

ACCESSIBILITY ACTION PLAN

2022-2024



IN WORKING TOWARDS FURTHER INCREASING ACCESSIBILITY ACROSS THE OLD PORT SITE, A NUMBER OF IMPROVEMENTS ARE PLANNED OVER THE NEXT FEW YEARS.

SITE & FACILITIES IMPROVEMENTS	COMPLETE	IN PROGRESS	PLANNED
Skating rink – Addition of colour and texture contrast strips on steps	✓		2021-22
New administrative area designed to meet accessibility standards			2022-23
Clock Tower Beach – Refitting of washroom facility doors and accessories			2022-23
Site signage audit to reduce the number of obstacles and improve overall accessibility			2021-22
Laying of paving stone crosswalks in areas where heritage paving stones are uneven			2022-23
Relocation of certain water fountains away from visitor traffic areas			2022-23
Changes to outdoor furniture to allow visitors in wheelchairs to use picnic tables			2022-23
Rehabilitation of the Pavillon de l'étang washroom facilities			2023-24
Refitting of Jacques-Cartier pavilion access points			2023-24

SERVICE DELIVERY IMPROVEMENTS	COMPLETE	IN PROGRESS	PLANNED
Establishment of an awareness and training action plan for the following groups: Accessibility Committee members (OPMC employees) OPMC construction project employees OPMC customer service employees from various sectors Concession holders		✓	2021-22
Production of a terminology guide to assist employees in using appropriate language when addressing those with special needs			2021-22
Customer service training geared towards meeting diverse visitor needs		✓	
For our employees	✓		2021-22
For our concession holders			2021-22
Upgrades to the Old Port website and the skating rink's transactional website in keeping with SGQRI-008/WCAG 2.0 accessibility standards			2021-22
Production of a visitor's guide for those with disabilities and functional limitations which will outline specific services offered and identify the site's accessible areas (to be made available on the Old Port of Montréal website)			2021-22
Service delivery audit by Kéroul to support accessibility best practices and subsequent update of employee training programs			2022-23
Review of all internal policies and procedures to ensure they are consistent with accessibility standards			2023-24
Upgrade of all evacuation plans in keeping with all types of functional limitations			2023-24

*Please note that years earmarked for planning correspond to financial years running from April 1 to March 31 of the following year.