



**PORT**  
OF ST. JOHN'S

**St. John's Port Authority**  
**Accessibility Plan**  
**2024-2027**  
**June 1, 2024**

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# Message from the St. John's Port Authority

The St. John's Port Authority (SJPA) is committed to fostering inclusivity and accessibility across all aspects of our operations with respect to people with disabilities, including our employees, partners and all members of the port community.

The SJPA is pleased to share its first Accessibility Plan, covering a three-year period, in compliance with the *Accessible Canada Act*, and pledges to review and update its Accessibility Plan on a regular basis. By creating and achieving the goals as set forth in this Plan, the SJPA is proactively working towards an implementation process to ensure that its workplaces and services are accessible to all. The SJPA will continue to be guided by collaboration and meaningful engagement to ensure we move towards a more inclusive and accessible future.

## About the St. John's Port Authority

The Port of St. John's is a modern port city with a rich history, one that has evolved to become a strategic global transportation hub and a powerful economic engine for Newfoundland and Labrador. The port is naturally sheltered and a fully integrated gateway supporting its primary industries, generating thousands of jobs and welcoming visitors from around the world.

Today, the Port is a diverse service centre for cargo traffic, offshore energy supply and service, marine maintenance and repair, fishing and cruise ships; all with access to a wide array of companies. The broad network of businesses operating here, coupled with the opportunity for partnership and collaboration, makes the Port logistically efficient and highly productive, thus securing its position as a key gateway and centre of ocean excellence.

The SJPA is a federal agency responsible for administering lands in the Port of St. John's, Newfoundland and Labrador and is financially self-sufficient, operating as a commercial enterprise, reinvesting all earnings into port infrastructure and operations. The SJPA is solutions-focused and is committed to discovering new ways to innovate, collaborate and improve to ensure the port continues to move forward as a community.

# Definitions

The following definitions apply throughout this plan:

**Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

**Barrier:** Anything- deemed physical, architectural, technological or attitudinal, that is based on information or communications or 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.

**Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

## General

### Contact Us

The SJPA appreciates your feedback on our Accessibility Plan. If you would like to provide feedback anonymously you do not need to provide your name. To provide feedback, request alternate formats of the accessibility plan, or to ask for more information please contact us:

Executive Assistant

Email: [accessibility@sjpa-apsj.com](mailto:accessibility@sjpa-apsj.com)

Phone number: 709-738-4782

Address: 1 Water Street, St. John's, NL

Mailing Address: P.O. Box 6178, St. John's, NL A1C 5X8

## Consultations

The SJPA Accessibility Plan has been developed pursuant to the *Accessible Canada Act*. The Act requires the SJPA to consult with people with disabilities during the creation of our Accessibility Plan and future Progress Reports. To support these consultations, the SJPA engaged an accessibility consulting firm to conduct engagement activities with local disability advocacy organizations in Newfoundland and Labrador.

Efforts to consult were made with external stakeholders including the Canadian Hard of Hearing Association - Newfoundland and Labrador division (CHHA-NL), Inclusion Canada- Newfoundland and Labrador and the Coalition of Persons with Disabilities- Newfoundland and Labrador.

The feedback gathered helped us to create a more fulsome picture of the state of accessibility in the Port of St. John’s. Stakeholders had great insights on how to improve our communications and emergency procedures for people with disabilities and demonstrated they are invested in seeing the SJPA be successful in these improvements. We sincerely thank everyone who participated in these consultations.

# Areas Governed by the Accessible Canada Act: Action Plan

Our Accessibility Plan highlights what we will do to prevent and eliminate barriers to accessibility for people with disabilities in the following seven pillars:

- 1. Employment
- 2. The Built Environment
- 3. Information and Communication Technologies
- 4. Communication, other than information and communication technologies
- 5. The Design and Delivery of Programs and Services
- 6. The Procurement of Goods, Services and Facilities
- 7. Transportation

This Plan aims to provide a clear roadmap for achieving and implementing our accessibility goals across all areas of our operations by identifying specific improvements under each of the seven pillars and actioning our timelines. It serves as a perpetual document that will continue to guide our team to tangible results and continuous improvement.

<b>Timeline</b>	<b>Length</b>
Short-term	Within two years
Mid-term	Within five years
Long-term	Within ten years

# 1 Employment

The St. John’s Port Authority is committed to removing barriers to employment for people with disabilities and providing a fair and equitable employment environment. We are a small organization with fewer than 15 full-time employees. As contained in the SJPA’s Diversity and Inclusion Statement, *the SJPA strives to ensure its Board members and employees are sufficiently diverse in their backgrounds to represent the values and views of the communities we serve and to fully reflect the diversity of our unique province. As part of our commitment to equity, diversity, and inclusion, we will continue to take steps to increase the diversity of our organization through recruitment efforts among Indigenous Peoples, visible minorities, persons with disabilities, members of the 2SLGBTQI+ community, women, and bilingual individuals. A diversity of perspectives enriches decision-making and strengthens our community connections.*

For our current and future employees, we have identified the following actions to improve accessibility at the SJPA.

Action Items	Timeline
Build out an equity statement that offers accommodations to job seekers and candidates with disabilities. This statement will be included in all job postings.	Short-term
Create a guidance document on how to receive and fulfill accommodation requests for employees.	Mid-term
Provide training for all employees and management on disability and accessibility.	Mid-term
Review the application process to ensure that they are being accepted in accessible formats.	Mid-term
Conduct a review of job postings through an accessibility lens and update employment opportunities to include information about accessing accommodations during the interview process.	Mid-term

# 2 The Built Environment

The SJPA administers approximately 50 acres of land. Most of the SJPA-administered land is utilized for industrial purposes including cargo-handling, storage, vessel service and supply, fish-handling and vessel maintenance and repair and the international cruise ship industry. The Port’s Administrative Building is accessible ensuring access and utilization for all individuals.

Action Items	Timeline
Conduct a review of emergency plans and procedures to ensure that they consider the needs of persons with disabilities, for both employees and members of the public.	Mid-term
Carry out a review of the Port Authority’s office workspaces to identify any barriers to accessibility for employees and visitors and develop a plan to remove these barriers.	Long-term
Conduct a review of publicly accessible areas of the Port (i.e. areas where cruise passengers might traverse) to identify barriers for people with disabilities and develop a plan to remove those barriers to the extent possible.	Long-term

### 3 Information and Communication Technologies

The SJPA will ensure that information and communication technologies and products are accessible to both employees and the public. Currently our only public ICT product is our main website, <https://sjpa-apsj.com/>.

Action Item	Timeline
Complete an audit of the SJPA public facing website to ensure compliance with Web Content Accessibility Guidelines (WCAG). This review will include text, video, images, and documents housed on our website.	Short-term

### 4 Communication, other than information and communication technologies

The goal is to ensure barrier-free services and spaces for persons with disabilities.

Action Item	Timeline
Conduct a review of information on the website that is designed for members of the public (rather than business operations) and make sure those sections of the website are written in clear plain language.	Mid-term

# 5 The Design and Delivery of Programs and Services

The SJPA aims to ensure that individuals receive services that are accessible. Through this process, continue to evaluate policies and ensure the design and delivery of services are developed inclusive of accessibility.

Action Item	Timeline
Conduct a review of the services and communication offered to industry/business to look for accessibility barriers and to make a plan to remove them.	Mid-term

# 6 Procurement of Goods, Services and Facilities

The area of Procurement of Goods, Services and Facilities refers to the way in which the SJPA acquires goods, services and facilities that can be used by employees, customers and the public.

The SJPA aims to ensure that the goods it acquires are adapted to the users for whom they are intended, and that they meet their specific needs, especially when it comes to employees.

Action Item	Timeline
The SJPA will further develop its understanding of accessible procurement processes through consultation and education.	Short-term
The SJPA will identify any existing barriers within the current procurement framework.	Medium-term

# 7 Transportation

The SJPA does not provide transportation services directly to employees or tenants of the Port. Currently the Port Administration Building is accessible by private vehicle transportation, taxi, St. John’s GoBus Accessible Transit and Metrobus (the public transit provider for St. John’s, Paradise, and Mount Pearl). Metrobus does state that the route servicing our 1 Water Street head office location is wheelchair accessible, but we recognize barriers may exist outside of the physical accessibility of the route. To address this, we will work, on an ongoing basis, with employees to determine the appropriate accommodations if they experience barriers to transportation.