

WCMRC Accessibility Plan 2026–2029

Western Canada Marine Response Corporation

Prepared under the Accessible Canada Act and Accessible Canada Regulations

Published: August 2026

Table of Contents

1. GENERAL.....	5
1.1. Land Acknowledgement	5
1.2. Message from the President.....	5
1.3. About Western Canada Marine Response Corporation.....	6
2. INTRODUCTION.....	7
2.1. Executive Summary	7
2.2. Feedback	8
3. FRAMEWORK.....	10
3.1. Accessible Canada Act Principles	10
3.2. Accessible Canada Regulations	10
3.3. WCMRC Accessibility Statement	11
3.4. Definitions.....	11
4. ACCESSIBLE CANADA ACT REGULATORY AREAS.....	12
4.1. Employment.....	12
4.1.1. Where We Are Today	12
4.1.2. Commitments 2026–2029	12
4.2. Improved Mental Health and Psychological Safety Initiatives	13
4.2.1. Where We Are Today	13
4.2.2. Commitments 2026–2029	13
4.3. The Built Environment.....	14
4.3.1. Where We Are Today	14
4.3.2. Commitments 2026–2029.....	14

4.4.	Information and Communication Technologies	14
4.4.1.	Where We Are Today	14
4.4.2.	Commitments 2026–2029	15
4.5.	Communication, Other Than Information and Communication Technologies	15
4.5.1.	Where We Are Today	15
4.5.2.	Commitments 2026–2029	15
4.6.	The Procurement of Goods, Services, and Facilities	15
4.6.1.	Where We Are Today	15
4.6.2.	Commitments 2026–2029	15
4.7.	The Design and Delivery of Programs and Services	16
4.7.1.	Where We Are Today	16
4.7.2.	Commitments 2026–2029	16
4.8.	Transportation	17
4.8.1.	Where We Are Today	17
4.8.2.	Commitments 2026–2029	17
5.	MEASURING PROGRESS	18
6.	CONCLUSION	19

1. GENERAL

1.1. Land Acknowledgement

WCMRC acknowledges that we live and work on First Nations' traditional territories throughout British Columbia's coast and are grateful to carry out our work on these waters and lands. We recognize and honour the rich cultural heritage and the deep connections that Indigenous peoples have with the land, water, and marine resources. We commit to fostering respectful relationships, supporting reconciliation efforts, and working collaboratively with Indigenous communities. We express our gratitude for the stewardship of these lands and waters by Indigenous peoples for countless generations. May we continue to learn, listen, and engage in meaningful dialogue as we navigate our business operations in this beautiful and diverse region.

1.2. Message from the President

At Western Canada Marine Response Corporation (WCMRC), we recognize that accessibility is fundamental to creating a workplace where every individual is treated with dignity, respect, and fairness. Accessibility is not simply a legislative obligation; it is an important part of our commitment to our employees, stakeholders, and the communities we serve.

Since publishing our first Accessibility Plan in 2024, WCMRC has continued to grow and evolve as an organization. Throughout that growth, we have worked to strengthen accessibility considerations across our workplace practices, facilities, communications, technology, and employee programs.

This updated Accessibility Plan builds upon the foundation established in our original plan. It reflects our commitment to ongoing consultation, continuous improvement, and the removal of barriers that may affect employees, applicants, contractors, and members of the public who interact with our organization.

Accessibility is an ongoing journey, and we remain committed to creating a workplace and operational environment where all individuals can participate fully and equitably.

Sincerely,

Mark O'Donohue
President, Western Canada Marine Response Corporation

1.3. About Western Canada Marine Response Corporation

Western Canada Marine Response Corporation is Canada's certified marine response organization for Canada's West Coast. Our mandate is to maintain preparedness and respond to marine pollution incidents throughout British Columbia's coastal waters. WCMRC operates from multiple locations across British Columbia, including corporate offices, operational facilities, spill response bases, warehouses, vessels, vehicles, and field response environments.

As our organization continues to evolve and expand, we recognize the importance of ensuring accessibility is incorporated into the way we design workplaces, deliver programs, communicate information, and support employees.

2. INTRODUCTION

2.1. Executive Summary

Western Canada Marine Response Corporation's 2026–2029 Accessibility Plan builds on the foundation established in our first Accessibility Plan published in 2024, and reflects the progress, learning, and consultation that have taken place since it was published. Accessibility is fundamental to creating a workplace and operational environment where people are treated with dignity, respect, and fairness, and where employees, applicants, contractors, stakeholders, coastal communities, and members of the public can participate as fully and equitably as possible.

As a federally regulated organization, WCMRC is required to prepare and update an accessibility plan under the Accessible Canada Act and the Accessible Canada Regulations. This plan supports the national goal of a barrier-free Canada by 2040 by identifying, removing, and preventing barriers in the areas that are most relevant to WCMRC's people, workplaces, technologies, communications, procurement, programs, services, and transportation activities.

WCMRC's mandate is to maintain preparedness and respond to marine pollution incidents throughout British Columbia's coastal waters. Our work is carried out across corporate offices, operational facilities, spill response bases, warehouses, vessels, vehicles, and field response environments. Because of this unique operating context, accessibility must be considered in both office-based and operational settings, while also recognizing the safety, readiness, and regulatory requirements that apply to emergency response work.

The development of this updated plan has been informed by employee feedback, workplace discussions, human resources consultations, accessibility best practices, and ongoing diversity, equity, and inclusion initiatives. Key themes include psychological health and workplace mental wellness, invisible disabilities, hybrid and flexible work arrangements, accessibility in operational environments, workplace accommodation processes, accessible communication practices, and technology-enabled accessibility solutions.

WCMRC will continue to seek feedback from employees, including employees with disabilities, and will consider accessibility-related input through Human Resources, operational leaders, and other relevant internal stakeholders as part of ongoing accessibility planning and progress reporting.

For the 2026–2029 planning cycle, WCMRC will continue moving from general accessibility awareness toward more practical and measurable action. This includes strengthening consultation with persons with disabilities, improving how accessibility feedback is received and considered,

reviewing barriers across the required regulatory areas, and assigning clearer actions, timelines, and accountability where improvements are needed.

This plan is organized around the accessibility areas required under the Accessible Canada Act:

- Employment: reviewing recruitment, accommodation, training, and workplace practices to support equal opportunity and participation.
- The built environment: identifying opportunities to improve accessibility in offices, bases, and shared workspaces, including where WCMRC operates in leased facilities.
- Information and communication technologies: improving accessibility in digital tools, systems, platforms, and documents used by employees and external stakeholders.
- Communication, other than information and communication technologies: using clear, accessible communication methods and providing information in alternate formats when requested.
- The procurement of goods, services, and facilities: building accessibility considerations into purchasing and vendor selection where applicable.
- The design and delivery of programs and services: considering accessibility when developing training, programs, emergency response processes, and services.
- Transportation: reviewing accessibility considerations related to WCMRC's vessels, vehicles, and operational transportation activities, while maintaining safety and essential job requirements.

WCMRC recognizes that accessibility is an ongoing journey. During this planning cycle, we will continue to listen, learn, consult, review progress, and update our practices as we identify new barriers and opportunities for improvement. Our goal is to make accessibility part of how WCMRC plans, communicates, procures, trains, works, and responds, while supporting a workplace and operational environment that is inclusive, safe, and accessible for all.

2.2. Feedback

WCMRC welcomes feedback about accessibility barriers, this Accessibility Plan, the implementation of this plan, and the way WCMRC receives and responds to accessibility feedback. Feedback helps WCMRC identify, remove, and prevent barriers for employees, applicants, contractors, stakeholders, coastal communities, and members of the public who interact with our organization.

The Director, Human Resources is responsible for receiving accessibility feedback on behalf of WCMRC.

Feedback, requests for alternate formats, and questions about this plan may be submitted by mail, telephone, or email:

Mail:

Accessibility Feedback
Western Canada Marine Response Corporation
206 – 3500 Gilmore Way
Burnaby, BC V5G 0B8

Telephone: 604-294-6001

Email: accessibility@wcmrc.com

Feedback may be submitted anonymously. WCMRC will acknowledge receipt of accessibility feedback in the same way it was received, unless the feedback was submitted anonymously.

This Accessibility Plan, WCMRC's progress reports, and a description of WCMRC's accessibility feedback process are available in alternate formats upon request. Alternate formats may include print, large print, Braille, audio format, or an electronic format compatible with adaptive technology. WCMRC will provide the requested format as soon as feasible and within the timelines required by the Accessible Canada Regulations.

3. FRAMEWORK

3.1. Accessible Canada Act Principles

The purpose of the Accessible Canada Act is to ensure a barrier-free Canada. The main purpose as stated in Section 5 of the Act “is to benefit all persons, especially persons with disabilities through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, on or before January 1, 2040, particularly by the identification and removal of barriers, and the prevention of new barriers, in the following areas:

- Employment,
- The built environment,
- Information and communication technologies,
- Communication, other than information and communication technologies,
- The procurement of goods, services, and facilities,
- The design and delivery of programs and services,
- Transportation; and
- Areas designated under regulations made under paragraph 117(1)(b).

The Accessible Canada Act principles can be summarized by stating that everyone in Canada has:

- Dignity: Everyone must be treated with dignity.
- Opportunities: Everyone must have the same opportunity to build the life they want.
- Barrier-free access: Everyone must have barrier-free access to full and equal participation in society.

3.2. Accessible Canada Regulations

Passed in 2019, the intent of the Accessible Canada Act (ACA) is to make Canada barrier-free by January 1, 2040. The Accessible Canada Regulations (ACR) came into effect in December 2021. The ACR sets out the rules that federally regulated entities must follow regarding publishing accessibility plans, setting up feedback procedures, and development of progress and monitoring reports. The ACA requires those working in federally regulated sectors to report their policies and practices in relation to identifying and removing existing and future (including prevention) of any barriers within their organization.

3.3. WCMRC Accessibility Statement

WCMRC is committed to identifying, removing, and preventing barriers to accessibility for employees, applicants, contractors, stakeholders, and members of the public.

We recognize that disabilities may be visible, invisible, temporary, permanent, episodic, or evolving over time. We further recognize that barriers may exist within physical spaces, technology, communication methods, policies, procedures, workplace culture, and operational environments.

Our objective is to create and maintain a workplace that promotes equal opportunity, inclusion, dignity, independence, and participation for everyone.

3.4. Definitions

Accessibility means creating environments, services, programs, communications, technologies, and practices that allow persons with disabilities to participate fully and equally. Accessibility involves identifying, removing, and preventing barriers before they limit participation.

Barrier: Under the Accessible Canada Act, a barrier means anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability: Under the Accessible Canada Act, a disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

4. ACCESSIBLE CANADA ACT REGULATORY AREAS

4.1. Employment

4.1.1. Where We Are Today

WCMRC is committed to creating an inclusive workplace that attracts, retains, develops, and supports talented employees from diverse backgrounds.

Accessibility considerations continue to be incorporated into recruitment practices, onboarding processes, workplace accommodations, employee development programs, and policy reviews.



The organization recognizes that supporting accessibility extends beyond physical disabilities and includes mental health, neurodiversity, chronic health conditions, and other invisible disabilities.

4.1.2. Commitments 2026–2029

WCMRC will:

- Continue reviewing employment-related policies through an accessibility and inclusion lens.
- Strengthen manager awareness regarding accommodation responsibilities and inclusive workplace practices.

- Continue integrating accessibility considerations into recruitment, onboarding, and employee development programs.
- Promote awareness of available supports and accommodation resources.
- Encourage employee participation in accessibility and inclusion discussions.

4.2. Improved Mental Health and Psychological Safety Initiatives

4.2.1. Where We Are Today

Since publication of its first Accessibility Plan, WCMRC has further expanded its focus on psychological health and workplace wellbeing through the development of a company-sponsored Critical Incident Stress Management (CISM) Program.

Recognizing that employees may be exposed to traumatic or high-stress events during spill response, emergency operations, vessel deployments, transportation activities, exercises, and other work-related incidents, WCMRC has established this program to provide timely, confidential, and supportive interventions following critical incidents. The program is designed to mitigate acute stress reactions, promote employee wellbeing and resilience, support recovery and a return to pre-incident functioning, facilitate access to professional mental health resources when required, and strengthen overall organizational readiness and psychological safety. During 2026, WCMRC began training key employees to serve as internal CISM resource personnel, with plans to further expand the program and organizational awareness initiatives throughout 2027.

The organization remains committed to fostering a workplace environment where employees feel safe, respected, supported, and able to raise concerns related to mental health without fear of discrimination or reprisal.

WCMRC recognizes that creating an accessible workplace includes addressing barriers that may not be immediately visible. By supporting psychological health and safety, the organization helps create an environment where all employees can contribute to their fullest potential, access support when needed, and participate meaningfully in the workplace.

4.2.2. Commitments 2026-2029

WCMRC will continue to:

- Promote awareness and understanding of mental health as an important component of workplace accessibility.
- Support employee access to available mental health resources, programs, and services.
- Strengthen leader and manager awareness regarding psychological health, accommodation obligations, and early support strategies.

- Continue integrating psychological safety principles into workplace policies, programs, and people practices.
- Review disability management and accommodation processes to ensure they appropriately support employees experiencing mental health-related disabilities and illnesses.
- Encourage open dialogue that helps reduce stigma and supports a culture of respect, inclusion, and belonging.
- Consider the National Standard of Canada for Psychological Health and Safety in the Workplace as a guiding framework for continuous improvement.

4.3. The Built Environment

4.3.1. Where We Are Today

Accessibility considerations are incorporated into workplace planning activities, facility improvements, lease discussions, renovations, and workplace accommodation efforts.

WCMRC recognizes that accessibility challenges may vary depending on the location and nature of the work environment, including office spaces, marine facilities, warehouses, and spill response bases.

4.3.2. Commitments 2026–2029

WCMRC will:

- Evaluate accessibility considerations during facility planning and renovation activities.
- Encourage accessibility reviews when new facilities are acquired or existing facilities are modified.
- Consider accessibility features and accommodations when workspace changes occur.
- Continue assessing opportunities to improve accessibility at operational locations where practical and feasible.

4.4. Information and Communication Technologies

4.4.1. Where We Are Today

Technology plays an increasingly important role in supporting accessibility throughout WCMRC.

The organization utilizes collaboration platforms, virtual meeting technology, cloud-based solutions, and digital communication tools that provide accessibility features such as captioning, transcription, remote participation, and adaptable user settings.

4.4.2. Commitments 2026–2029

WCMRC will:

- Continue considering accessibility during technology upgrades and implementations.
- Promote awareness of accessibility features available within workplace technologies.
- Encourage accessible document and communication practices.
- Review opportunities to improve accessibility within major business systems and digital platforms.

4.5. Communication, Other Than Information and Communication Technologies

4.5.1. Where We Are Today

WCMRC uses a variety of communication methods, including meetings, presentations, written communications, training materials, employee announcements, and stakeholder communications.

4.5.2. Commitments 2026–2029

Clear communication and plain language continue to be important principles within the organization.

WCMRC will:

- Continue promoting clear, accessible, and inclusive communication practices.
- Encourage the use of accessible document formats where appropriate.
- Continue providing multiple avenues for receiving and sharing information.
- Consider alternative formats when requested and where feasible.

4.6. The Procurement of Goods, Services, and Facilities

4.6.1. Where We Are Today

Accessibility considerations are increasingly discussed during the purchase of goods, services, technology, and workplace improvements.

4.6.2. Commitments 2026–2029

WCMRC recognizes that procurement decisions can help prevent barriers before they are introduced into the workplace.

WCMRC will:

- Consider accessibility as part of procurement planning and decision-making.
- Encourage project teams to evaluate accessibility requirements when selecting products or services.
- Continue building awareness of accessibility considerations among managers and decision-makers.
- Review opportunities to strengthen accessibility expectations within procurement processes.

4.7. The Design and Delivery of Programs and Services

4.7.1. Where We Are Today

Accessibility considerations continue to be integrated into learning programs, employee initiatives, workplace communications, and organizational development activities.

The organization recognizes that accessibility should be considered when designing and delivering both internal and external programs.



4.7.2. Commitments 2026–2029

WCMRC will:

- Continue incorporating accessibility considerations into learning and development activities.
- Evaluate opportunities to improve accessibility within employee programs and initiatives.
- Seek information regarding emerging accessibility practices and resources.
- Support awareness and education regarding accessibility across the organization.

4.8. Transportation

4.8.1. Where We Are Today

WCMRC operates within a unique marine response environment that relies on vessels, vehicles, emergency response equipment, and transportation assets.

4.8.2. Commitments 2026–2029

The operational realities of emergency response activities present unique accessibility challenges while also requiring strict safety standards.

WCMRC will:

- Consider accessibility during fleet planning and equipment replacement activities.
- Review reasonable opportunities to improve accessibility where operationally feasible.
- Continue evaluating accessibility considerations within transportation-related programs and practices.
- Balance accessibility objectives with safety, operational readiness, and regulatory requirements.

5. MEASURING PROGRESS

WCMRC will publish progress reports as required under the Accessible Canada Act and will continue monitoring progress against the commitments outlined in this plan.

Progress will be informed by:

- employee feedback;
- accommodation trends;
- workplace accessibility reviews;
- policy and program reviews;
- technology improvements;
- facility planning activities; and
- ongoing consultation and engagement efforts.

WCMRC will use this information to assess whether accessibility barriers are being identified, removed, and prevented, and to inform future progress reports and accessibility plans.

6. CONCLUSION

WCMRC remains committed to creating a workplace and operational environment where all individuals can participate fully and equitably.

Accessibility is not a single initiative or project. It is an ongoing commitment that requires listening, learning, collaboration, and continuous improvement. Through the actions outlined in this Accessibility Plan, WCMRC will continue working toward a workplace that is accessible, inclusive, and supportive for all employees, stakeholders, and communities we serve. This updated plan builds on the framework established in WCMRC's original Accessibility Plan and advances the organization's commitment to identifying, removing, and preventing barriers across all seven priority areas identified under the Accessible Canada Act.