

SUMMARY OF ACCESSIBILITY UPGRADES 2020-2021



In order to increase the universal accessibility of the Science Centre, a number of improvements have been made over the past year.

VISITOR SERVICE IMPROVEMENTS (OLD PORT OF MONTREAL CORPORATION)	COMPLETED
We have set up a training program for new customer service employees about the needs of visitors with disabilities to help us offer them a well-adapted high-quality visit experience.	✓
We also similarly train employees involved in site-specific maintenance and construction projects.	✓
SITE AND FACILITIES IMPROVEMENTS	COMPLETED
We have installed a special washroom for visitors with major mobility.	✓
We have installed a universal washroom.	✓
We have upgraded the accessories in our washrooms for persons with disabilities to meet current standards.	✓
We have added clear and highly visible signage about access points for visitors with reduced mobility.	✓
We have identified reserved seating in the IMAX®TELUS theatre for those accompanying and assisting persons with reduced mobility.	✓
We promote the theatre's assistive listening system on site for those who are hard of hearing.	✓
We have upgraded the Science Centre website to meet SGQRI-008/WCAG 2.0 standards.	✓