

# PLAINS OF ABRAHAM



## Accessibility Plan

National  
Battlefields  
Commission

**2026**  
**2028**



Commission des champs  
de bataille nationaux

The National Battlefields  
Commission

Canada

Ce document est aussi disponible en français

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National Battlefields Commission

National Battlefields Commission's Accessibility Plan 2026-2028

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# 1. CONTEXT AND OBJECTIVES OF THE ACCESSIBILITY PLAN

## The National Battlefields Commission's Commitment to Accessibility

In its last strategic plan *A Unique Heritage, A Dynamic Space*, the National Battlefields Commission (NBC) worded its mission as follows: "As the guardians of a historic urban park, with a unique heritage, we strive to make it a welcoming, inspiring, and inclusive space." In its vision, it similarly states: "As a popular place for gatherings of all sorts, the park has made the NBC known for its openness and sensitivity toward all communities." This shows how accessibility is at the very heart of its internal culture. The NBC wishes to promote inclusion of disabled people<sup>1</sup> and do what is necessary to improve accessibility.

Its strategy therefore includes a concern to make the spaces for which it is responsible welcoming and inclusive for all communities.

The NBC has a history of commitment to accessibility, both in delivering its services and in collaborating with disabled people's organizations, as well as in acting to improve accessibility to its facilities and services. For example, the staff have taken Kéroul training courses, and the NBC has obtained Kéroul certification. In preparing its first plan, the NBC also formed an internal accessibility committee. Composed of representatives from its different departments, this committee has helped make the NBC aware of the obstacles to disabled people and has proposed corrective measures. Its members have also disseminated information within their respective work teams, thus encouraging horizontal integration of inclusion initiatives throughout the organization.

This approach has gone deeper with implementation of the first Accessibility Plan (2023-2026), whose objective was to integrate accessibility throughout the NBC's spheres of action progressively, by mobilizing staff and partners alike.

Thus, the present plan follows a logic of continuity and improvement and aims to update the NBC's accessibility objectives and the actions to achieve them. It has maintained and enhanced certain structure-building actions that began with the preceding plan and has introduced new measures to achieve the current priorities and go further in fulfilling its obligations. The NBC wishes to pursue its efforts to:

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<sup>1</sup> The term "disabled people" is used in this plan with reference to the *Accessible Canada Act*. It inclusively designates people who are in a disabling situation and those who have special needs.

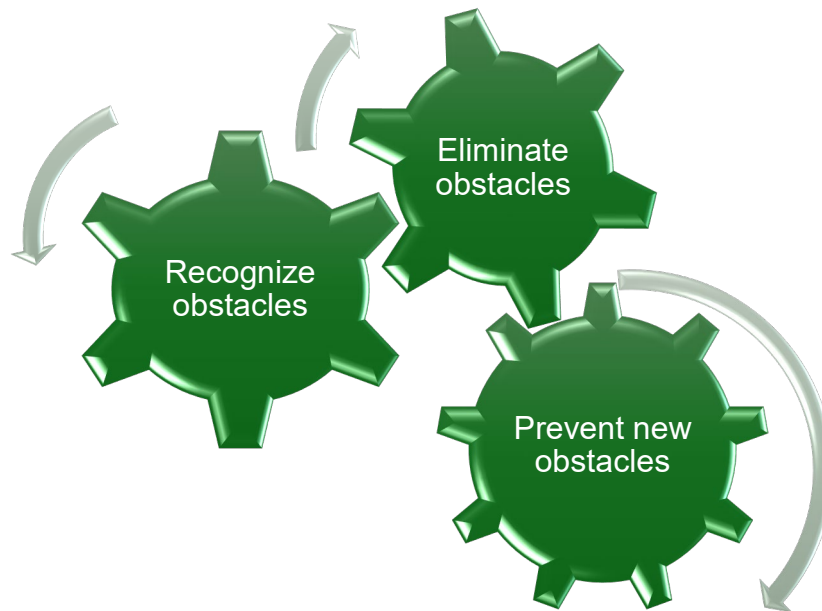


*Figure showing four rectangles of continuous effort that can help:*

- *strengthen current practices and processes*
- *develop new actions progressively*
- *implement procedures*
- *deploy the changes needed to integrate accessibility into the NBC's activities, services, and organization.*

## Key Stages of Rethinking

The first stage is to **identify the obstacles** to disabled people. The second stage is to take actions to **eliminate such obstacles**. This process continues with the identification or the **prevention of new obstacles**, as shown in the figure below.



*Figure showing the continual movement of three gears arranged in a circle: recognize obstacles, eliminate obstacles, prevent new obstacles.*

This update to the Plan is an explicit commitment to comply with the *Accessible Canada Act* and the Accessible Canada Regulations. It aims to develop accessibility and the NBC in an ambitious, lasting manner. The presentation of the actions for each of the seven (7) action areas provided for in these legislative texts is structured around four (4) main “stable” **anchoring actions** that are continuously maintained, followed by new actions that help to ensure **progressive development** in their implementation.

## Scope of NBC Activities

The National Battlefields Commission is an agency of the Canadian government and belongs to the portfolio of the Minister of Canadian Heritage. It was created through an act passed on March 17, 1908: the [\*Act respecting the National Battlefields at Quebec\*](#). Its mandate is as follows:

- acquire and preserve Quebec City's great historic battlefields
- convert them into a national park
- preserve this historic Canadian heritage for future generations
- develop it for enjoyment by the public.

The NBC is responsible for maintaining a surface area of some 103 hectares, a road network totalling some 12.5 kilometers, 23 buildings of all categories, and a forest capital of some 34,000 trees. Through its achievements, the NBC pursues a goal of continually developing the five major components of the Battlefields Park, which are historical, cultural, recreational, natural, and scientific.

The NBC's two key responsibilities are:

- **Conservation** (program: infrastructure maintenance and safety)
  - Maintain and restore the land and infrastructures
  - Conserve and protect the natural, cultural, and heritage assets of the Battlefields Park
  
- **Promotion of Heritage** (program: educational, cultural, and heritage activities)
  - Organize educational and recreational activities, exhibitions, guided tours, and shows
  - Make known the park's history and showcase its heritage and treasures
  - Strike a balance between the historical and urban functions of the Battlefields Park, and between accessibility, conservation, and heritage promotion.

In 2024-2025, more than 114,000 people attended activities offered by the Plains of Abraham Museum.

The NBC annually receives more than a hundred requests to use the site for various activities on the Plains. It also hosts major events, such as the Festival d'été de Québec, the Fête nationale du Québec, Canada Day, the Grand prix cycliste de Québec, the Pentathlon des neiges, and more.

## NBC Accessibility Statement

### **Accessibility Statement**

Whereas the NBC was created to preserve the great battlefields of Quebec City;

Whereas the NBC wishes to promote and make this territory accessible to the public;

Whereas the NBC wishes to provide everyone with the benefits of its territory, including disabled people;

Whereas, in its last strategic plan, the NBC affirmed its wish to offer a welcoming, inspiring, and inclusive space;

Whereas certain obstacles hinder accessibility;

Whereas the NBC has the obligation to improve customer experiences and offer everyone safe facilities;

The NBC shall maintain an ongoing dialogue on accessibility: internally, with groups that represent disabled people, and with all its partners;

The NBC shall mobilize its resources to identify the obstacles to accessibility, to eliminate these obstacles by implementing an accessibility plan, and to offer everyone an inclusive space.

## Development of the Accessibility Plan

The NBC has used the expertise of organizations that represent disabled people to improve accessibility to its services and facilities. These consultations were held for the following actions: organizing activities for groups of children with special needs; learning more about the needs of disabled people; training its employees in accessibility; making concrete improvements to services or communications; and conducting an audit of its physical facilities. Recognition of the value of such partnerships is already well anchored in the organization's culture and values.

While preparing its first accessibility plan, the NBC used the expertise of K roul, an organization whose mission is to make tourism and culture accessible to disabled people. The objective was to initiate various internal and external consultation efforts and make recommendations to inform the development of the first Accessibility Plan (2023-2026).

The first plan stemmed from a rethink with the support of expertise from K roul, an organization whose mission is to make tourism and culture accessible to disabled people. A broad-based consultation was carried out. It included notably:

- **Consultation with internal departments** to discuss the programs, policies, or practices related to accessibility, to identify the obstacles, and to explore the solutions to reduce them.
- **Consultation with members of organizations that represent disabled people and elderly people** to identify the obstacles and seek their longer-term collaboration in implementing the plan. Some of the consulted organizations were Adaptavie, Alpha-Sourds, Association R gionale des Loisirs pour Personnes Handicap es (ARLPH), BivouaQ, K roul, Parkinson Capitale Nationale Chaudi res-Appalaches, and R seau des Personnes Handicap es Visuelles (RPHV).
- **Work with the Internal Accessibility Committee** at the beginning and end of the process of preparing the first plan.
- **An exhaustive audit of the NBC's physical facilities**, including submission of a report with recommendations as part of the first plan.

**These consultations** will continue throughout the implementation of the plan.

## Update to the Plan for 2026-2028

The first plan was a significant structure-building stage for the NBC, which at this stage saw an increased need to continue strengthening and deepening the concepts of accessibility and disability. For 2026-2028, the NBC stresses the importance of launching initiatives to encourage continuous learning and raise awareness internally in order to keep staff and managers mobilized and engaged.

The present update to the NBC plan covers the period 2026-2028 and proposes further actions in each sphere of action while adding new initiatives to broaden the scope of accessibility and strengthen its implementation. The previous plan sought exclusively to eliminate obstacles to physical disability, while failing to consider categories of non-visible disability. This was a major blind spot.

The NBC hopes to contribute actively to strengthening and deepening what it knows about the subject so that it may progressively adopt actions to eliminate obstacles in all categories of disability.

## 2. FEEDBACK

### Feedback Process

The NBC is concerned about the quality of its services. It thus has several measures in place to make access to its services easier for people with disabilities. With a view to continuous improvement, the NBC has a feedback process so that it can collect comments on how it is implementing its accessibility plan and on the obstacles to people with disabilities.

### Designated Feedback Recipient

The following person is designated to receive feedback and do appropriate follow-up:

#### Secretary and CEO

### How to Submit Feedback

<b>By mail</b>	835 Avenue Wilfrid-Laurier Québec (Québec) GIR 2L3
<b>By phone</b>	418 649-6172
<b>By email</b>	<a href="mailto:information@ccbn-nbc.gc.ca">information@ccbn-nbc.gc.ca</a>
<b>Online</b>	<a href="http://www.ccbn-nbc.gc.ca/fr/">http://www.ccbn-nbc.gc.ca/fr/</a>
<b>Via social media</b>	<a href="https://www.facebook.com/plainesdabraham">https://www.facebook.com/plainesdabraham</a> <a href="https://www.instagram.com/plaines_dabraham/">https://www.instagram.com/plaines_dabraham/</a>

A message relay service (MRS) is currently in place but not yet operational because a key piece of equipment has not yet been acquired.

### Confirmation of Receipt of Feedback

A confirmation of receipt will be sent to anyone who has submitted feedback non-anonymously.

Anyone may anonymously provide feedback in the above-mentioned ways, but no confirmation of receipt will be issued.

### Availability of the Accessibility Plan and the Feedback Process

If anyone requests a description of the feedback process or the present accessibility plan in any of the following alternative formats, it will be sent as soon as possible and received no later than the deadlines shown below. Requests may be made by any of the above means.

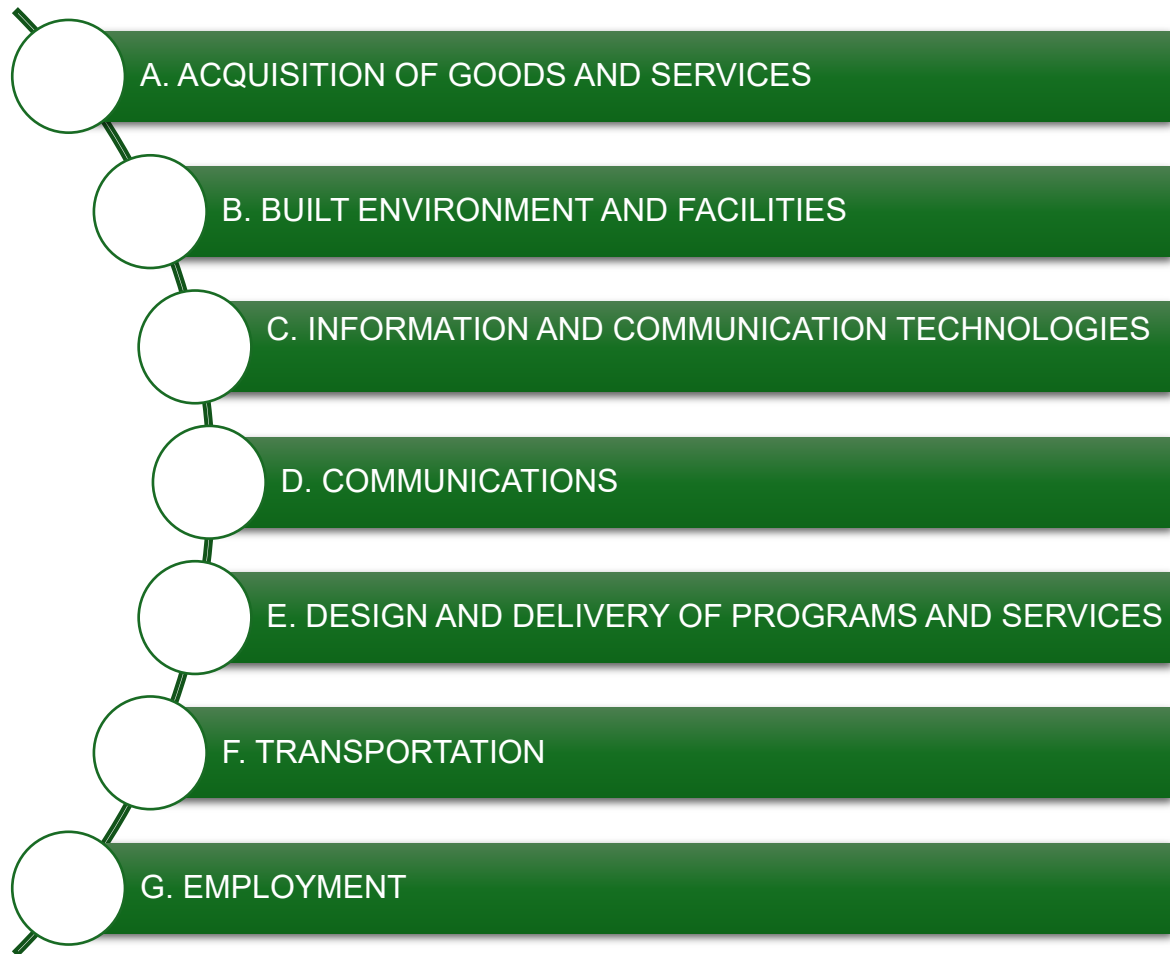
<b>Format</b>	<b>Delivery Time</b>
Paper	15 days
Large print	15 days
Braille	45 days
Audio	45 days
Electronic format that is compatible with assistive technologies for disabled people	15 days

### External Advisory Committee on Accessibility

The NBC wants to be sure to use the expertise of groups that represent disabled people so that it may fully understand their needs and improve its practices, its services, and the use of its facilities with a view to universal accessibility. It subscribes to the “Nothing Without Us” strategy, i.e., a concern to include disabled people in developing and implementing its plan.

During the first year of the plan’s implementation, the NBC formed the External Advisory Committee on Accessibility, which is composed of organizations that represent disabled people and elderly people. The NBC will continue to ensure representation from a diversity of organizations.

### 3. SPHERES OF ACTION



## A. Acquisition of Goods and Services

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Implement the accessibility requirements for acquiring goods and services. Include the accessibility criteria in the contracts, where appropriate. For example, ensure that communication suppliers adhere to the accessibility standards (notably for graphic design and digital technologies)

2) Pursue efforts to identify innovative equipment that offer better accessibility when replacing equipment

## A. Acquisition of Goods and Services (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Examine the NBC procurement process to ensure it complies with current best practices in accessibility

2) Provide guidance and tools to internal parties responsible for procurement in order to ensure an understanding of how accessibility principles are applied to achieve the goals and objectives of the NBC

3) Maintain a communication channel between the individuals responsible for accessibility within the organization and the internal parties responsible for procurement in order to ensure that procurement processes comply with accessibility requirements, in accordance with Government of Canada regulations and industry best practices

## B. Built Environment and Facilities

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Continue implementing the action plan used internally for any future renovations

2) Implement the Signage Improvement Plan

3) Be on the lookout for and collect best practices for heritage sites

4) Seize opportunities to integrate the accessibility requirements into the drop-off zone and parking reconfiguration program

## B. Built Environment and Facilities (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Examine the procurement process to ensure it complies with best practices in accessibility

2) Replace the door-opening mechanism in the washrooms of the Plains of Abraham Museum with one that is easier to use and requires only a little strength

3) Ensure that the area in front of the Edwin-Bélanger Bandstand designated for people with disabilities, including those who use mobility aids, is clearly marked with appropriate signage and is officially reserved for their exclusive use

4) Maintain ongoing monitoring to identify any obstacles affecting the central pavilion and the skaters' chalet by implementing the necessary improvements, particularly with third parties operating facilities or equipment within the NBC's territory, to ensure safe and unrestrained access to the premises

5) Identify suitable areas within the park for the fixed installation of accessible picnic tables.

## C. Information and Communication Technologies

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Continue to ensure that the plainsofdabraham.ca website complies with Web Content Accessibility Guidelines

2) Analyze feedback in website user comments, with a view to continuous improvement

3) Continue to apply federal web accessibility guidelines for canada.ca

4) Use other Canadian government resources in the areas of accessibility expertise and adapted technology solutions to support the staff and respond to a wide range of disabilities

## C. Information and Communication Technologies (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Improve the accessibility of digital experiences offered on-site by the NBC and collaborate with partners to improve promotion of accessible services, programs, and activities

2) Using the training courses offered by the Canadian government and industry, strengthen accessibility training to ensure that the employees and managers responsible for internal and external ICT systems have the knowledge and skills needed to comply with Canadian government accessibility standards

3) At least once a year, the NBC will examine the best practices and current trends on social media platforms that may maximize accessibility. Next, we will decide whether the changes we identify can be implemented and whether a training course is needed

4) For any new contract with a website provider, include a requirement for user testing to validate the website's usability

## D. Communications

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Keep up efforts to make the commitment to accessibility and the achievements in accessibility more visible in external and internal communications

2) Ensure the visibility of disabled people in website content and in communication and promotion activities

3) Continue to discuss and be involved with local community organizations that represent disabled people

4) Continue to survey the visitors on accessibility needs and improve opportunities for visitor feedback

## D. Communications (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Promote the guidelines on product and communication activity accessibility in order that all NBC staff members may be assured that all the communication products meet the accessibility standards

2) Improve the accessibility of digital experiences offered on-site by the NBC and collaborate with partners to improve promotion of accessible services, programs, and activities

3) Develop and promote guidelines, training courses, and tools to support NBC staff members in producing content on NBC digital channels, in line with best practices and mandatory Web accessibility standards

4) Make the direct phone numbers for the front desk staff more prominent on the CCBN website so that people can reach them when needed

## E. Design and Delivery of Programs and Services

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Plan for accessibility to any new exhibition after consultation with target visitor groups, and collect best practices

2) Keep in place the mechanism for continuous improvement through feedback and visitor surveys

3) Pursue efforts to create reception services that are specific to certain visitor groups and publicize these efforts to make them known to the groups concerned

4) Continue to raise awareness and train the staff about the diverse range of visitors

## E. Design and Delivery of Programs and Services (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Collaborate with partners to promote and develop accessible services, programs, and experiences

2) Identify some tools and resources to be added to the reference documents for visitor reception staff

3) Remind event organizers of their responsibility to establish site-specific emergency measures and evacuation procedures that take into account the safety of persons with disabilities.

## F. Transportation

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Continue to explore options to maximize universally accessible transportation to/from the park grounds with the partners concerned

2) Continue to improve signage or accompaniment to direct disabled people to/from the parking areas or to/from the drop-off zone for their activities

3) Ensure accessibility to Abraham's Bus

## F. Transportation (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Improve the visibility and signage of the rear entrance to the museum and its parking area so that this entrance can be found more easily by mobility-impaired visitors and by those waiting to be picked up

2) Work with the Service de transport adapté de la Capitale (STAC) to have the rear entrance of the Plains of Abraham Museum designated as a drop-off point for its users. Take this step as well to establish a drop-off point for users heading to the Edwin-Bélanger Bandstand and the central pavilion

## G. Employment

### 1. The main “stable” **anchoring actions** (ONGOING)

1) Maintain an inclusive approach to the recruiting process

2) Continue to diversify the candidate pools to reach disabled people and get closer to the employment service agencies that accompany them

3) Continue staff training to support a work environment where values of fairness, diversity, and inclusion prevail

4) Eliminate the obstacles as much as possible by considering how disability and other identities intersect (intersectionality) when reviewing NBC policies

## G. Employment (cont'd)

### 2. Actions for **progressive development** (2026-2028)

1) Develop and make available guidelines on the process for accommodations and adjustments measures

2) To improve understanding and awareness and optimize the implementation of accommodations or adjustments, identify and provide specialized training on nonvisible disabilities and neurodivergence for managers and human resources staff

3) Develop an internal survey for consultation of all NBC staff

4) Plan consultations with disabled staff members to identify barriers to job retention and career advancement. After the consultations, a timeline will be drawn up for examination of the results and for any changes to be made

## 4. TRAINING

Training Course	Target Employees	Year
<b>School of Public Service INC115</b> <b>Addressing Disability Inclusion and Barriers to Accessibility</b>	Everyone	Always available
<b>Kéroul</b> <b>Reception and Service for People with Disabilities</b>	Reception staff Group-activity staff Driver-guides	Always available
<b>School of Public Service INC120</b> <b>Disability Management and Workplace Wellness</b>	Managers and staff of human resources	2028