

Canadian Museum of Immigration at Pier 21  
Accessibility Plan  
2026 – 2028

Canadian Museum of Immigration at Pier 21: 2025 Accessibility Plan 2026-2028, December 2025.

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The Canadian Museum of Immigration at Pier 21 is committed to a barrier free Canada by 2040.

This plan is also available [online](#). To request this document in another format, such as in large print, audio, braille, and electronic text, please contact Ashley MacPherson, Vice-President, Operations at [accessibility@pier21.ca](mailto:accessibility@pier21.ca) or call 1-902-425-7770 extension 295.

To provide feedback, please [contact us online](#), call 1-902-425-7770 extension 295, or email Ashley MacPherson at [accessibility@pier21.ca](mailto:accessibility@pier21.ca) .

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## General

This is the Canadian Museum of Immigration at Pier 21's second accessibility plan. We publish a plan to meet our responsibilities under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

The Museum consulted with many people to create our second Accessibility Plan. We spoke to staff, volunteers, trustees and stakeholders, including persons with disabilities. We are committed to "Nothing Without Us".

Information about accessibility at the Museum, our plan and a description of our feedback process can be found on our website: [feedback process descriptions](#) .

## Alternate Formats

You can use the contact information listed below to ask us for a copy of our accessibility plan and in alternate formats. Alternate formats include print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. To request alternate formats of this report, please contact Ashley MacPherson, Vice-President, Operations:

- Accessibility Feedback Form online at: <https://pier21.ca/accessibility-plan-and-feedback-process/accessibility-feedback-form>
- By phone at: 1-902-425-7770 extension 295. This is a dedicated phone number for accessibility feedback.
- By email at: [accessibility@pier21.ca](mailto:accessibility@pier21.ca)
- By mail at:  
Canadian Museum of Immigration at Pier 21  
201-1099 Marginal Road  
Halifax, Nova Scotia, Canada  
B3H 4P7
- Video Relay Service is available at: <https://srvcanadavrs.ca/en/>

We will acknowledge your feedback as soon as possible. Acknowledgement will be in the same format that the feedback was provided, where possible. Online form feedback will be acknowledged by email within 5 business days. Print, large print and electronic formats may take up to 15 business days. Braille and audio formats may take up to 45 business days.

Feedback will be received by Ashley MacPherson, Vice-President, Operations and shared with the manager(s) or the Accessibility Champions group, as appropriate.

### Contact Us

You can contact us to ask us for a copy of our accessibility plan and our feedback process description. You can ask for alternate formats such as print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. The designated person at the Museum to receive feedback is Ashley MacPherson, Vice-President, Operations.

You can contact us by email, phone or mail using the contact information listed below.

- By phone at: 1-902-425-7770 extension 295. This is a dedicated phone number for accessibility feedback.
- By email at: [accessibility@pier21.ca](mailto:accessibility@pier21.ca) this is a designated email for accessibility.
- By our Accessibility Feedback Form online:  
<https://pier21.ca/accessibility-plan-and-feedback-process/accessibility-feedback-form>
- Through Social Media:  
@Canadian Museum of Immigration/ Musée canadien de l'immigration
- By mail at:  
Canadian Museum of Immigration at Pier 21  
Attention: Ashley MacPherson  
201-1099 Marginal Road  
Halifax, Nova Scotia, Canada  
B3H 4P7

We will provide feedback as soon as possible. We will respond to online form requests within 5 business days. Print, large print and electronic formats may take up to 15 business days. Braille and audio formats may take up to 45 business days.

## Accessibility Statement

Our Museum is for everyone. We are respectful and welcoming. We focus on including people. We build accessible spaces. We work to meet the needs of persons with disabilities.

We strive for:

- a barrier-free workplace;
- a safe and accessible site;
- easy-to-use websites;
- accessible exhibits, programs and services.

We'll never stop working on these goals.

## Welcome Message

This is our second Accessibility Plan. It builds on what we learned from visitors, staff, volunteers, and community partners in our first plan. We will continue to listen, act, and report on our progress each year.

In this plan, our key goals are:

### Employment:

- Provide annual accessibility training for all staff and volunteers. This includes disability inclusion, respectful communication, digital platforms and how to offer help.
- Include accessibility goals in annual staff performance plans.

### Community building:

- Continue to empower the Accessibility Champions working group. This group is involved in decision-making. They attend quarterly meetings and provide regular updates to the Executive Team.
- Co-design exhibits and programs with community partners.
- Encourage feedback. We will respond in clear language.
- Grow partnerships with local and national disability organizations. We will work with people to reduce barriers at the Museum.

### Responsible use of Artificial Intelligence (AI):

- Use AI to make access better, not harder.
- Follow the Government of Canada's rules and best practices for safe and ethical AI use.
- Ensure that people always review AI content before we publish or use them.

### How we will measure progress:

- Publish a short, plain-language progress report each year.
- Track goals, such as training completion, number of accessible programs, and response times to feedback.
- Report on what went well, what did not, and what we will change next.

We look forward to sharing our progress with you.

Thank you,

A handwritten signature in black ink, appearing to read "Ashley MacPherson". The signature is fluid and cursive, with a small loop at the beginning.

Ashley MacPherson

## Executive Summary

This Plan shares the Museum's goals for the next three years. Each goal is an action. Actions decrease or remove barriers to accessibility.

We are all responsible for this plan. The Museum's team is led by the Accessibility Champions working group. This group meets quarterly to review our goals. We all work together to complete our goals.

Actions for the next three years include:

- 2 Built Environment actions from our previous plan. When this report was published, 2 of our actions were not yet completed. The 2 outstanding actions include replacement of the elevator and additional tactile flooring. We will complete these actions by April, 2026.
- 42 ongoing actions from our previous plan. We identified actions that were helpful long term. We will continue to do these moving forward.
- 32 new actions. We identified 32 barriers to accessibility that we will work on for the next three years.

In addition to ongoing actions, our 32 new actions are:

- 6 actions in Employment.
- 8 actions in the Built Environment.
- 4 actions in Information and Communication Technologies (ICT).
- 6 actions in Communications (other than ICT).
- 3 actions in Procurement of Goods, Services and Facilities.
- 28 actions in Design and Delivery of Programs and Services; and
- 4 actions in Transportation.

Our plan is shaped by consultation, feedback, training and shared learnings from our staff, volunteers and stakeholders.

## Consultations

The Museum is committed to "Nothing Without Us". We talked to staff, volunteers and stakeholders, including persons with disabilities, for this Accessibility Plan.

## Consultation Methods

We asked people for feedback about barriers at the Museum with specific and open-ended questions.

We asked for feedback through:

- [formal feedback process](#);
- face-to-face meetings with staff and volunteers;
- in-person surveys with visitors;
- online panel surveys with people from the local community;
- exhibition surveys; and
- reports from people with lived experience.

### Formal Feedback Process

We encourage people to share their feedback with on our website:

<https://pier21.ca/accessibility-plan-and-feedback-process/accessibility-feedback-form>

We did not receive feedback about this plan through our formal feedback process.

### Face-to-Face Meetings

The Accessibility Champions met quarterly to review our actions. We also met to talk about new barriers at the Museum.

The Accessibility Champions met with staff, volunteers and the Executive Team to hear about accessibility barriers at the Museum. They asked three open-ended questions:

The Accessibility Champions met with Managers to ask specific questions about accessibility barriers. They asked three open-ended questions:

1. Of the accessibility initiatives and projects already completed by the Museum, which, if any, have most impacted your department? Do you see opportunities to improve on these initiatives?
2. Within your department, what projects or initiatives do you think could improve accessibility for staff and volunteers?

3. Within your department, what projects or initiatives do you think could improve accessibility for elderly visitors and visitors with Autism Spectrum Disorder?

We gathered feedback from these questions. We organized the feedback under the accessibility pillars. We reviewed the barriers identified. We discussed which barriers could be addressed for this plan. Barriers that could be addressed within the next three years are included in this plan. Barriers that need additional research and planning are not included in this plan.

Most people said that they want additional learning opportunities. We will focus on training opportunities for staff and volunteers in this plan.

#### [In-Person Surveys](#)

Each summer, we hire a company to ask visitors what they thought about their museum experience through a survey. The company collects approximately 500 survey responses each year. In the survey, we ask two questions specific to accessibility:

1. Overall, how would you rate the Canadian Museum of Immigration in terms of ease of accessibility and the absence of barriers that prevent you from fully experiencing and participating in everything that the Museum has to offer? (That is: Seeing, hearing, and interacting with exhibits; Being able to move around inside the Museum; and so forth.)  
In terms of accessibility, do you rate the Museum as
  - 01 Very poor
  - 02 Poor
  - 03 Average
  - 04 Good
  - 05 Excellent
2. What specific accessibility barrier(s) did you or a member of your party experience at the Museum? Please select as many as apply.
  - Physical barriers (for example, ability to move around the Museum, access content, etc.)
  - Sensory barriers (for example, sensitivity to sounds/lights/smells, lack of sign language, audio descriptions, etc.)

- Attitudinal barriers (for example, assumptions staff members made about you)
- Social barriers (for example, interactions with staff, with other visitors)
- I/We did not experience any barriers today
- Other (Please specify)
- Prefer not to answer

Answers to these questions help us identify barriers and prioritize actions. In our most recent survey, 480/505 or 95% of people said that they would rate the Museum as “good or excellent”. 20/505 or 4% people said that the Museum was “average”. No one said that the Museum was poor.

23/505 or 5% of people said that they experienced barriers at the Museum. sensory barriers were the most common experienced barrier. Some of the ways we will address sensory barriers include:

- creating a pathway for people to avoid light and sound from the Contributions exhibit.
- review and updating lighting where shadows exist in exhibition and public spaces.
- testing and developing 3D printing capabilities for accessible experiences like artifact reproductions.

Additional action items are listed under each accessibility heading.

We also plan to ask these survey questions in 2026, 2027, and 2028.

### Online Panel

Every other year, we hire a company to ask local community members what they think about the Museum. We ask:

1. Are you aware of any accessibility barriers at the Canadian Museum of Immigration that prevent visitors from fully experiencing and participating in everything that the Museum has to offer? We are asking here about such things as the ability to move around in the Museum; the ability to see, hear, and interact with exhibits, signage limitations; and so forth. Choose one only:

- Yes, there are barriers that could be removed/improved upon in terms of accessibility.
- No, I am not aware of any barriers that could be removed/improved upon in terms of accessibility.

2. What specific accessibility barriers can you identify at the Museum?  
Choose as many as apply:

- The Museum can be noisy in places
- The writing/typed explanations of exhibits is too small in places
- It is difficult to get around in the Museum
- The Museum has a confusing layout
- Signage should be improved
- Other (Please specify:)

Last year, 373/400 or 93% of people did not identify a barrier at the Museum. 28/400 or 7% of people did identify barriers at the Museum.

The most common responses were:

- 11/28 people said that signage should be improved.
- 10/28 people said that the writing/typed explanation of exhibits is too small in places.

We reviewed this feedback. Some of our actions include:

- Updating our main door signage to make it less confusing.
- Updating the exhibitions accessibility working document for the latest accessibility standards.

Additional action items are listed under each accessibility heading.

We plan to ask these questions in 2027.

#### [Visitor Surveys](#)

We ask for visitor feedback through surveys in our exhibitions. During our display of our temporary exhibition, *eat make share: a taste of immigration*, we asked visitors about accessibility. We asked one question about accessibility:

1. Overall, how would you rate this exhibition in terms of ease of accessibility and the absence of barriers preventing you from fully

experiencing the exhibit? (that is: seeing, hearing, interacting with exhibits, etc.) In terms of accessibility, do you rate the museum as:

- 01 very poor
- 02 poor
- 03 average
- 04 good
- 05 excellent

Please share with us any barriers you faced during your visit to this exhibition.

The survey has not yet finished. So far, most people have not raised concerns. Some feedback we have received includes:

- More options for visually impaired individuals.
- More precise lighting on exhibits to support people with low vision.
- Non-digital access to QR content. Currently, visitors can access QR content on their personal devices or borrow a device from the Museum. The QR content is not readily available in print.
- Audio controls and sound dampening between exhibits.
- Updates to two interactives for ease-of-use including lowered placement and simplified design.
- Need for additional seating.

We will take this feedback and where possible, make updates to the exhibition before it travels to another organization (host organization). We will also share feedback with host organizations to support them to adjust layouts, volumes and lighting levels in their gallery spaces.

In the future, when we develop a new exhibition, we plan to ask at least one accessibility question.

#### [Lived Experience](#)

We asked for advice (Consultation Services) on a project-by-project basis. We paid for Consultation Services. This Accessibility Plan includes barriers identified by the Rick Hansen Foundation, the Canadian National Institute for the Blind, Autism Nova Scotia, and Left Turn Right Turn.

We plan to ask for Consultation Services under the following pillars:

1. The Built Environment: Dedicated Quiet Space
2. The Design and Delivery of Programs and Services: Program Development
3. Information and Communication Technologies: NaviLens Testing
4. Employment: Annual Training with Staff and Volunteers

## Employment

We give everyone a fair chance to work here. We make sure staff and volunteers know our policies and where to find supports for people with disabilities. We work to create an inclusive workplace because it helps us hire, keep, and promote great employees.

### Employment Barriers

Through staff and volunteer feedback, we identified the following barriers to employment accessibility:

- Staff and volunteer knowledge of accessibility services at the Museum;
- Staff and volunteer knowledge of working with persons with disabilities;
- Staff and volunteer knowledge of invisible disabilities; and
- Staff understanding of our accommodation process.

### Ongoing Employment Actions

In our first Accessibility Plan, staff and volunteers told us about employment barriers. We focused on actions to address them. We will keep doing them and include them in our plan every year.

1. Continue to remove barriers from job descriptions. We will use inclusive language and accessibility tracking technology in Word and PDF documents.
2. Continue to build relationships with disability communities. We will attend at least 2 events each year that are hosted by the disability community.
3. Continue to encourage people to work at the Museum.
4. Offer training online and in-person.
5. Train managers on hiring and managing employees with disabilities.
6. Continue using accessible documents at external events. For example, the Museum will share its newsletter at external events like volunteer expos

and job fairs with a QR code link. The newsletter contains codes that work with NaviLens software to provide access to additional information.

7. Continue to include accessibility in performance plans.
8. Continue to ensure our Accessibility Champions working group is active and involved in decision-making through quarterly meetings and regular updates with the Executive Team.
9. Offer ergonomic training and resources.
10. Have a staff meeting about accessibility every year.

## **Employment Actions for 2026**

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Become a Sunflower Business Member. The Hidden Disability Sunflower is a program where people with non-visible disabilities wear a sunflower symbol (often on a lanyard) to quietly signal they may need extra time, help, or understanding from trained staff.
2. Host a lived-experience presentation with staff and volunteers.

## **Employment Actions for 2027**

In addition to the Ongoing Actions above, in 2027 we plan to:

1. Renew our membership as a Sunflower Business Member.
2. Host a lived-experience presentation with staff and volunteers.

## **Employment Actions for 2028**

In addition to the ongoing actions above, in 2028 we plan to:

1. Renew our membership as a Sunflower Business Member.
2. Host a lived-experience presentation with staff and volunteers.

## **The Built Environment**

Our building is a national historic site. It is almost 100 years old. We lease our building from the Halifax Port Authority (HPA). In 2021, the Museum was Rick Hansen Foundation Certified. Certification expires in 2025.

The Museum has one public entrance. The public entrance is next to a public parking lot. There are accessible parking spaces in the parking lot. Our offices are next to a public parking lot. We can use stairs or elevators to access our offices.

## **Built Environment Barriers**

With staff, volunteers and community feedback, we identified the following barriers to the built environment:

- The public elevator does not have floor to wall colour contrast;
- There is a lot of noise and light from the Contributions exhibit;
- The handrail for the ramp to the Ticket Counter is not easy to use;
- There is no quiet space for the public; and
- Lighting and shadows make it difficult to see exhibition and public spaces.

## **Ongoing Built Environment Actions**

In our first Accessibility Plan, staff, volunteers and the community told us about built environment barriers. We focused on actions to address them. Two actions, replace the elevator and tactile flooring, are still underway. We plan to:

1. Replace the elevator;
2. Install tactile flooring; and
3. Review and update lighting where shadows exist in exhibition and public spaces.

## **Built Environment Actions for 2026**

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Recertify with the Rick Hansen Foundation;
2. Add floor to wall colour contrast in the new elevator;
3. Create a pathway for people to avoid light and sound from the Contributions exhibit.

## **Built Environment Actions for 2027**

In 2027 we plan to:

1. Review and update lighting where shadows exist in exhibition and public spaces;
2. Work with people to design a better handrail for the ramp to Ticket Counter; and
3. Work with people to design a dedicated quiet space for the public.

## **Built Environment Actions for 2028**

In 2028 we plan to:

1. Update the handrail on the ramp to the Ticket Counter for ease of access; and
2. Create a designated quiet space for the public.

## **Information and Communication Technologies (ICT)**

We use technology to help visitors, staff, and volunteers. In 2025, we added a new content management system and accessibility app to our exhibitions. More people can access the stories we share through these new technologies. We are learning how to add additional content and information to these accessible platforms.

### **ICT Barriers**

With staff, volunteers and community feedback, we identified the following barriers to ICT:

- Some staff and volunteers are unclear about digital accessibility. They asked for training on:
  - How to prepare content for digital platforms;
  - How to create alt text;
  - What the rules are for audio and video content;
  - What the rules are for online documents; and
  - How to use NaviLens.
- We are unclear about the use of Artificial Intelligence (AI) and accessibility; and
- We do not have a lot of artifact records online that are fully accessible.

### **Ongoing ICT Actions**

The Museum launched new websites in 2022. They were built to WCAG 2.0 standards. We will continue to:

1. Include text alternatives (alt text) for website images (not including the Collections Portal). Alternative text for Portal images continue to be drafted as time allows.

2. Add transcripts in both official languages for audio and video assets.
3. Include .srt files to make sure audio and video subtitling is accessible on our streaming platforms (not including the Collections Portal. Beginning in 2023 audio and video subtitling using .srt files were completed for new records added to the Portal).
4. Use ARIA (Accessible Rich Internet Applications) annotations to make website content more accessible.
5. Review written content to make sure it is screen readable. We will stay current with best practices for screen readers and validators.
6. Test web pages and address problems using online accessibility validators.
7. Provide guides on how to create accessible content for the web.
8. Use remote user testing for accessibility.
9. Keep testing, reviewing and remediating digital properties to be fully compliant with WCAG 2.0 AA (or the most current level at that time) by 2028.

### **ICT Actions for 2026**

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Provide staff and volunteers with digital accessibility training sessions.  
These will include:
  - a. How to prepare content for digital platforms;
  - b. How to create alt text;
  - c. What the rules are for audio and video content;
  - d. What the rules are for online documents; and
  - e. How to use NaviLens.
2. Add 10 accessible artifact records online.

### **ICT Actions for 2027**

In addition to the Ongoing Actions above, in 2027 we plan to:

1. Add 10 accessible artifact records online.

### **ICT Actions for 2028**

In addition to the Ongoing Actions above, in 2028 we plan to:

1. Add 10 accessible artifact records online.

## Communication, other than ICT

Our signs use clear words, simple icons, and high-contrast colours. Staff and volunteers are trained to speak plainly, offer help, and repeat or write information when needed. Social Narratives are available in large print and on the NaviLens app in plain language. We provide public tours and private tours on request.

Emergency and safety messages are posted. Emergency and safety messages are available in the NaviLens app and can be read aloud in over 35 languages.

You can share feedback in person, by phone, or on paper so we can keep improving.

## Communication Barriers

With staff, volunteer and community feedback, we identified the following barriers to Communications, other than ICT:

- Our offices at 201-1099 Marginal Road are hard to find;
- The Museum front door signage is hard to understand. At ground level, it is hard to know if a person is standing in front of a museum. The sliding glass door is confusing;
- Some facility rentals documents are not screen reader accessible; and
- Staff and volunteers are unsure about what to do with internal documents that are not screen reader friendly or accessible.

## Ongoing Communications, other than ICT Actions

In our first Accessibility Plan, staff, volunteers and the community told us about communications barriers. We focused on actions to address them. We plan to continue to:

1. Post at least one social media feature about accessibility offerings each year;
2. Share progress reports and updated plans; and
3. Keep collaborating on making wayfinding consistent.

## Communications Actions in 2026

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Add directions and a screen reader accessible-map to our website for the location of our offices;
2. Update our main door signage to make it less confusing;
3. Check and fix any facility rentals documents that are not screen reader-friendly online; and
4. Work with the Accessibility Champions working group to create a strategy for making internal documents accessible.

### **Communications Actions in 2027**

In addition to the Ongoing Actions above, in 2027 we plan to:

1. Work with the Accessibility Champions working group to provide training for the update of internal documents for accessibility.

### **Communications Actions in 2028**

In addition to the Ongoing Actions above, in 2028 we plan to:

1. Work with managers to update internal documents for accessibility.

### **[The Procurement of Goods, Services and Facilities](#)**

When we buy goods or services, we plan for accessibility from the start. We consult with the public, staff and volunteers before we make big purchases. We listen to peoples needs. We ask suppliers to show how their products are accessible. We include clear accessibility requirements in quotes and contracts. We test items with staff or visitors when needed.

### **Procurement Barriers**

With staff, volunteer and community feedback, we identified the following barriers to Procurement:

- Contract language is hard to understand.

### **Ongoing Procurement Actions**

In our first Accessibility Plan, staff, volunteer and the community told us about procurement barriers. We focused on actions to address them. We will continue to:

1. Consult with stakeholders before making big purchases.

2. Offer optional site visits to bidders, where appropriate.
3. Give site visit notes to all bidders.
4. Give answers to submitted questions to all bidders.
5. Where appropriate, define accessibility requirements under scope of work in procurement documents.
6. Where appropriate, define accessibility consultation expectations in procurement documents.
7. Where appropriate, define requirements in consultation with end-users or groups representing persons with disabilities.
8. Where appropriate, use prototypes and product demonstrations to allow end-users to test features.

### **Procurement Actions in 2026**

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Where appropriate, revise contracts for plain language.

### **Procurement Actions in 2027**

In addition to the Ongoing Actions above, in 2027 we plan to:

1. Where appropriate, revise contracts for plain language.

### **Procurement Actions in 2028**

In addition to the Ongoing Actions above, in 2028 we plan to:

1. Where appropriate, revise contracts for plain language.

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

Staff and volunteers are trained to welcome all visitors, explain options, and provide help on request. We use plain language and multiple formats. When possible, we offer options like visual descriptions, seating, and quiet spaces.

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

With staff, volunteer and community feedback, we identified the following barriers:

- Some of the seating in our exhibitions is not accessible.
- We do not have an accessibility guide for incoming exhibitions.

- People who cannot see artifacts have no other way to experience them.
- We do not know if educational programs meet accessibility goals.
- We do not have lights for podiums.
- It can be difficult to get around our Gift Shop.

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

In our first Accessibility Plan, staff, volunteer and the community told us about design and delivery barriers. We focused on actions to address them. We will continue to:

1. Offer free admission for a support person.
2. Provide access to free wheelchairs, available at the ticket counter.
3. Provide private museum tours at no additional cost for visitors with special needs.
4. Provide private appointments with the Scotiabank Family History Centre for visitors with special needs.
5. Provide wheelchair seating in the theatre.
6. Provide fully accessible public areas for persons who use a wheelchair.
7. Provide public programs that are either free or included with museum admission. When possible, offer online public programs with built-in support.
8. Provide touchable exhibition experiences.
9. Create exhibitions with both video and audio content. Videos are subtitled.
10. Ensure that exhibitions are designed and built to Ingenium Accessibility Standards for Exhibitions (2018) or better.
11. Provide accessibility tools at the entrance of each exhibition.

### **Design and Delivery of Program and Services Actions in 2026**

In addition to the Ongoing Actions above, in 2026 we plan to:

1. Test and develop 3D printing capabilities for accessible experiences like artifact reproductions;
2. Review accessibility tools at the entrance of each exhibition and revise based on visitor feedback;
3. Host a NaviLens local group testing and audio tour testing;

4. Provide the Social Narrative for *eat make share: a taste of immigration* travelling exhibition to all host sites;
5. Assess educational programs with community to ensure the programs meet accessibility goals;
6. Purchase lights for podiums;
7. Replace missing portable stools for accessibility kiosks;
8. Update the Social Narrative;
9. Partner with disability community to develop a public program;
10. Update exhibitions accessibility working document to complement Ingenium Accessibility Guide for Exhibitions and latest accessibility standards;
11. Replace Gift Shop counter for increased accessibility (goal from 2025).

### **Design and Delivery of Program and Services Actions in 2027**

In addition to the Ongoing Actions above, in 2027 we plan to:

1. Test and develop 3D printing capabilities for accessible experiences like artifact reproductions;
2. Review accessibility tools at the entrance of each exhibition and revise based on visitor feedback;
3. Provide the Social Narrative for *eat make share: a taste of immigration* travelling exhibition to all host sites;
4. Assess educational programs with community to ensure the programs meet accessibility goals;
5. Partner with disability community to develop a public program;
6. Update exhibitions accessibility working document to complement Ingenium Accessibility Guide for Exhibitions and latest accessibility standards; and
7. Include products for accessibility in the Gift Shop.

### **Design and Delivery of Program and Services Actions in 2028**

In addition to the Ongoing Actions above, in 2028 we plan to:

1. Review and provide recommendations for tables and chairs in exhibition spaces based on best practices in accessibility;
2. Establish an accessibility guide to evaluate incoming travelling exhibitions;

3. Test and develop 3D printing capabilities for accessible experiences like artifact reproductions;
4. Review accessibility tools at the entrance of each exhibition and revise based on visitor feedback;
5. Provide the Social Narrative for *eat make share: a taste of immigration* travelling exhibition to all host sites;
6. Assess educational programs with community to ensure the programs meet accessibility goals;
7. Partner with disability community to develop a public program;
8. Review the ground floor visitor experience for wayfinding, waiting areas, and seating that is accessible for all;
9. Update exhibitions accessibility working document to complement Ingenium Accessibility Guide for Exhibitions and latest accessibility standards; and
10. Include products for accessibility in the Gift Shop.

## Transportation

Transportation is identified as a pillar under the *Accessible Canada Act*. The Museum does not provide transportation services. However, as a tenant of the Halifax Port Authority (HPA), we use the HPA public parking lots. The parking lot and outside walkways are the responsibility of HPA. HPA provides accessible parking at the entrance to the Museum.

### Transportation Barriers

With staff and volunteer feedback, we identified the following transportation barriers:

- We are far away from a bus stop.
- There is a busy roadway in front of the Museum.
- We are unsure about the use of Access-A-Bus

### Transportation Actions in 2026

We will continue to work with HPA to address transportation barriers. In 2026 we will:

1. Provide parking spaces for accessible parking;

2. Review Access-A-Bus information and share with our staff and volunteers; and
3. Where appropriate, provide communications to staff and volunteers on HPA traffic.

### **Transportation Actions in 2027**

We will continue to work with HPA to address transportation barriers. In 2027 we will:

1. Provide parking spaces for accessible parking; and
2. Where appropriate, provide communications to staff and volunteers on HPA traffic.

### **Transportation Actions in 2028**

We will continue to work with HPA to address transportation barriers. In 2028 we will:

1. Provide parking spaces for accessible parking; and
2. Where appropriate, provide communications to staff and volunteers on HPA traffic.

## **Conclusion**

We want everyone to feel welcome at the Museum. This plan is our roadmap. It explains what we will do, who is responsible, and when we will report on progress. As a learning institution, we believe in training and professional development. It is important that our team is trained in recognizing and communicating effectively with people with disabilities. We know we still have work to do, and we will keep listening, learning, and improving.

If you face a barrier at the museum or online, please tell us. We will respond and work to fix it.

## **Feedback Process**

We invite everyone to provide feedback on:

- how the Museum is implementing our Accessibility Plan;
- how the Museum provides progress reports;

- barriers that Museum employees encounter, and
- barriers the public who deal with the Museum experience.

We will acknowledge your feedback as soon as possible. Acknowledgement will be in the same format that the feedback was provided, where possible. Web form feedback will be acknowledged by email within 5 business days. Print, large print and electronic formats may take up to 15 business days. Braille and audio formats may take up to 45 business days. Feedback will be received by the Vice-President, Operations and shared with the manager(s) with functional accountability and/or with the Accessibility Champions group, as appropriate.

Feedback received will be tracked in Accessibility Plan progress reports. Feedback may inform updates to the plan.

Electronic and print feedback will be retained for a period of seven (7) years. Phone conversations will be preserved via transcripts. Voicemail will be converted to email. Feedback received via social media may be saved in the form of a screenshot.

To provide feedback, please contact Ashley MacPherson, VP, Operations:

- By Online Feedback Form: <https://pier21.ca/accessibility-plan-and-feedback-process/accessibility-feedback-form>
- By phone at: 1-902-425-7770 extension 295. This is a dedicated phone number for accessibility feedback.
- By email at: [accessibility@pier21.ca](mailto:accessibility@pier21.ca)
- By mail at:  
Canadian Museum of Immigration at Pier 21  
201-1099 Marginal Road  
Halifax, Nova Scotia, Canada  
B3H 4P7
- By social media using Facebook Messenger:  
@Canadian Museum of Immigration/Musée canadien de l'immigration

### Anonymous Feedback

Anonymous feedback may be submitted via the [Online Feedback Form](#) or by mail. We are unable to respond back to anonymous feedback submissions.

## Glossary

**ASL:** American Sign Language (ASL) is one of the primary languages that deaf people in Canada use to communicate, along with Quebec Sign Language (QSL) and Indigenous sign languages.

**Accessible:** Accessible refers to a physical or digital location that is easily navigated or a program or service that can easily be acquired or understood.

**Accessibility Champions:** The Accessibility Champions are the working group of Museum staff who lead accessibility initiatives at the Museum.

**Accessibility Commissioner:** The Accessibility Commissioner is a person who is responsible for enforcing parts of the *Accessible Canada Act* (Act) and for handling accessibility complaints under the Act. They are a member of the Canadian Human Rights Commission. They give advice about the administration and enforcement of the Act to the Minister responsible for accessibility. The Accessibility Commissioner publishes an annual report with information about their enforcement activities (such as inspections or penalties), complaints, and any systemic or emerging accessibility issues they have observed.

**Accessible / alternate formats:** Accessible or alternate formats mean information that is presented in a different format that is accessible for persons with disabilities. This can include audio, braille, large print and electronic text.

**Accessibility plan:** An Accessibility plan explains the steps an organization will take to identify, remove, and prevent barriers to accessibility so that its policies, programs, practices, and services are accessible to persons with disabilities.

**Accommodation:** Accommodation is the personalized adaptation of a workplace to overcome the barriers faced by persons with disabilities.

**Barrier:** Barriers are anything that prevent people from fully and equally participating in society. Barriers can be physical, architectural, technological, communications based or attitudinal.

**Braille:** Braille is a system of raised dots that people who are blind or who have low vision can read with their fingers.

**Consultation:** For the purposes of the Act, consultation means asking for feedback from persons with disabilities. This can be done in different ways, such

as in person at events, or in writing through documents or surveys. The Act requires that organizations consult people with disabilities when preparing their accessibility plans and progress reports, and to describe how they conducted these consultations.

**Consultation Services:** A Consultation Service is professional help where experts listen to your needs, answer questions, and give practical advice or plans to solve a problem or improve how something works.

**Disability:** Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

**Discrimination:** Discrimination is an action or decision that treats a person or group badly or unfairly for reasons such as gender, race, age or disability. It imposes a disadvantage or limits access that is given to others.

**Electronic text:** Electronic text is text that is formatted to be compatible with adaptive technology that assists persons with disabilities. It can be read aloud using text-to-speech software or screen readers.

**Large print:** Large print is text that is bigger than the standard 12-point font size, and that includes other accessibility features.

**NaviLens App:** To improve accessibility, we use [NaviLens](#) technology. Visitors can download the free NaviLens or NaviLens Go app. With the app, they can scan nearly 100 codes. These codes provide audio navigation, signage details, and exhibit information in 37 languages. This helps us provide an inclusive experience for everyone, including those with visual, hearing, or mobility impairments. The codes can be detected from up to 10 meters away. They help users navigate the space confidently.

**Nothing Without Us:** “Nothing Without Us” is the principle that persons with disabilities are to be consulted when developing laws, policies and programs that impact them.

**Ongoing Actions:** Ongoing Actions are items from our first Accessibility Plan that we are still working on. Museum staff, volunteers and consultants shared what we could do to support accessibility improvements during our first Accessibility Plan. We identified actions that were helpful long term. We will continue to do these moving forward.

**Screen reader:** A screen reader is software that allows people with visual impairments to read text on computers or smartphones.

**Web Content Accessibility Guidelines (WCAG):** WCAG is a set of rules for designing websites so that their contents and presentation are accessible.