

# Accessibility Plan – JCCBI

## December 21, 2022



Ponts  
**JACQUES CARTIER +  
CHAMPLAIN**  
Bridges  
Canada

### **General**

This accessibility plan (the “**Plan**”) is part of the work we have done to identify, remove and prevent barriers to accessibility for people with disabilities.

This Plan will be developed and updated in accordance with the legislation and regulations in force.

### ***The Corporation***

The Jacques Cartier and Champlain Bridges Incorporated (the “**Corporation**”) is responsible for the Jacques Cartier Bridge, the original Champlain Bridge, 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 you may provide on the implementation of the Plan and 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. They receive the feedback provided to the Corporation with regard to accessibility. For more information on how to provide feedback, please see our description of the feedback process, which follows this Plan.

### ***Contact Us About Accessibility***

To obtain the Plan or a description of our feedback process in an alternate format, please contact us through any of the following means:

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

1225 Saint-Charles Street West, 5th Floor  
Longueuil, QC J4K 0B9

Telephone: 450 651-8771

Form on our website: <https://jacquescartierchamplain.ca/en/contact-us>

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

## **Consultations**

In an effort to identify barriers to accessibility for people with disabilities, we solicited feedback from the community on our activities and practices.

To do this, we set up an online survey, which was shared with our subscribers, on our website, as well as on our social networks. The survey concluded on November 25, 2022.

The feedback received from the consultations will be useful in supporting the development and improvement of the Plan, and our efforts with regard to accessibility.

## **Employment**

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

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

The Corporation provides accommodation to applicants and to its employees. The Corporation will continue its efforts in this regard, to support employment accessibility.

The Corporation also seeks to continuously improve its employment practices. For example, the Corporation has recently re-evaluated its pre-employment testing protocols to ensure that it does not impose undue barriers to employment. The Corporation is also currently focusing efforts on reviewing its job requirements and creating a guide to good recruitment practices, namely with regard to accessibility, inclusion and diversity. We are also collaborating with organizations working for the rights of people with disabilities to improve accessibility to employment.

In addition, the Corporation supports its employees in order to offer them a work environment adapted to their situation and their needs, whether in terms of their workspace, career advancement and development or return to work. When special needs are identified for an employee, the Corporation takes appropriate measures to meet those needs and ensure that the employee's conditions of employment are adapted to their situation.

The Corporation provides ongoing training to its employees on topics related to accessibility, inclusion and diversity. In particular, the Corporation provides all employees with training sessions on interpersonal communications in a cross-cultural context. Moreover, the Corporation supports broader initiatives to highlight the importance of making society more accessible, equitable and inclusive, for example by underlining the Semaine québécoise des personnes handicapées. We will continue to reflect on ways to continue to inform and educate our employees on these topics.

## **Built Environment**

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

To this end, we have worked to adapt 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. Over the past year, we have also completed work to install automatic opening devices on several doors of our offices. We have also ensured that all of our offices' bathrooms include at least one accessible stall. Finally, we have included Braille signage in our new building dedicated to our operations and maintenance team.

We will ensure that we continue our efforts regarding accessibility in the built environment, in order to identify, 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 seeking to improve how we convey information in an accessible way to the community. Our focus in this area is on plain, clear and concise language, as well as on inclusive and respectful language. We will continue our efforts to communicate information in the most accessible, respectful and inclusive way possible for our various target audiences.

Our consultations with people with disabilities have allowed us to better identify their needs and what we need to improve in this area. In particular, some users have expressed the need for us to be clearer about how to communicate with the Corporation and how to reach us to answer their questions. We will work on concrete solutions to address these needs.

## **Information and Communication Technologies**

The way we communicate is inextricably linked to the technologies that make information available. During our consultations, some observations were made in this regard and allowed us to identify certain aspects that we need to improve in terms of our information and communication technologies.

For example, some users have indicated that they have encountered various issues related to the alerts we post on social networks or send by email regarding major infrastructure events. Some users mentioned that our website should be clearer, in order to facilitate access to information on the various infrastructures.

The Corporation will pay particular attention to the observations raised during its consultations and will assess the situation in order to make its website and alerts published on social networks or sent by email to its subscribers more accessible. In particular, we will work on solutions to make relevant information on our website more accessible and to prevent and eliminate technical problems that some users may encounter.

## **Procurement of Goods, Services and Facilities**

The procurement of accessible goods, services and facilities is obviously critical to progressively remove existing barriers and prevent future ones. This is why accessibility issues are part of what we consider in procurement.

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

Specifically with respect to our procurement processes, we ensure that all relevant contract documents are made available to all potential bidders. We pay particular attention to the use of the clearest and most accessible language possible in these contract documents, taking into account their particular nature and the technical information they may contain.

## **Design and Delivery of Programs and Services**

After reviewing our policies, programs, practices and services, this area does not apply to the Corporation's activities and operations.



## Transportation

After reviewing our policies, programs, practices and services, this area does not apply to the Corporation's activities and operations.

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## 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 that is provided on the implementation of the Plan and on the barriers that are identified in relation to our policies and practices. This feedback will be considered in the preparation of our progress reports, which will be issued each year between the publication dates of the updates of this Plan.

There are various ways for you to provide feedback:

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1225 Saint-Charles Street West, 5th Floor  
Longueuil, QC J4K 0B9

Telephone: 450 651-8771

Form on our website: <https://jacquescartierchamplain.ca/en/contact-us>

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

Please note that it is possible to provide feedback anonymously. To do so, you can send your feedback anonymously by mail to the Senior Director, Legal Affairs and Human Resources and Corporate Secretary at the above address.

While the preferred ways to provide feedback are as stated above, it is possible to provide feedback on our social networks, through private messages, by indicating the term "accessibility":

<https://twitter.com/pjcci>

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

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

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