



**The National Battlefields Commission**  
**La Commission des champs de bataille nationaux**

**2024 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:

#### **Acting 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):

<b>By mail</b>	835, Wilfrid-Laurier Avenue Québec (Québec) GIR 2L3
<b>By phone</b>	418 649-6172
<b>By email</b>	<a href="mailto:information@ccdn-nbc.gc.ca">information@ccdn-nbc.gc.ca</a>
<b>Online</b>	<a href="https://www.plainsofabraham.ca/accessibility">https://www.plainsofabraham.ca/accessibility</a>
<b>Via the social medias</b>	<a href="https://www.facebook.com/plainsabraham/">https://www.facebook.com/plainsabraham/</a> <a href="https://www.instagram.com/plains_abraham/">https://www.instagram.com/plains_abraham/</a>

The NBC is still 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 2024 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 redesign of the NBC website has been carried out in compliance with accessibility standards by communications suppliers.
- 2.2 When acquiring goods, the NBC must sometimes answer questions related to accessibility. The NBC includes a contractual clause on accessibility in its calls for tenders and contracts when applicable.

### 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 drawn up an action plan for the planned renovations. This tool also serves as an internal follow-up document and has been shared confidentially with the NBC's External Accessibility Advisory Committee;

3.2 Members of the NBC's External Accessibility Advisory Committee were consulted about planned work, such as the development of the pathway to the Plains of Abraham Museum;

3.3 When adding or replacing signage, the NBC takes accessibility best practices into account;

3.4 In consultation with the City of Quebec, the development of De Bernières Avenue was designed to promote accessibility;

## 4. Information and communication technologies

### What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Redesign the <a href="http://plainedabraham.ca/en">plainedabraham.ca/en</a> 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 <a href="http://canada.ca">canada.ca</a>	March 31, 2024

### Progress achieved

- 4.1 The call for tenders for the redesign of the NBC website included a specific section on accessibility;
- 4.2 The NBC is constantly on the lookout for feedback comments via its website, which it analyzes and follows up internally. The NBC posted a message on its social networks in December 2024 to inform the public about the accessibility section of the NBC website. As noted in Part 10 of this report, the NBC received no comments in 2024.

## 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 is making its commitment to accessibility more visible. In fact, a page dedicated to accessibility has been created on its Web site. In addition, each activity page also includes a box presenting accessibility information specifically for each activity.

5.2. The NBC has built up an image bank reflecting the diversity of the public. In particular, people with visible disabilities have taken part in photo shoots for activities on the Plains of Abraham. These photos are used mainly on the website and social media to promote activities.

## 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)**

- 5.3. The reminder defining an accessible publication has been drawn up;
- 5.4. Since December 2023, the NBC is directly involved with certain organizations representing people with disabilities with the implementation of its external accessibility advisory committee;
- 5.5. The integration of subtitles is taken into account when creating videos, and a guideline has been drawn up to standardize this procedure.



## 6. Design and delivery of programs and services (p.2 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 For its exhibition Québec 1775: Blizzards and Battle, the NBC has ensured the accessibility of the content by making sure that the narrated texts are large enough and by developing a booklet to replace the digital tablets for people who wish to have the printed documentation;
- 6.2 Research and consultation have been undertaken to identify guidelines for internal signage;
- 6.3 The NBC has made the Martello 1 tower accessible by an alternative means. As this is a heritage building that is inaccessible to wheelchair users, the NBC has produced a video that allows a virtual visit;

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

### **Progress achieved (continued)**

6.4 Although the NBC has not received any feedback over the past year, a continuous improvement mechanism is in place through follow-up as required.

6.5 The NBC has developed customized group activities to support clientele with specific needs. This service has been advertised online on the NBC website;

6.6 The NBC has drawn up an internal document that evaluates the obstacles that may be present in these activities offered to the public, with a goal of making them accessible to as many people as possible;

6.7 When the NBC has group reservations with accessibility problems, special instructions are provided as needed to facilitate arrival and accessibility to the Plains of Abraham Museum;

6.8 In order to raise awareness and train its staff, the NBC has produced a reference document for all reception staff so that they can be trained in the new accessibility standards and guidelines;

6.9 The NBC asked event organizers for points of improvement regarding temporary facilities and shared with them the feedback received.

## 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. No replacements were made in 2024.

## 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

In 2024, the NBC held 3 meetings with its external accessibility advisory committee. The members are people with disabilities. The NBC informed them of the progress items included in the plan as they were implemented.

These meetings provided an opportunity to gather feedback on the documentation and progress made in implementing the NBC's accessibility plan.

Members were free to express their views on what the NBC could improve in view of its progress report.

The NBC is also very grateful for the feedback received during the meetings with the members of its external accessibility advisory committee. The members' comments were taken into account and their expertise greatly contributed to the progress made by the NBC.

When consulted in view of this progress report, at the meeting held in November 2024, this committee showed its satisfaction with the fact that the NBC was sharing the elements it had achieved with the committee. In addition, the members mentioned that they could see the concrete impact of the committee's consultations in the progress made by the NBC. Finally, the members emphasized that the NBC is keeping its word on projects such as the accessibility of the Plains of Abraham Museum pathway and the deadlines set for it.

The NBC has chosen to prepare its progress report in a format similar to the previous one, in order to take into account the need 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

Despite the various opportunities the public has to provide feedback, either in surveys at the Plains of Abraham Museum or online, the NBC received no feedback in 2024.

## 11. Training

NBC staff continue to follow the training plan set out in the accessibility plan. Each director is aware of the training schedule for his or her sector.