



Multi-Year Accessibility Plan

2026-2029



Multi-Year Accessibility Plan NFBC 2026-2029

In accordance with the Accessible Canada Act and
NFBC Accessibility Policy

This document is available in alternative formats upon request.

Please contact the Niagara Falls Bridge Commission at:
905-354-5641 or by e-mail at accessibility@niagarafallsbridges.com

Published on June 30, 2026

Contents

- General 4
 - Contact Us 5
 - Providing Feedback 5
- Consultations..... 6
- Accessibility Plan 9
 - Principles 9
 - Progress Reporting 9
- Employment..... 10
- Built Environment 11
- Information and Communication Technologies (ICT) 12
- Communications Other Than ICT 13
- Design and Delivery of Programs and Services 14
- Transportation 15
- Glossary 16

General

The Niagara Falls Bridge Commission is committed to fostering an inclusive and barrier-free environment for all Canadians. In accordance with our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR), we have developed this Accessibility Plan to identify, remove, and prevent barriers across our programs, services, and workplace.

This plan reflects the Commission's ongoing commitment to accessibility. It outlines the steps we will take to improve access in the following priority areas: employment, built environment, information and communication technologies, communication (other than ICT), procurement of goods and services, and design and delivery of programs and services. It has been informed by feedback from persons with disabilities and will be reviewed and updated regularly to ensure continued progress and accountability.



Contact Us

Please send your feedback to our Chief Operating Officer. You can send your feedback via e-mail, phone, or mail using the contact information listed below.

Providing Feedback

For more information on how you can send your feedback, see our feedback process description <https://www.niagarafallsbridges.com/accessibility-statement>.

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

If you have feedback, please reach out to the Commission:

Position Title: Chief Operating Officer

Email: accessibility@niagarafallsbridges.com

Phone: 716-285-6322 or 905-354-5641

Mail:

Niagara Falls Bridge Commission
ATT: Office of Accessibility
5365 Military Road
Lewiston, NY
14092

Niagara Falls Bridge Commission
ATT: Office of Accessibility
P.O. Box 395
Niagara Falls, ON
L2E 6T8

Online:

[Niagara Falls Bridge Commission: Accessibility Feedback Form \(office.com\)](#)

Anonymous Feedback: If you would like to provide anonymous feedback, you may dial 716-285-6322 or 905-354-5641 Ext. 4157 and leave a message. Our Office of Accessibility will review these messages/forms on a weekly basis. Voice messages will be transcribed and saved electronically.





Consultations

Our consultation approach will continue to focus on identifying accessibility barriers experienced by persons living with many different types of disabilities. We will continue to look for different ways to engage with and meet the needs of a diverse group of participants across our stakeholder groups.

The information we gathered so far has enriched our learning experience and helped prioritize the actions that are central to our Accessibility Plan.

Throughout the evolution of this plan, the NFBC will continue to consult with employees with disabilities and community groups knowledgeable about accessibility.

These continued consultations will help us to identify existing barriers and prioritize actions to remove and prevent barriers based on participants' feedback.

As the NFBC continues to learn and evolve throughout the implementation of this plan, as will our publications and our tools to mitigate accessibility issues.

As part of our consultation approach, we continue to conduct surveys and collect data from several sources:

- Employee Surveys, Tenant Surveys, Contractor Surveys, Public Surveys

Survey Design

The surveys aim to determine if individuals experience barriers in any of the seven focus areas of the ACA:

- Employment
- Built environment;
- Information and communication technologies;
- Communication, other than information and communication technologies;
- Procurement of goods and services and facilities;
- Design and delivery of programs and services;
- Transportation.

Organizations

The NFBC has invited the following organizations to review and comment on our Accessibility Plan:

- March of Dimes Canada – Niagara Falls
- Mainstream – Thorold
- Niagara Support Services
- Adequate Care Social Services
- Participation Niagara
- Niagara Center for Independent Living
- Canadian National Institute for the Blind

Accessibility Committee

NFBC is also in the preliminary stage of convening an internal Accessibility Committee to support the Commission's commitment to creating an inclusive, barrier-free environment for employees, customers, tenants, and visitors. Members will provide insight, oversight, and recommendations to ensure compliance with accessibility legislation and promote continuous improvement in accessibility practices across the Commission.

Objectives

NFBC consultation and communications objectives are to:

- Gather feedback from NFBC staff, the public, and people with disabilities to be incorporated into NFBC's federally mandated Accessibility Plan.
- Ensure NFBC staff, the public, and people with disabilities are aware of the opportunities to provide feedback on the Accessibility Plan.
- Meet the consultation requirements set out by the Accessible Canada Act and Accessible Canada Regulations.

Areas in Section 5 of the Accessible Canada Act

The following describes NFBC's policies, programs, practices, and services in relation to the identification and removal of barriers, and the prevention of new barriers in the areas listed under Section 5 of the Act.

Barriers were identified based on results and feedback received through consultations held with NFBC employees and stakeholders.



Accessibility Plan

A **barrier** (as defined in the Act) includes anything—physical, architectural, technological or attitudinal, anything that is based on information or communications, or anything that 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.

Principles

The following principles are the underpinning of the Accessibility Canada Act and what we are striving to achieve as we journey to a barrier-free Canada by 2040:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- the development and revision of accessibility standards and the making of regulations must be done to achieve the highest level of accessibility for persons with disabilities.

Progress Reporting

NFBC will publish progress reports of the Plan by the first (end of 2027) and second (end of 2028) anniversary of the Plan's publication date (June 2026).

The progress reports shall include the information required under the Act and the Regulations, including how people with disabilities were consulted and how their feedback was used in preparing the report.

Employment

Our goal is to create a workplace that includes, empowers, and supports everyone. This encompasses every aspect of employment, including recruitment/onboarding, career development, promotion, and departure.



Employment barriers identified:

- There is a lack of clarity among job applicants, recruiters, and hiring managers on the types of accommodations available for persons with disabilities who are applying, interviewing, and qualifying for jobs.
- Workplace accommodation is reactive. The onus is on the employee to advocate for themselves.

Actions to address employment barriers:

NFBC, through its Human Resource Department, will undertake the following actions:

E.1 There is a lack of clarity among job applicants, recruiters, and hiring managers on the types of accommodations available for persons with disabilities who are applying, interviewing, and qualifying for jobs.

NFBC will review and adjust its current processes to improve the candidate experience. Processes must provide more information and guidance to recruiters, hiring managers, and candidates to support accessibility and accommodation requirements.

E. 2 Workplace accommodation is reactive. The onus is on the employee to advocate for themselves.

Establish a proactive, organization-wide accommodation framework that removes barriers before they impact employees by embedding accessibility into onboarding and equipping all managers to identify, initiate, and support accommodation needs without relying on employee self-advocacy.

Built Environment

Addressing barriers related to the built environment helps us ensure that people using our offices, buildings, and bridges have barrier-free access. We will continue our efforts to incorporate barrier-free design in the new construction or major rehabilitation of our facilities. We will work with our team members and external partners to better understand and address barriers experienced by persons with disabilities.



Built Environment barriers identified:

- NFBC's Emergency Evacuation Plan will undergo continuous review to ensure that the specific needs of employees and visitors with disabilities are considered.
- The existing built environment of NFBC office locations may not be fully accessible for people with disabilities.

Actions to address Built Environment barriers:

NFBC, through its various Departments, will undertake the following actions:

B.1 Review and update NFBC's Emergency Evacuation Plan

NFBC will review and identify any barriers in the existing Emergency Evacuation Plan (EEP) for all NFBC offices in 2026-27. NFBC will ensure people with disabilities are consulted during the review of the EEP. The NFBC will also ensure that individual emergency evacuation plans are developed based on employee needs, should they be required. NFBC will continue to include copies of the EEP at the health and safety bulletin boards at each NFBC location.

B.2 Review of the existing built environment of all NFBC office locations

NFBC office locations will be reviewed to address barriers identified through consultations and to ensure offices meet accessibility criteria for federal buildings.

NFBC will continue to offer and provide accessible accommodations for employees to address barriers within their individual workspaces at all office locations

Information and Communication Technologies (ICT)

By addressing information and communication technology-related barriers, we can achieve a high standard for digital accessibility. We apply a continuous improvement approach that endeavours to keep pace with technology advancements in our society. Our actions include plans to identify and resolve barriers found in our websites, mobile applications, networks, and telecommunication and computer systems used by customers and team members.



Information and Communication Technologies (ICT) barriers identified:

- Websites and mobile apps may not always be easy to navigate because of the large volume of information.
- Employee computer systems and software used by employees may have tools that have accessibility issues.

Actions to address Information and Communication Technologies (ICT) barriers:

NFBC, through its various Departments, will undertake the following actions:

T.1 Websites and mobile apps may not always be easy to navigate because of the large volume of information.

NFBC will review existing NFBC-owned web content to ensure it is following WCAG 2.1/ AODA website standards

T.2 Employee computer systems and software used by employees may have tools that have accessibility issues.

Create a barrier-reporting system for employees to flag inaccessible tools. Provide accessible workstation configurations (speech-to-text, screen readers, magnifiers). Ensure accessible settings are enabled by default (high contrast, large text, keyboard navigation).

Communications Other Than ICT

By addressing communication-related barriers, we will improve the accessibility of the documents that we create at the Commission. Guidelines will provide direction on how to create documents that promote our products and services in a way that meets accessibility requirements.



Communications Other Than ICT barriers identified:

- While there is awareness among the NFBC team members on the importance of accessibility, there is a general lack of skills to ensure that digital products and services are fully accessible.
- Customers may not be aware that they can request certain types of in alternate formats to meet their accessibility needs.

Actions to address Communications Other Than ICT barriers:

NFBC, through its various Departments, will undertake the following actions:

C.1 While there is awareness among the NFBC team members of the importance of accessibility, there is a general lack of skills to ensure that digital products and services are fully accessible.

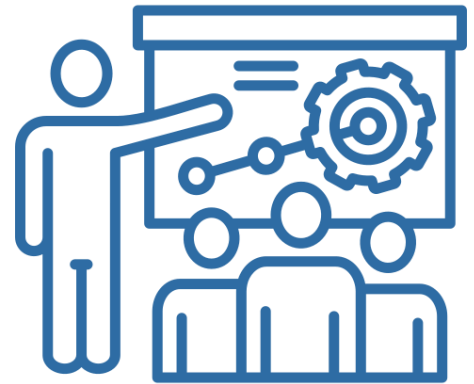
We will explore ways to provide digital accessibility training programs to increase awareness and skills within our team. This initiative will help us increase the usability of our digital content and services.

C.2 Customers and employees may not be aware that they can request documents in alternate formats to meet their accessibility needs.

Ensure that every document, webpage, form, and communication channel include a clear, consistent statement informing employees and customers that alternate formats are available upon request.

Design and Delivery of Programs and Services

By addressing the design and delivery of service-related barriers, we aim to ensure persons with disabilities have meaningful options. This includes improving the accessibility of our systems and networks, and improving our efforts to provide great customer experiences.



Design and Delivery of Programs and Services barriers identified:

- Team members have different levels of knowledge and awareness when it comes to the barriers experienced by customers with disabilities, such as how to respond to inquiries and requests for accommodations.
- Employee programs and services may not be accessible.

Actions to address Design and Delivery of Programs and Services barriers:

NFBC, through its Human Resource Department, will undertake the following actions:

D.1 Team members have different levels of knowledge and awareness when it comes to the barriers experienced by customers with disabilities, such as how to respond to inquiries and requests for accommodations.

NFBC will conduct an audit of current training and resources provided at NFBC and identify gaps in employee training needs and accessibility requirements. Continue to coach and train team members on best practices in customer service.

D.2 Employee programs and services may not be accessible.

Review and update existing employee programs and services (i.e., employee recognition programs, benefits programs, etc.) to identify and remove barriers for people with disabilities.

Procurement of Goods, Services and Facilities

The Commission is committed to ensuring that accessibility is part of its procurement policy, processes, and practices. To achieve this, we will integrate accessibility into our decision-making for the procurement of goods and services.



Procurement of Goods, Services and Facilities barriers identified:

- Lack of knowledge or understanding within the Commission on how to include accessibility as part of the procurement process.

Actions to address Procurement of Goods, Services and Facilities barriers:

NFBC, through its Human Resource Department, will undertake the following actions:

P.1 Lack of knowledge or understanding within the Commission on how to include accessibility as part of the procurement process.

NFBC will provide employees responsible for procurement opportunities to learn about how accessibility should be considered in procurement. This will include learning about when and how accessibility should be considered in the procurement process. Once we have a clear understanding of best practices for accessible procurement, we will update our procurement procedures and documentation to reflect them.

Transportation

The Commission does not provide transportation services to the public.



Glossary

Accessibility refers to the design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including persons with disabilities, to access them.

Accommodation refers to the design and adaptation of the work environment to the needs of as many types of persons as possible and, according to the Supreme Court of Canada, refers to what is required in the circumstances of each case to avoid discrimination.

Barrier refers to anything physical, architectural, technological or attitudinal 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 or obstacle.

Designated groups refer to four categories: 1) women; 2) Aboriginal peoples; 3) persons with disabilities; and 4) members of visible minorities.

Disability, as defined by the Accessibility Canada Act, is 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.