

Accessibility Progress Report 2023
Canadian Museum of Immigration at Pier 21

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General

The Canadian Museum of Immigration at Pier 21 consulted with staff, volunteers, trustees and stakeholders, including persons with disabilities for this first progress report. Information about accessibility at the Museum, our plan and a description of our feedback process are available here <https://pier21.ca/accessibility-plan>.

Contact Us

To provide feedback, request alternate formats of the accessibility plan or feedback process description, or for more information please contact:

Vice-President, Operations

Canadian Museum of Immigration at Pier 21

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People who are deaf or hard of hearing may contact us by using free Video Relay Service <https://srvcanadavrs.ca/en/>

Other Formats

Contact us for alternate formats of the Report, Plan or feedback process description.

[Accessibility Statement](#)

Our Museum is for everyone.

We are respectful and welcoming. We focus on including people.

We build accessible spaces.

We work to meet the needs of persons with disabilities.

We strive for:

- a barrier-free workplace;
- a safe and accessible site;
- easy-to-use websites;
- accessible exhibits, programs and services.

We'll never stop working on these goals.

Message from the CEO

This is the Canadian Museum of Immigration at Pier 21's first progress report. It talks about the progress we have made to identify and remove barriers to accessibility in 2023.

Our decisions used the "Nothing without Us" principle. Our team focused on inclusion and consultation. We worked with several organizations to achieve our year-one goals. We learned a lot about how by people with disabilities experience and access the Museum. We will continue to consult and learn.

Small steps have led to big changes. All staff now have an accessibility commitment in their annual performance review. This reminds us all that identifying and removing barriers is a job we share. We gave power to managers to work with their teams and stakeholders to remove barriers within their departments. Members from across the Museum make up our Accessibility Champions Committee. They shared learnings and updates through the year. We kept accessibility top of mind through dedicated meetings, workshops, invited speakers, and informal conversations. We are grateful for the patience and teachings of our visitors, stakeholders, consultants, staff and volunteers.

Our actions show our commitment to the Accessible Canada Act. By doing our part to prevent and getting rid of barriers, we respect the rights of all Canadians. I invite you to be part of this ongoing work. Visit <https://pier21.ca/accessibility-plan> to share your experience. This will help make our museum an inclusive, diverse and accessible space for all.

Marie Chapman, CEO

Executive Summary

We addressed 47 of our 49 goals this year. Two goals are still underway. We are finalizing our new washroom signage with Grade 1 Braille and raised lettering with the Canadian National Institute for the Blind (CNIB) Foundation. We are also consulting with other stakeholders about sensory-friendly times.

We created a group to complete each of our action items. The senior leadership team regularly reviewed items. Through the group, we learned about each team's work to prevent and remove barriers and shared resources across departments.

"Nothing Without Us" is about representation and direct participation by members of the disability community. Ongoing consultation with outside stakeholders is one of our commitments. We engaged Left Turn Right Turn for user testing of the Museum's facilities. We also worked with the CNIB, Brain Injury Nova Scotia, Autism Nova Scotia, Beth House, Alzheimer Society of Nova Scotia, and Billings Lodge Seniors Care Community.

Staff and volunteers did online and in-person training. Sessions included overviews of the Accessible Canada Act, working with/hiring persons with disabilities, and customer service. Digital content creators received accessible writing training.

We spoke with organizations across Canada to share ideas to identify and remove barriers. In particular, we shared ideas about wayfinding, content management systems, and event management.

Through consultation and meetings with people from different disciplines, we learned about other barriers in our organization. We talked and strategized about what we can do in the short and long term. We will revise our goals with our working group every year and add opportunities to address new barriers throughout the year. Staff, volunteers and Board Members responded to our second annual survey. This provided feedback about barriers in the Museum under the five pillars of the Act. This thoughtful feedback is part of this report and our plan.

We received three accessibility feedback responses through our website. These included:

- Staff meeting complaint
- Business opportunity with a consultant
- General visitor feedback

The Museum answered each comment within a day. We addressed the staff meeting issue by updating our staff meeting guidelines. Now, at any staff meeting or presentation, the Museum will have a microphone for the speaker.

It was hard to learn about our shortfalls this year knowing that new funds were not available to make major changes. However, major projects now have time built-in to plan and better identify and address barriers.

Removing barriers at the Museum is still a learning process. We are reaching out to other the other national museums and portfolio members, and others, to learn what they have done. It has been helpful to meet with colleagues across Canada.

We are encouraged that our team now thinks about removing barriers as part of their work. The plan and our progress report help staff to create accessible programs and exhibitions. They also help to create a supportive and inclusive work culture. Inclusion is at the core of the stories we tell and who we are at the Museum. All of us have a stake in making Canada more accessible.

Progress

Our progress report updates the goals we made in our 2023 Plan. It also includes new barriers identified by stakeholders.

Employment

We commit to provide fair and equal access to employment and advancement opportunities. We inform staff, volunteers and trustees of policies and resources to support persons with disabilities. These resources build an inclusive work culture. Work culture is important for hiring, retaining and promoting employees.

We continue to address workplace barriers. We maintain a work-from-home hybrid model, where possible. We continue to offer online meetings.

Our 2022 and 2023 internal surveys showed some confusion around accommodations and hiring. The Museum is developing a human resources strategy. This strategy will support managers with resources.

Employment Barriers Identified in 2022

- Lack of understanding about what we already do to promote accessibility.
- Lack of available resources.
- Lack of understanding about accommodation processes.
- Lack of confidence and resources for hiring and managing staff with disabilities.
- Lack of meaningful relationships with some disability groups.

Employment Actions Completed in 2023

- A staff meeting was dedicated to ACA. We reviewed our plan and responsibilities. We talked about our processes and workplace accommodations. There was a question period.
- Our Plan is now included in the volunteer resource binders
- The volunteer handbook now includes our accessibility statement.
- In April, volunteers attended an online presentation on the ACA. We shared the recorded session with all volunteers.
- Added our accessibility statement to our intranet, job postings and onboarding.
- We added accessibility content to our intranet.
- There was training for managers and supervisors related to hiring and managing employees with disabilities.
- We added accessibility to all performance plans.
- The Workplace Accommodation procedure was updated. Updates addressed 2022 survey comments and are in line with best practices.
- Job descriptions are reviewed prior to posting. Accessibility barriers are removed where possible.
- We met with more community partners to promote awareness during the posting process.

- The Accessibility Plan working group transitioned to the Accessibility Champions Group.

Employment Barriers Identified in 2023

Survey items from 2023 were addressed or will be in future years.

Employment Actions for 2024-2025

- Continue to train staff and volunteers. Continue to train managers on hiring and managing employees with disabilities.
- Continue to update job descriptions to remove barriers
- Continue to build relationships with disability community. Continue to encourage community to apply to work at the Museum.
- Develop and use accessible documents for external HR processes, such as job postings, careers fairs etc.
- Continue to work on organizational culture to ensure accessibility is part of the DNA of the Museum.
- Ensure our champions group is active and involved in decision-making.

Built Environment

The Museum's building is almost 100 years old. The building is a national historic site. In 2021, the Museum received certification by the Rick Hansen Foundation.

We lease our space from the Halifax Port Authority (HPA). Our landlord, the Halifax Port Authority provides accessible parking at the entrance to the Museum. The Museum only has one public entrance. Administrative offices are accessible from the parking lot and by elevators.

Many barriers identified in 2022 are part of future consultation and planning for 2024/25. We continue to discuss barriers with our landlord.

Built Environment Barriers Identified in 2022

- There are no funds to make further improvements to achieve a higher rating from the Rick Hansen Assessment process.
- There is no permanent space available for a quiet room for visitors.
- Some exhibition elements do not meet accessibility needs.

- Counter heights in the permanent exhibitions and public spaces are not accessible for all.
- Lighting challenges for people with various disabilities. Some areas are too bright. Some areas are too dim.
- Lack of visual markers on some stairs.
- Lack of contrast for some hand railings.
- Staircase in Scotiabank Family History Centre identified as a hazard.

Built Environment Actions Completed in 2023

- Removed hazard in the Scotiabank Family History Centre.
- Stair nosing contrasting to exterior ramps and exterior stairs added.
- We trained staff and volunteers to walk around to the front of the counter to provide service where counter height is an issue.
- An ergonomics professional delivered staff training and one-on-one assessments. We purchased ergonomic equipment where recommended.
- We reviewed lighting in public spaces. We worked with Left Turn Right Turn to conduct user-experience testing.
- Lighting updated in the theatre walkways.
- Braille and raised lettering bathroom signage reviewed with the CNIB. We revised the date for signage work to 2024.

Built Environment Barriers Identified in 2023

- Lack of office ergonomics in Gift Shop and Scotiabank Family History Centre.
- Lack of automatic doors in some public and administrative areas.
- Mailbox system height in Upper Annex does not work for everyone.

Built Environment Actions for 2024-2025

- Add contrasting colours in places where there is an elevation change (ramps, fire exit stairs or uneven flooring).
- Wayfinding signage updates (Grade 1 braille, raised lettering and consistent infographics).
- Automatic doors in common passageways.

- Ongoing ergonomic training.

Information and Communication Technologies

Information and Communications Technology Barriers Identified in 2022

- Adequate time not allotted for planning and scheduling to create accessible content.
- Bilingual videos with tattooed subtitles do not work with screen readers.
- The Museum has thousands of images and video clips in our online content management system (ARGUS). We do not have the resources to update with alt-text and .srt files for all.

The Museum's new websites launched in 2022. They were built to WCAG 2.0 standards. Through this process we began to:

- Implement text alternatives (alt text) for website images.
- Add transcripts in both official languages, for audio and video assets.
- Include described video for Soft Landings gallery.
- Include .srt files to ensure audio and video subtitling is accessible on our streaming platforms.
- Use ARIA (Accessible Rich Internet Applications) annotations to make the website content more accessible.
- Review written content for readability. Summaries now accompany the text. Headings were improved for clarity and use information-bearing words. Long passages of text have been broken up and new subheadings created.
- Use online accessibility validators to test web pages and address flagged issues.
- Provide mini guide(s) on how to create accessible content for the web.
- Update web page on accessibility to include a site plan, both as a drawing and as text that indicates where attractions are located as well as washrooms and emergency exits.

Information and Communications Technology Barriers Identified in 2023

Survey items from 2023 are being addressed or will be addressed in future years.

Information and Communications Technology Actions Completed or ongoing in 2023

These are ongoing not because the action wasn't undertaken in 2023, but rather due to their very nature. Testing and updating is never a completed task.

- Commit to staying current with best practices for screen reader compatibility and complying with validators.
- Use remote user testing for accessibility.
- Where possible for videos of significant content, create voiceover versions in both official languages rather than relying on subtitles.
- Continue to review written content for readability. Where required create summaries, headings and break up long text passages.
- Include usability testing, specifically to detect accessibility issues, in the design cycle of all digital products and properties.
- Include surveys on website to gather data about user satisfaction and ease-of-use.
- Add text alternatives (alt text) for website images.
- Include transcripts, in both official languages, for audio and video assets.
- Offer described video where possible.
- Include .srt files to ensure audio and video subtitling is accessible on our streaming platforms.
- Use ARIA (Accessible Rich Internet Applications) annotations to make the website content more accessible.
- Review written content for readability and implement improvements where applicable.

Information and Communications Technology Actions for 2024-2025

- Continuous accessibility testing, review and remediation on all digital properties to be fully compliant with WCAG 2.0 AA (or the most current level at that time) by 2025.
- Continue to:
 - Stay current with best practices for screen readers and complying with validators.
 - Use remote user testing for accessibility.

Communication, other than ICT

Communicating the feedback process and the Museum's Accessibility Statement are critical for the success of the Plan. This includes updating and reporting on the plan and sharing future versions internally and publicly.

Adopting plain language has been an important change in our communications. We have begun to improve the user experience (UX) and accessibility of much content through staff training. Using headlines and breaking up the body of the text further improves readability.

We have software to make our online PDF documents accessible. Training was provided on building accessible forms and documents. Our graphic designer ensures that fonts used are sans-serif and commonly available. We test for colour contrast ratios in our printed materials. In 2021, our online contributions experience allowed visitors to access content in an accessible format with the ability to change font size for the first time. In 2022, we delivered our first described videos as part of new content developed for the website.

Communications Barriers Identified in 2022

- Internal awareness of barriers removed and services available to persons with disabilities.
- Clarity of signage and way-finding.
- Not aware of any sign language interpreters in Nova Scotia practising langue des signes Québécoise (LSQ).
- Additional time and expense related to creating multiple versions of content to comply with ACA and Official Languages Act (OLA) requirements.

Communications Actions Completed in 2023

- Shared the Museum's Accessibility Plan, feedback process description and Accessibility Statement widely.
- Shared progress report and updated plans internally and with the public on our website.
- Added an accessibility tab to our intranet home page for staff and volunteers to find resources in one place.

- Ensured information about accessible services, programs and access is clear and easy to find.
- Added a form on our websites for public to provide feedback about their Museum experience.
- Provided an accessibility style guide and training for staff involved in content creation.
- Reviewed existing wayfinding in public areas specifically with an accessibility lens.
- Held a staff meeting devoted to the Accessible Canada Act with overview of services available to visitors and staff and how to access them.
- Mandated microphones for speakers at staff meetings in large rooms.
- Provided described video versions for new significant promotional videos.
- Welcoming signage at Museum entrance.
- Added a visitor map to the website allowing visitors to better plan and feel confident in their visit.

Communications Barriers Identified in 2023

Survey items from 2023 are currently being addressed or will be addressed in future years. **Communications Actions for 2024-2025**

- Share progress reports and updated plans.
- Implement way-finding improvements based on year one review.
- Provide a QR code to an accessible version of the Museum map allowing visitors to use their own devices to navigate.
- Continue to review existing content to improve its accessibility.

[Procurement of goods, services and facilities](#)

We address accessibility in our procurement process by:

- All site visits are optional.
- The Museum provides site visit notes to all bidders.
- Questions and answers submitted are provided to all bidders.
- Where appropriate, accessibility requirements are defined in procurement documents scope of work.

- Where appropriate, accessibility consultation services defined in procurement documents.
- Where appropriate, consultation occurs with end-users or groups representing persons with disabilities to define requirements.
- Where appropriate, prototypes and product demonstrations used to allow end-users to test features.

Procurement Barriers Identified in 2022

- Request for Quote (RFQ) documents do not provide technical evaluation in the same ways as other request documents.
- Additional time to plan for accessibility within fiscal limits.

Procurement Actions Completed in 2023

- All PDF documents are screen reader enabled.
- Available transcription and/or closed captioning to video-conference bidder calls.
- Lengthened procurement timelines to plan for accessibility within request documents.
- We reviewed all contract documents for universal language. We added accessibility clauses where appropriate.
- We added links to Accessibility Statement and accessibility expectations to procurement/“doing business with us” page.

Procurement Barriers Identified in 2023

Survey items from 2023 are currently being addressed or will be addressed in future years. **Procurement Actions for 2024-2025**

- Continue to review all contract documents for universal language.

[Design and Delivery of Programs and Services](#)

The Museum looked at interpretation, education, visitor experience, public programs and exhibition content and design. Permanent structural features of exhibits are included under the built environment pillar.

The visitor experience team arranges for guest speakers to train front line staff on accessibility issues. This is something we will continue to offer. We also learn from our partners. Symphony Nova Scotia hosts sensory aware family concerts

onsite. They let the public know that “We encourage children to be active and involved in our orchestral performances. Vocalizations, movements, and taking breaks are all part of the fun!”

We do a better job recognizing visitor fatigue. More seating is available in the exhibition and non-exhibition spaces. Height and ease to get up from the furnishings were considered. Seating and rest areas are included in temporary exhibition plans.

Other ways we prevent barriers:

- Admission is free for a support person accompanying persons with disabilities.
- Two wheelchairs are available for use at the ticket counter.
- Visitors with special needs can book private Museum tours at no additional cost.
- Visitors with special needs can book private appointments with the Scotiabank Family History Centre.
- Visitors using wheelchairs have choices of where to sit in the theatre.
- All of our public spaces are fully accessible for visitors in wheelchairs.
- Public programs are either free or included with admission.
- Some public programs are offered online or as a hybrid.
- In the past when a public program attendee indicates that they use sign language we have booked translators for events.
- Three-dimensional exhibition components and their content are physically accessible.
- Exhibitions include both video and audio content. Videos are subtitled.
- Exhibitions are designed and built to Ingenium Accessibility Standards for Exhibitions (2018).

Design and Delivery of Programs and Services Barriers Identified in 2022

- Awareness of accessible services offered.
- Staff require training on how to greet visitors with disabilities who may find the standard interaction overwhelming, hard to understand or difficult to respond to.
- Availability and cost of having sign language interpreters at all functions.

- Lack of local sign language practitioners in langue des signes Québécoise (LSQ).
- Deaf and hearing impaired visitors who are not bilingual cannot fully access our movie In Canada.
- Placement and visibility of some artifact labels within permanent exhibitions.
- Lack of downloadable social narratives and sensory guides that help visitors with sensory challenges plan their visits.
- Unrealized opportunities to interact with exhibition content online (such as the citizenship test, gateway comment tags).

Design and Delivery of Programs and Services Actions Completed in 2023

- We updated accessibility page on the website. We include services offered. We include services available on request. We include items available on loan (wheelchairs and other assistive devices).
- We created sensory backpacks. Visitors can go to ticket counter and use them for free.
- We created social narratives. We published them on the website.
- We offered staff training to adapt greetings for visitors with disabilities. We focused on interactions to create a welcoming or a comfortable experience.
- Made magnifying glasses available for visitors to borrow at the ticket counter and Scotiabank Family History Centre.
- Better communicated that visitors with special needs can book private tours and private Scotiabank Family History Centre research visits.
- Continued to involve accessibility organizations, especially people with lived experience and ask them to present at our annual training sessions.
- Relocated artifact label in the Canadian Immigration Hall “What would you bring” section to make it accessible.
- Accessibility section will be added to all temporary and traveling exhibition interpretive plans.
- Accessibility section will be added to all future exhibition charters.

- Included a question about barriers to accessibility in annual visitor survey.
- Ongoing review of sensory-friendly requirements to create sensory-friendly times or days.
- Tested adding coloured mats with a few sensory toys to the seating area for the Contributions movie.
- Offered headsets and have interpreters using microphones even for small groups where it may assist a visitor who is hard of hearing.
- An exhibitions accessibility working document and checklist to complement Ingenium Accessibility Standards for Exhibitions was created and implemented.
- Built new accessible display housing for “Building Communities” interactive.
- Reviewed core exhibitions against Ingenium Accessibility Standards for Exhibitions (2018) and development of update plan including cost estimates.
- Purchased 3D printer for testing Braille and raised lettering in core exhibitions.
- Descriptive audio was added to a special exhibition video for display in 2024.

Design and Delivery of Programs and Services Barriers Identified in 2023

- Small, inaccessible artifact labels.
- Tours are not offered in the Canadian Immigration Hall exhibition.
- Tours are not specifically offered for language learners or neurodivergent visitors.
- Technology in exhibits that is difficult to use.

Design and Delivery of Programs and Services Actions for 2024-2025

- Continue to involve organizations, especially people with lived experience and ask them to present at training sessions.
- Prioritize partnership opportunities that include impactful work towards inclusion of individuals living with disabilities. Seek out partnerships with non-profits and groups working in this area.

- Examine using more QR codes or beacons in Museum spaces for navigation, self-guided tours and accessing other Museum content such as bilingual transcripts for our movie.
- Make sensory guides available at the ticket counter.
- Develop a descriptive tour of the Museum for visitors with low or no vision that can be booked on request.
- Research accessibility advisors at school boards to discuss adaptations for accessibility of school programs.
- Review way-finding options to include signage on staff-only areas of the Museum as well as adding signage to indicate that the ramp does not lead to a public space. Add signage to the bottom of the stairs to the staff-only area of the Scotiabank Family History Centre.
- Build new accessible display housing for “Second World War” artifact case, interactive and bench.

Transportation

Transportation is identified as a pillar under the ACA. The Museum does not provide transportation services. The parking lot and outside walkways are the responsibility of our landlord.

Consultations

We continue to seek consultations from internal and external stakeholders. We consulted staff, volunteers and trustees about observed and experienced barriers at the Museum. Internal consultations included an anonymous survey, conversations and quarterly meetings of the Accessibility Champions group. We documented existing barriers and recommendations to remove and prevent future barriers to accessibility. This process allowed the Museum to share learnings across the organization.

We conducted our second annual internal survey with staff, volunteers and trustees. Our internal survey received 60 responses.. We asked participants about barriers under each accessibility pillar. We asked about ways we can improve and reduce barriers in the future. We continue to offer training to staff and volunteers. 56.9% of respondents felt more confident about addressing accessibility barriers than last year.

External consultation helped the Museum with address our Accessibility Plan. We consulted with the Canadian Institute for the Blind (CNIB), Brain Injury Nova Scotia, Autism Nova Scotia, Beth House, Alzheimer Society of Nova Scotia, and Billings Lodge Seniors Care Community. Consultation ensures an accessibility and inclusion lens is consistently applied across Museum operations and activities. The Champions group will also make sure we are prioritizing limited resources, while we continue to work in the spirit of “Nothing Without Us”.

We will keep searching for ways to remove and prevent barriers by asking for feedback on our website and doing more consultation with external people and groups.

Feedback

The Canadian Museum of Immigration at Pier 21 consulted with staff, volunteers, trustees and stakeholders, including persons with disabilities for this first Progress Report.

Consultation, feedback, training and shared learnings from other museums and portfolio members continue to shape our plan. Information about accessibility at the Museum, our Plan, our first Progress Report, and a description of our feedback process can be found at <https://pier21.ca/accessibility-plan>.

To provide feedback, request alternate formats of the Accessibility Plan or feedback process description, or for more information please contact the Vice-President, Operations:

- **Mailing Address:** 1099 Marginal Road, Suite 201 Halifax NS B3H 4P7
- **Email:** accessibility@pier21.ca
- **Phone number:** 902-425-7770 extension 295
- **Video Relay Service:** <https://srvcanadavrs.ca/en/>

Training

The Canadian Museum of Immigration at Pier 21 is a learning institution. This means the Museum has a deep commitment to training and professional development. We completed the following training in 2023:

- January 12, 2023 Youth Project virtual presentation on Creating Affirming Spaces (2SLGBTQIA+) offered to volunteers and staff.

- Accessible Canada Act Presentation for volunteers via zoom, April 5, 2023. Session was recorded and distributed to volunteers on April 21, 2023.
- Accessibility 101 (delivered in person by Accessibility Advisor, Office of Diversity & Inclusion/ANSAIO, Halifax) 2-hr workshop, March 31, 2023 offered to staff and volunteers.
- Disrupting Bias Training, March 23, 2023 (one of three sessions offered to staff March 23, 27 and July 4).
- Stereotypes and Racism Virtual Workshop, Canadian Race Relations Foundation, June 22, 2023.
- HR Downloads session – Improving Workplace Accessibility Training for Leaders (All Jurisdictions), August 11, 2023.
- HR Downloads session – IASR – Design of Public Spaces training.
- Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standards Training (Comprehensive Content).
- AODA – Customer Service Standards Training (Condensed Content).
- Understanding Human Rights Training (AODA Edition), August 15, 2023.
- Accessible Writing for Digital Platforms training sessions - October 12, 2023 and October 19, 2023.
- Accessibility Includes Everyone: Introduction to Accessibility in Museums session (Terri Lynn Almeda, Nova Scotia Accessibility Directorate) at the Association of Nova Scotia Museums Conference, October 17, 2023.
- Accommodation and Accessibility updates, staff meeting, December 12, 2023.

To be an inclusive and welcoming place for all Canadians, it is important that Museum staff and volunteers are well trained in recognizing and communicating effectively with people with disabilities. Continued training and consultation will help achieve this goal. Training is the first step towards accountability. Knowledgeable and accountable staff will naturally find opportunities to prevent and eliminate barriers. This can be as simple as consistently including accessibility in the planning stages of everything we do.

[Glossary](#)

Accessible

Accessible refers to a physical or digital location that is easily navigated or a program or service that can easily be acquired or understood.

Accommodation

Accommodation is the personalized adaptation of a workplace to overcome the barriers faced by persons with disabilities.

Barrier

Barriers are anything that prevent people with disabilities whether temporary or permanent, from fully and equally participating in society. Barriers can be physical, architectural, technological, communications based or attitudinal.

Disability

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Discrimination

Discrimination is an action or decision that treats a person or group badly or unfairly for reasons such as gender, race, age or disability. It imposes a disadvantage or limits access that is given to others.

Nothing Without Us

“Nothing Without Us” is the principle that persons with disabilities are to be consulted when developing laws, policies and programs that impact them.