

# ACCESSIBILITY

## 2021-2023 Action Plan



VISITOR SERVICE IMPROVEMENTS	COMPLETE	IN PROGRESS	PLANNED
Addition of core accessibility-related content to all employee training (90-minute module focused exclusively on accessibility and offered by a specialized firm).	X		2020
Specialized training offered to Maintenance and Construction Department employees about accessibility standards to take into consideration for all infrastructure work.		X	2021
Talks and webinars geared towards managers on topics relating to accessibility.			2022
Renewal of service agreement with a firm specialized in accessibility to further upgrade our operational processes in line with accessibility standards.			2022
Establishment of an action plan towards improved visitor service in 2022-2023.			2022