

The National Battlefields Commission
Commission des champs de bataille nationaux

2023 PROGRESS REPORT - ACCESSIBILITY



Ce document est aussi disponible en français.

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National Battlefields Commission
Progress Report - Accessibility

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1. General

1.1. Provide feedback

The following person is designated to receive feedback and carry out appropriate follow-up with the individual, insofar as it is not anonymous:

Secretary and CEO

Similarly, all feedback can be communicated [online](#).

1.2. Contacting the NBC

Here's how to contact the National Battlefields Commission (NBC):

By mail	835, Wilfrid-Laurier Avenue Québec (Québec) GIR 2L3
By phone	418 649-6172
By email	information@ccdn-nbc.gc.ca
Online	https://www.canada.ca/en/national-battlefields-commission/corporate/accessibility.html
Via the social medias	https://www.facebook.com/plainsabraham/ https://www.instagram.com/plains_abraham/

The NBC is in the process of setting up telephone relay service (TTY).

Any request for a copy of this progress report or the accessibility plan in an alternative format may be submitted by contacting the NBC.

1.3. Overview of this Progress Report

This progress report for 2023 begins by outlining the areas covered by section 5 of the Canadian Accessibility Act in terms of implementing the accessibility plan, and the progress made in this regard. This is followed by a section devoted to consultations, both those resulting from the feedback process and those resulting from consultation with people with disabilities. Finally, the status of accessibility training is presented.

2. Acquisition of goods and services

What's included in the Accessibility Plan

OBJECTIVES	DEADLINE
a) Develop accessibility requirements for the procurement of goods and services. Include accessibility criteria in contracts, where appropriate. For example, ensure the application of accessibility standards by communication suppliers (particularly for graphics and digital).	March 31, 2024
b) Establish a procedure for identifying innovative equipment in terms of accessibility when replacing equipment.	Continuous

Progress achieved

- 2.1 The NBC has included accessibility criteria for the application of accessibility standards by communications suppliers, notably in the call for tenders/contract specifications it drew up for the redesign of its Internet site.
- 2.2 When acquiring goods, the NBC must sometimes answer questions related to accessibility. The NBC is in the process of incorporating a contractual clause on accessibility into its calls for tenders and contracts.

3. Built environment and facilities

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Establish a realistic action plan for the many upcoming renovations that will be seen as an opportunity. Analyze the Kéroul report to identify priorities for this action plan. As an example, renovate the toilets near the security station.	March 31, 2024
b) Use the external accessibility advisory committee to consult on the planning of major renovation projects or modifications to the built environment and facilities.	Continuous
c) Improve the flow of traffic in the park, with better signage and access. For example, review access to monuments and plaques, ensure regular maintenance of drop-off points, review all sanitary facilities and their accessibility.	Continuous
d) Establish a signage improvement plan.	March 31, 2024
e) Establish a monitoring system to collect best practices concerning heritage sites that have been made accessible.	Continuous
f) Coordinate with adjacent property owners to improve accessibility. For example, on avenue De Bernières, in view of the City's work on the water pipes, discuss with the City of Quebec the possibility of installing a podotactile sign on the sidewalk and other accessibility features.	March 31, 2024
g) Seize opportunities to integrate accessibility requirements when reconfiguring landings or parking lots.	Continuous

Progress achieved

3.1 The NBC has received Kéroul's report, which has been forwarded to the teams involved for their review. Internal consultation is planned to identify priorities for the action plan regarding future renovations. Similarly, the NBC plans to consult the external accessibility advisory committee (as of the 2nd meeting) on the planning of major renovation projects or modifications to the built environment and facilities after the first meeting;

3.2 The redevelopment of avenue De Bernières includes the installation of tactile strip (podotactile) on the sidewalk, as well as several accessibility features.

4. Information and communication technologies

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Redesign the plainedabraham.ca/en website in compliance with Web Content Accessibility Guidelines (WCAG 2.0) level AA.	March 31, 2026
b) Include a complete accessibility section in the specifications.	March 31, 2024
c) Analyze feedback from website users with a view to continuous improvement.	Continuous
d) Apply federal web accessibility guidelines for canada.ca	March 31, 2024

Progress achieved

- 4.1 As mentioned in 2.1, the call for tenders for the redesign of the NBC website includes a section on accessibility;
- 4.2 The NBC is constantly on the lookout for feedback via its website, which it analyzes and follows up internally. The NBC published a message on its social networks in November 2023 to remind people that their contribution is important. The NBC has already received some comments that have been taken into account, see section 10.

5. Communications (p.1 of 2)

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Make accessibility commitments and achievements more visible in external and internal communications. Regularly add a section on accessibility to the internal staff newsletter.	Continuous
b) Increase the visibility of disabled people in the content of the website and in the communication and promotional activities deployed. Create an image bank reflecting the diversity of the public.	Continuous

Progress achieved

- 5.1. The NBC makes its commitment to accessibility more visible. In fact, the NBC has done so in several ways, including a presentation to all employees at the last staff meeting, the inclusion of a section in the internal staff newsletter, publication on the NBC's social networks, etc. This was also done in preparation for the accessibility plan, where internal meetings were held with representatives of each department. This was also done in preparation for the accessibility plan, where internal meetings were held with representatives of each department, and by setting up an internal accessibility committee;
- 5.2. The NBC intends to build up an image bank reflecting the diversity of the public. An employee of the NBC has been dedicated to this purpose and will eventually be in contact with various organizations representing people with disabilities for

5. Communications (p.2 of 2)

What's included in the Accessibility Plan (continued)

GUIDELINES	DEADLINE
c) Create a checklist or standard defining an accessible publication so that it can be applied to all publications.	2023
d) Stimulate exchanges and involvement with the local community of organizations representing people with disabilities.	Continuous
e) Conduct a visitor survey on accessibility needs and improve opportunities for visitor feedback.	2023
f) Systematize subtitles in videos.	2023

Progress achieved (continued)

involvement in this respect. These steps will aim to increase the visibility of people with disabilities in NBC's communication and promotional activities;

5.3. The reminder has not yet been drawn up, but should be ready by the March 31, 2024 deadline;

5.4. On its social networks, the NBC posts accessibility-related messages, some of which are intended to stimulate discussion by asking for feedback. As of December 2023, the NBC will be directly involved with certain organizations representing people with disabilities with the implementation of its external accessibility advisory committee;

5.5. The NBC systematically inserts subtitles into the videos it produces.

6. Design and delivery of programs and services (p.1 of 2)

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Improve the accessibility of exhibits after consulting the target clientele and collecting best practices (addition of Braille or tactile information, tactile map, addition of transcriptions or subtitles, multisensory activities, etc.). Raise awareness of best practices among concerned staff.	March 31, 2025
b) Review the Land Use policy from an accessibility perspective, in particular by consulting the external accessibility advisory committee.	March 31, 2024
b.1) Ensure that all essential services and temporary facilities meet accessibility criteria (signage, transportation, grandstands, food counters, etc.).	March 31, 2025
c) Share visitor feedback on accessibility with partners and event organisers.	Continuous
d) Establish a continuous improvement mechanism based on feedback and visitor surveys.	March 31, 2024
e) Review internal signage to make it as accessible as possible (choice of colors and fonts, language level, etc.).	March 31, 2026
f) Develop alternatives to the inaccessibility of certain heritage buildings (towers) by consulting the clienteles concerned and analyzing best practices.	March 31, 2026
g) Develop programs or events to specifically welcome certain clienteles and publicize these initiatives to make them known to the target audiences.	March 31, 2025
h) Continue to raise staff awareness and train them on customer diversity.	Continuous

Progress achieved

- 6.1 In order to improve the accessibility of its exhibitions, the NBC has subtitles in the Battles projection presented at the Plains of Abraham Museum. These are available on request on the main screen or on an electronic tablet;
- 6.2 Furthermore, the NBC offers personalized accompaniment according to the needs of the person with a disability and the type of disability for the visit of its exhibitions at the Plains of Abraham Museum, similar to what is in place for group clientele;
- 6.3 In addition, the NBC is in the process of making the Martello 1 tower accessible by an alternative means. As this is a heritage building that is inaccessible to wheelchair users, the

6. Design and delivery of programs and services (p.2 of 2)

Progress achieved (continued)

NBC has carried out a study to determine its accessibility. filming of the site. The images are currently being edited;

- 6.4 The NBC has also made certain clarifying changes to its (internal) *Assistance Dog Directive*;
- 6.5 NBC reception staff will soon have an accessibility work tool in the form of a binder containing information entitled " Plan, information and guidelines ". This will help increase staff awareness and knowledge of the diversity of the NBC's clientele;

- 6.6 The accessibility component of the NBC's Land Use Policy will eventually (as of a 2nd meeting) be brought to the consideration of its external accessibility advisory committee in order to integrate the relevant elements. The NBC has already begun to collect points of improvement to be requested from event organizers regarding temporary facilities, and to share with them what emerges from the feedback received. This is all part of the desired continuous improvement mechanism already in place.

7. Transport

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Explore options for maximizing accessible transportation to and from the territory under its responsibility with the partners concerned.	March 31, 2024
b) Improve signage or escorting to direct people with disabilities to parking lots or to enable them to find their way from the parking lot or drop-off point to their activities.	Continuous
c) Ensure the accessibility of the Abraham Bus when it is replaced.	Continuous

Progress achieved

7.1. Although already accessible to people with reduced mobility, the NBC is already planning specific criteria for the purchase of the next Abraham Bus.

8. Employment

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Revise external postings to reflect an inclusive approach to the recruitment process. Introduce measures to facilitate access to employment for people with disabilities.	March 31, 2024
b) Diversify recruitment pools to reach people with disabilities by getting closer to the employability organizations that support them.	Continuous
c) Continue the training of staff in diversity and inclusion awareness.	Continuous

Progress achieved

- 8.1. The NBC includes an employment equity clause in its external postings as part of an inclusive approach to its recruitment process;
- 8.2. The various NBC departments must continue to comply with the training plan set out in the accessibility plan.

9. Consultations

9.1. How the NBC consulted people with disabilities in preparing the progress report

The NBC has set up an external accessibility advisory committee. Its members are people with disabilities. They received documentation including the accessibility plan and this progress report for an initial meeting of the committee.

The purpose of this meeting was to gather their feedback on the documentation and the progress made in implementing the NBC's accessibility plan.

A series of questions was sent to members in advance, along with the rest of the documentation.

Members were free to express their views on how the NBC could improve its progress report.

The NBC found that its progress report was to the satisfaction of the members, who described it as "very clear and concise". However, members found it unpleasant to have to go back and forth between the Accessibility Plan and the Progress Report to see what was planned. This comment has been taken into account in this version of the Progress Report, to reduce the need to refer to the Accessibility Plan.

10. Feedback

10.1. Information received as part of the feedback process and the manner in which the NBC took the information received as part of the feedback process into account

10.1.1. Wave feedback received

Context

The purpose of this feedback was to inform the NBC about microwave illness and the impact of routers in the Plains of Abraham Museum.

It was suggested that the electronic tablets be put in airplane mode to turn off the Wi-Fi on them to prevent them from emitting waves.

Information taken into account by the NBC

The NBC took into account the information received as part of the feedback process by setting the AERIA exhibition electronic tablets to airplane mode.

10.1.2. Feedback on physical barriers to accessing an event

Context

The person who submitted this feedback uses a wheelchair. He wanted to access the grassy areas on the site of an event taking place on the Plains in summer 2023 to accompany her child to the inflatable games.

Access to the site was hindered by the presence of trucks along the lowered curbs. Elsewhere, the height of the curb did not allow wheelchair access either.

Information taken into account by the NBC

The NBC will take the necessary measures with the organizer of this event to ensure that the curbs where there is a lowering are kept clear at all times during their event.

The NBC will also make all organizers aware of the need for accessibility during their event.

10.1.3. Feedback received on access to an adapted picnic table

Context

The person submitting this feedback mentions that she would like to see a picnic table designed to be accessible by wheelchair users in the eastern sector of the Grande Plaine, near the Musée national des beaux-arts du Québec.

Information taken into account by the NBC

The NBC has taken good note of this need, and as early as spring 2024, one of the few accessible picnic tables available to the NBC will be installed in this sector of the Grande Plaine.

10.1.4. Feedback received regarding the addition of accessible toilets in an area of the park

Context

The purpose of this feedback is to request the addition of four-season toilets (including accessible toilets) next to the waxing shack in the western sector of the Grande Plaine.

Information taken into account by the NBC

The NBC has no plans to install toilets in this sector of the park. However, in winter, users can be redirected to the sanitary units at the skaters' chalet (including accessible toilets) on the Grande Plaine, and in all seasons, users can use those at the security post, which are not wheelchair-accessible at present.

11. Training

NBC staff are currently following the training plan set out in the accessibility plan. The schedule has been communicated to each of the directors for the training that concerns their sector.