



Corner Brook Port Corporation
Accessibility Plan and Feedback Process
2024 – 2027

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Message from the Corner Brook Port Corporation

I am pleased to introduce our first Accessibility Plan and Feedback Process for the Corner Brook Port Corporation (CBPC), commonly known as the Port of Corner Brook. This plan spans three years, starting in 2024, and will include evaluations and progress reports annually.

The Port of Corner Brook is committed to creating a barrier-free workplace environment that is accessible, inclusive, and supportive of our community, the public, and cruise travellers. We are excited to begin improving accessibility throughout the Port and appreciate the public for their time and valuable feedback.



Jackie Chow
CEO

About the Port of Corner Brook

Corner Brook Port Corporation (CBPC) is an independent, community-based organization that provides high-quality ocean transportation and distribution services through strategic partnerships. Its vision is to create economic value by connecting Western Newfoundland globally through tourism and trade. The Corporation achieves this through its three lines of business: industrial port operations, real estate, and cruise tourism.

Key Terms

As defined by the Act, a **barrier** is “anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Whereas **disability** is defined as “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.”

Provision of CTA Accessibility-Related Regulations

The CBPC is subject to the Canadian Transportation Agency's [*Accessible Transportation for Persons with Disabilities \(ATPDR\)*](#), Part 1, *Requirements Applicable to Transportation Service Providers*, and Part 4, *Requirements Applicable to Terminal Operators*.

General

The CBPC appreciates your time and valuable feedback in developing our 3-Year Accessibility Plan. The CBPC will share your feedback only with staff and persons directly involved in the process of improving accessibility within the Port of Corner Brook. Your feedback will be acknowledged in the same format in which it was received. Anonymous feedback is accepted via digital survey or mail without a return address.

Contact Us

To request alternative formats of the 2024 – 2027 Accessibility Plan, to provide feedback, or to request additional information, please contact:

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R.A. Pollett Building, 61 Riverside Drive
Corner Brook, NL, A2H 6T2

Website: <https://www.cornerbrookport.com/>

Facebook: <https://www.facebook.com/portofcornerbrook/>

Instagram: <https://www.instagram.com/portofcornerbrook/?hl=en>

For those who are deaf or hard of hearing, we invite you to contact us by using the free Video Relay Service: <https://srvcanadavrs.ca/en/>

For print, large print, and electronic formats, the CBPC will provide a copy within 15 days of receipt of request. For braille or audio formats, the CBPC will provide a copy within 45 days of receipt of request.

Consultations

Efforts to consult were made with the following individuals, organizations, and associations in Newfoundland and Labrador:

Corner Brook Specific

- Autism Society of Newfoundland and Labrador
- Canadian Council of the Blind
- Corner Brook Port Corporation Tenants, Board of Directors and Staff
- Inclusion Canada NL

Other

- Canadian Hard of Hearing Association
- Coalition of Persons with Disabilities NL

Representatives from the aforementioned list were contacted in November 2024 via email to provide preliminary feedback on current accessibility measures at the Port. Participants were encouraged to complete the digital survey and/or conduct a site visit, with a virtual option available. The feedback period was open for two (2) weeks. An extension was provided to stakeholders directly affiliated with the Port.

The survey included both mandatory and optional questions, gathering information based on participants' connection to the study and their experiences or observations of

accessibility barriers at the Port. It covered all seven pillars for both 11 Riverside Drive (dockside) and 61 Riverside Drive (office building). The survey included open-ended questions inviting suggestions for improvement, and participants were given the option to opt in to receive annual updates on the progress.

Most responses highlighted the physical barriers present at 11 Riverside Drive, including issues with access to washroom facilities, vendor markets, and staff spaces. There was also discussion regarding the limited transportation options with wheelchair assistance and the lack of promotion for alternative ways to enter the city.

In addition to physical barriers, the lack of braille and other language options was also identified. Further, a safety audit was suggested to ensure our practices align with accessibility standards. Our stakeholders have requested that we offer a continuous anonymous feedback option to ensure transparency in our process.

CBPC Management reviewed the survey results and compiled a list of new action items to evaluate based on feasibility (time, budget, built environment, etc.). As we upgrade our aging infrastructure, we will ensure that accessibility is a key consideration. In addition, CBPC has committed to engaging with a marketing agency to update Port website and signage guided by standards set forth in the ACA.

Areas Governed by the Accessible Canada Act: Action Plan

The CBPC Accessibility Action Plan is divided into seven pillars:

- 1. Employment
- 2. The Built Environment
- 3. Information and Communication Technologies
- 4. Communication, Other Than Information and Communication Technologies
- 5. The Design and Delivery of Programs and Services
- 6. The Procurement of Goods, Services, and Facilities
- 7. Transportation

Each section will highlight steps the CBPC has committed to take to improve accessibility by preventing and eliminating barriers in the workplace. Our actions have been further divided into short-term, medium-term, and long-term objectives as outlined below.

Timeline	Description
Short-Term	Action initiated within 2 years
Medium-Term	Action initiated within 5 years
Long-Term	Action initiated within 10 years

1.0 Employment

The Corner Brook Port Corporation has 7 full-time employees and 16 part-time seasonal employees. The CBPC is dedicated to fostering an inclusive workplace that empowers persons with disabilities to thrive by eliminating barriers to accessibility. We are committed to cultivating a welcoming, respectful, and equitable employment environment for all. Our action plan aims to enhance our ability to attract and retain talent from the disability community.

	Action Items	Timeline
1.1	Incorporate an annual Accessibility Progress Report in our Western Terminal Newsletter, ensuring that all stakeholders are informed on our current initiatives and advancements.	Short-Term
1.2	Revise onboarding materials for employees and contractors to include current information on the Accessible Canada Act (ACA) and details on how to access the CBPC 2024–2027 Accessibility Plan.	Short-Term
1.3	Conduct a review of job postings through an accessibility lens, ensuring the use of inclusive language. Each posting should include the equity statement and provide instructions for submitting applications in accessible formats.	Short-Term
1.4	Ensure that staff engaged in the hiring process and ongoing management are educated on the requirements set by the ACA	Medium-Term
1.5	Create an equity statement that offers candidates with disabilities accommodations in both the interview and workplace setting.	Short-Term
1.6	Update our Diversity and Inclusion statement to be inclusive of race, ethnicity, gender, age, sexual orientation, disability, and all other dimensions of identity.	Short-Term
1.7	Highlight National AccessAbility Week by participating in events aimed at increasing awareness of accessibility and disability inclusion, as well as reducing stigma and addressing attitudinal barriers.	Medium-Term

2.0 The Built Environment

The built environment refers to human-made structures, features, and facilities. The CBPC oversees approximately 22 acres of land, which includes cargo-handling, storage, vessel service and supply, and the international cruise ship industry. As well, the CBPC has numerous corporate and industrial tenants at facilities located at 11, 25, 59, 61, and 85 Riverside Drive.

	Action Items	Timeline
2.1	When undertaking a new build, ensure the project incorporates an accessibility lens and adheres to established minimum requirements.	Medium-Term
2.2	Conduct a wayfinding review and develop inclusive signage that includes tactile and Braille elements, internationally recognized pictograms, and enlarged, easy-to-read fonts.	Medium-Term
2.3	Review and assess safety and emergency plans to identify changes required to address the needs of persons with disabilities.	Short-Term
2.4	Conduct a site review of the built environment and, where feasible, identify accessibility improvements to infrastructure, considering budget and timeline.	Medium-Term
2.5	Develop a monthly checklist to review accessibility features and confirm their proper working order.	Short-Term

3.0 Information and Communication Technologies

As defined in the Act, to improve accessibility in information and communication technologies, a review of all telecommunication systems, computer systems and networks owned, operated, or controlled by the CBPC must be conducted. This includes interfaces for employees, contractors, and the public, such as websites and social media platforms, among others.

	Action Items	Timeline
3.1	Research existing adaptive technologies and explore how it can be integrated into the Cruise Welcome Program, particularly in relation to interactive maps, tablets, and other digital tools.	Medium-Term
3.2	Educate staff on the importance of inclusive language and accessibility, and review and revise current policies and manuals to ensure they align with these standards.	Medium-Term
3.3	Redesign the CBPC website to meet WCAG 2.0 standards, incorporating text alternatives, described video, appropriate font styles and sizes, and the use of inclusive, plain language where possible.	Medium-Term
3.4	Incorporate alternative methods of communication for all job advertisements, RFPs/EOIs, and general postings, including options such as email, telephone, and mailing address.	Short-Term
3.5	Review our social media content to ensure it considers colour contrast, includes text alternatives, and uses clear, concise, and inclusive language.	Medium-Term

4.0 Communication, Other Than Information and Communication Technologies

This section of our 2024 - 2027 Accessibility Plan is focused on how to communicate effectively and respectfully using inclusive and clear language in spoken, written, signed and other forms of communication.

	Action Items	Timeline
4.1	Provide training for staff on how to create accessible documents.	Medium-Term
4.2	Compile a list of individuals who provide sign language services in our region and share it with tour operators.	Short-Term
4.3	Conduct a review of the public-facing sections of our website to ensure the use of clear and inclusive language.	Medium-Term
4.4	Train staff on how to assist individuals with disabilities, emphasizing the importance of inquiring about their preferred methods of assistance.	Short-Term

5.0 The Design and Delivery of Programs and Services

The CBPC will assess the design and delivery of programs and services, including the Cruise Welcome Program, through an accessibility lens and in consultation with individuals with disabilities. Feedback will be actively encouraged, with the option for anonymity provided.

	Action Items	Timeline
5.1	Develop accessibility guidelines that outline planning requirements, such as method of delivery, and messaging for events.	Medium-Term
5.2	Ensure that announcements and speeches are of high quality, utilize plain language, are articulated clearly, and are delivered at a pace that is easily understandable.	Short-Term
5.3	Assess options to create a designated quiet space	Long-Term
5.4	Create a dedicated tab on our website to continuously gather feedback on accessibility at the Port, with QR codes posted throughout the property for easy access.	Medium-Term

6.0 The Procurement of Goods, Services, and Facilities

As defined by the Act, procurement refers to the purchasing of goods, services and facilities, and the overall evaluation process (i.e. research, request, etc.).

	Action Items	Timeline
6.1	Enhance understanding of accessibility practices in relation to procurement.	Short-Term
6.2	Review and identify existing barriers within the current procurement framework.	Medium-Term
6.3	Review the contract template to ensure it incorporates inclusive language, accessibility provisions, and relevant clauses.	Medium-Term
6.4	Require proponents to outline how they will address accessibility in their proposals.	Medium-Term

7.0 Transportation

Employees are generally responsible for their own transportation to and from the workplace. The CBPC owns one work truck, used by Port staff, that is not accessible. As part of the Cruise Welcome Program, the CBPC has contracted local bus operators to provide a shuttle service. In our region, there is one bus equipped with a hydraulic wheelchair lift. A limited number of buses feature designated wheelchair-accessible seating, while most only have space for foldable wheelchairs. Most operators require their drivers to wear headsets to amplify their voices.

	Action Items	Timeline
7.1	Engage with experts in different types of disability groups to understand how marine infrastructure can be modified to reduce or eliminate barriers.	Long-Term
7.2	Collaborate with the cruise industry, including tour operators and local service providers, to enhance accessibility services.	Long-Term
7.3	Provide optional accessibility customer service training to frontline staff working with cruise, including transportation providers, tour guides, etc., with a refresher course offered every three years.	Short-Term
7.4	Compile a list of accessible ground transportation services to promote on the cruise tab of our website and include in our "letter to the ship."	Short-Term
7.5	Designate accessible parking spaces adjacent to the cruise dock specifically for wheelchair-accessible taxis and other services.	Long-Term
7.6	Establish a designated storage area for wheelchairs and scooters as part of the Cruise Welcome Program.	Medium-Term
7.7	Ensure that Port wheelchairs are readily accessible, well-maintained, and appropriately stored.	Medium-Term
7.8	Effectively inform cruise lines that the Port offers a golf cart to assist persons with disabilities while on the dock.	Short-Term
7.9	When available, schedule a wheelchair-accessible bus for each cruise day.	Long-Term