



Progress Report – June 2025

Implementation of the Accessibility Plan



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GENERAL INFORMATION

The Quebec Port Authority ("the Authority"), being mindful of the feedback from its employees, partners, and citizens regarding their experience with the Authority, invites you to submit any questions or suggestions for improvement to:

Designated person to receive feedback on behalf of the Authority

The Director, Community Relations is responsible for receiving feedback, providing copies of the accessibility plan and the description of the feedback process on requested supports, and responding to any questions regarding accessibility.

How to submit a request, feedback, comment or question



By phone, by requesting to speak with the Director, Community Relations about accessibility:

418 263-3830



By email, with the word "Accessibility" in the subject line:

signalements@portquebec.ca



By mail, by providing a return address:

Accessibility – Attn: Community Relations Department

Quebec Port Authority

150 Dalhousie Street

Upper Town Branch, P.O. Box 80

Quebec City, Quebec G1R 4M8

For comments made by email or mail, an acknowledgment of receipt will be sent within 5 business days following the reception of the comment, except for anonymous feedback. The Administration's response will be made in the same manner in which it was received.

Anonymous feedback

Anyone wishing to remain anonymous can provide feedback on accessibility anonymously. Only the Administration's staff and those directly involved in the accessibility improvement process within the Administration will be informed of the feedback.

Availability of the progress report

If you wish to receive this progress report in a different format, a version is available at the Administration's reception at 150 Dalhousie Street. You can also request, through the Community Relations Department, a copy in braille or audio format. In this case, a delay of 45 days following the request must be taken into account.

SITE NAMES

The **Cale du Port de Québec**, located at 84 Dalhousie Street.

The **Agora du Port de Québec**, located at 120 Dalhousie Street, Quebec City.

The **Oasis du Port de Québec**, located at 80 Quai Saint-André, Quebec City.

La **Baie de Beauport**, located at 1 chemin de la Baie, Quebec.

The **Quebec City Cruise Terminal**, also known as "Terminal 84" or "Ross-Gaudreault Terminal", located at 84 Dalhousie Street, Quebec City.

The **Terminal 30**, located at 30 Quai Saint-André, Quebec City.

The **150**, administrative building located at 150 Dalhousie Street, Quebec City.

The **84**, administrative building located at 84 Dalhousie Street, Quebec City.

SPECIFICITIES

The Authority actively collaborates with cruise companies and tour operators while acknowledging that these partners are responsible for their own accessibility compliance, including their facilities and the communication and assistance to individuals living with disabilities.

HUMAN RESOURCES

The Authority is committed to employing a diverse workforce by fostering an inclusive and respectful work environment. The Authority implements adaptation and support measures for job candidates and its employees.

This year, the Authority has taken the following actions in the field of Human Resources:

- Collaborate with La Croisée to review job offers to ensure that role descriptions are inclusive and do not present accessibility barriers. La Croisée continues to broadcast the Authority's job offers.
- Provide technical support to accessibility training initiatives offered by the Community Relations team.
- Regularly review human resources policies, of which accessibility concepts remain an integral part.

The Authority has also begun work on the following actions:

- In accordance with the 2023-2026 Accessibility Plan, develop and communicate a new equity, diversity and inclusion-related policy to employees by winter 2026.
- Develop consistent interview templates that include an objective analysis grid by December 2025.
- Prioritize accessibility issues in the organizational project of a possible consolidation of its administrative staff.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES

In accordance with the 2023-2026 Accessibility Plan, the Authority has completed a complete redesign of its website www.portquebec.ca. In doing so, the new version of the website, available in both French and English, was developed with the goal of improving accessibility in mind. Nearly 200 hours of work were specifically devoted to accessibility issues during the development process.

The following technical elements have been included in the design of the website:

- Compliance with WCAG 2.1 standards (level AA)
- Use of a highly readable font, sufficiently spaced, and with enhanced contrast
- Increase of the clickable area
- Inclusion of keyboard navigation
- Addition of ALT tags on images
- Integration of an audio reading module and a contrast adjustment button
- Addition of clear link destination labeling and addition of an external link icon when a button or link sends the user to an external site.

At the same time, the Authority has adopted new accessibility practices in its social media communications:

- Addition of ALT tags on images posted on Facebook and Instagram
- Integration of subtitles on videos
- Use of clear and inclusive language in publications

In view of upcoming updates to its website, the Authority is currently exploring the possibility of updating the Accessibility section to explain the tools available to users and report any accessibility barriers. Additionally, the Communications team is exploring the possibility of integrating Quebec Sign Language interpretations on some of its informational videos.

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGY

Given that the **Quebec City Cruise Terminal** experiences adequate traffic in proportion to the number of employees working there, the Authority has opted for a personalized assistance service approach. The Authority trains its employees and raises their awareness on how to offer appropriate assistance to users with disabilities. Employees are expected to promptly and systematically offer assistance to anyone who may need it or requests it.

They also coordinate the smooth boarding and disembarking of passengers requiring special assistance with each cruise ship operation team.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

In accordance with the 2023-2026 Accessibility Plan, the Authority began a comprehensive review of its procurement policy in 2024, now titled Responsible Procurement Policy. Fundamental

accessibility principles are reinforced in this policy, which then permeates the Authority's contractual models, as well as in training for procurement employees.

From a practical standpoint, the **Baie de Beauport** has continued its efforts to make swimming accessible to people with reduced mobility. It has acquired a new beach wheelchair ("hippocampe") since the previous one had reached the end of its useful life due to its popularity. It also extended its water mat section, which now allows users to immerse themselves in the swimming area while on a regular surface.

Finally, during the accessibility walk held on May 26, 2025 (see the Consultations section below), participants reported the tripping hazards posed by the perpendicular feet of the crowd control barricades (removable metal fences). The Authority will explore the possibility of applying reflective paint or adhesive strips on these feet, given the large number of such barricades used on its various sites.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Authority spent its first year after the publication of its plan primarily gathering necessary information and knowledge through public consultations and advisory committees. The design of future programs and services will come at a subsequent stage.

This has not prevented the Authority from making improvements to facilitate the use of some of its facilities:

At the **Baie de Beauport**, to generally ease the visit and experience, the dedicated parking spaces were moved closer to the entrance of the site, and people with disabilities can enter through a dedicated access, which is shorter and exempt of waiting lines.

At the **Agora du Port de Québec**, spectators with a ticket for people with disabilities can now attend a show with an accompanying person at no additional cost.

As part of the Grands-feux Loto-Québec, after feedback indicating that the area for people with reduced mobility located near Wharf 21 was too brightly lit to fully enjoy the event, the area was moved to a more accessible and secure location, but further away from light-emitting infrastructures.

TRANSPORT

Actions in the field of transportation aim to remove obstacles related to accessing the Port of Quebec sites. Cruise terminals, which serve to transport passengers via cruise ships, are inspected annually to ensure that the buildings in which the cruise terminals are located comply with accessibility standards and always with the goal of improving the inclusion of people with disabilities.

Moreover, at the **Agora du Port de Québec**, adapted transportation services are granted special permission to use a road and a parking space normally not accessible to the public, which allows passengers to be dropped off very close to the site.

At the **Quebec City Cruise Terminal**, private carriers hired by cruise lines for people with disabilities are granted special permission to directly access the dock to pick up and drop off these clients as close as possible to the disembarkation area.

At **Terminal 30**, the Authority plans to provide an adapted shuttle for each cruise operation to transport passengers from Saint-André Wharf to the Old Port tourist area.

During the exploratory walk on accessibility held on May 26, 2025, participants questioned the number of accessible parking spaces available at **Terminal 84** compared to its usual traffic. Although the current number of spaces complies with established standards, the Authority has committed to adding one more space in the future.

BUILT ENVIRONMENT

Following the publication of its 2023-2026 Accessibility Plan, the Authority prioritized tangible improvements to its publicly accessible sites.

La Cale du Port de Québec

La Cale underwent an accessibility evaluation report by the organization Kérout in January 2024. The Authority applied the recommendations made in this report, including:

- The access ramp was fully redone with the support of a \$100,000 grant from the Accessibility Program for Tourist Establishments, making the different floor levels of the site accessible.
- An access ramp to the water was added.
- Approximately 80 feet of mobility mats were added.
- Corrections were made to the washroom (signage, levelling of the door threshold, addition of grab bars).

La Cale is now rated "Accessible" by Kérout.

L'Agora du Port de Québec

During the accessibility walk held on May 26, 2025, the Authority committed to repainting the signage indicating spots for people with disabilities, as these were partially faded. This correction will be made in the short term.

This space is already equipped with accessible restrooms. However, due to budget constraints, the Authority does not plan to implement the changes suggested by Kérout to optimize these spaces immediately, opting instead to bring them fully up to standards when major renovations will be scheduled.

La Baie de Beauport

In addition to program and procurement improvements, the Baie de Beauport made the following improvements:

- Installation of electrical connections dedicated to recharging four-wheeled electric scooters
- Installation of power-operated doors in the main pavilion

Additionally, the Authority has applied for a grant from the Tourism Facility Accessibility Program to add a ramp to the building housing the restrooms nearest to the beach area in 2026.

L'Oasis du Port de Québec

This swimming area set up in the Louise Basin presents particular challenges. The ramp providing access to the swimming area cannot be made compliant with accessibility standards because the water level varies according to the tides, constantly altering the slope.

Additionally, the Authority now has an agreement with the adjacent Espace Quatre Cents, owned by Quebec City, to allow people with disabilities to use their accessible restrooms. This accommodation is necessary due to the fact that the only drainage system connecting sanitary services near the dock is located in an area that cannot be made compliant with accessibility standards.

Quebec City Cruise Terminal

During the exploratory walk on accessibility held on May 26, 2025, the Authority committed to repairing a sidewalk leading to the Quebec City Cruise Terminal adjacent to 84 Dalhousie Street, since the pavement condition affects accessibility. This repair is scheduled for 2026.

Terminal 30

Terminal 30 was built in compliance with accessibility standards in 2019. The Authority plans to submit it for evaluation by Kéroul to have it certified accessible before the 2025 cruise season.

The 150

The possibility of building a ramp allowing access to the ground floor of this administrative building, as envisaged in the 2023-2026 Accessibility Plan, is still under review by the Authority. The building's heritage status presents significant technical and financial obstacles to this project.

ACCESSIBILITY PROVISIONS OF CTA REGULATIONS

Canadian Transportation Agency Accessibility Regulations to which the Quebec Port Authority is subject:

- [*Accessible Transportation for Persons with Disabilities Regulations*](#) (ATPDR), SOR/2019-244

Cruise terminals are the only sector of the Authority covered by this regulation due to their role in transporting passengers via cruise ships.

Annually, the Authority conducts a check of its terminals followed by feedback to the CTA to ensure that each section of the Regulation is being complied with.

CULTURE OF ACCESSIBILITY AND INCLUSION

In line with the 2023-2026 Accessibility Plan, significant focus has been placed on continuing employee training to foster an inclusive culture that respects people with disabilities.

On May 15, 2025, the first technical training specifically for site managers was conducted by Kéroul. This training covered accessibility standards to ensure an excellent customer experience,

as well as evacuation plans adapted to people with disabilities. Participants gained a better understanding of the legal and practical requirements for facilities and safety.

A second training session was organized on May 22, 2025, open to all APQ employees. This "Accomplice" training, led by Kérout, aimed to raise employees' awareness of accessibility issues by teaching them how to be better allies for people with disabilities. It covered various forms of disability and best practices for adapting customer service and workplace interactions, particularly in terms of communication and respectful interaction.

Feedback from employees highlighted a desire for more in-depth training, especially regarding the best techniques for adapting services to various disabilities. In response to this demand, two additional sessions have already been scheduled for 2025. The goal is to ensure that every employee, regardless of their role, is fully equipped to provide quality, adapted, and respectful service to all individuals.

FEEDBACK INFORMATION

The Authority has not received any specific feedback regarding the publication and implementation process of its 2023-2026 Accessibility Plan. That said, we maintain several communication channels open for comments or suggestions, and these will be considered as part of the plan's implementation.

In line with the spirit of the Canadian Accessibility Act, we remain committed to adapting our facilities and services to ensure they are accessible to all, and we will take the necessary steps to address the needs and concerns of our employees, partners, and visitors.

We always encourage employees, partners, and visitors to share their feedback and experiences with us, as this helps us identify areas for improvement and strengthen our commitment to accessibility.

CONSULTATIONS

Certification of subsidiaries by Kérout

The subsidiaries have been evaluated and certified by the organization Kérout. Kérout is a non-profit organization with a mission to make tourism and culture accessible and is the primary contact for the Quebec Ministry of Tourism. Kérout's certification assesses the accessibility of a site from the visitor's perspective and the level of autonomy that a person with a disability can experience when visiting a facility. The evaluation criteria are based on the *Accessibility Guide for Buildings – Building Code, Chapter I – Building*, and the *National Building Code – Canada 2015*, and comply with the highest accessibility standards. Additionally, the criteria take into account consultations with people with disabilities and numerous studies. Kérout certifications are valid for five years.

To conduct the evaluations and certification of the various subsidiaries, a representative from Kérout visited **La Cale, l'Agora and l'Oasis du Port de Québec** and assessed accessibility based on specific criteria established by Kérout, then assigned an official rating, which is subsequently published on various tourist platforms. In addition to certifications, Kérout produced reports detailing identified barriers and suggesting improvements to optimize the accessibility of certified establishments.

The three sites were evaluated by K roul on October 3, 2023, and the evaluation reports were produced on November 1, 2023.

La **Cale du Port de Qu bec** initially received the rating "not accessible" for people with reduced mobility. After applying K roul's recommendations, as described in the Built Environment section of this report, the site is now rated "accessible" for people with reduced mobility.

The **Agora du Port de Qu bec** received the rating "partially accessible" for people with reduced mobility. Specifically, the spaces allocated for ticket holders with disabilities are located some distance from the stage, while the pit area near the stage remains inaccessible. Recommendations were also made to improve existing accessible restrooms.

The **Oasis du Port de Qu bec** received the rating "not accessible" for people with reduced mobility. Although the Authority has worked to make certain parts of the site accessible, mainly the rest areas on the dock, the main ramp leading to the perimeter of the swimming area does not comply with accessibility standards due to the influence of tides, which constantly change its slope.

Je Participe Platform

The Port of Quebec's Je Participe platform has a section dedicated to universal accessibility. It serves as a specific forum to receive feedback related to accessibility, allowing any interlocutor to submit feedback related to the Port of Quebec's accessibility actions. This platform has been in operation since 2022. However, no comments have been submitted through the platform.

Port-Community Advisory Committee

The Port-Community Advisory Committee maintains an ongoing communication channel with local stakeholders from all walks of life. This committee addresses several key issues that are of concern to citizens. In addition to responding to citizens' concerns, the Authority presents various projects before their implementation to allow committee members to share their comments. This valuable conversation space is part of the Authority's sustainable development efforts and acknowledges the importance of citizens in the development of the port territory. The number of meetings will increase from 4 to 5 per year in 2025.

A representative from K roul sits on the committee meetings, and a statutory point on accessibility is presented and discussed with the members during meetings to gather their feedback and improve the actions taken by the Port of Quebec. This committee had specifically reviewed and commented on the Authority's 2023-2026 Accessibility Plan.

Universal Accessibility Committee

The Universal Accessibility Committee was established in early 2025 to create a direct dialogue forum with people with disabilities and major organizations dedicated to accessibility and the advocacy of people with disabilities.

The first meeting of this committee took place on April 14, 2025. The committee consists of representatives from the Port of Quebec, site managers from recreational-tourism facilities, K roul representatives, the director of the Association r gionale de loisir pour personnes handicap es (ARLPH Capitale-Nationale), and the director of the Regroupement des organismes de personnes handicap es (ROP03 Capitale-Nationale).

At this first meeting, the 2023-2026 Accessibility Plan was presented to committee members to get their feedback on the Port of Quebec's goals and objectives. Consensually, members expressed their appreciation for the actions taken by the Port of Quebec so far, notably the

creation of this advisory committee offering a specific discussion forum to address accessibility issues.

Members suggested improving the methods of disseminating accessibility actions to better raise awareness among people with disabilities. Specifically, they recommended sharing this type of information directly with associations, as they maintain privileged contacts with this audience, who may not always be reached by more traditional media. Committee members also shared key principles: having a site that is accessible is not enough as the overall customer experience must be considered; and an accessible experience allows a person with a disability to be a participant, not just a spectator.

Committee members also reminded that disability should not be taxed, meaning that if an accompanying person required to attend an event, purchasing an additional ticket for that person should not be necessary. Since this meeting, the Authority has implemented this measure for the **Agora du Port de Québec**, which will be mentioned at the next committee meeting and soon promoted.

Walk on Universal Accessibility

On May 26, 2025, as part of National Universal Accessibility Week 2025, a walking tour was organized by the Community Relations Department of the Port of Quebec. The purpose of this tour was to let the senior management of the Port of Quebec experience the challenges that people with different disabilities (visual impairment and reduced mobility) face when navigating the port territory, including the **Quebec City Cruise Terminal**, la **Cale du Port de Québec** and the Port Authority's offices.

The senior management team of the Port of Quebec, including the President-CEO, Vice President of Operations, Vice President of Infrastructure, Corporate Secretary, and Vice President of Human Resources, were guided by representatives from Kéroul and directors from the aforementioned ARLPH, ROP03, and RPHV. The municipal councillor responsible for accessibility issues in Quebec City was also present.

This highly telling exercise generated a significant increase in awareness regarding the obstacles present on the Authority's territory. Detailed feedback from this event will be provided at the next meeting of the Universal Accessibility Committee to make the most of it.