



2025 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 person providing the feedback, as long as he or she is not anonymous:

Secretary and Chief Executive Officer

Likewise, any feedback may be made [online](#).

1.2. Contacting the National Battlefields Commission (NBC)

How to contact the NBC:

By mail	835, Wilfrid-Laurier Avenue Québec (Québec) G1R 2L3
By phone	418 649-6172
By email	information@ccbn-nbc.gc.ca
Online	https://www.plainsofabraham.ca/accessibility
Via social media	https://www.facebook.com/plainsabraham https://www.instagram.com/plains_abraham/

The Telephone Relay Service (TTY) is currently in place, but its effective operation depends on the integration of equipment that has not yet been acquired.

To request a copy of this progress report or the accessibility plan in an alternative format, contact the NBC.

1.3. Overview of the Progress Report

The progress report for the year 2025 begins with a complete overview of initiatives for the areas covered by Section 5 of the *Accessible Canada Act*, in particular for implementation of the Accessibility Plan and progress achieved to date. The next section is dedicated to the consultations and covers the comments from the feedback process and the results of the consultations with people with disabilities. Finally, the report presents an assessment of the accessibility training courses to explain the efforts to raise awareness and train the relevant individuals in the organization.

2. Procurement 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

- a) The objective of integrating accessibility criteria into the contracts was fully achieved within the time limit, i.e., the deadline of March 31, 2024. This notably came to fruition through the project to redesign the NBC website, which was carried out in line with the accessibility standards;
- b) When procuring goods, the NBC sometimes has to deal with accessibility issues. Where applicable, an accessibility clause has been integrated into calls for tenders and contracts. This practice, which is already in place, has remained in effect and reflects the NBC's ongoing commitment to promote accessibility in its procurement processes.

3. Built environment and facilities (p. 1 of 2)

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

Progress achieved

- a) The action plan for the upcoming renovations was completed by the deadline of March 31, 2024. Initially designed as a framework for accessibility interventions, it has continued to be used in 2025 for internal follow-up;
- b) Because no new work projects were initiated in the previous year, there have been no consultations on such projects with the NBC External Accessibility Advisory Committee members;
- c) Work has been undertaken to improve accessibility for mobility-impaired people around the sites of two busts, at the top of the Cap Blanc staircase, and at the top of the sally port staircase, where the pavement has been entirely remade for this purpose;
- d) Whenever signage has been added or replaced, the NBC has followed accessibility best practices.

3. Built environment and facilities (p. 2 of 2)

What's included in the Accessibility Plan (cont'd)

GUIDELINES	DEADLINE
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 (cont'd)

- e) The staff were informed about the best practices for site layout around the busts in order to provide mobility-impaired people with an adequate corridor for circulation;
- f) As reported previously, the layout of Avenue De Bernières has been changed to improve accessibility in consultation with the City of Quebec;
- g) Accessibility requirements have been integrated into the recent changes to the access path leading to the Plains of Abraham Museum from Avenue George VI. This work was completed in summer 2024.

4. Information and communication technologies

What's included in the Accessibility Plan

GUIDELINES	DEADLINE
a) Redesign the <u>plainsofabraham.ca</u> 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 <u>canada.ca</u>	March 31, 2024

Progress achieved

- a) The aim to integrate accessibility into the redesign of the website, by the March 2026 deadline, has been achieved ahead of schedule;
- b) As reported in 2024, the specifications include a section completely about accessibility. The new NBC site came online in October 2024, in line with the current standards;
- c) In 2025, there were follow-ups to, notably, the recommendations of the External Accessibility Advisory Committee. Based on the observations, certain adjustments were identified and made so that the site would become even more accessible;
- d) For the redesign of its website, the NBC made a point of applying the federal web accessibility guidelines.

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. Add regularly 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

- a) To help boost the visibility of its commitment to accessibility and its accessibility achievements in its communications, the NBC included a section on this subject in its internal staff newsletter during the last quarter of the 2025 calendar year;
- b) The NBC has again sought to portray the diversity of park users in the images used for its communication activities.

5. Communications (p. 2 of 2)

What's included in the Accessibility Plan (cont'd)

GUIDELINES	DEADLINE
c) Create a checklist or standard defining an accessible publication so that it can be applied to all publications.	March 31, 2024
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.	Continuous
f) Systematize subtitles in videos.	March 31, 2024

Progress achieved (cont'd)

- c) A checklist has been drawn up to define accessible publications;
- d) Since December 2023, through its External Accessibility Advisory Committee, the NBC has been directly involved with certain organizations that represent people with disabilities;
- e) In 2025, the NBC has continued to strengthen the visibility of its commitment to accessibility. A page dedicated to accessibility is maintained on its website to provide park users with a clear point of reference. In addition, each page about an activity has a text box with information on accessibility to the activity. Furthermore, a question on accessibility is systematically included in park user surveys to get feedback on specific issues and to guide future improvements;
- f) Subtitles are added when videos are created, and the guidelines for subtitling continue to be applied with a view to standardization.

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

Progress achieved

- a) The NBC has been offering adapted tours of its exhibitions. Moreover, when the artefact section *Vestiges* was created for the permanent exhibition *Battles 1759-1760*, the NBC made a point of ensuring the legibility of the printed characters to guarantee the accessibility of the information. The museum services staff, as well as the people involved in designing the exhibitions, have taken the course INC115 of the School of Public Service and have been made aware, at team meetings, of the importance of integrating accessibility into all the stages of the design process;
- b) Event organizers have been instructed on the measures they should take to ensure accessibility when using park territory;
- c) The NBC has continued to inform the organizations in question about points to be improved for accessibility, whenever such points have come to its attention;
- d) Although the NBC has not received any specific feedback over the past year, the results of surveys for some of its museum activities have shown a generally positive degree of satisfaction.

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

What's included in the Accessibility Plan (cont'd)

GUIDELINES	DEADLINE
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 (cont'd)

- e) Accessibility has continued to be considered whenever new internal signage is put up;
- f) As previously reported, the NBC has made tours of Martello Tower 1 more accessible by offering an alternative format. Because this is a heritage building and is inaccessible notably to wheelchair users, the NBC has created a virtual tour video;
- g) As mentioned in point 6 a), the NBC offers a service specifically for visitors with disabilities. A resource person can be reserved to accompany any visitor with a disability on a customized tour adapted to his/her needs. This service is publicized on the NBC website to the target audiences;
- h) In June 2025, the reception and organized activity staff took a training course *Service-Complice* provided by Kéroul. The course helped train them to welcome and serve park users through an inclusive and adapted approach.

6. 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

- a) For group reservations with accessibility issues, the NBC has continued to provide special directives, as needed, to facilitate arrival at the Plains of Abraham Museum and access to it;
- b) The parking staff have remained attentive to park user needs. Agreements have continued to be reached with event organizers to provide drop-off points that accommodate participants with disabilities;
- c) Although the bus is already accessible to mobility-impaired people, the NBC has agreed on specific adapted criteria for the purchase of the next bus for guided park tours. The current bus was not replaced in 2025.

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

- a) The NBC has included an employment equity clause in its external and internal postings as part of its inclusive approach toward the recruiting process;
- b) The NBC has diversified its recruitment pools and is working closely with the HSSIDIP program (High School Students with Intellectual Disabilities Integration Project). The NBC has continued to support the hiring, accompaniment, training, and development of people with disabilities;
- c) The NBC's different services have continued to follow the training plan set forth in the Accessibility Plan.

9. Consultations

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

The External Accessibility Advisory Committee has met four times since its creation by the NBC. Its external members are representatives of persons with disabilities and seniors, and they have been informed about progress on specific items in the Plan over the course of their implementation. The external members have received copies of the present report and been consulted about it.

The NBC has thus obtained feedback from the committee members on the documentation and on progress in implementing the NBC Accessibility Plan.

The committee members were free to express their views when informing the NBC about aspects to be improved for implementation of its Accessibility Plan.

The committee members' comments were considered, and their expertise has largely contributed to progress by the NBC.

When consulted, the committee members expressed their satisfaction with the regular sharing of NBC advances in accessibility. In addition, they said they saw the concrete impact of committee consultations in the NBC's tangible advances.

The NBC has prepared its progress report in a format similar to that of the preceding report in order to limit the need to refer constantly to the Accessibility Plan. The items are numbered in the same way as the items in the Plan.

10. Feedback

10.1. Information received and how the NBC has considered the information it has received through the feedback process

Despite the different possibilities that the public has to provide specific comments or opinions, the NBC has not received any feedback. Park user surveys distributed at activities show a generally positive degree of satisfaction.

11. Training

NBC staff are continuing to implement the training plan set forth in the Accessibility Plan. The training course schedule for each area of activity is known to all of the directors.