



Progress Report - June 2026

Implementation of the Accessibility Plan



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Version
01

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TARGET PERIOD

This report covers the period from April 1, 2025, to March 31, 2026.

GENERAL INFORMATION

The Quebec Port Authority (“the Authority”), which values feedback from its employees, partners, and citizens regarding their experience with the Authority, invites you to submit your questions or suggestions for improvement to:

Designated contact for feedback on behalf of the Authority

The Director of Community Relations is responsible for receiving feedback and answering questions regarding accessibility. The Director also provides copies of the Accessibility Plan and the description of the feedback process in requested formats.

How to submit a request, feedback, comment, or question



By phone, asking to speak with the Director of Community Relations regarding accessibility:

(418) 263-3830



By email, with the subject line “Accessibility”:

signalements@portquebec.ca



By mail, providing a return address:

Accessibility - c/o Management, Community Relations

Quebec Port Authority

150 Dalhousie Street

Haute-Ville Branch, P.O. Box 80

Quebec City, Quebec G1R 4M8

For comments submitted by email or mail, an acknowledgment of receipt will be sent within 5 business days of receiving the comment, except for anonymous feedback. The Authority’s response will be sent via the same method by which the comment was received.

Anonymous Feedback

Individuals who wish to remain anonymous may submit accessibility-related comments anonymously. These comments will be accessible only to Administration staff and individuals directly involved in the Administration’s accessibility improvement process.

Availability of the Progress Report

If you wish to receive this progress report in an alternative format, a version is available at the Administration’s reception desk at 150 Dalhousie Street, Quebec City. You may also request a copy

in Braille or audio format through the Community Relations Department. In this case, please allow 45 days from the date the request is received.

SITE NAMES

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

L'**Agora du Port de Québec** , located at 120 Dalhousie Street, Québec.

L'**Oasis du Port de Québec** , located at 80 Quai Saint-André, Québec.

La **Baie de Beauport** , located at 1 Chemin de la Baie, Québec.

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

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

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

The **130**, a new administrative building located at 130 Dalhousie Street, Quebec City, where the offices from 84, 94, and 150 will be relocated in 2027.

The **94**, an administrative building located at 84 Dalhousie Street, Quebec City.

La **Pointe-à-Carcy** , an urban waterfront park located at 84 Dalhousie Street and Quai Saint-André, Quebec City.

SPECIAL FEATURES

The Administration actively collaborates with cruise lines and tour operators. These partners remain responsible for complying with accessibility standards related to their facilities, communications, and services for persons with disabilities.

HUMAN RESOURCES

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

The Administration has begun work on the following actions identified in the 2023–2026 plan or in previous progress reports:

- Develop and communicate a new equity, diversity, and inclusion policy to employees.
- Prioritize accessibility issues in the organizational project to consolidate its administrative staff.

In 2025–2026, the Administration continued this work by taking the following steps:

- Continued collaboration with the organization La Croisée to have its job postings reviewed in order to ensure that role descriptions are inclusive and free of accessibility-related barriers. La Croisée continues to distribute the Administration’s job postings.
- Adapting workspaces as needed, for example by providing a sit-stand desk when requested by employees for medical reasons.
- Gradual transition of the entire office fleet to sit-stand desks, with the objective of equipping all workstations ahead of the move to the **130**, scheduled for September 2027.

INFORMATION AND COMMUNICATIONS TECHNOLOGY

In accordance with the 2023–2026 Accessibility Plan, the Administration implemented a complete redesign of its website, www.portquebec.ca, in 2024–2025. In doing so, this new version of the website, available in French and English, was designed with the goal of improving accessibility. Nearly 200 hours of work were specifically dedicated to accessibility issues during the development process.

Technical elements were incorporated into the website’s design:

- Compliance with WCAG 2.1 standards (Level AA)
- Use of an easily readable font with sufficient spacing and enhanced contrast
- Enlarged clickable areas
- Inclusion of keyboard navigation
- Addition of ALT tags to images
- Integration of an audio playback module and a contrast adjustment button
- Addition of explicit link destination text and an external link icon when a button or link directs the user off-site.

At the same time, the Administration has adopted new accessibility practices over the past two years as part of its social media communications:

- Addition of alternative text (ALT) to images posted on Facebook and Instagram
- Incorporation of captions on videos
- Adopting clear and inclusive language in posts

During the 2025–2026 fiscal year, the Administration completely redesigned all websites for the various port areas (La Cale, L’Agora, Baie de Beauport) by incorporating universal accessibility requirements.

The website also details how to access the Accessibility Plan. Finally, it complies with the Web Content Accessibility Guidelines (WCAG), except in cases where such compliance is impractical.

COMMUNICATIONS, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Given that foot traffic is proportionate to the number of employees working at **Cruise Terminals 84 and 130**, the Administration has opted for a personalized assistance service approach. The Administration continuously trains its employees and raises their awareness of how to provide appropriate assistance to users with disabilities. They are expected to promptly and systematically

offer assistance to anyone who may need it or who requests it. They always ensure that the proper boarding and disembarkation of passengers requiring special assistance is coordinated with each cruise ship operations team.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

In accordance with the 2023–2026 Accessibility Plan, the Administration began a comprehensive review of its procurement policy in 2024, now titled the Responsible Procurement Policy. This policy reinforces fundamental accessibility principles, which are subsequently incorporated into the Administration’s contract templates as well as into training for employees involved in procurement.

In September 2025, the Administration announced its new Responsible Procurement and Delegation of Authority Policy and related guidelines, which came into effect on October 1st, 2025. Mandatory training was provided to all employees. Among its key themes, the policy includes measures applicable to suppliers, notably those promoting compliance with the Canadian Accessibility Act (S.C. 2019, c. 10).

From a practical standpoint, La **Baie de Beauport** continued its efforts to acquire specialized equipment for swimming accessible to people with reduced mobility and continued to increase the number of access ramps throughout its site.

PROGRAM AND SERVICE DESIGN AND DELIVERY

During the previous fiscal year, the Administration gathered information through public consultations and advisory committees. Since then, and following the recommendations, several improvements have been made to facilitate the use of certain facilities:

At La **Baie de Beauport** , to improve the overall visitor experience, dedicated parking spaces have been moved closer to the site entrance so that people with disabilities can enter via a dedicated, shorter access route free of lines. Access ramps have been added throughout the site—five in total—to further enhance overall accessibility.

At L’**Agora du Port de Québec** , spectators holding a ticket for a person with a disability may attend a show with a companion at no additional cost. Several measures have been implemented, including an increased number of spaces reserved for people with reduced mobility and the establishment of an on-demand escort service to assist visitors to their seating areas. Additionally, signage and wayfinding across the site have been improved to facilitate access and enhance visibility for all spectators.

TRANSPORTATION

Initiatives in the transportation sector aim to remove barriers to accessing sites in the Port of Québec. Cruise terminals, which serve as entry points for passengers arriving on cruise ships, are inspected annually to ensure that the Port Authority buildings housing these terminals comply with accessibility standards, with the ongoing objective of improving accessibility and inclusion.

Additionally, at l’**Agora du Port de Québec** , paratransit services have special authorization to use a lane and parking area normally inaccessible to the public, allowing passengers to be dropped off in the immediate vicinity of the site. The L’Agora du Port de Québec website includes an overview of the eco-friendly measures implemented across the site under the Sustainable Development section. This information notably includes initiatives related to social responsibility, as well as details regarding the action plan aimed at improving accessibility for people with reduced mobility.

At **Terminal 84**, private carriers hired by cruise passengers with disabilities have special authorization allowing them to access the pier directly to pick up and drop off these customers as close as possible to the ship's disembarkation area. In 2025, the Terminal 84 was assessed for accessibility by the organization Kéroul. This site received a "Partially Accessible" rating from Kéroul.

At **Terminal 30**, the Administration continues to provide an accessible shuttle for each cruise operation to transport passengers from the terminal to the Old Port tourist area. In 2025, the Terminal 30 was assessed for accessibility by Kéroul. This site has been rated "Accessible" by Kéroul.

Regarding **La Cale du Port de Québec**, its website was updated to better highlight accessibility features, as the site may appear difficult to access because of its terraced decks and cascading pools. Within the Sustainable Development section, specifically under the Accessibility and Facilities for People with Reduced Mobility subsections, a list of the facilities provided by La Cale du Port de Québec is presented. This list details, in particular, access to the pools, the availability of accessible restrooms, as well as accessible tables and bar areas.

Regarding **L'Oasis du Port de Québec**, the Administration has also updated its website to highlight features related to the site's accessibility. The Sustainable Development section of the website includes a list of accessibility-related facilities available at L'Oasis du Port de Québec. This list includes detailed information on assisted access to the marquee and swimming areas, the availability of accessible restrooms, as well as accessible picnic tables and bar areas.

BUILT ENVIRONMENT

Following the publication of its 2023–2026 Accessibility Plan, the Administration has prioritized tangible improvements to its public sites.

La Cale

In 2024, La Cale was assessed for accessibility by the organization Kéroul, in a report released in January 2024. This site continues to hold an "Accessible" rating from Kéroul.

In 2024–2025, the Administration implemented the recommendations made in this report, including:

- The access ramp was completely rebuilt with the support of a \$100,000 grant from the Tourist Attractions Accessibility Program, making the site's various levels accessible.
- A ramp providing access to the water was added.
- Approximately 80 feet of mobility-assistance mats were added.
- Improvements were made to the restroom (signage, leveling of the door threshold, addition of grab bars).

In 2025–2026, the number of spaces designated for people with reduced mobility was increased. Stickers were added throughout the La Cale location to reserve these designated spaces for their use.

L'Agora du Port de Québec

Signage identifying spaces for people with disabilities was repainted to clearly highlight and promote these spaces to the general public. L'Agora is already equipped with accessible restrooms. The number of spaces reserved for people with reduced mobility has been increased, and an on-

demand service has been implemented to assist visitors in reaching the main plaza. The site has been rated “Partially Accessible” by K eroul.

La Baie de Beauport

In addition to the improvements made regarding programming and acquisitions, La Baie de Beauport has implemented the following improvements:

- Installation of dedicated electrical outlets for charging electric scooters
- Installation of power-assisted doors at the main pavilion

The Administration has applied for a grant from the Tourist Facility Accessibility Program to add a ramp to the building housing the restrooms in the beach area in 2026. This site has been rated “Accessible” by K eroul.

L’ Oasis

Several accessibility features are already in place, including a restroom adapted for people with reduced mobility, an accessible picnic table, and spaces designed to be accessible, such as the terraces, the bar, La Folle Tabl ee restaurant, and the swimming area.

In addition, the Administration has reached an agreement with the adjacent Espace Quatre Cents, which belongs to Qu ebec City, to allow people with disabilities to use their accessible restrooms. This accommodation is necessary because the only drainage pipe serving the nearby pier is located in an area that cannot be made accessible in compliance with applicable standards.

L’Oasis plans to soon build a changing room adapted for guests with reduced mobility, as well as upgrade and improve the various access ramps.

This site has been rated “Partially Accessible” by K eroul.

Terminal 84

Terminal 84 is now rated “Partially Accessible” by K eroul. The 2025 evaluation report highlighted a shortage of parking spaces reserved for people with disabilities. The number of spaces has been increased and they are clearly marked, while ensuring an accessible route to the site entrance.

Several adjustments are also required to the terminal’s restrooms, along with repairs to the sidewalk in front of the building, to ensure a barrier-free entrance. Additionally, both the site entrances and the event hall are accessible.

Terminal 30

Terminal 30 was built in 2019 in compliance with accessibility standards. In October 2025, the site was certified as accessible by K eroul. Terminal 30 also holds an “Accessible” rating for people who are blind or visually impaired.

The evaluation report included several recommendations to improve parking, entrances, event spaces, and the walkway at Terminal 30 in order to further enhance accessibility and safety. The development of a site map is also recommended to help locate the various facilities and to incorporate tactile elements.

130 DALHOUSIE

The relocation of employees from Buildings 150, 84, and 94 to 130 Dalhousie is scheduled for late 2027. During the renovation of the new building, the Administration is incorporating several measures to ensure accessibility in accordance with Canadian legislation. The building already incorporates several accessibility features, such as access ramps, elevators, and a passenger lift, all of which facilitate access for people with reduced mobility, including access to the basement.

The following measures are planned as part of the renovation of 130 Dalhousie, scheduled for 2025-2027, to further improve accessibility within the building:

- Some existing restrooms have been redesigned to become accessible. An accessible restroom will be available on every floor of the building.
- Certain office spaces will be adaptable for wheelchair users. Furniture may be rearranged to accommodate individuals with specific needs.
- As glass partitions are planned throughout the building, horizontal bands or graphic elements will be incorporated into the glass walls to enhance their visibility.

The signage mandate remains ongoing, and the Administration is in discussions with professionals to determine the measures that will be taken to ensure compliance with Canadian Standard *B651, Accessible Design for the Built Environment*.

La Pointe-à-Carcy

La Pointe-à-Carcy is a unique urban waterfront park where large cruise ships dock. In October 2025, the site was assessed by Kéroul and certified as "Accessible."

The recommendations made for the Terminal 84 site regarding parking also apply to La Pointe-à-Carcy. In particular, the site lacks accessible tables and water stations. The assessment report recommends adding signage to indicate nearby facilities, as well as installing tactile indicators to ensure continuity along the route between La Pointe-à-Carcy and La Place des Canotiers.

PROVISIONS OF THE CTA REGULATIONS ON ACCESSIBILITY

Canadian Transportation Agency accessibility regulations to which the Quebec Port Authority is subject:

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

Cruise terminals are the only sector of the Authority covered by these regulations, given their role in transporting passengers via cruise ships.

Annually, the Authority conducts an audit of its terminals followed by feedback to the CTA to ensure compliance with every section of the Regulations.

CULTURE OF ACCESSIBILITY AND INCLUSION

In accordance with the 2023–2026 Accessibility Plan, in recent months, particular emphasis has been placed on ongoing employee training to foster a culture that is inclusive and respectful of people with disabilities.

On May 15, 2025, Kéroul delivered an initial technical training session for site managers. This training focused on the accessibility standards to be followed to ensure an excellent customer experience, as well as on adapting evacuation plans for people with disabilities. Participants left with a better understanding of the legal and practical requirements regarding accessibility and safety.

A second training session was held on May 22, 2025, this time open to all QPA employees. This training, titled “Complice” and led by Kéroul, aimed to raise employee awareness of accessibility issues by teaching them how to become better allies for people with disabilities. It covered various forms of disability and best practices for adapting customer service and the workplace, particularly regarding communication and respectful interaction.

Employee feedback highlighted a desire for more in-depth training, particularly on best practices for adapting services to various types of disabilities. In response, two additional training sessions have already been scheduled for 2026. The goal is to ensure that every employee, regardless of their role, is fully equipped to provide high-quality, adapted, and respectful service to all individuals.

DETAILS ON FEEDBACK

The Administration has not received any specific feedback regarding the publication and implementation of its 2023–2026 Accessibility Plan. That said, we maintain several open channels of communication for comments or suggestions, and these will be taken into account as the plan is implemented.

In keeping with the spirit of the *Canadian Accessibility Act*, we remain committed to adapting our facilities and services to make them accessible to everyone, and we will take the necessary measures 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 Port Facilities by Kéroul

Port areas have been evaluated and certified by Kéroul. Kéroul is a non-profit organization whose mission is to make tourism and culture accessible, and it serves as the primary point of contact for the Quebec Ministry of Tourism. Kéroul’s certification assesses a site’s accessibility from the visitor’s perspective and in terms of the independence a person with a disability can experience while visiting a facility. The evaluation criteria are based on the *Guide to Building Accessibility - Building Code, Chapter 1 - Buildings*, and the *National Building Code - Canada 2015*, and meet the highest accessibility standards. Additionally, the criteria incorporate consultations with people with disabilities and numerous studies. Kéroul certifications are valid for a period of 5 years.

Kéroul has assigned an official rating, which is then shared across various tourism platforms. In addition to the certification, Kéroul has produced reports detailing the identified barriers and proposing recommendations for improvement to optimize accessibility at certified establishments.

Terminal 84 received a “Partially Accessible” rating for people with reduced mobility in October 2025.

La Pointe-à-Carcy received the “Accessible” rating for people with reduced mobility in October 2025.

Je Participe Platform

[The Port of Québec’s Je Participe](#) platform includes a section dedicated to universal accessibility. It features a dedicated forum for receiving comments related to accessibility, allowing anyone to submit feedback regarding the Port of Québec’s accessibility initiatives. This platform has been operational since 2022 and was updated in 2025. However, no comments regarding accessibility have been submitted via the platform to date.

Port-Community Coexistence Committee

The CCPC helps maintain an ongoing channel of communication with local stakeholders from all walks of life. This committee addresses several issues that are central to citizens’ concerns. In addition to addressing citizen concerns, we present various projects to the committee prior to their implementation to allow members to provide feedback. This forum for dialogue is part of the Administration’s sustainable development approach and reflects the important role citizens play in the development of the port area. The number of meetings increased from 4 to 5 per year in 2025.

A representative from Kéroul always attends the committee meetings, and a statutory item on accessibility is presented and discussed with members during the meetings to gather their feedback and improve the actions taken by the Port of Québec. This committee reviewed and provided feedback on the Authority’s 2023–2026 Accessibility Plan and will be invited to make recommendations regarding the content of the upcoming 2027–2030 Accessibility Plan.

Universal Accessibility Committee

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

The committee’s first meeting took place on April 14, 2025. The committee is composed of representatives from the Port of Québec, representatives from recreational and tourism site managers, representatives from Kéroul, the director of the Regional Recreation Association for People with Disabilities (ARLPH Capitale-Nationale), and the director of the Coalition of Organizations for People with Disabilities (ROPO3 Capitale-Nationale).

The Port of Québec plans to reconvene this committee in 2026 to inform its deliberations for the upcoming 2027–2030 Accessibility Plan and to provide participating organizations with another opportunity to share feedback on the various sites since the previous year.