

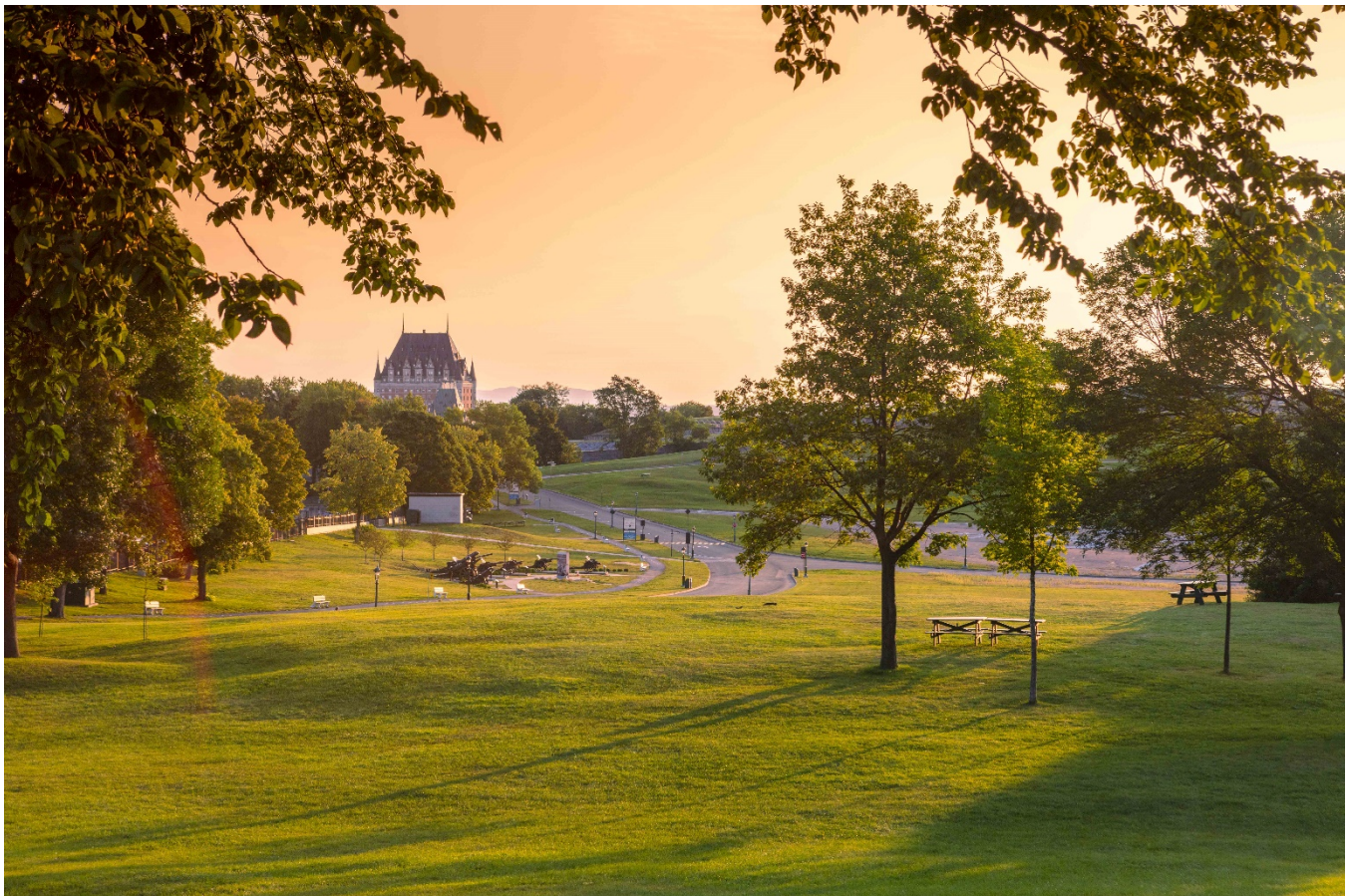


The National Battlefields  
Commission

Commission des champs  
de bataille nationaux

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## ACCESSIBILITY PLAN 2023-2026





Ce document est aussi disponible en français

National Battlefields Commission  
835, avenue Wilfrid-Laurier  
Québec (Québec), G1R 2L3

Phone : 418 649-6172

<http://www.ccbn-nbc.gc.ca/en/>

National Battlefields Commission  
National Battlefields Commission's Accessibility Plan 2023-2026

Catalogue no° CH58-2/16E-PDF (Electronic PDF, English)  
ISSN 2817-5409

## TABLE OF CONTENTS

<b>1.</b>	<b>CONTEXT AND OBJECTIVES OF THE ACCESSIBILITY PLAN</b> .....	<b>1</b>
	The National Battlefields Commission's commitment to accessibility .....	1
	Scope of NBC activities .....	2
	NBC accessibility declaration .....	3
	Development of the 2023-2026 accessibility plan .....	3
<b>2.</b>	<b>FEEDBACK</b> .....	<b>4</b>
	Feedback process .....	4
	External Accessibility Advisory Committee .....	5
<b>3.</b>	<b>ACQUISITION OF GOODS AND SERVICES</b> .....	<b>5</b>
<b>4.</b>	<b>BUILT ENVIRONMENT AND FACILITIES</b> .....	<b>6</b>
<b>5.</b>	<b>INFORMATION AND COMMUNICATION TECHNOLOGIES</b> .....	<b>7</b>
<b>6.</b>	<b>COMMUNICATIONS</b> .....	<b>8</b>
<b>7.</b>	<b>DESIGN AND DELIVERY OF PROGRAMS AND SERVICES</b> .....	<b>8</b>
<b>8.</b>	<b>TRANSPORT</b> .....	<b>10</b>
<b>9.</b>	<b>EMPLOYEMENT</b> .....	<b>11</b>
<b>10.</b>	<b>TRAINING</b> .....	<b>12</b>

## 1. CONTEXT AND OBJECTIVES OF THE ACCESSIBILITY PLAN

### The National Battlefields Commission's commitment to accessibility

In its 2022-2025 strategic plan, entitled *A Unique Heritage, A Dynamic Space*, the National Battlefields Commission (NBC) formulated its mission as follows: "As guardians of a historic and urban park, rich in unique heritage, we take care to make it a welcoming, inspiring and inclusive space." Similarly, in its vision, it states, "With its park as a key gathering place, the NBC is recognized for its openness and sensitivity to all communities." This demonstrates how accessibility is at the very heart of the NBC's internal culture. The NBC wants to promote the inclusion of people with disabilities and do what is necessary to improve accessibility.

The NBC has therefore included in its strategy its 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 in its various departments, in its links with disabled people's organizations and in its work to make its facilities and services more accessible (for example, staff taking K eroul training courses and K eroul certification). It has also recently set up an internal accessibility committee. Representatives from the various NBC departments are made aware of the obstacles faced by people with disabilities and suggest corrective measures. They then pass on the information to their teams to encourage the horizontal integration of inclusion initiatives throughout the organization.

The NBC wants to take this approach one step further. The aim is to gradually integrate accessibility into all the NBC's spheres of action, by mobilizing all staff and partners.

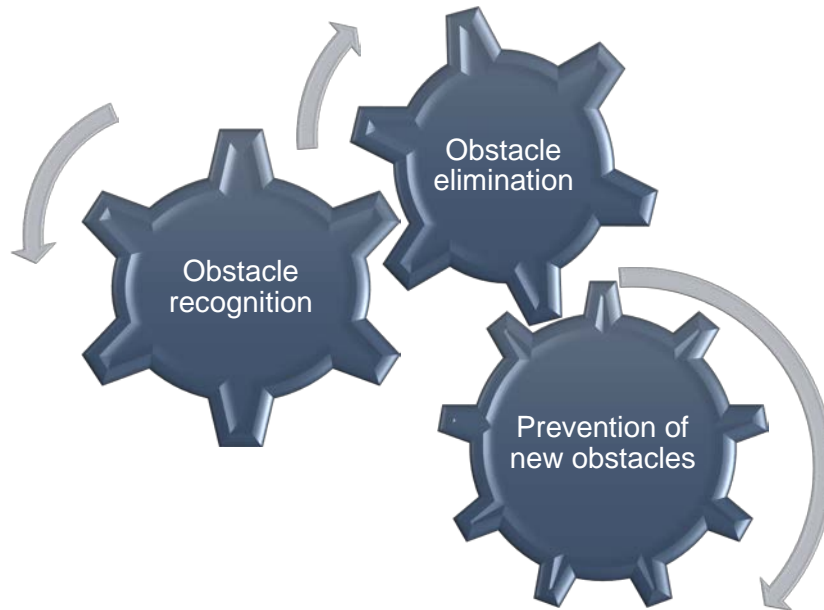
This plan sets out the NBC's objectives in terms of accessibility, and the actions to be taken. The NBC aims to:

- reinforce current practices and processes;
- gradually develop new actions;
- implement procedures;
- make the changes needed to integrate accessibility into its activities, services and organization.

The first step is to identify the barriers faced by people with disabilities. The second step is to take action to remove these barriers. This process begins again with the identification or prevention of new barriers, as shown in the figure below.

This plan represents an explicit commitment to comply with the Canadian Accessibility Act and the Canadian Accessibility Regulation. It aims to ensure the ambitious and sustainable development of accessibility and the NBC. It is broken down into annual action plans.

Figure showing the permanent movement of three gears arranged in circles: obstacle recognition, obstacle elimination, prevention of new obstacles.



### Scope of NBC activities

The National Battlefields Commission is an agency of the Canadian government, part of the portfolio of the Minister of Canadian Heritage. The Act creating the NBC was assented to on March 17, 1908. Its mandate is as follows:

- acquire and conserve Québec's great historic battlefields;
- convert them into a national park;
- preserve this historic Canadian legacy for future generations;
- develop them so that the public can benefit from their rich heritage.

The NBC is responsible for maintaining an 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. The NBC's goal is to constantly enhance the five main aspects of the Battlefields Park: historical, cultural, recreational, natural and scientific.

The NBC's two main responsibilities are as follows:

- conservation (program: infrastructure maintenance and safety)
  - Ensure the maintenance and restoration of the land and infrastructures;
  - Ensure the conservation and protection of the natural, cultural and heritage assets of the Battlefields Park;
- heritage promotion (program: educational, cultural and heritage activities)
  - Organize educational and recreational activities, exhibitions, guided tours and shows;
  - Promote the park's history, heritage and richness;
  - Maintain a balance between the historic and urban vocations of Battlefields Park, between accessibility, conservation and heritage promotion.

In 2022-2023, more than 83,000 people visited the Plains of Abraham Museum and Martello Towers, or took part in the NBC's historical mediation activities. In addition, the NBC receives more than a hundred requests to use the site for various activities organized on the Plains, and hosts



major events such as the Festival d'été de Québec, Fête nationale, Canada Day, the Grand prix cycliste de Québec, the Pentathlon des neiges, and more.

### **NBC accessibility declaration**

Whereas the NBC was created to preserve Quebec's great historic battlefields;

Considering that the NBC has the desire to make this territory known and accessible to the public;

Whereas the NBC has the desire to make its territory accessible to all, including handicapped persons;

Whereas the NBC affirms in its strategic plan its desire to offer a welcoming, inspiring and inclusive space;

Considering that certain obstacles represent barriers to accessibility;

Whereas the NBC wishes to improve customer experiences and provide safe facilities for all;

The NBC is committed to maintaining an ongoing dialogue on accessibility: internally, with groups representing the disabled, and with all its partners.

The NBC is committed to mobilizing its resources to identify barriers to accessibility, to implementing an accessibility plan to eliminate these barriers, and to providing an inclusive space for all.

### **Development of the 2023-2026 accessibility plan**

The NBC has called on the expertise of organizations representing people with disabilities to improve the accessibility of its services and facilities. These consultations have taken place in the following areas: to organize activities for groups of children with special needs, to learn more about the needs of people with disabilities, to train employees in accessibility, to make concrete improvements to services or communications, and to conduct an audit of physical facilities. Recognition of the value of such partnerships is already well anchored in organizational culture and values.

More recently, as part of the preparation of its first accessibility plan, the NBC called on the expertise of Kéroul, an organization whose mission is to make tourism and culture accessible to people with disabilities. The objective was to initiate various internal and external consultation processes and formulate recommendations to feed into the development of this first accessibility plan (2023-2026).

This process of reflection led to a wide-ranging consultation process, including:

- **Consultation with internal departments** to discuss programs, policies or practices related to accessibility, identify obstacles and explore solutions to reduce them.
- **Consultation with members of organizations representing people with disabilities** to identify barriers and seek their longer-term collaboration in implementing the plan. Here are some of the organizations consulted: Adaptavie, Alpha-Sourds, Association Régionale des Loisirs pour Personnes Handicapées (ARLPH), BivouaQ, Kéroul, Parkinson Capitale-Nationale Chaudières-Appalaches, Réseau des Personnes Handicapées Visuelles (RPHV).

- **Working with the internal accessibility committee** at the beginning and end of the process.
- **An exhaustive audit of the NBC's physical facilities**, with the submission of a report containing recommendations.

**These consultations** will continue throughout the three (3) years of the plan's implementation.

## 2. FEEDBACK

### Feedback process

Concerned about the quality of its services, the NBC is implementing several measures to facilitate access to its services for people with disabilities. With a view to continuous improvement, a feedback process will enable the NBC to gather comments on how it is implementing its accessibility plan and on the obstacles encountered by people with disabilities.

#### → Person designated to receive 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

#### → Means of submitting feedback:

<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@ccbn-nbc.qc.ca">information@ccbn-nbc.qc.ca</a>
<b>Online</b>	<a href="https://www.lesplainedabraham.ca/en">https://www.lesplainedabraham.ca/en</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>

A telephone relay service (TTY) for the deaf and hearing-impaired is currently being installed and will be in service in autumn 2023.

#### → Confirmation of receipt of feedback

All non-anonymous feedback will be acknowledged.

Persons wishing to provide anonymous feedback may do so by the means mentioned above, but no acknowledgement of receipt will be issued.

#### → Availability of accessibility plan and feedback process

Anyone requesting a description of the feedback process or this accessibility plan in one of the alternative formats below will be able to obtain it as soon as possible, and no later than the deadlines indicated below. Requests may be made by any of the above means.



Support	Delivery time
Paper	15 days
Large print	15 days
Braille	45 days
Audio support	45 days
Electronic support compatible with adaptive technologies designed to help people with disabilities	15 jours

### External Accessibility Advisory Committee

The NBC wants to ensure that it uses the expertise of groups representing people with disabilities to fully understand their needs and improve its practices, services and the use of its facilities from a universal accessibility perspective. It subscribes to the Nothing Without Us strategy, i.e. the desire to include people with disabilities in the development and implementation of its plan.

During the first year of the plan's implementation, the NBC will formalize the creation of an external accessibility advisory committee made up of organizations representing the disabled. It will define in advance its mandate, composition and the contributions expected from committee members. It will make sure to bring together a variety of organizations.

### 3. ACQUISITION OF GOODS AND SERVICES

The purchase of certain goods has been subject to in-depth accessibility research, for example for the purchase of the Abraham Bus in 2015 or the replacement of water fountains. However, there are no procedures or policies that explicitly mention accessibility in the rules for acquiring goods and services. A first action would be to add a reference to accessibility verification in procedures or requisition forms. This is a commitment to ensure the supply of accessible materials and services.

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

#### 4. BUILT ENVIRONMENT AND FACILITIES

Over the years, the NBC has carried out numerous improvements to the built environment, infrastructures and natural areas open to the public. These many changes have improved accessibility. Examples include, but are not limited to, the following: all drinking fountains have been replaced by universally accessible models, 7 to 8 adapted picnic tables have been installed in flat and accessible areas, a multifunctional trail has been designated, a platform and adapted chemical toilets are installed by partners during shows or festivals, a false flat and an accessible platform have been installed at the Edwin-Bélanger Bandstand.

In 2019, the certification visit and subsequent Kéroul report had enabled us to measure accessibility and become aware of obstacles. A new report was commissioned in 2023. It provides an overall picture of the building and all its facilities. It is a good tool for building a progressive upgrading plan. It should be remembered that the heritage character of many buildings limits certain direct interventions, as does the fact that some land is shared with other owners. To get around these obstacles and ensure the organization's financial sustainability, in many cases it is necessary to find alternatives to enable inclusive use of the land. The NBC is committed to making its sites ever more accessible, so that everyone can enjoy a powerful experience of heritage, history and nature.

The accessibility plan confirms these orientations, formalizes them and makes them a priority.

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. | <b>Continuous</b> |
|---|-------------------|

## 5. INFORMATION AND COMMUNICATION TECHNOLOGIES

The website is a key source of information for all visitors, especially the disabled, which is why it's so important to provide complete, up-to-date and accessible information.

The NBC is planning to redesign its dedicated website, in particular to ensure that it meets the required accessibility criteria. Even before the redesign, information will be taken to include a complete accessibility section in the specifications.

The NBC is committed to providing accessible technologies in accordance with recognized accessibility standards.

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

## 6. COMMUNICATIONS

In its internal and external communications, the NBC has made several efforts to improve accessibility. Recent content has been written in simplified French, most video sequences include subtitles, and the Canada.ca site is natively accessible. In addition, a number of informal practices have been put in place, such as the use of accessible typefaces in communications.

In implementing its accessibility plan, the NBC wishes to better communicate the many accessible services and activities offered at its facilities. Increasing the visibility of people with disabilities in public messages will be consistent with this initiative. It will demonstrate the importance of this audience and the NBC's commitment to inclusiveness. This commitment will also be shared with employees as a key element of the organizational culture.

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
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

## 7. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Land Use Policy, established in 2004, provides for a partial consideration of accessibility by the partners and event organizers. However, this policy should be reviewed in light of current accessibility commitments. Over the next three years, the NBC will ensure that its partners and event organizers are committed to accessibility, especially for on-site reception and access to services and activities.

While, as mentioned above, the space and heritage character of many of our buildings is the primary obstacle to full accessibility, the NBC is very accommodating when welcoming groups. Numerous initiatives have been carried out over the years with organizations representing the disabled (partnership with the Association québécoise pour le loisir des personnes handicapées (AQLPH), collaboration with Handicap Action or Alpha Sourds, Kéroul training). A thank-you letter from Adaptavie after a group visit testifies to a genuine concern for inclusiveness during visits. Today, however, it remains difficult to offer the same welcome to individuals.

In addition to adapted facilities such as parking, toilets, an access ramp and an elevator at the Plains of Abraham Museum, here are other measures or actions taken to promote universal accessibility:

- Group activities tailored to the specific needs of groups or individuals within groups.
- In the Aeria exhibition, presence of objects to manipulate and transcription of audio-visual content.
- Kéroul training offered to reception and animation staff (last offered to new guides and attendants on September 26, 2022).
- Diversified content to encourage different ways of learning. Elimination of long texts, more intuitive learning.
- Free admission for accompanying persons with disabilities.
- Possibility of reserving an accompanying guide free of charge to help with the visit.
- Transcription booklet of audio capsules from the Martello Tower 1 augmented reality exhibition for the deaf.

As mentioned above, the NBC is committed to being a welcoming, inspiring and inclusive space, especially in its welcome to the public and in the activities offered on its site by itself or by partners and event organizers.

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.).	<b>March 31, 2026</b>
f) Develop alternatives to the inaccessibility of certain heritage buildings (towers) by consulting the clientele concerned and analyzing best practices.	March 31, 2026
g) Develop programs or events to specifically welcome certain clientele, 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

## 8. TRANSPORT

The NBC is not responsible for transportation to and from the territory under its responsibility. However, it is concerned about the entire route used by disabled people who use its facilities. It is committed to putting in place several mechanisms to facilitate this journey by making it smoother and more accessible. In particular, the issues of disembarking from a means of transport and signage were repeatedly raised as difficult by organizations representing disabled people during the consultation. They often mentioned the great distance between the parking or disembarkation area and the activity site. This is a major obstacle. The NBC has already established regular contact with the transport companies. It will formalize the procedure for communicating information about works or obstacles in the surrounding area of its territory. It will also ensure clear and effective signage, as mentioned in section 4.

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



## 9. EMPLOYEMENT

The NBC promotes a workplace where diversity and inclusion prevail. That's why, for the past two years, it has welcomed a student from the HSSIDIP program (persons with intellectual disabilities). This requires the adaptation of procedures and the implementation of appropriate measures. The program consists of two 24-week placements. The NBC has already welcomed two young employees for a total of three work periods.

Our human resources management approach and practices reflect our concern to offer a workplace that is open to differences. The creation of an internal accessibility committee for the purpose of consultation and continuous improvement of accessibility is proof of this. However, to encourage the hiring of disabled people, measures must be taken both in the recruitment process and in raising staff awareness of the values of diversity and inclusion.

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

## 10. TRAINING

Training title	Employees concerned	Year
<b>Canada School of Public Service INC115</b> <b>Addressing Disability Inclusion and Barriers to Accessibility</b>	All	Continuous
<b>Canada School of Public Service INC1-V33</b> <b>Spotlight on ACCESSibility Micro- Learning Series: Procurement</b>	Procurement	March 31, 2024
<b>Canada School of Public Service INC1-V31</b> <b>Spotlight on ACCESSibility Micro- Learning Series: Communications</b>	Marketing & Development branch	March 31, 2024
<b>Canada School of Public Service INC1-V30</b> <b>Spotlight on ACCESSibility Micro- Learning Series: Built Environment</b>	Operations and Sustainable Development branch	March 31, 2024
<b>Canada School of Public Service INC1-V34</b> <b>Spotlight on ACCESSibility Micro- Learning Series: Programs and Services</b>	General Management and Finance branch	March 31, 2024
<b>Canada School of Public Service INC1-V32</b> <b>Spotlight on ACCESSibility Micro- Learning Series: Information Technologies</b>	Marketing & Development branch and IT	March 31, 2025
<b>Canada School of Public Service INC1-J05</b> <b>Planning Accessible Virtual Events</b>	Marketing & Development branch	March 31, 2026
<b>Kéroul</b> <b>Training on welcoming and serving people with disabilities</b>	Reception staff Animation staff Driver-guides	Continuous