

# Progress Report Accessibility Plan – JCCBI December 2023

## **General information**

This Progress Report (the “**Report**”) on the implementation of the accessibility plan (the “**Plan**”) is part of our work to identify, remove and prevent barriers to accessibility for people with disabilities.

### ***The Corporation***

The Jacques Cartier and Champlain Bridges Incorporated (the “**Corporation**”) is responsible for the Jacques Cartier Bridge, the original Champlain Bridge (under deconstruction), the Estacade, the Île-des-Sœurs Bypass Bridge, the federal sections of the Bonaventure Expressway and the Honoré-Mercier Bridge, as well as the Melocheville Tunnel. Our activities include managing, maintaining and repairing these infrastructures. Our mission is to ensure user mobility, and the safety and longevity of these infrastructures. Our vision is to be a leader in major infrastructure management as an innovative expert, a mobility leader, as well as a social and urban contributor.

### ***The Corporation and accessibility***

Social commitment, inclusion and equality are an integral part of our values. As a major infrastructure manager for Greater Montreal, we consider it essential to participate in efforts to promote and facilitate accessibility for people with disabilities. We are committed to identifying, removing and preventing barriers in our policies and practices.

### ***Feedback process***

In order to support our efforts with regard to accessibility, any feedback that you may provide on the Plan’s implementation and on barriers to accessibility will be essential and taken into consideration.

The Senior Director, Legal Affairs and Human Resources, and Corporate Secretary, is the designated person responsible for accessibility and who receives feedback submitted to the Corporation regarding accessibility. For more information on how to provide feedback, please see the description of the feedback process at the end of this report.

### ***Contact us about accessibility***

To get the Plan, the Report or the description of our feedback process in an alternate format, please contact us using one of the methods below:



## **The Jacques Cartier and Champlain Bridges Incorporated**

1225 Saint-Charles Street West, 5th floor  
Longueuil, Quebec J4K 0B9

Phone: 450-651-8771

Website form: <https://jacquescartierchamplain.ca/en/contact-us/>

Email: [accessible@pjcci.ca](mailto:accessible@pjcci.ca)

## **Consultations**

To prepare the Report, we asked for feedback from the community about the Plan and about our activities and practices.

To do this, we set up an online survey and shared it with our subscribers and posted it on our website and to our social media accounts. The survey ended on November 24, 2023.

The feedback we received during the consultation period helped support the implementation and improvement of the Plan and our accessibility efforts.

## **Employment**

We are committed to developing a diverse workforce and an inclusive, respectful work environment.

Our concern for accessibility in the field of employment extends to all stages of an employee's career path, from recruitment to hiring and on-boarding.

During the reference period, the Corporation's managers received training on how to conduct selection interviews in an inclusive and attractive way. A guide to good recruitment to ensure discrimination-free hiring practices was given to the Corporation's managers.

The Corporation supports its employees in order to provide them with a work environment that is adapted to their situation and needs in terms of a workspace, career advancement and development, or return to work. When special needs are identified for an employee, the Corporation has taken and will take the appropriate measures to meet these individual needs and ensure that the employment conditions are adapted to the person's situation.

Flexible working hours and hybrid work schedules are in place and available to meet individual needs.

The Corporation also plans to publish the ergonomic options available in the Microsoft Windows operating system to better inform employees of the adapted work tools that are available. The Corporation has tested and installed narration software as part of its authorized software portfolio to adapt the work of some employees.

Training workshops were given on unconscious bias and inclusive leadership in the workplace so that staff could learn to recognize and manage unconscious bias and understand the importance of inclusive leadership, regardless of one's position, and its benefits on productivity and motivation in the workplace. This is one of our initiatives to give all members of the organization tools for and raise their awareness about equity, diversity and inclusion.

We will continue to reflect on how to keep our employees informed and aware of these issues.

## **Built environment**

The Corporation is committed to ensuring that its publicly accessible offices are barrier-free for people with disabilities.

During the reference period, we continued to work on adapting our offices to make them more accessible. For example, we have made sure that the entrances to our offices are accessible by installing access ramps. We also ensure that all entrances to the new building dedicated to our Operations and Maintenance team are systematically cleaned, cleared of snow, and covered with abrasives to keep the access ramp continuously accessible in both summer and winter.

In terms of the work environment, each workstation can be modified to meet employees' specific ergonomic and physical needs. This is part of the ergonomic approach adopted by the Occupational Health and Safety Department.

We have also continued our accessibility efforts in terms of the built environment to recognize, remove and prevent barriers inside and outside our offices.

## **Communications**

Equal access to information is essential, and the Corporation wants to contribute to remove barriers in this area. We are always looking for ways to improve how we share information in an accessible way to the community. Our concern in this area is to communicate complex concepts in simple, clear and concise terms and the use of inclusive and respectful language. During the reference period, we continued our efforts to communicate information in the most accessible, respectful and inclusive way possible for our various target audiences. Since December 2022, we have used standardized traffic pictograms for our active mobility users on the Jacques Cartier Bridge.

During our consultations, a need was expressed for us to provide clearer instructions on how to get in touch with the Corporation and how to contact us with questions, and we have been working on solutions to meet this need. Specifically, we redesigned the home page of the Corporation's website to make it clearer about how people can reach us by putting this information in a more obvious colour.

## **Information and communication technologies**

Communication technologies are integral to how we communicate. During our consultations, a number of people provided comments in this area that let us identify ways to improve our information and communication technologies.

For example, a number of users said that they have had various issues with our social media and email alerts about major events or hindrances on our infrastructure. Some users mentioned that our website should be clearer so that it is easier to access information about our various infrastructures.

The Corporation has paid particular attention to the observations from these consultations. We have worked to make the relevant information more accessible on our website. Specifically, we performed an analysis of the Corporation's website based on current accessibility standards. The Corporation's 2022-2023 Annual Report was posted online in October 2023 in compliance with current accessibility standards. During the migration of the Corporation's telephone system, the customer experience was reviewed, and the process was improved in particular to reduce automation and make it easier for people to speak to a representative of the Corporation.

## **Purchase of accessible goods, services and equipment**

The procurement of accessible goods, services and facilities is obviously critical to progressively remove existing barriers and prevent future ones. This is why accessibility is considered as a factor in our procurement process in the context of sustainable development.

We ensure that the goods that we purchase are suitable for the users for whom they are intended and that they meet their specific needs, particularly when it comes to our employees. For example, the office furniture we purchase for our employees (such as chairs and desks) is adapted to each individual to provide them with a comfortable and supportive work environment.

In terms of our procurement processes specifically, during the reporting period we ensured that all relevant contractual documents were made available to all potential bidders. We made sure that we use the clearest and most accessible language possible in these contractual documents given their particular nature and the technical information they may contain.

## **Design and delivery of programs and services**

As mentioned in the Plan, after reviewing our policies, programs, practices and services, we determined that this area does not apply to the Corporation's activities and operations.

## **Transportation**

As mentioned in the Plan, after reviewing our policies, programs, practices and services, we determined that this area does not apply to the Corporation's activities and operations.

## Description of the feedback process

The Senior Director, Legal Affairs and Human Resources, and Corporate Secretary, is the designated person responsible for accessibility.

As we work to identify, remove and prevent barriers, we will use the feedback provided to us on the implementation of the Plan and any barriers identified in relation to our policies and practices. This feedback is used to prepare our progress reports, which will be published every year between the Plan updates.

There are a number of ways you can provide us with feedback:

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Email: [accessible@pjcci.ca](mailto:accessible@pjcci.ca)

Please note that you can provide feedback anonymously by sending it by mail to the Senior Director, Legal Affairs and Human Resources, and Corporate Secretary, at the address above.

Although our preferred ways for receiving feedback are those indicated above, you may also provide us with feedback on social media via private messages. Please include the term “accessibility” in these messages:

<https://twitter.com/pjcci>

<https://www.facebook.com/pontsjacquescartierchamplainbridges>

<https://www.linkedin.com/company/827089/admin/>

## Feedback received in 2023

The Corporation did not receive any comments through its feedback process for this reporting period.