



St. John's Port Authority Accessibility Plan 2024-2027

PROGRESS REPORT

June 1, 2025

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General

Message from the St. John's Port Authority

The St. John's Port Authority (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 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 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, in line with our **Equity, Diversity and Inclusion Policy**:

The St. John's Port Authority (SJPA) is committed to fostering a workplace and leadership that reflects the diversity of the communities we serve. Embracing equity, diversity and inclusion strengthens our decision-making, innovation and community connections.

We actively promote opportunities for underrepresented groups, including Indigenous Peoples, racialized communities, persons with disabilities, members of the 2SLGBTQI+ community, women and bilingual individuals. Governed by all applicable provincial and federal laws, especially the Canadian Human Rights Act, the Employment Equity Act and the Accessible Canada Act, the SJPA is dedicated to eliminating barriers, creating accessible spaces and building a workforce that reflects the strength and diversity of our province and nation.

The SJPA has prepared this Progress Report in compliance with the *Accessible Canada Act (ACA)* and the *Accessible Canada Regulations (ACR)*, as a part of its pledge and obligation to review and update its Accessibility Plan on a regular basis. The SJPA continues to proactively work towards ensuring that its workplaces and services are accessible to all. This Progress Report details the progress we have made since implementing our Accessibility Plan on June 1, 2024.

Provisions of CTA Accessibility-Related Regulations

The SJPA is subject to the Canadian Transportation Agency's *Accessible Transportation for Persons with Disabilities (ATPDR)*. These regulations apply to the SJPA's Pier 9 to 11 and Pier 17 areas given these are the only locations where in-transit cruise passengers may transit port facilities.

The SJPA regularly monitors the regulations to ensure compliance, more specifically, as it pertains to ss. 170(1) of the CTA, *Personnel Training for the Assistance of Persons with Disabilities Regulations*.

How to Provide Feedback

The SJPA appreciates and values your feedback on our Progress Report. Feedback can be provided anonymously. To provide feedback or request further information, please contact us directly at:

Georgina Jackman, Executive Assistant

Email: accessibility@sjpa-apsj.com

Phone number: 709-738-4782 or 1-888-277-0319

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

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

Alternate formats of the SJPA's Accessibility Plan (2024-27), Progress Report (2025) or a description of the feedback process can also be requested using the contact information listed above.

Feedback Information

Since implementing its Accessibility Plan on June 1, 2024, the SJPA has not received any public feedback on its Plan up to the date of this Progress Report. Feedback was sought and received from the SJPA's third-party website provider during the Web Content Accessibility Guidelines (WCAG) Audit of its website and in the recommendations made to improve the accessibility of our largest public-facing communication tool. Further, The SJPA will solicit feedback from its employees in 2026 to gain insights into how to further improve the initiatives set out in our Plan.

Feedback on this Plan remains valuable to us and will continue to be encouraged through multiple formats with a dedicated respondent. All feedback received will be responded to in the same manner in which it is received and within five (5) working days, with the exception of anonymous feedback.

Consultations

The SJPA's Progress Report has been developed pursuant to the ACA which requires consultation with people with disabilities during the creation of Accessibility Plans and Progress Reports. In the development of its Accessibility Plan, the SJPA sought the services of a specialized accessibility consulting firm to conduct consultations with local disability advocacy organizations in Newfoundland and Labrador. This consulting firm has lived experience of disability and used that to inform their recommendations for that plan as well as how the SJPA consults with people with disabilities.

In completing an Accessibility Audit on its website, a third-party provider utilized the A11y Project Checklist as a framework for the Audit. The A11y Project is a community-driven effort, comprised of a broad network of individuals and organizations, focused on making digital accessibility easier for everyone. It aims to provide resources, tools, and guidance for designers and developers to create accessible and inclusive digital experiences.

Areas Governed by the Accessible Canada Act

Our Progress Report highlights the progress made 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

Action items identified under these seven pillars are guided by specific improvements under each pillar, actioned according to the following timeline:

Timeline	Length
Short-term	Within two years
Mid-term	Within five years
Long-term	Within ten years

Employment

Action Item Identified	Progress
Build out an equity statement that offers accommodations to job seekers and candidates with disabilities. This statement will be included in all job postings.	The SJPA included its recently revised <i>Equity, Diversity and Inclusion Policy</i> statement in a May 2025 job posting. Additionally, an accommodation statement was added to that job posting providing contact information for any applicant requiring special assistance. A final equity statement will be completed for inclusion in all job postings in 2025.
Create a guidance document on how to receive and fulfill accommodation requests for employees.	This action item was identified for mid-term completion.
Provide training for all employees and management on disability and accessibility.	This action item was identified for mid-term completion.
Review the application process to ensure that they are being accepted in accessible formats.	This action item was identified for mid-term completion.
Conduct a review of job postings through an accessibility lens and update employment opportunities to include information about accessing accommodations during the interview process.	This action item was identified for short-term completion (2026).

The Built Environment

The Port's Administrative Building is fully accessible, ensuring access and utilization for all individuals. Properties and work processes are continuously assessed for the safety and inclusion of all users. No work on the specific action items listed below was started during the 2024-25 reporting period; however, it remains a priority for the Port into 2026.

Action Item Identified	Progress
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.	This action item was identified for mid-term completion.
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.	This action item was identified for long-term completion.
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.	This action item was identified for long-term completion.

Information and Communication Technologies

Action Item Identified	Progress
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.	The SJPA conducted an Accessibility Audit of its website, https://sjpa-apsj.com/ . Through a third-party provider, this audit assessed the current level of accessibility compliance against WCAG 2.1 AA standards. The audit highlighted issues that impact users with visual, motor, cognitive and auditory requirements. Additionally, it provided actionable recommendations, with prioritization, to improve accessibility.

New: Implement recommendations identified in the Accessibility Audit Report on the SJPA’s public facing website to ensure increased compliance with the WCAG 2.1 AA standard.	This action item was identified for short-term completion (2026).
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Communication, other than information and communication technologies

The SJPA focused primarily on Information and Communications Technologies as it pertained to the compliance of its public facing website with the WCAG Guidelines during the 2024-25 reporting period. Implementation of those findings will continue into the 2025-26 year, along with a wider lens on the below goal of ensuring all public information is accessible in clear, plain language.

Action Item Identified	Progress
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.	This action item was identified for mid-term completion.

Procurement of Goods, Services and Facilities

This area remains a high priority for the Port. SJPA’s Manager, Technical Services has been identified to further the operational goals outlined below during the 2026 reporting period. The aim is to ensure that goods acquired and services provided are adapted to the users for whom they are intended and that they meet individual and specific needs, especially when it comes to employees.

Action Item Identified	Progress
The SJPA will further develop its understanding of accessible procurement processes through consultation and education.	This action item was identified for short-term completion (2026).
The SJPA will identify any existing barriers within the current procurement framework.	This action item was identified for mid-term completion.

The Design and Delivery of Programs and Services

No work on this initiative was started during the 2024-25 reporting period. The SJPA continuously aims to ensure that individuals receive services that are accessible, and the below identified initiative will help ensure that the design and delivery of services are fully developed inclusive of accessibility.

Action Item Identified	Progress
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.	This action item was identified for mid-term completion.

Transportation

While the SJPA does not provide transportation services directly to employees or tenants of the Port, it continues to work, on an ongoing and as-needed basis, with employees to determine appropriate accommodations should they experience barriers to transportation. 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; however, we recognize barriers may exist outside of the physical accessibility of the route.

Conclusion

The SJPA's 2025 Progress Report focused primarily on the completion of an Accessibility Audit of our public-facing website to measure its compliance against WCAG 2.1 AA standards. Our website is a main source of information and engagement for port users and the public-at-large. Ensuring equal access to this communication tool for all users is a large priority for SJPA and this next year will see us implement the findings of that Report to increase accessibility in this regard.

Also over the next twelve months, the SJPA will work on building its equity statement offering accommodations to all job seekers and candidates with disabilities, for inclusion in all job postings. In addition, progress will be made to further the SJPA's understanding of accessible procurement processes through consultation and education.

The SJPA continues to encourage feedback on this Report and its Accessibility Plan, through the methods previously identified, and recognizes that feedback can only assist in creating a more complete picture of accessibility in the Port of St. John's and how to best consider accessibility moving forward. Any feedback received will be promptly reviewed and responded to in the manner in which it was received.

This Progress Report, similar to our three-year Accessibility Plan, is a living document that will continue to evolve and guide our team towards tangible results and continuous improvement.

Our next Progress Report will be published on June 1, 2026.