

ACCESSIBILITY

MISSION

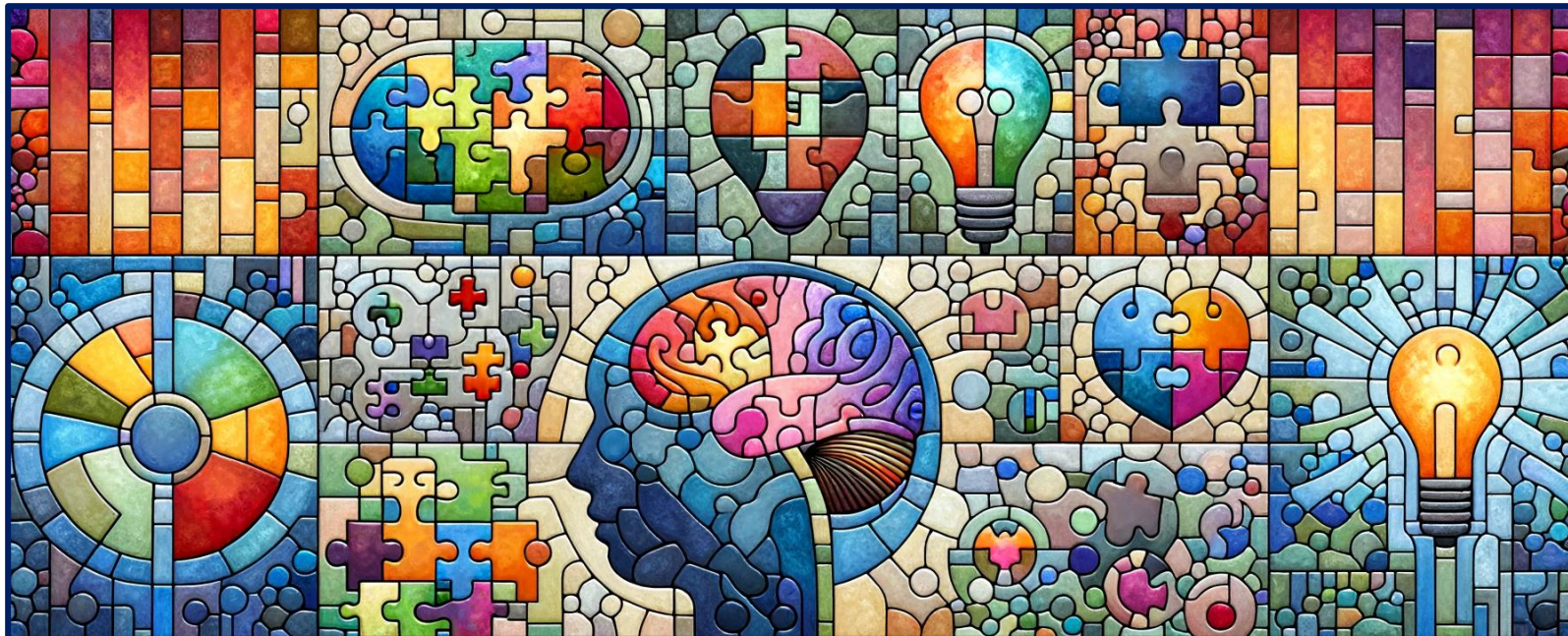
TAKING ACTION, because every barrier removed helps make our products and services more universally accessible.

EMPLOYMENT

- ❑ Offer equitable and accessible employment opportunities at all stages of the employment cycle, namely by implementing policies, procedures, and various initiatives.

- **Training Session on Neurodiversity**

We offered our entire management team a training session on neurodiversity as part of our efforts to make our workplace more inclusive for those with invisible disabilities (such as ADHD, autism, DYS disorders, Tourette syndrome, giftedness, among others). The goal was to help them better understand and recognize neurodiversity and bias and offer them neuroinclusive team management strategies. This training effort is part of our commitment and initiatives to increase diversity in employee pool through recruitment and retention.



INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

- ❑ **Make information and communications accessible to all users using AACT (Accessibility, Accommodation and Adaptive Computer Technology) standards across all of the Old Port of Montréal Corporation's information and application systems.**

- **Reducing Information Technology Barriers**

We struck a new committee, which includes members with disabilities, to look into information technology barriers. This year, the committee:

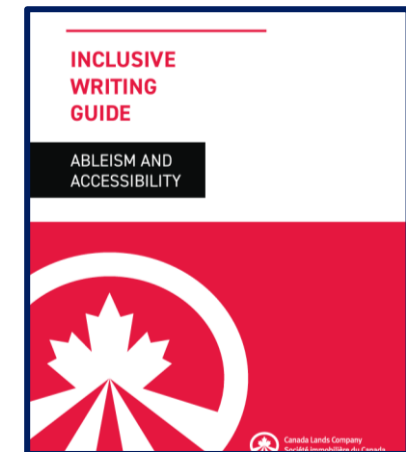
- Completed an analysis of our computer systems that was focused on improving accessibility for individuals with disabilities;
- Developed an action plan to address weaknesses in our enterprise information systems in order to meet AACT standards (Accessibility, Accommodation and Adaptive Computer Technology).

COMMUNICATIONS

- ❑ **Make public-facing information and communications accessible, equally in terms of signage, websites, and other channels of communication.**

- **Inclusive Writing Guide**

The **Inclusive Writing Guide on Ableism and Accessibility** was launched to help employees become familiar with and develop respectful and inclusive writing skills. Information sessions and a companion guide were made available to all our teams.



BUILT ENVIRONMENT OR DESIGN OF PUBLIC SPACES

□ Design built environments as well as newly built and renovated public spaces that are mindful about preventing or eliminating barriers for all users.

Newly Built Public Square at Clock Tower Quay

Phase 2 of Clock Tower Quay’s Event Platform was completed. It features a universally accessible public square that allows visitors with mobility disabilities to take full advantage of a space that offers incomparable views of the St. Lawrence River.

Winner of a 2023 Real Property Institute of Canada (RPIC) Real Property Award

We were awarded the RPIC **Excellence in Barrier Free Communities, Workplaces and Services Prize** for Phase 1 of the Clock Tower Quay Event Platform, which was inaugurated in 2022. It was designed to be universally accessible and allow everyone to fully and freely take part in activities offered on the Old Port site.

New Entrance and Ticket Counter at the Montréal Science Centre

A new entrance was designed to better welcome employees and visitors with mobility, visual, or other functional limitations under the careful guidance of specialists in accessibility, acoustics, and ergonomics. The work was designed to eliminate as many barriers as possible and create an inclusive space. It will be completed in the spring of 2024.

Universal Accessibility Building Renovations

We renovated our headquarters’ entrance and, as part of our ongoing accessibility-oriented visitor washroom renovation initiative, we installed new accessible visitor washrooms at the de l’étang pavilion.



DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

□ Uphold accessibility guidelines and best practices in the design of program and service delivery.



Winner of AlterGo's Monique Lefebvre Universal Accessibility Prize

We were awarded this prize for our **Peaceful Mornings** initiative launched in 2021. Peaceful Mornings are designed to make science and technology accessible to young visitors with special needs and their loved ones.

Descriptive Audio for Our Heritage Exhibition

We added QR code-accessible descriptive audio to all texts found on the panels of our new outdoor exhibition **The Old Port of Montréal – A Landmark in Canada's History**.

Visits for Groups with Special Needs

We hosted visits of the **Hockey: Faster Than Ever** exhibition for young adults with autism from the local organization **Autisme sans limites** and young adults from the **L'appart à moi** organization. L'appart à moi fights poverty and vulnerability among those with a Trisomy 21 disorder and others with intellectual disabilities without a behavioural disorder. These visits helped the Science Centre team think critically about potential visit barriers and collect feedback from participants about the exhibition's path, texts, and interactive activities, among others, as well as ask for their ideas for engaging future exhibitions.



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Numerous Occasions to Raise Employee Awareness About Different Disabilities

- We had a visit from Nori, a Mira dog in training by one of the Science Centre's educators. Exhibitions halls are an ideal place for guide dogs and services dogs like Nori to train and become familiar with all sorts of crowds and especially crowds with a high number of children.
- As part of the **International Day of Persons with Disabilities**, about a dozen special eyeglasses were made available to our teams to simulate certain eye diseases to help them better understand the realities of those with visual disabilities and work to eliminate barriers.

Customer Survey

We added questions about visitor perception of our social responsibility practices to a customer survey led during summer 2023. Results showed that 89% of those surveyed felt the Old Port of Montréal was an accessible site for those with physical limitations.

