

Progress Report 2025/26

General

This progress report is provided by the Belledune Port Authority to meet obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR). This progress report provides updates on the progress BPA has made in implementing its accessibility plan

Feedback

At Belledune Port Authority (BPA), we are continually striving to improve accessibility. Feedback, questions or suggestions regarding accessibility are welcome. 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:

How to provide feedback

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

Link to Policy here:

https://www.portbelledune.ca/files/ugd/6e6ba8_08834770873a49598d48ea6b331b78ec.pdf

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Contact us:

Contact Person for Accessibility Plans and Barriers: Via Email: HR@portbelledune.ca Attn. Julie Pinette, Senior Administrative Advisor

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

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Feedback

No feedback was provided during the 24/25 reporting year from outside parties.

No Feedback was provided during the 25/26 reporting year from outside parties.

Lessons and Challenges:

While implementing planned changes, some challenges were encountered related to limited resources to carry out some of the Built requirements, while other changes which are more administrative in nature such as introducing policies or training were easier to keep on schedule. As a result of this learning, some items were moved to the following year with a more concrete plan for implementing the change.

Training:

In 2024, all staff were provided with a copy of the Accessibility policy and plan in June 2024. This included links to training and the Inclusive Language Guide provided by Inclusion NB to assist employees in understanding.

All staff received training on the Respectful Workplace policy, which supports inclusion in the workplace, in May 2025.

In addition, a number of senior operational staff have been involved in the workplace assessment, planning, and implementing initiatives under the plan and policy, deepening their understanding of the requirements. In an organization this size, this will significantly impact the success of further steps.

Next Steps for Training 2024-25:

- Identify specific training programs to be completed with documentation of completion. Requirements for training will be specific to role.

Progress Update 2025/26

All staff were provided with Accessibility training- completed in January 2026

Accessibility Standard Training offered online through Workplace Safety and Prevention Services in Ontario.

Julie Pinette, responsible for accessibility has also attended information session related to accessibility

Date: July 30th, 2025

Time: 1:30 PM – 2:30 PM.

Hire for Talent is a national campaign designed to help employers confidently hire people with disabilities and better access this underutilized talent pool.

Focus of Session:

- **Disability awareness**
- **Inclusive hiring and onboarding practices**
- **Workplace accommodations**
- **Building inclusive partnerships**

Information session: For a barrier free NB: AvenueNB Solutions for Accessibility – September 17th

Next Steps for Training 2026-27

- **Ensure all new staff are provided with access to the Accessibility Standard Training offered online through Workplace Safety and Prevention Services in Ontario.**
- **Conduct review for leadership on plan and their obligations to ensure compliance**

Consultations

Consultations were held in January 2024

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 physical site assessment 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

Expertise of those involved in consultation: Although Ability NB's expertise is mobility disability, they ensure that best practice standards for all universal design are incorporated in their recommendations. BPA found that they were a valuable resource for providing insight and recommendations for resources.

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

- 1) Human Resource Policies had not been reviewed and updated with to ensure inclusive language and provisions.

Progress Update 2024/25: Review of HR policies completed in September 2024

- Added DEI statement
- Updated Respectful Workplace Policy
- All other policies reviewed and amended for inclusivity as required

- 2) No notification was being provided to job applicants and selected applicants that accommodation for disabilities would be provided upon request to support their participation in the recruitment process.

Progress Update:

- a. Statement added to all job ads beginning October 2024
 - The statement informs candidates that the BPA will provide accommodation during the interview process.
 - Information is provided for who to contact to access accommodations
- b. Statement to be used when emailing applicants selected for interviews May 2025.

- This statement provides candidates with some information about the interview process and the site.
- Information is provided for who to contact to access accommodations

3) No accommodation policy was in place.

Progress Update 2024/25

- An accommodation has been put in place for a current staff member.
- The accommodation policy is in draft, awaiting approval.

Next Steps

- The accommodation policy will be approved and implemented by the end of June 2025.
- Training will be completed with managers on the accommodation policy by Sept 2025, and the policy will be provided to all staff.

Progress Update 2025/26

- **Accommodation Policy was approved in March 2026**

Next Steps 2026/27

- **Training on accommodation policy for leaders.**
- **Add Accommodation Policy to orientation for new employees**

4) The leadership staff was not aware of the requirements.

Progress Update:

- Leadership staff were informed of the accessibility requirements in 2024
- The Accessibility policy was provided to leadership in June of 2024
- Leadership staff had direct involvement in developing the accessibility plan and its implementation, May/June 2024
- Leadership staff had direct involvement in this update April/May 2025.

Next Steps

- Further training on specific accessibility requirements for all staff.

Progress Update 2025/26

- **Training on accessibility requirements for all staff completed November 2025**

We have made the following progress in removing the physical barriers identified in our accessibility plan:

Barrier 1: Main Entrance

Progress Update 2024/25: Identified the main entrance with tactile indicators, such as cane detectors or surface changes.

Barrier 2: Back entrance

Progress Update 2024/25: Use of the International Symbol of Access to identify the location of the accessible entrance.

Progress update 2025/26: Ensure entrance is easy to locate from the main route with clearly visible street address and building name and wayfinding signage.

Barrier 3: Seating areas and conference rooms

Progress Update 2024/25: Provide power outlets between 45,5 cm and 55 cm from the floor to allow recharging of batteries for electric mobile aids.

Barrier 4: Washrooms- Men and Women

Progress Update 2024/25:

- Provide signage for the accessible washroom that complies.
- Provide a scent-free environment
- Insulate pipes under the washroom sinks to prevent a burn hazard

Progress update 2025/26:

- **Lower washroom mirror (leaned)**
- **Lower washroom mirror (leaned)**
- **Power soap dispenser**
- **Color contrast coat hook on wall**
- **Lower the controls supply dispensers in the washrooms.**

Barrier 5: Emergency and Evacuation

Progress Update 2024/25:

- Mount the evacuation plan with the horizontal center line 150 cm to the floor.
- Install signage on emergency exit doors
- Clearly identify emergency hallways or corridors as accessible evacuation route on the evacuation plan.

- Equip emergency hallways with wayfinding signage to identify them

Progress update 2025/26:

Signage on walls and behind doors, arrows on the floor and running man on exits

Barrier 6: Wayfinding and Signage

Progress Update 2024/25:

Install the international Symbol of Access to indicate accessible features.

Barrier 7: Parking, routes from parking to entrance and outdoor ramps (main entrance)

Progress Update 2024/25:

- Provide designated parking spaces that are cleared of snow and are well-sanded or well salted
- Provide a path of travel that is safe and cleared of obstructions
- Provide a route that is well-drained to prevent accumulation of water, snow and ice and well-salted and well-sanded.
- Clear the exterior ramp to prevent accumulation of snow and ice and ensure it is well-salted or well-sanded.

Note: We are currently in the process of repairing our current ramp to make sure it is secure and easy to access. We plan that it will be completed by end of July, 2025.

Next Steps: We will continue to work through a tracked list of actions to improve our Built environment over time. Progress plans for 2026/27 will be focus on highest priority items ie. related to safety or immediate needs first and remaining resources will be used to support lower priority items. Our operations team maintains and updates our task list document.

Information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

1)The website was being recreated when the plan was put in place in 2024 and the old site had not been compliant with WCAG 2.0

Progress Update: The website redesign was completed in August 2024

- The site is now WCAG 2.0 compliant
- We are using the following plugin to help us manage and remain compliant: <https://accessibe.com/integrations/wix>

2) Accessibility was not being considered in social media posts

Progress Update: Social media posts are reviewed to ensure accessibility requirements are considered
DATE: August 2024

- Ensuring proper contrast on background and foreground colours
- Reducing the amount of text in an image post whenever possible
- 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.

Communication, other than information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

1) Availability of resources for staff to assist with making communications more accessible.

Progress Update: Investigate resources which will determine if the documents prepared are accessible

- Research concluded that current Microsoft tools provided an accessibility measure, and this was readily available to staff in late 2024
- The Accessibility Policy, which rolled out to all staff in June of 2024, contained the Inclusive Language Guide, provided by Inclusion New Brunswick. This guide will also be used as a reference for employees and leaders.

Next Steps:

- Identify further information and tools for staff with advice for using accessible language
- Provide information on using accessibility tools in Microsoft products.

Update 2025/26

- **Tips and Tools email provided to staff**
- **Information provided on the use of accessibility tools in Microsoft Products**

The procurement of goods, services and facilities

We have made the following progress in removing the barriers identified in our accessibility plan:

1) Accessibility requirements were not previously considered for Requests for Proposals

Progress Update:

- Requests for proposals are reviewed for accessibility

2) No alternative forms of the RFP were available

Progress Update:

- Requests for proposal have wording added which informs proponents that the RFP is available in alternative formats.

- The wording includes a commitment to provide accommodation if required during the selection process, for example, during an interview or on-site visit.

3) Ensure Accessibility requirements are considered in the procurement of goods and services for BPA
Progress Update:

- Action not completed (see below in next steps)

Next Steps:

- A checklist will be put in place to ensure that all staff involved in the procurement process are aware of and consider accessibility requirements when purchasing for BPA.

Update 2025/26

- **A checklist is ready to be used to ensure that all staff involved in the procurement process are aware of and consider accessibility requirements when purchasing for BPA. - Deferred to 2026/27**

Next Steps 2026/27

- **The checklist will be used to ensure that all staff involved in the procurement process are aware of and consider accessibility requirements when purchasing for BPA.**

The design and delivery of programs and services

We have made the following progress in removing the barriers identified in our accessibility plan:

1)The BPA will ensure that clients are aware of the availability of accessible documentation and other communications and that removing physical barriers is a priority.

Progress Update: A statement is prepared to inform clients of BPA's commitment to accommodating their needs when on site or communicating with BPA staff.

- This statement will be provided to staff who may work directly with clients

2)The BPA will advise clients how to make them aware of any barriers that may exist.

- The statement includes contact information for clients to communicate accommodation needs

Update 2025/26

- **Wording added to all staff email signatures indicating a commitment to accessibility and that accessibility requirements could be met. This includes providing contact information and a link to the policy and plan.**

Wording:

"The Belledune Port Authority is committed to accessibility. Please contact Julie Pinette, Pinette@portbelledune.ca or 506-522-1200 if you require an alternative, more accessible format for this communication.

More information on our commitment to accessibility is available (link to website section)"

Transportation

We have made the following progress in removing the barriers identified in our accessibility plan:

1) Communications were required to inform tour organizers of a process to share accessibility requirements

Progress Update:

- Wording is prepared for use in communications with those arranging tours of the site.
- Staff will consider options for providing access to the site for those who have physical barriers that will not allow them to travel in the current vehicles used on site.
- Consideration will be given to allowing vehicles that are not owned by the BPA to come on site, but only if security and safety requirements can be met.

Other Updates

The contact information for feedback in the plan has been updated to provide a specific person for contact.

Conclusion

During the next 12 months, we will address any of the next steps provided in this update, along with future steps identified in the original 2024-2027 plan document.

- We will continue to monitor and measure our progress to ensure that we are meeting the remaining accessibility goals and removing or preventing the remaining barriers identified in our accessibility plan.
- We will encourage feedback using our feedback process and use that input to help fully implement our accessibility plan.
- Leadership will review feedback to determine if it requires action and what priority needs to be given to that action. If the concern is immediate, action will be taken as soon as possible.
- **We will publish a new accessibility plan in 2027.**