2: We do not have standardized procedures (submission form and tracking) for internal/external accessibility support requests for in-person meetings, events, or hearings (location, lighting, noise, air quality, seating, surface hubs, etc.).

Progress update: We are creating a submission form and tracking system for all accommodation requests made internally through our self-service portal (SysAid) and all accommodation requests made externally through our public website.

Barrier 3: Our meeting and hearing rooms are not equipped with induction loops to assist persons with hearing aids and cochlear implants.

Progress update: We are examining options to install induction loops in our meeting and hearing rooms.

Information and communication technologies

Desired end-state:

Information and communication technology (ICT) that supports accessibility goals and enables employees with disabilities to perform at their best.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Ensured that all equipment allows for mobile work and adaptable set-ups.
- Ensured that all accommodation requirements for workplace accessibility are adapted to individual needs.
- Created and implemented an internal resource centre (IDEA Hub) on the PMPRB's intranet site that includes up to date news, events, tools and resources, learning opportunities and support networks for persons with disabilities.
- Provided information and how-to instructions for creating accessible documents, including digital tools and checklists.
- Reviewed Records and Information Management System (RIMS) to ensure accessibility features aligned with new government policy requirements for accessibility in ICT under Policy on Digital Services.

In Progress actions:

Barrier 1: We do not have a tracking system currently in place that identifies specific accessibility requests related to IT and digital functions.

Progress update: All information technology requests currently run through the PMPRB's internal self-service portal (SysAid). We are examining a way to identify and record all accessibility accommodation requests and create a standardized procedure to address the most common issues in a systematic and timely manner.

Barrier 2: Some videos on our internal website are missing captions and audio descriptions or transcripts.

Progress update: We are currently looking into ways to add these features to the audio video files shared with all PMPRB staff.

Communication, other than ICT

Desired end-state:

Internal and external communication is barrier-free and supports awareness of accessibility in the workplace. The environment is stigma-free and welcomes conversations around accessibility. Employees with disabilities are consulted on all changes made within the organization.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Built awareness around accessibility practices through inviting guest speakers, promoting events and learning opportunities on internal website [IDEA Hub].
- Promote awareness of government disability networks through internal notification system (Capsule) and internal Hub (IDEA Hub).

In progress actions:

Barrier 1: We need to remind managers to have frequent conversations and check-ins with their employees about accessibility options.

Progress update: We are planning to schedule an accessibility update (IDEA update) at the upper management table every 6 months to speak directly to managers about new procedures, guidelines, training and other opportunities to discuss with their employees about accessibility options in the workplace.

Barrier 2: Some of our forms are written in complex or technical language that may be hard for employees to understand.

Progress update: We are consulting with employees with disabilities to get feedback on how to create more accessible forms.

Procurement of goods, services, and facilities

Desired end-state:

Goods, services, and facilities procured by the PMPRB are accessible and usable by everyone.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Implemented procurement checklist for accessible goods and services.
- Ensured standards and requirements from PSPC and Shared Services Canada (SSC) are met.

In progress actions:

Barrier 1: We do not have a checklist to evaluate the accessibility of external locations (venues) for staff events.

Progress update: We are creating an accessibility checklist within twelve months of publishing our progress report to require staff to use when planning events. We will consult persons with disabilities when developing the checklist.

Design and delivery of programs and services

Desired end-state:

The PMPRB is equipped to design and deliver programs and services that are easily accessible to persons with disabilities, and stakeholders are satisfied with the accessibility of our programs and services.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- All published reports have been converted to accessible formats and shared on internal and external websites.
- The sections of the PMPRB website that have been transitioned to Canada.ca are accessible.
- Ensured webinars and presentations to external audiences are fully accessible (e.g., software, webinar decks provided to audiences, cost and set-up requirements).

In progress actions:

Barrier 1: We have not converted all the legacy public-facing website information to an accessible format.

Progress update: We have a dedicated employee working on converting all the necessary legacy information on the public facing website to an accessible format on Canada.ca.

Barrier 2: We have not assessed accessibility of Access to Information and Privacy (ATIP) request process (e.g., format of output for client).

Progress update: We are reviewing and documenting our findings to implement necessary changes, if any.

Barrier 3: We have not assessed the accessibility for holding hearings in-person or virtually.

Progress update: We will be consulting with the PMPRB's hearing officer, manager, and persons with disabilities within 12 months of publishing our progress report to determine gaps and create a standard operating procedure for accessible hearings based on best practices.

Barrier 4: We have not assessed the accessibility requirements for portals, forms, and documents used for external clients (rights holders).

Progress update: We will be consulting with the price monitoring program team and managers and persons with disabilities within 6 months of publishing our progress report to determine gaps and create accessible forms based on best practices and feedback.

Barrier 5: We have not assessed accessible language needs for readability for emails, documents, forms and presentations (e.g. using plain language, clear headings, avoiding jargon and metaphorical language).

Progress update: We will be consulting with the PMPRB staff within 6 months of publishing our progress report to determine gaps and create a guide for accessible writing based on best practices and feedback.

Transportation

As the PMPRB does not own or manage transportation vehicles, this area is not applicable. Transportation services procured for employee travel are in accordance with the National Joint Council Travel Directive.

Culture

Desired end-state:

The culture at the PMPRB and its operations and social environment is inclusive to those with disabilities through supporting their needs. PMPRB management approach reflects an accessibility-by-default reflex.

We have made the following progress in removing and preventing the barriers identified in our accessibility plan.

Completed actions:

- Identified all-staff training opportunities related to accessibility through Canada School of Public Service.
- Appointed a PMPRB accessibility coordinator at the executive level who has lived experience with a disability.

- Developed plans and goals to reduce stigma in workplace environments and encourage self-declaring through promoting awareness through newsletters and staff communications, inviting a guest speaker to speak to staff about invisible disabilities, and regularly promoting government-wide networks for support and learning opportunities.
- Regularly reinforcing the importance of modelling accessibility-positive attitudes and practices at the leadership level.
- Assigned a dedicated resource to the implementation of the Accessibility Plan.

In progress actions:

Barrier 1: We have not implemented best management practices related to accessibility in everyday work.

Progress update: We will be working with managers and consulting with persons with disabilities within 6 months of publishing the progress report to determine a standardized schedule of check-ins at all levels (employee, manager, executive) that ensure we are getting the feedback we need to implement new accessibility measures, as needed.

Conclusion

The PMPRB will continue to monitor and measure our progress to ensure we are meeting the remaining accessibility goals while removing and preventing the remaining barriers that are identified above. We encourage feedback using our feedback process as described on our website. The feedback will be used to help identify and implement accessibility measures in our accessibility plan.

We will take all feedback into account, and it will be raised with our management committee for final approval. If further information or clarification is needed, we will consult with the employee who provided the feedback to ensure we are adequately meeting their needs.

This is the second progress report that has been published following the Accessibility Plan 2022. Following the publication of this Progress Report, we will be updating our Accessibility Plan, to be published in December 2025.