

	Applies to: BPA independent contractors, agents, volunteers or otherwise; and all other persons who provide goods or services to members of the public and third parties.	Issued:	Revision #
Author:	Approval:	Next Review:	

Accessibility Policy – Belledune Port Authority

1. General

Feedback

At Belledune Port Authority (BPA), we are continually striving to improve accessibility. Feedback, questions or suggestions regarding accessibility is welcomed. The organization will ensure that its process for receiving and responding to feedback is accessible as required or requested. Feedback can be provided in the following ways:

Contact Person for Accessibility Plans and Barriers: Julie Pinette, Senior Administrative Advisor

Via Email: HR@portbelledune.ca

Via Physical Mail: Address: BELLEDUNE PORT AUTHORITY/ADMINISTRATION PORTUAIRE DE BELLEDUNE : Attn HR

112 promenade Shannon Drive

Belledune, NB E8G 2W2

Via Phone: Phone Number: (506) 522-1200

This Policy and the Accessibility plan are available in alternative formats upon request: Print, large print, braille, audio, and an electronic format. Requests for these alternative formats can be made through the contact information above.

2. Accessibility Statement

The BPA is committed to meeting the standards for accessibility as set out in the *Accessible Canada Act*.

As part of its commitment, BPA will identify, remove and prevent barriers for people with disabilities in its:

- employment;
- built environment;
- information, communications and technology;
- procurement of goods services and facilities; and
- design and delivery of programs and services.

The BPA is committed to providing an accessible environment where all individuals have equal access to the organization's services and employment that meets the individual needs of persons with disabilities in a way that maintains their dignity and independence. BPA believes in integration and will take action, to the extent possible, by preventing and removing barriers to accessibility in a timely manner.

BPA shall develop, implement, and maintain policies and procedures governing the provisions of services and facilities to people with disabilities in a manner that:

- maintains their dignity, independence and privacy;
- upon request provides accessible formats or communication supports;
- seeks to provide integrated services;
- provides an opportunity equitable to others to obtain, use and benefit from our services and employment;
- takes into account a person's disability; and,
- where an accessible solution(s) is not generally available, where possible, an alternative reasonable accommodation will be offered.

3. Scope:

This policy applies to all BPA, independent contractors, agents, volunteers or otherwise; and all other persons who provide goods or services to members of the public and third parties.

4. Consultations:

To inform the Accessibility Policy and Plan, the BPA consulted with Ability New Brunswick. Ability New Brunswick provides expertise to employers located in New Brunswick about accessibility. This organization employs and represents individuals from the targeted disability groups who may be impacted by barriers.

The consultation with Ability New Brunswick involved:

- A complete assessment of the physical site with a report identifying any barriers seen by the professionals reviewing along with recommendations.
- Providing expertise on ICT requirements;
- Identification of training resources;
- Identification of employment resources;
- Identification of other resources and;
- Identification of training programs for staff.

5. Training:

BPA will provide training to all staff to create awareness of barriers that may impact individuals with disabilities, an understanding of how they assist create an inclusive workplace and an understanding of their obligations and the expectations of BPA on their behaviour in the workplace.

Several resources will be used for leadership and staff including:

- <https://www.accessforward.ca/>

The Inclusive Language Guide Provided by Inclusion New Brunswick will also be used as a reference for employees.

6. Assistive Devices:

Persons with disabilities are permitted to use their own assistive devices when on BPA's premises for the purposes of obtaining, using or benefiting from BPA's services, programs and facilities. If there is a physical, technological or other type of barrier that prevents the use of an assistive device on BPA's premises, BPA will make its best efforts to remove that barrier. If BPA is not able to remove the barrier, BPA will ask the person with the disability how they can be accommodated, and what alternative measures would enable equal access to BPA's services, programs and facilities. BPA will make its best effort to provide the person with alternative means of assistance.

7. Employment:

- **Recruitment** BPA welcomes applicants with disabilities in its recruitment process and provides information about the availability of accommodations upon request. Job applicants who are selected for an interview and/or assessment shall be notified that accommodations for material to be used in the recruitment process are available upon request. The BPA will include on the Career section of the website and on job ads the following: "The Belledune Port Authority is an equal opportunity employer. Applicants who require accommodation in the recruitment and selection process may contact hr@portbelledune.ca for assistance." BPA will consult with any applicant who requests an accommodation in a manner that considers the applicant's needs. Successful applicants shall be notified about BPA's policy for accommodating employees with disabilities as part of their offer of employment.
- **Employee Supports** BPA informs employees of the accessibility and accommodation policies available to support employees with disabilities. BPA provides this information to new employees as soon as practicable after they begin their employment.
- **Accommodation Plans** In accordance with the Accommodation Policy, individuals who have a need for accommodation in the BPA workplace may request reasonable accommodation. As needed, an Accommodation Plan may include individualized workplace emergency response information.
- **Return to Work Process** As further detailed in the Workplace Accommodation Policy, employees returning to work and requiring disability-related accommodations, may request an Accommodation Plan be developed to facilitate the employee's return to work.
- **Performance Management, Career Development and Redeployment** BPA will consider the accessibility needs of its employees with disabilities as well as any individual Accommodation Plan when providing career development, conducting performance management and considering redeployment.
- **Design of Public Spaces** BPA will comply with including consultation requirements, when undertaking new construction and redevelopment of public spaces.

- **Recruiting Resources** the BPA has Identified the following organizations who may provide assistance with recruiting and assist with required accommodations:
 - Inclusion New Brunswick
 - <https://www.inclusionnb.ca/our-organization/>
 - CNIB Clearing Our Path
 - <https://www.cnib.ca/en/sight-loss-info/clearing-our-path?region=nb>
 - Vision Loss Rehabilitation Canada
 - <https://visionlossrehab.ca/en>
 - NB Deaf and Hard of Hearing
 - <https://nbdhhs.com:451/>
 - Inclusion NB
 - <https://www.inclusionnb.ca/>

8. Information and communication technologies (ICT):

We communicate with people in a way that takes their disabilities into account. We offer several methods of communication which will promptly be provided to employees or clients as requested.

Accessible Format and Communication Support

BPA will endeavour to communicate with BPA stakeholders and employees with disabilities in ways that consider their disability. We will, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible format or communication supports for them. Accessible formats and communication support shall be provided in a timely manner taking into account the person's accessibility needs.

Website - The BPA will ensure their site is compliant with WCAG 2.0 using the Wix platform.

Social media - Social media posts will be as accessible as possible, especially when it comes to posts that include essential information for our public, including:

- Ensuring proper contrast on background and foreground colours;
- When possible, reduce the amount of text in an image post;
- Images have a text alternative when possible;
- Media has a text alternative available in the post-caption; and
- Media does not rely on video or audio to present essential information.

9. Communication not related to ICT:

BPA will endeavour to accommodate the communication needs of those with barriers including:

- Accommodations will be provided as requested for
 - American Sign Language
 - Quebec Sign Language (Langue des signes québécoise), and

- Indigenous sign languages
- The physical environment, in particular public spaces, signage will include the use of braille.
- Emergency plans will consider those who have communication barriers.

BPA will provide resources to staff to assist with creating accessible documents by:

- Ensuring access to programs which assist with creating accessible documents.
- Providing education to staff on creating accessible documents.

10. Built Environment:

BPA will ensure the built environment public spaces are assessed and where required plans are in place to ensure accessibility or accommodation are available to meet the needs of employees, clients and business.

- Where practical adjustments will be made as soon as possible.
- Where required changes are not feasible accommodations will be made to ensure accessibility, requirements are met.
- BPA will comply with consultation requirements when undertaking new construction and redevelopment of public spaces.

11. Procurement of Goods, Services and facilities

BPA will ensure that procurement activities are accessible to all providers.

- BPA will ensure that procurement activities include information about the organization's commitment to accessibility and contact information for information related to how accommodations may be requested;
- Where requested accommodations may be provided to those providing services to BPA as part of its procurement process; and
- Goods being procured by BPA including services or work being completed on facilities will consider the accessibility requirements of the BPA as part of the purchasing process.

12. Design and Delivery of Services

BPA will ensure that it's design and delivery of services will meet accessibility requirements.

The BPA will:

- Remove where practical physical barriers;
- Accommodate requests of clients to meet accessibility requirements;
- Communicate to clients its intention to meet accessibility requirements and provide contact information for questions related to accessibility; and
- Provide a feedback mechanism to clients with regard to accessibility requirements.

13. Transportation:

BPA does not provide transportation services to customers or clients but does from time to time provide tours of the facility which includes transportation around the facility.

In addition, employees who are entering the port area are required to leave their vehicles outside the gates and travel onto the site in a company vehicle.

It is understood by BPA that the current transportation vehicles, which do not have wheelchair accessibility restriction for some staff or tour participants.

- BPA will advise tour organizers of the potential barrier and seek to work with them to find alternatives which may be acceptable meeting safety and security requirements and overcoming the barrier on an individual.
- In the event an employee faces barriers as a result of the vehicle BPA will work with them to determine a way of overcoming the barrier where possible while meeting safety and security obligations.

Glossary: The following words and phrases have the corresponding meanings in this policy:

Accessible Act Canada - the Accessible Canada Act recognizes the existing human rights framework that supports equality for people with disabilities in Canada. This includes:

- the *Canadian Charter of Rights and Freedoms*
- the *Canadian Human Rights Act*, and
- Canada's commitments as a State Party to the *United Nations Convention on the Rights of Persons with Disabilities*

The *Accessible Canada Act* builds on this framework through a proactive and systemic approach for identifying, removing and preventing barriers to accessibility.

The purpose of the *Accessible Canada Act* is to make Canada barrier-free by January 1, 2040.

Accessible formats – Any form of printed or other communication or transactional media which are alternatives to standard print and are accessible to persons with disabilities, including but not limited to: large print, recorded audio and electronic, Braille and other formats.

Accommodation – Adapting or adjusting employment, services or facilities for persons with disabilities when a more inclusive design is not feasible or available. Assistive devices – Any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living, including, but not limited to: a wheelchair, screen reader, listening device or cane.

Barriers: “means 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.”

- **Attitudinal Barriers:** Attitudinal barriers are behaviours, perceptions and assumptions that discriminate against persons with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, to judge, or have misconceptions about a person with a disability.
- **Organizational or systemic:** Organizational or systemic barriers are policies, procedures or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. Organizational or systemic barriers are often put into place unintentionally.
- **Physical:** Physical barriers are elements of buildings or outdoor spaces that create barriers to persons with disabilities. These barriers relate to elements such as the design of a building’s stairs or doorways, the layout of rooms, or the width of halls and sidewalks.
- **Information or Communications:** Information or communication barriers occur when sensory disabilities, such as hearing, seeing or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.
- **Technological:** Technological barriers occur when a device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users. Technological barriers are often related to information and communications barriers.

Communication supports – Supports that persons with disabilities may need in order to access information, including, but not limited to: captioning, alternative and augmented communication supports, plain language, sign language and other supports that facilitate effective communication.

Disability - 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.”

Integration – Integration means that policies, programs and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.

Related Policies and Procedures:

- Accommodation Policy
- Accessibility Plan