



2023-2024 ACTION PLAN

Accessibility Committee

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1

Employment

Target 1: Ensure that all employees engage in accessibility training that should include an overview of the fundamentals as well as relevant accessibility legislation and the Corporation's accessibility policies and procedures.

Target 2: Identify accessibility barriers within the Corporation using engagement surveys, meetings, and focus groups with the help of the Accessibility Committee and other internal EDI committees.

Target 3: Offer internship opportunities in partnership with local organizations, including educational institutions and organizations that promote the employment of those with disabilities.

Target 4: Employ personnel that is representative of where we operate and offer our activities, goods, and services with the help of partnerships established through awareness initiatives or with EDI-centred organizations.

2

Build Environment and Design of Public Spaces

Target 1: Undertake detailed design studies for the installation of an elevator in the Science Centre's Mini Mondo area.

Target 2: Design plans for an elevator in the Science Centre's Mini Mondo area.

Target 3: Establish a new administrative area at our headquarters in keeping with accessibility standards.

Target 4: Establish an accessible public square at Clock Tower Quay.

Target 5: Design plans and renovate the service counter (box office) to include accessibility features.

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3

Information and Communications Technology (ICT)

Target 1: Perform an analysis of potential information systems that can be more accessible for those with disabilities.

Target 2: Develop action plans to address weaknesses in our enterprise systems using Accessibility, Accommodation and Adaptive Computer Technology (AAACT) standards.

4

Communications Above and Beyond ICTs

Target 1: Put in place a visit planning guide for visitors with special needs.

Target 2: Create an accessibility terminology guide.

Target 3: Offer customer service training that enables us to meet a diversity of needs for specific audience segments.

Target 4: Upgrade all evacuation plans to better consider all types of limitations.

Target 5: Create a visit guide for visitors with limitations and disabilities.

Target 6: Close out the summer season by recognizing event producers who excelled at putting accessibility at the forefront of their event planning and delivery.

Target 7: Lead a client survey that addresses accessibility.

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5

Acquisition of Assets, Services, and Installations

Target 1: Establish a committee that includes individuals with disabilities for the purpose of auditing information technology barriers.

6

Program and Service Design and Delivery

Target 1: Add subtitles to all videos presented in the *Explore* exhibition.

Target 2: Create an accessibility checklist to support exhibition design and development.

Target 3: Organize events centred on various kinds of disabilities.