



# ACCESSIBILITY PLAN AND FEEDBACK PROCESS

Version

02



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## INTRODUCTION

The Quebec Port Authority (hereinafter referred to as “the Authority”) is a Canadian port authority incorporated under the Canada Marine Act with the mission of promoting and developing maritime trade, serving the economic interests of the Quebec City region and Canada, as well as ensuring its profitability while respecting the community and the environment.

The Accessible Canada Act (S.C. 2019, c. 10) (hereinafter referred to as the “Act”) is a federal law that aims to identify, remove and prevent barriers facing people with disabilities.

In order to provide an accessible and inclusive environment in accordance with the provisions of the Act, the Authority is committed to helping eliminate these barriers by ensuring that its workplaces and services are accessible to all. This 2023-2026 accessibility plan is part of the Authority’s ongoing commitment to provide an accessible and inclusive environment for all. In this regard, the Vision of the Authority reflects this desire:

“To be a Port recognized by citizens for the responsible management of its territory, respect for the environment and protection of biodiversity, while positioning itself as a world leader in establishing sustainable supply chains for a more resilient economy.”

In its desire to continuously improve its accessibility plan, the Authority invites all persons, whether employees or users or citizens of its port community, to provide feedback to enable the Authority to achieve this accessibility objective.



# GENERAL



As the Authority values feedback from its employees, partners and citizens regarding their experience with the Authority, we invite you to submit your questions or suggestions, for improvement, to:

## **DESIGNATED PERSON TO RECEIVE COMMENTS**

The Authority's Director of Community Relations is responsible for receiving comments on the accessibility plan and any related issues.

### How to submit a comment:

3 ways to submit your comments:

#### **By phone:**

418 263-3830 and mention that you wish to contact the Community Relations Department about accessibility.

#### **By email :**

[signalements@portquebec.ca](mailto:signalements@portquebec.ca) with the word « Accessibility » in subject

#### **By mail :**

Accessibility  
A/S Direction, Community relations  
Quebec Port Authority  
150, Dalhousie street  
Succ. Haute-Ville, C.P. 80  
Quebec (Québec) G1R 4M8

By providing a forwarding address.

For comments made by email or post, an acknowledgement of receipt will be sent within five (5) working days of receipt, with the exception of anonymous feedback.

The Administration's response will be made in the same way as it was received.



# CONSULTATIONS



In developing this plan, the Authority has taken note of all comments received over the years from its employees, users, visitors and citizens who make up the port community to identify, among others, the obstacles that people with disabilities may face in the workplace, recreational tourism locations and in the provision of services.

In order to implement its accessibility plan, the Authority has ensured and will continue to ensure that the participation of people with disabilities is integrated through various consultations including:

#### Consultations conducted:

Since 2012, the Authority has consulted community stakeholders interested in its activities through the Port-Community Cohabitation Advisory Committee (CCPC), whose membership since its inception has included around ten members, including an organization whose mission is to help and represent people with disabilities in the National Capital Region (ex. Kéroul). Over the years, the CCPC has held an average of four (4) meetings per year. By 2025, the CCPCP will hold five (5) meetings a year.

Since 2023, The Authority retained the services of Kéroul, a non-profit organization whose actions aim to make tourism and culture accessible to all, in order to support it in the identification of barriers to accessibility. The visit of some recreational tourism sites was carried out during the summer periods 2023 and 2024 with the support of Kéroul with the mandate to identify accessibility obstacles and to propose solutions.

During the years 2023 and 2024, the Authority held multiple meetings, formal and informal, with stakeholders contributing to its development, such as visitors to the Baie de Beauport, L'Oasis and La Cale in order to identify accessibility issues that may be encountered. The feedback received led to the implementation of improvements as early as 2024.

During the years 2023 and 2024, the Authority held multiple meetings, both formal and informal, with its various business partners in order to identify and find solutions to accessibility concerns raised by its visitors.

During these consultations, the questions asked were general, such as “What are your comments, suggestions, ideas or concerns about accessibility?”



### Upcoming consultations:

The Authority aims to offer a public, anonymous and open comment channel on its public website, with questions defined to encourage concrete results regarding the identification of obstacles and opportunities for continuous improvement. As well, specific consultation initiatives will be developed with employees, clients and members of the public to encourage feedback and inclusion of people with disabilities. These actions will work in conjunction with upcoming consultation sessions with expert and community groups to ensure that the public is always able to guide the Authority on progress made and to be made.

As of January 2025, the Authority will set up an advisory committee made up of employees and representatives of the disabled community, including, as far as possible, people with different disabilities and experience. In addition to providing input and feedback to help design the accessibility plan, this committee will be mandated to provide feedback on the Authority's accessibility programs and services based on the experiences of its members.

As of January 2025, Kéroul's support will enable the Authority to provide accessibility training to its managers, and to set out new, more specific consultation questions on the online consultation platform of the authority.





## AREAS GOVERNED BY THE ACT



## Employment

Employment actions improve the attractiveness, recruitment, promotion and retention of people with disabilities.

The Authority is committed to employing a diverse workforce by creating an inclusive and respectful work environment. The Authority strives to put in place accommodation or support measures for candidates and employees. The Authority is seeking to continuously improve its employment practices. Thus, a partnership with the organization La Croisée was created to ensure that the Authority's job offers are communicated to people with disabilities. The Authority also adheres to the principle of employment equity and implements an employment equity access program for women, Aboriginal peoples, visible minorities and persons with disabilities as outlined in all its job offers.

The Authority offers support to its employees in order to provide them with a work environment adapted to their situation and needs, both in terms of their workspace, career advancement and professional development or for any return to work. Should any of its employees have special needs identified, the Authority will take appropriate measures to meet their needs and ensure that their terms of employment are adapted to their situation.

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Adaptation of working conditions for disabled personnel</b>	Implementation of an accommodation process to adapt the physical, technological and organizational environment by arranging a work space, schedule or tasks as required	Increase the flexibility of the Authority in employment matters	Continuously
<b>Lack of awareness among our employees about the difficulties related to accessibility in employment</b>	Modernization of Policies and directives of the Authority	Ensure the integration of accessibility principles into the founding practices of the Authority	Medium term



## Built environment

The built environment refers to all port buildings directly managed by the Authority and for which the latter has direct control over how its employees as well as any other person with disabilities use the physical work spaces or publicly access them.

In this regard, the Authority notes that as part of the evaluations conducted with Keroul and the resulting improvements, the following sites have been certified “Accessible to persons with reduced mobility”:

- [La Cale du Port de Québec](#)
- [The Agora of the Port of Quebec](#)
- [Le Village Nordikdu Port de Québec](#)

The [Baie de Beauport](#), also a site of the Authority, has been certified as “Accessible to persons with reduced mobility” since 2018.

The [Québec cruise terminal, known as “Terminal Ross Gaudreault” or “Terminal 84”](#), has been certified as accessible to people with reduced mobility since 2017.

Terminal 30 was built to meet the accessibility standards, especially for people with disabilities.

In keeping with this commitment, the Authority is working continuously to adapt its various sites to make them more accessible.

150 Dalhousie Street			
Obstacle	Action	Objective	Timeline
Aging of the building	Adding a ramp to the building entrance	Increase accessibility of the building based on its historical character	Medium term



## Communications, other than information and communication technologies

Actions included in the area of communications are aimed at removing barriers to inclusive and accessible communications with employees, clients and the public.

All communications from the Authority use inclusive language. Special attention is also given to the font used to increase readability and web accessibility training has been provided to the Authority's communications team.

## Information and communication technologies

The actions of the Information Technology (IT) section are aimed at creating a digital environment without barriers, accessible and usable by employees, clients and the public.

For example, the Authority, in the context of the redesign of its website, which is expected to be available by the end of 2024, has required that it complies with the standard on accessibility of websites. The Authority has ensured that the level of AA compliance, as defined in the standard, is achieved. The website has also been designed to provide a user experience accessible to all users, including those with physical or cognitive limitations.

Consequently, the platform was designed to meet the latest compliance standard in force in Quebec and the external agency entrusted by the Authority with the mandate ensured that it incorporated the principles of the AA level of compliance as defined by the WCAG (Web Content Accessibility Guidelines).

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Outdated from current website</b>	Redesign of the website	Make the website optimal in terms of accessibility	Short term
<b>Costs associated with related technology tools</b>	Budget planning to ensure the purchase of technology tools that meet accessibility criteria	Be up to the technology standards in accessibility	Medium term



## Procurement of goods, services and facilities

The procurement of goods, services and facilities refers to how the Authority acquires goods, services and facilities that can be used by employees, customers and the public.

In this regard, the Authority uses public tendering platforms that meet accessibility requirements for its public tenders for the acquisition of goods, services and construction works, for people with disabilities.

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Technical aspects</b>	Responsible Procurement policy and guidelines update	Strengthening accessibility principles and better integrating them into the procurement process	Short term

## Design and administration of programs and services

Actions undertaken in the design and delivery of programs and services are aimed at creating accessible programs and services, whether internal or external.

The Authority is currently evaluating the possibility of implementing a “coaching” system to be offered to all its employees.

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Lack of resources</b>	A coaching system on the Authority's equity, diversity and inclusion policies is being set up	Increase training by making it accessible to all	Long term



## Transportation

Actions in the field of transport are aimed at removing barriers to access port facilities.

Cruise terminals, whose function is the transport of passengers via cruise ships, are audited annually to ensure that the Authority's buildings in which cruise terminals are located comply with accessibility and always with a view to improving inclusion for people with disabilities.

The Authority has ensured that parking facilities available to visitors meet accessibility standards, particularly for people with physical disabilities.

The Authority has also put in place a system of accompanying passengers, by hiring additional resources dedicated to this service, for cruise line passengers who need assistance during disembarkation and/or boarding.

The Authority also ensures that the gateways used during landings/boardings meet the requirements of maximum slopes to facilitate movement of people.

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Compliance with standards</b>	Implement monitoring systems of accessibility standards	Continuously improve accessibility criteria	Ongoing



## Culture of inclusion and accessibility

In order to ensure the inclusion and accessibility of people with disabilities, the Authority is committed to making this an organizational priority, including by:

- Raising awareness of employees' rights for persons living with disabilities;
- Integrating accessibility into its organizational systems;
- Continuing to engage with people with disabilities to reduce, eliminate and prevent barriers;
- Integrating equity, diversity and inclusion into its policies.

<b>Obstacle</b>	<b>Action</b>	<b>Objective</b>	<b>Timeline</b>
<b>Improve awareness of accessibility obstacles by staff and management</b>	Develop tools	Raise awareness of accessibility issues among staff and management to be an integral part of any new initiatives	Medium term
	Implement a training and awareness plan for employees	Increase the level of awareness and organizational integration of accessibility	Medium term



**PROVISIONS OF THE CANADIAN  
TRANSPORTATION AGENCY  
ACCESSIBILITY-RELATED  
REGULATIONS**





As a transportation service provider, the Accessible Transportation for Persons with Disabilities *Regulations* (hereinafter referred to as the “*Regulation*”) of the Canadian Transportation Agency (CTA) apply to the Authority.

Cruise terminals, the only areas of the Authority whose function is to transport passengers by cruise ships, are covered by this Regulation. As such, annual feedback is provided to the CTA following inspections by the Authority to ensure that each section of the Regulations is complied with. An audit of these sites is regularly carried out to ensure that the buildings in which the cruise terminals are located comply with accessibility standards and always with a view to improving the inclusion of persons living with a disability.



# FEEDBACK PROCESS



The Authority thanks you for your feedback on our Plan and for taking the time to share it with us. You are invited to provide feedback on the Accessibility Plan and any barriers you may have encountered.

### Anonymous feedback

Anyone wishing to remain anonymous may provide feedback on accessibility anonymously. Only Authority staff and those directly involved in the Authority's accessibility improvement process will receive feedback.

### Availability of the plan

If you would like to receive this accessibility plan in another format, please note that a version is available at the Administration reception desk at 150 Dalhousie Street.

You can also request a copy in Braille or audio format, via Director, Community relations. In this case, a delay of forty-five (45) days following receipt of the request must be taken into account.

To give your opinion, request the accessibility plan in another format or obtain information, please contact

Quebec Port Authority  
Director, Community relations

### **By phone :**

418 263-3830 and indicate that you wish to contact the Director, Community Relations regarding accessibility.

### **By email:**

[signalements@portquebec.ca](mailto:signalements@portquebec.ca) with the word "Accessibility" in subject.



**By mail:**

Accessibility

A/S Director, Community Relations

Quebec Port Authority

150 Dalhousie Street

Succ. Upper Town, P.O. Box 80

Québec, Quebec G1R 4M8



# REFERENCE SOURCES



EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA. *Summary of the Accessibility Act, Canada* [Online], 2020 [[www.canada.ca/en/emploi-developpement-social/programmes/canada-accessible/loi-resume.html](http://www.canada.ca/en/emploi-developpement-social/programmes/canada-accessible/loi-resume.html)] (accessed 18 October 2024)

GOVERNMENT OF QUEBEC. *Standard on Web Accessibility (SGQRI 008 3.0)*, [Online], 2024 [[www.quebec.ca/government/ministry/digital\\_security/publications/standard-accessibility-websites](http://www.quebec.ca/government/ministry/digital_security/publications/standard-accessibility-websites)] (Accessed 30 October 2024)

