

Corner Brook Port Corporation Accessibility Plan

Annual Report 2026

Provision of CTA Accessibility-Related Regulations

The CBPC is subject to the Canadian Transportation Agency's [*Accessible Transportation for Persons with Disabilities \(ATPDR\)*](#), Part 1, *Requirements Applicable to Transportation Service Providers*, and Part 4, *Requirements Applicable to Terminal Operators*.

General

Corner Brook Port Corporation (CBPC) is an independent, community-based organization that provides high-quality ocean transportation and distribution services through strategic partnerships. Its vision is to create economic value by connecting Western Newfoundland to global markets through tourism and trade. The Corporation achieves this through its three lines of business: industrial port operations, real estate, and cruise tourism.

In 2024, the CBPC launched its three-year Accessibility Plan and Feedback Process to proactively identify, address, and eliminate barriers across seven key 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

We have made meaningful strides toward creating a more inclusive and accessible organization as we work to address all 38 actions. Our commitment to these action items continues, and any outstanding tasks will remain a priority as we transition to the next 3-year Accessibility Plan. Please note that many items listed as in progress and on track are ongoing action items, without a set end date. Below is a brief overview of the action items we have addressed over the past two years:

- 18 Actions complete
- 16 Actions in progress and on track
- 4 Actions behind but progressing

- 0 Actions overdue but progressing

To request alternative formats of the accessibility plan, description of the feedback process and/or the 2025 and 2026 progress reports, please contact:

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For those who are deaf or hard of hearing, we invite you to contact us by using the free Video Relay Service: <https://srvcanadavrs.ca/en/>

For print, large print, and electronic formats, the CBPC will provide a copy within 15 days of receipt of request. For braille or audio formats, the CBPC will provide a copy within 45 days of receipt of request.

Consultations

For the second Progress Report, an on-site consultation was conducted with the owner and operator of an accessible tourism business serving Western Newfoundland. The business has experience with cognitive delays, mobility issues, and minor visual impairment. An in-person walk-through was conducted at 11 Riverside Drive, with questions focused on transportation, signage, washrooms and overall experience. The consultation took place in Q3 2026 and will influence the action items for 2027.

Feedback Information

To date, the only feedback received on the 2024–2027 Accessibility Plan and Feedback Process was given through the on-site visit. All points of discussion are outlined below.

Action Item #1: Complimentary Shuttle Bus Step(s)

The Port of Corner Brook hosts a complimentary shuttle service on each cruise day. The drop-off location is different from the pick-up location. It was recommended that a step be added at the drop-off location to mirror the pick-up location and provide predictability. Additionally, for individuals with visual impairments, paint the edges of the step(s) yellow to reduce the likelihood of falls.

Although wooden steps weren't identified as an issue, it was recommended to conduct frequent checks to ensure that there is no warping present and the step remains in optimal condition. It was also recommended that each step be longer than the shuttle bus doors to reduce the likelihood of missteps when guests disembark.

The step height should also be evaluated against the shuttle buses, as it measures approximately half a typical step. If the current step creates an uneven distance between the ground, step, and shuttle bus, the steps should be remade to create an even stepping distance between each.

Action Item #2: Improved Use of Tablets

To improve the experience for guests with hearing impairments, or for those who do not speak English, it was recommended to have a tablet stationed at each information kiosk. Although staff currently use tablets as part of the Cruise Welcome Program, their previous focus has been on gathering information, i.e. a link to the City of Corner Brook's website. It was suggested that having a document created with frequently asked questions could further assist. In addition to Google Translate, the Port should explore dictation services available on the tablets.

Action Item #3: Accessible Trail from the Port to Downtown

Although the work done to date was good in theory for advertising this trail, it does not meet the needs of those with mobility issues, cognitive issues, etc. Typically, accessible routes are blue; however, the Port of Corner Brook uses brown signage, reducing the likelihood it would be noticed. In addition, the sign is not visible from the wheelchair ramp along the sidewalk and is higher than eye level.

To further improve the visibility of the accessible trail, it was suggested to paint the posts a bright colour (i.e. orange) so they can be seen from a distance. For consistency, all accessible trail signage should be labelled identically. This would include the new movable sign near the crosswalk and at the trail entrance. It was suggested to have a sign at the

opposite end of the trail; however, it was noted that this is City-owned property and it may not be possible.

Action Item #4: Improved Signage for Washrooms

The Port of Corner Brook has two (2) fully accessible washrooms on site; however, the signage is lacking. It was suggested that a moveable sign be placed in front of the accessible washrooms. The non-accessible washrooms should also have a sign promoting the accessible washrooms. As the non-accessible washrooms are in a trailer, adjustments cannot be made to improve accessibility, primarily due to the height and size.

Additionally, the Port should explore alternative labelling, such as pictograms (wheelchair, urinal, toilet) versus women and men for the washroom doors.

Action Item #5: Implementation of QR Codes for Informational Signage

All informational signage on the dock, such as panels explaining the mural and Newfoundland motifs, should have a QR code available to scan. This would direct users to a landing page where they could increase the font size, use text-to-speech, or use translation services.

Action Item #6: Wi-Fi Room Upgrades

Before additional upgrades to the Wi-Fi room, the Port of Corner Brook should first explore whether the space could be wheelchair accessible. If the current infrastructure allows for wheelchair access, a ramp must be installed at the doorway and low counters. The fire extinguisher would also need to be moved away from the doorway.

As the Wi-Fi room is naturally quiet, with little reverberation, it could also function as a sensory area. By adding earplugs and fidget toys, the Port could create a comforting space for those who need it.

It was also noted that chairs and seating should have arms to support those with mobility issues.

Action Item #7: Development of Port-Owned Maps

The complimentary maps used by the Port of Corner Brook can be overwhelming with all side streets listed and small font. In addition to having the map available online, with QR codes strategically placed along the dock, the Port should explore creating its own map.

By focusing on a smaller area, primarily those sites within walking distance, it could improve the legibility for cruise guests. It was suggested that the legend include walking distance (km/mi) to key attractions. Additionally, the accessible walking trails should be labelled with the same colour as the posts on Port property.

When creating a Port-specific map, accessibility should be top of mind, for example, font style and size, colours and contrast. If the map is illustrative, including landmarks along the route, for example, a church, could help users feel confident in their journey.

Action Item #8: Cruise Welcome Program

The Port of Corner Brook has seven (7) market kiosks dockside that local businesses rent annually. All kiosks have a ramp available. However, it was identified that the edge of the step at the main door should be painted yellow.

In addition, adding a ramp to the lobster and fisherperson cut-out and lowering them slightly would allow wheelchair users and those with mobility issues to take advantage of the photo opportunity.

Progress Highlights for Employment

Of the seven (7) action items outlined under 1.0 Employment, three (3) were completed ahead of the first progress report: 1.2, 1.5, and 1.6. Since the last progress report, two job vacancies were advertised – one in Q4 2025 and the other in Q2 2026. Venor, an external hiring agency, handled the hiring process for the Marketing and Business Development Manager position, while the latter was a Canadian Summer Jobs student position.

1.1 Although in the previous progress report the Western Terminal Newsletter, now called *The Port Report*, was scheduled to launch in Q4 2025, the marketing project fell behind schedule. With the brand launch in May 2026, the first newsletter was not distributed until July 2026. As *The Port Report* is issued quarterly, the 2nd progress report will be included in the Q4 2026 edition. Individuals can sign up for the newsletter [here](#).

1.7 Ahead of National AccessAbility Week, a generic social media sweep was conducted to search for hosts of events focused on accessibility. Unfortunately, no events occurred in our area that staff could attend. As a result, the 2027 Port social media content calendar will include a post highlighting National AccessAbility Week. The post will promote accessible tourism experiences and best practices in Western Newfoundland.

Progress Highlights for the Built Environment

For the first Progress Report, it was noted that background information had been collected for both 2.3 and 2.4, with work continuing as budget allows. In 2026, the Port opened its brand-new warehouse facility at 57 Riverside Drive and completed the ramp for two (2) accessible washrooms at 11 Riverside Drive. The ramp was constructed in accordance with standards and regulations outlined by Service Newfoundland and Labrador.

2.1 With support from Transport Canada's National Trade Corridor Fund and the Government of Newfoundland and Labrador, the Port of Corner Brook began building its 24,000 sq ft warehouse at 57 Riverside Drive in Q4 of 2025. The construction continued through Q1 of 2026, and tenants began moving into the facility in Q1/Q2. As an external contractor was used, the industrial facility is up to code for its category. The building is for commercial use and is not meant to be accessible to the public.

2.2 Ahead of our marketing and rebranding project, Port staff conducted a wayfinding review of our cruise facilities and identified signage that would be required. Although Braille wasn't incorporated, the new signage focused on internationally recognized pictograms (such as tickets for shore excursions) and an easy-to-read, heavy-weight font. As outlined in the *Consultations* section above, in 2027, (additional) signage will be ordered for the accessible trail and washrooms.

Progress Highlights for Information and Communication Technologies

Throughout 2026, especially with the launch of our new website, we made strong progress in accessibility for information and communication technologies.

3.1 The Port of Corner Brook Cruise Welcome Program includes tablets, set with Google Translate on their home screens. While we briefly reviewed interactive maps after the last progress report, the Port decided to table them until it would fit under another funding proposal. Additionally, as suggested in the *Consultations* section above, the Port will explore adding QR codes to select signage.

3.3 In May 2026, the Port of Corner Brook launched its new website, designed by a marketing agency, to the WCAG 2.0 standards, with a focus on accessibility features, such as font style, font size, and the use of plain, inclusive language, where possible. The ability to switch between languages – English, French, and German – was also added. As the promotional videos on our website ([cruise tourism](#), [industrial operations](#), and [corporate overview](#)) are embedded via a YouTube link, all videos can be watched with closed captioning.

3.4 Action 3.4, incorporating alternative methods of communication, continues to be a work in progress. Every contact included on the Port's website includes both a contact

number and email address. Please refer to our [real estate page](#) for an example, including the physical address noted in the footer. This standard practice is throughout the website, including in recent media releases, where applicable.

3.5 Although text alternatives have not been implemented, there has been an increased focus on ensuring colour contrast and the use of clear, concise, inclusive language. Most social media posts use black or deep blue font on a white background. When using a blue background with white font, the design is simplified to reduce distractions. As our marketing agency designed our base templates using our brand colours, we feel confident using them moving forward.

Progress Highlights for Communication, Other Than Information and Communication Technologies

Before initiating 4.1 and 4.4, the Port's accessibility lead should partake in additional training opportunities surrounding creating an accessible workplace.

4.3 In Q2 2026, the Port of Corner Brook launched its new website. Written partially in-house and with support from our marketing agency's copywriter, each tab uses clear and inclusive language.

4.4 Although not staff-specific, in the Cruise Product Development Program, hosted this past June through August, there was a section about creating accessible tourism experiences and key elements to consider. This was tailored to local businesses and organizations interested in entering the cruise market in 2027 and beyond.

Progress Highlights for the Design and Delivery of Programs and Services

With numerous events hosted by the Port throughout Q1-Q3 of 2026, elements of both "5.1 Accessibility Guidelines for Events" and "5.2 Guidelines for Announcements and Speeches" were incorporated, where feasible.

5.3 Early 2026, the Port's Wi-Fi room underwent substantial upgrading, modernizing the space and allowing a blank slate for 2027 planning. With minimal adjustments, this space can serve as a quiet area, a possibility we will explore for 2027.

Progress Highlights for the Procurement of Goods, Services, and Facilities

Work is still ongoing to better understand accessibility practices in relation to procurement.

Progress Highlights for Transportation

Ahead of the previous progress report, work was substantially completed for the following action items: 7.4, 7.7, 7.8 and 7.9.

7.1 As outlined in the *Consultations* section, the Port hosted the owner of an accessible tourism business to walk through and identify issues with the cruise welcome program and facilities. Numerous action items were recorded.

7.2 In discussion with both cruise lines' shore excursion departments and our local tour operators, it was noted that there were minimal accessible experiences offered in Corner Brook. Therefore, as part of the [Cruise Product Development Program](#), there was a focus on creating accessible experiences in Western Newfoundland. Of the six (6) experiences pitched, three (3) were completely accessible, while the two (2) others had the potential to be made accessible, pending transportation and minor adjustments to the programming.

7.3 Although the Cruise Product Development Program was not directed at current staff and providers, it did provide new businesses with a glimpse into accessibility requirements of the cruise industry.

7.4 The Port continues to emphasize to its service providers the importance of offering accessibility-friendly transportation. A comprehensive list of taxi services and independent operators is included under [information for cruise guests](#).

7.5 Although not formally labelled, security will provide closer access to the barriered cruise area for those with mobility issues. Additionally, guests can avail of the Port's golf cart to be dropped off at the ship's gangway. When not in cruise operations, designated accessible parking spaces are available near the offices.