



THE CANADIAN CANOE MUSEUM  
LE MUSÉE CANADIEN DU CANOT

## **The Canadian Canoe Museum Accessibility Plan**

The Canadian Canoe Museum (CCM) 2023-2028 Accessibility Plan outlines the measures, actions and goals in place to ensure the CCM promotes dignity, independence, integration and equal opportunity for all.

### **STATEMENT OF COMMITMENT**

The Canadian Canoe Museum is committed to improving accessibility and providing a positive experience for everyone, despite any physical limitations, mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. The following plan outlines the practices that the CCM will follow in order to comply with the Accessibility of Ontarians with Disabilities Act (AODA) and the Human Rights Code.

We are dedicated to listening to people with disabilities and making changes to be more accessible.

### **TRAINING**

The CCM provides accessibility training to all employees, including those that have contact with the general public, and all supervisors. This includes training on these policies and procedures, responsibilities and rights under the AODA and Human Rights Code, and how to provide accessible customer service, as required by the AODA. Employees will also be trained when changes are made to our Accessibility policies.

### **CUSTOMER SERVICE**

The CCM is committed to meeting the needs of people with disabilities, and a big part of that is being able to communicate despite barriers. Employees are trained to be sensitive to the needs of those they are providing service for, and to directly ask how to communicate with someone if they perceive a barrier. At the new Museum, all volunteers who interact with the public in any way will have accessibility training included as part of their orientation.

The CCM welcomes service animals in areas that are open to the public. Visitors with disabilities are allowed to bring a support person or caregiver to accompany them free of charge.

Assistive Listening devices for tours and programs will be made available by June 2026.

### **FEEDBACK PROCESS**

The CCM welcomes feedback from visitors regarding the way services are provided to those with disabilities. This feedback may be submitted in writing directly at the office, by phone, fax, email or by using the [Contact form](#) located on the CCM website. All feedback, including complaints, will be investigated and addressed immediately by the Executive Director. If the visitor provided return contact information, they will receive a follow-up within 10 business days.

## **NOTICE OF TEMPORARY DISRUPTIONS**

In order to provide a safe and accessible environment, the CCM will give notice of temporary disruptions to services or facilities including the reason(s) for the disruption, anticipated length of the disruption, and any alternative services. Notification of the disruption will be posted on the website and posted on the entrance doors of the Museum.

## **INFORMATION AND COMMUNICATIONS**

Information and communications materials will be provided in accessible formats or with communication supports when requested. This includes publicly available information about our programs, services and facilities, as well as publicly available emergency information.

### **WEBSITE**

The website is being redesigned to meet WCAG 2.1 standards, making the website fully accessible to visitors using screen readers. There will be an accessibility section on the page with a link to the Accessibility Plan.

Alternative text descriptors of the content for all images added.

## **EMPLOYMENT**

The CCM is committed to fair and accessible employment practices and meeting the standards set forth by the Accessibility for Ontarians with Disabilities Act (AODA) by providing a workplace that is free of discrimination and allows equal opportunity for everyone. If an employee requires a permanent or indefinite accommodation in order to successfully fulfill the requirements of their job in a healthy and safe manner, the CCM will make every reasonable effort to accommodate their needs.

All job postings clearly state that, upon request, the CCM will accommodate disabilities during recruitment and assessment processes and provide workplace accommodation upon hire.

The CCM will provide customized workplace emergency information to employees who have a disability. Performance management, career development and redeployment processes will take into account the accessibility needs of employees with disabilities.

The CCM will work to adjust or modify the work environment or method of completing tasks in order to satisfy the accommodation required, based on any request involving protected Ontario Human Rights Code grounds.

### **RETURN TO WORK POLICY**

In fulfilling the commitment to provide a safe and healthy workplace, a Return to Work program has been established for all workers who sustain a workplace injury. The CCM will undertake to accommodate injured employees or volunteers through early assistance and appropriate accommodation. This will include gradual and consistent modification of job duties where required.

## **DESIGN OF PUBLIC SPACES**

The CCM will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our public spaces. This includes accessible parking and service-related elements.

The CCM is creating a world-class cultural and recreational destination with world-class accessibility for all visitors, school groups, employees, and volunteers. A new build presents incredible opportunity to build inclusivity and accessibility into the design from the start and this principle permeates the whole building and its surrounds. The CCM has consulted with the Council for Persons with Disabilities to make the facility meet or exceed the Canadian Standard Association's "Accessible Design for the Built Environment", and the Province of Ontario's AODA standards, enabling the CCM to make programming, exhibitions, workshops, the facility, and campus inclusive to all.

The following accessibility features will be available at the new CCM:

#### ARRIVING AT THE NEW CCM

- Ample, wide, accessible parking spots with concrete (more stable over time than asphalt), contrasting pavers with tactile warning strips
- Drop off zone near entrance with no barriers
- Benches at entrance for resting and waiting
- Rain, snow and ice management design to ensure winter access is barrier-free as well
- All pathways from Trans Canada Trail or Ashburnham Road are graded, concrete or hard surfaces to ensure barrier free
- Signalized crosswalk with auditory cues to safely take visitors across Ashburnham Drive to the overflow parking lot

#### FACILITY

- Accessible doors with automatic controls and barrier free doors throughout the building
- 3 accessible washrooms with grab bars, accessible accessories (soap dispenser, toilet paper dispenser, dryer, disposal), non-slip flooring, colour contrasted painting, directional braille, emergency call button
- Oversized elevator with pushbuttons, perimeter handrail and telephone, audio cues and braille
- Acoustic panels to dampen background noise
- Increased lighting throughout the Museum
- Auditory and Visual fire alarms

#### ORIENTATION AND VISITOR SERVICES

- Barrier free doors throughout the building
- Tactile directory to the Museum at entrance
- Iconography over words where possible on wayfinding signage (universally understood)
- Braille language signage and wayfinding
- Visitor services desk designed to wheelchair height
- Motorized scooter charging station near elevator and front desk
- Water bottle filling station

#### EXHIBITIONS- TOURS AND PROGRAMS

- Pathway barriers and good lighting to illuminate pathways and artifacts
- Barrier-free access to all exhibits, display cases, interactives stations
- Graphic design meeting legibility needs
- 6 Sensory calming zones within the Exhibition Hall
- Increased seating in the Exhibition Hall with clearance for mobility aids, service dogs and strollers

- Guard rails and railings in the Exhibition Hall to demarcate collection zones

#### OUTDOOR CAMPUS

- Accessible pathways to connect outdoor property to indoor spaces using geo-grid permeable paving and contrasting pavers.
- A concrete apron surrounding the Canoe House to continue accessibility for programming
- Accessible boardwalks
- Docks with mechanical canoe and kayak launches

The CCM will continue to consult with members of the public with disabilities and the Council for Persons with Disabilities on accessibility for the facility, campus and programming. The CCM will ensure any major modifications to public spaces are in compliance with the Accessibility Standards for the Design of Public Spaces of the AODA.

#### **FOR MORE INFORMATION**

For more information on this accessibility plan, please contact Human Resources at:

Tel: 705-748-9153

Fax: 705-748-0616

E-mail: [accessibility@canoemuseum.ca](mailto:accessibility@canoemuseum.ca)

Accessible formats of this document are available free upon request.

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