



The St. Lawrence  
Seaway Management  
Corporation

Corporation de Gestion  
de la Voie Maritime  
du Saint-Laurent

# 2025 Accessibility Progress Report

June 1, 2025

The St. Lawrence Seaway Management Corporation

Final Draft – May 28, 2025

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## How to Use This Document

This accessibility progress report is part of our work under the *Accessible Canada Act*. Federally regulated organizations like ours write and share updates about how we are making our organization more accessible.

This report begins with a simplified summary that outlines key information about our organization and our accessibility progress. The next section of the report is a longer and more detailed description of our progress, organized into the headings required by the *Accessible Canada Act*. You can choose to read just the summary, to read the entire report, or to go straight to the sections you are most interested in.

If you need this report in a different format, [please contact us \(jumps to Section 1.4 in document\)](#).

## Summary of this Progress Report

The St. Lawrence Seaway Management Corporation is pleased to share our 2025 Progress Report with our stakeholders and with the public.

The *Accessible Canada Act* is a federal law with the goal of making Canada more accessible for everyone. In June 2023, we published [our first accessibility plan](#). That plan sets out 19 goals we aim to complete between June 2023 to June 2026.

Since releasing our first accessibility plan, we have been working hard to make meaningful progress on these goals. We have:

- improved accessibility in communications,
- advanced inclusive hiring practices, and
- prepared for accessible emergency procedures and facility updates.

These actions bring us closer to our accessibility goals.

## Description of our organization

The St. Lawrence Seaway Management Corporation is responsible for the safe, efficient, and environmentally friendly management of marine traffic through the Canadian waters of the St. Lawrence Seaway. We operate, manage, and maintain the system of moveable bridges and locks throughout the St. Lawrence Seaway. A lock is a device that raises or lowers the water level to help ships move through a river, a channel, or another body of water. Along the St. Lawrence Seaway, there are 13 locks in Canadian waters and 2 in American waters. Together, these locks connect the lower St. Lawrence River to the Great Lakes.

The St. Lawrence Seaway Management Corporation has locations in Quebec and Ontario. We interact domestic and international shipping industries, governmental agencies, and members of the public.

You can learn more about us by visiting our [website](#).

# Consultations with people with disabilities

In spring 2025, we met with a focus group of Canadians with a range of disabilities. These people are not employees of The St. Lawrence Seaway Management Corporation, but they represent people who may interact with us or who may apply for jobs us. They reviewed a draft copy of this report and gave us feedback about its format and structure, as well as about the progress we have made. Their feedback gave us valuable insights that will help shape our future accessibility efforts.

## Our progress so far

As of June 2025:

- We have completed 12 of the 19 goals in our accessibility plan, and
- We are continuing to work on 7 more goals.

This progress report outlines the accomplishments we have achieved over the past year, the work that remains, and the key lessons we've learned through employee consultations and stakeholder feedback. By sharing this report, we reaffirm our commitment to building a more inclusive, barrier-free, and accessible organization for everyone.

Here is a summary of the status of our goals to date.

## Organization-wide goals

Goal	Timeline	Status
We will train our employees on disability, accessibility, and accommodation.	March 2024	Complete

[Go to Section 2.1 to learn more about our organization-wide goals.](#)

### Built (physical) environment goals

Goal	Timeline	Status
We will make sure accessibility is a primary consideration any time we do a major renovation or build a new site.	Immediately	Ongoing
We will conduct a review of our emergency evacuation plans. In that review, we will make sure that all our plans include information about how people with disabilities should participate in emergencies and evacuations.	June 2025	Complete
We will implement small upgrades to the accessibility of our existing locations.	June 2025	Complete
We will implement major accessibility upgrades within existing locations that are not scheduled to be decommissioned.	June 2027	In progress

[Go to Section 2.2 to learn more about our built environment goals.](#)

### Employment goals

Goal	Timeline	Status
We will make sure that all managers and people who support accommodations receive training on the process, reason for, and legal duty to accommodate.	March 2024	Complete
We will set up a framework to make sure that managers are held accountable for equity initiatives and for maintaining an equitable workplace.	March 2024	In progress  <b>New timeline:</b>  October 2025
We will develop or purchase training about how to support people with disabilities through the recruitment and hiring process. We will make sure that all our relevant employees who work in recruitment participate in this training.	March 2024	Complete

<b>Goal</b>	<b>Timeline</b>	<b>Status</b>
We will review any planned terminations to see if there are factors that might be impacting people with disabilities more than other employees. If we find that some of our practices are unequal, we will take steps to change them.	March 2024	Complete
We will develop a plan to engage in targeted recruitment of people with disabilities.	March 2025	In progress  <b>New timeline:</b>  October 2025
We will conduct a review of our job postings. In this review, we will make sure that the listed requirements are true to the specific position and that we are not accidentally excluding people with disabilities.	June 2025	Ongoing

[Go to Section 2.3 to learn more about our employment goals.](#)

## Information and communication technology goals

<b>Goal</b>	<b>Timeline</b>	<b>Status</b>
We will replace our intranet site. The new intranet site will be designed to be as accessible as possible for all users.	June 2025	Complete
We will make minor updates to our public facing website to improve the accessibility of that site.	June 2025	Complete

[Go to Section 2.4 to learn more about our information and communication technology goals.](#)

## Communication goals

<b>Goal</b>	<b>Timeline</b>	<b>Status</b>
We will create a set of standards for accessible internal meetings and will distribute those guidelines to all employees.	June 2025	Complete

<b>Goal</b>	<b>Timeline</b>	<b>Status</b>
We will make sure that all the external documents we create and distribute are published in accessible formats.	June 2025	In progress
We will distribute the communication and style guide (which includes information about accessibility) to all employees.	December 2023	Complete
Any videos that we create will have accompanying captions. For any videos that we don't create, but we chose to publish or distribute, we will provide a written transcript of the information in the video where no captions are available.	June 2025	Ongoing
We will create an "accessible social media" tip sheet and will distribute this tip sheet to all employees who work with our social media accounts.	June 2024	Complete

[Go to Section 2.5 to learn more about our communication goals.](#)

## Procurement (purchasing) process goals

<b>Goal</b>	<b>Timeline</b>	<b>Status</b>
We will create resources to help us make sure that the goods and services we buy are as accessible as possible.	June 2026	Not yet started

[Go to Section 2.6 to learn more about our procurement \(purchasing\) process goals.](#)

# 1 General

## 1.1 Statement of Commitment

The St. Lawrence Seaway Management Corporation is pleased to share our accessibility progress report with the public. Our [first accessibility plan](#) laid out a path to remove barriers that prevent full and equal participation of people with disabilities. The accessibility plan was developed in consultation with employees and other Canadians with disabilities. This progress report highlights the steps we have taken since launching that plan and reflects on the progress we have made.

Accessibility is a priority across all areas of our organization. We are firmly committed to our plan and to making changes that will improve our accessibility. We are proud of what we have accomplished so far, and we know there is more to do. Our accessibility plan is ambitious, and we are committed to continuing the work it requires. By working together, we will continue to make meaningful progress toward a barrier-free organization.

## 1.2 Description of The St. Lawrence Seaway Management Corporation

The St. Lawrence Seaway Management Corporation is responsible for the safe, efficient, and environmentally friendly management of marine traffic through the Canadian waters of the St. Lawrence Seaway. We are also responsible for operating, managing, and maintaining the system of moveable bridges and locks throughout the St. Lawrence Seaway. A lock is a device that raises or lowers the water level to help ships pass through a body of water, like a river or a channel. Along the St. Lawrence Seaway, there are 13 locks in Canadian waters and 2 in American waters. Together, these locks connect the lower St. Lawrence River to the Great Lakes. The locks allow ships to travel between Montreal and Lake Erie across a difference in elevation of 168 metres.

The St. Lawrence Seaway Management Corporation has locations in Quebec and Ontario. We interact with stakeholders in both the domestic and international shipping industries. We also interact with governmental agencies to discuss matters involving our shared waterway resource.

Members of the public may interact with us if they drive or ride on boats that are in the St. Lawrence Seaway, or if they use one of our bridges. The public may also interact with us through our website, or through our LinkedIn and careers webpages.

As outlined in [section 78 of the Canada Marine Act](#), one of our organization's objectives is to protect the rights and interests of communities that are adjacent to the St. Lawrence Seaway. This includes ensuring that our activities do not negatively impact the accessibility rights of people in these communities.

You can learn more about the St. Lawrence Seaway Management Corporation by visiting our [website](#).

## 1.3 How to Contact Us and Share Feedback

The St. Lawrence Seaway Management Corporation welcomes feedback about accessibility from our employees, customers, partners, and members of the public.

You can share feedback about:

- The St. Lawrence Seaway Management Corporation's accessibility plan,
- this progress report, and
- barriers you have encountered when interacting with The St. Lawrence Seaway Management Corporation.

We will review all feedback we receive. Your feedback will help inform the development of our future accessibility plans.

If you would like to share your feedback with us, you can contact our Manager of Government and Community Relations in one of the following ways:

- Email: [accessible@seaway.ca](mailto:accessible@seaway.ca)
- Phone: 613-932-5170
- Mail: 202 Pitt Street  
Cornwall, Ontario  
Canada K6J 3P7

- Online feedback form: Visit the “Contact Us” link on our website:  
[Contact Us - Great Lakes St. Lawrence Seaway System](#)

If you share your contact information with us, we will contact you to let you know that we have received your feedback. You can also share your feedback anonymously.

## 1.4 How to Request Alternate Formats

If you would like to request a copy of this progress report in an alternative format, please contact our Manager of Government and Community Relations in one of the following ways:

- Email: [accessible@seaway.ca](mailto:accessible@seaway.ca)
- Phone: 613-932-5170
- Mail: 202 Pitt Street  
Cornwall, Ontario  
Canada K6J 3P7
- Online feedback form: Visit the “Contact Us” link on our website:  
[Contact Us - Great Lakes St. Lawrence Seaway System](#)

### Availability of alternative formats

We will provide the following alternative formats within 15 days of your request:

- **Print**
- **Large print** (increased font size)

We will provide the following alternative formats within 45 days of your request:

- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- **Audio** (a recording of someone reading the text out loud)

An **accessible electronic version** of this progress report is available for immediate download on our website: [SLSMC Accessibility Plan - Great Lakes St. Lawrence Seaway System](#). It is compatible with assistive technologies.

## 1.5 Definitions

The following definitions apply throughout this progress report:

**Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

**Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

**Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

## 2 Areas Described under Section 5 of the Accessible Canada Act

### 2.1 Organization-Wide Initiatives

We set one goal in our accessibility plan that aims to improve accessibility across our entire organization. We want to improve the knowledge of The St. Lawrence Seaway Management Corporation community about accessibility and disability. Our organization-wide goal is:

**By March of 2024, we will train our employees on disability, accessibility, and accommodation.**

**Status:** Complete.

We have successfully met our goal to provide organization-wide training on disability, accessibility and accommodation. We consulted with employees and found strong interest in these topics. Based on this feedback, we prioritized creating training that would be both relevant and accessible to our workforce.

We explored several external training options. Most existing content was not appropriate for our needs due to either provincial branding or lack of customization. We partnered with service providers to develop several tailored training programs:

- In January 2025, we launched an e-learning program for leaders about improving workplace accessibility.
- In March 2025, we launched another e-learning program about unconscious bias.
- In May 2025, we developed training for leaders about workplace accommodations, based on real case studies that have happened at our organization.
- In June 2025, we launched online training videos about accessibility for all our employees.

### 2.2 The Built Environment

The built environment at St. Lawrence Seaway Management Corporation includes a wide variety of spaces. It includes offices as well as service facilities and locks. The accessibility of

the built environment is key to ensuring that people with disabilities can navigate and use our spaces equitably. We operate multiple staffed sites across Quebec and Ontario, including:

- Offices in Saint-Lambert and Brossard (Québec)
- Offices in Cornwall, Iroquois, and St. Catharines (Ontario)
- An operational control centre and service facilities

Recognizing that barriers still exist at many of these locations, we have committed to improving accessibility across our sites. With a focus on making these spaces as inclusive as possible for employees and visitors, we have set 4 specific goals to guide our efforts related to the built environment.

**Starting immediately, we will make sure accessibility is an important consideration any time we do a major renovation or build a new site.**

**Status:** Ongoing.

We have made strong progress in making sure that accessibility is always considered when we do major renovations or build new spaces. Our updated engineering standards now require accessibility to be built into every repair, upgrade, or construction project. This means accessibility is no longer treated as an afterthought: it is part of the planning from the start.

At our facility in St. Catharines, we have made this approach official by including accessibility requirements in the documents we send to architects and contractors when they bid on projects. While accessibility is considered when working directly with architects at our Brossard and Saint-Lambert facilities, we are working toward making it a formal and consistent requirement across all regions.

We will continue to improve how we include accessibility in construction planning to make sure all future work meets the same high standards.

**By June of 2025, we will conduct a review of our emergency evacuation plans. In that review, we will make sure that all our plans include information about how people with disabilities should participate in emergencies and evacuations.**

**Status:** Complete.

We have completed our reviews of the emergency evacuation plans at each of our sites. We have ensured that they include information for supporting people with disabilities.

We have assigned a person at each site to lead updates to their site's evacuation plans, as they become necessary. These people will also ensure that first responders know how to support people with disabilities in an emergency at each site.

**By June of 2025, we will implement upgrades to the accessibility of our existing locations. When not already in place, these upgrades will include improving signage for our accessible parking spaces and increasing colour contrast for doors and other objects.**

**Status:** Complete.

Our work on this goal is integrated with our work on the goals above relating to renovations and reviewing emergency evacuation plans.

As part of our upgrades, we have improved signage for accessible parking spaces at our Brossard, Saint-Lambert, and Niagara facilities. Staff at our Cornwall facility use parking spaces that belong to the city, so we do not have control over the signage.

We have installed grab bars in the accessible washrooms at our facilities in Brossard and Saint-Lambert. We have also improved the colour contrast on the doors at our Brossard, Saint-Lambert, Cornwall, and Niagara sites.

While we consider our work on this goal to be complete, we will continue to monitor our facilities in case other upgrades are needed in the future.

**By June of 2027, we will implement other upgrades to the accessibility of our existing locations. These may include installing automatic door openers on doors in office spaces and improving accessibility to our office spaces with the use of ramps.**

**Status:** In progress.

In addition to our progress in the goal above, we have begun implementing other upgrades to improve the accessibility of our existing office spaces. This includes installing automatic door openers and assessing the use of ramps to improve access. Most main entrances already equipped with automatic door openers and ramps, and a review is underway to confirm if any locations still require upgrades.

Recent improvements include the installation of automatic door openers at the Brossard, Saint-Lambert, and Niagara offices. The elevator at Saint-Lambert has also been made more accessible. At the Brossard office, the high cost of installing an elevator made it unfeasible. As a result, we have opted to provide accommodations by ensuring accessible workspaces are available on the ground floor for any employee who may require them.

While some structural limitations exist at older sites, we remain committed to making meaningful improvements wherever feasible and ensuring that accessibility is a key consideration in all workplace adjustments and renovations. Work on this goal will continue through to the June 2027 target.

## 2.3 Employment

The St. Lawrence Seaway Management Corporation is proud to employ nearly 500 people across a wide range of roles, from office administration to engineering and physical operations. Many of our employees work seasonally, as the seaway operates during the spring, summer, and fall. Since 2020, some roles have also shifted to a hybrid model, allowing for remote work where appropriate.

We are proud to share that we have accomplished 3 of our 6 goals. We are continuing to make steady progress on the remaining 3 goals, and we are excited about the improvements still to come.

**By March 2024, we will make sure that all managers and people who support accommodations receive training on the process, reason for, and legal duty to accommodate.**

**Status:** Complete.

In January 2025, we launched an e-learning program for leaders to learn more about improving workplace accessibility. In March 2025, we launched another e-learning program for leaders about unconscious bias.

In spring 2025, we developed in-person training about workplace accommodation. These workshops are being delivered to managers and support staff who are involved in the accommodation process. We expect them to be delivered in May and June 2025. The training includes real case studies based on situations that have happened in our workplaces, ensuring that the training is relevant and grounded in our operational context. These sessions are designed to:

- strengthen managers' understanding of the duty to accommodate,
- clarify internal procedures, and
- help leaders respond consistently and effectively to accommodation requests.

This initiative responds directly to employee feedback indicating that the accommodation process can be unclear. It also supports our broader commitment to equity and accessibility under our 2022 to 2025 Employee Equity Plan, by supporting a more inclusive and informed workplace.

**By March 2024, we will set up a framework to make sure that managers are held accountable for equity initiatives and for maintaining an equitable workplace.**

**Status:** In progress.

**Revised completion target:** October 2025.

This update is incorporated into the work of the goal above on training managers and staff who support accommodations.

The content, case studies, and policy guidance that are included in our training workshops are designed to address this goal. They will clarify managers' responsibilities, provide resources for managers to support employees, and establish a consistent approach to equitable workplace practices.

We will also be incorporating competencies in diversity, equity, and inclusion, including accessibility, in our leadership framework. This will be included in leaders' performance management. We expect this to be in place by October 2025.

**By March 2024, we will develop or purchase training about how to support people with disabilities through the recruitment and hiring process. We will make sure that all our relevant employees who work in recruitment will participate in this training.**

**Status:** Complete.

This training is now in place. It is part of new online training that we have launched and made available to all employees. We have also developed clear guidelines for job postings and the recruitment process.

**By March 2024, we will review any planned terminations (when an employee is let go from the job) to see if there are factors that might be impacting people with disabilities more than other employees. If we find that some of our practices are unequal, we will take steps to change them.**

**Status:** Complete.

This review process has been completed. We have developed a guide that includes administrative actions, outlines recommendations, and incorporates this review into a checklist format.

**By March 2025, we will develop a plan to engage in targeted recruitment of people with disabilities. This may involve partnering with community organizations and attending job fairs for people with disabilities. We hope that this will result in us hiring more people with disabilities in the future.**

**Status:** In progress.

**Revised completion target:** October 2025.

Work on this goal is moving forward. A first draft of the plan has been made, and we are now aligning it with our broader 3-year diversity, equity, and inclusion plan.

We already partner with some regional organizations to share job postings, including organizations that work with job seekers with disabilities. We will continue building on those relationships to take a more focused approach to accessibility. This goal is on track to be completed by October 2025.

**By June 2025, we will conduct a review of our job postings. In this review, we will make sure that the listed requirements are true to the specific position and that we are not accidentally excluding people with disabilities.**

**Status:** Ongoing.

We have implemented the tools we need to meet this goal, and the process and procedure for reviewing postings is in place. All our current job postings have been aligned with these guidelines. To improve consistency, we are working on a tool that will help us apply these standards to all postings going forward.

We have made progress by reviewing job descriptions on an as-needed basis, ensuring that job postings are written with inclusive language and relevant responsibilities. We will continue to update individual roles as needed, making sure that accessibility considerations remain a priority in all future job advertisements.

## 2.4 Information and Communication Technologies

At The St. Lawrence Seaway Management Corporation, we use technology for many important tasks, like managing human resources, posting on social media, and controlling boat traffic on the St. Lawrence Seaway. Making sure our digital tools and systems are accessible to everyone is very important to us.

This year, we set 2 goals to improve the accessibility of our technology, and we are happy to say that both goals have been achieved. Here are the goals we worked on for improving accessibility in our information and communication technology systems:

**By June 2025, we will replace our intranet site (a website used by our employees). The new intranet site will be designed to be as accessible as possible for all users.**

**Status:** Complete.

Our new intranet system has been launched and was designed with accessibility in mind.

Most of the content is complete and accessible. Adjustments have been made based on employee feedback, such as adding a dark mode and improving colour contrast. Font sizes have been increased overall, and while some challenges remain (like zooming and resizing text within the platform), staff can use browser tools to adjust their view.

We are continuing our work on final design tweaks and full bilingual translation. While a few updates are still in progress, the main goal is essentially complete, with ongoing improvements being made as needed.

**By June 2025, we will make minor updates to our public facing website to improve the accessibility of that site. Some of these changes include making sure that headings are coded correctly; that all sections of the website can be accessed using only a keyboard; and that all images have alternative text.**

**Status:** Complete.

We have completed updates to improve the accessibility of our public-facing website. These changes included making sure headings are properly coded, ensuring all parts of the site can be navigated using only a keyboard, and adding appropriate alternative text to all images in both English and French. This includes using descriptive text for informative images and marking decorative images correctly.

These updates help ensure the website is more usable for people with disabilities and meet web accessibility standards.

## 2.5 Communication, other than Information and Communication Technologies

The St. Lawrence Seaway Management Corporation is dedicated to ensuring that our communications are accessible to everyone. We set 5 goals to enhance the accessibility of our communications, and we are proud to have completed all of them in the last 2 years. The work we have done so far has made significant strides toward improving accessibility, and we are excited to continue our progress.

**By June 2025, we will create a set of standards for accessible internal meetings and will distribute those guidelines to all employees. These guidelines will include suggestions such as:**

- (1) making sure that materials are sent in advance of meetings;**
- (2) making sure that automatic captions are turned on in virtual platforms, when feature is available; and**
- (3) asking people to turn on cameras when they are speaking.**

**Status:** Complete.

We have developed and distributed draft accessibility standards for internal meetings to all employees. These standards promote practices such as sending materials in advance, turning on captions during virtual meetings, and suggesting the use of cameras when speaking. We have also begun transitioning our virtual meetings to Zoom for its improved accessibility features, including live captioning and translation. Throughout the year, we will continue to

promote these practices through reminders and lead by example to encourage widespread use.

**By June 2026, we will make sure that all the external documents we create and distribute are published in accessible formats. External documents refer to documents that will be seen by people other than our employees, such as the general public or ship captains. We will take steps to make sure PDF documents are accessible.**

**Status:** In progress.

We have started planning how to make our public documents more accessible. Although this work is still in its early stages, we have identified the team, tools, and steps needed to get started. We are also looking at creating templates and simple instructions to help staff as they create documents.

Each department will be responsible for making sure their public documents meet these standards. We are on track to meet our 2026 deadline.

**By December 2023, we will distribute the communication and style guide (which includes information about accessibility) to all employees. We will update that style guide if we learn new information about best practices for accessibility in communications.**

**Status:** Complete.

The updated communication and style guide, which includes guidance on best practices in accessibility, has been shared with all employees. These guidelines help staff create more inclusive and accessible content across all platforms. We will continue to update the guide as we learn more and as accessibility standards evolve.

**Starting in June 2025, any videos that we create will have accompanying captions. For any videos that we don't create, but we chose to publish or distribute, we will provide a written transcript of the information in the video where no captions are available.**

**Status:** Ongoing.

We are adding captions or transcripts to most videos, especially those created by the communications team. While some video content we share is produced by other departments, we are working to educate all teams about the standards and ensure they have the tools they need to meet them. We have developed guidelines for video accessibility, and we continue to support staff in applying them consistently.

**By June 2024, we will create an “accessible social media” tip sheet and will distribute this tip sheet to all employees who work with our social media accounts. This tip sheet may include instructions for:**

**(1) writing alternative text for images, and**

**(2) using camel case hashtags, when you capitalize the first letter of each word.**

**For example, #StLawrenceSeaway.**

**Status:** Complete.

The accessible social media tip sheet is complete and has been shared with the employees responsible for managing our social media. It includes practical tips like writing alternative text and using camel case hashtags to make them easier to read. This tip sheet has helped to establish accessible practices as our norm when we post on social media.

This work is part of our broader effort to improve accessible communications, including updates to our style guide.

## 2.6 The Procurement of Goods, Services, and Facilities

Procurement is the process we follow to buy goods, services, and facilities. The St. Lawrence Seaway Management Corporation is required to follow the procurement regulations of Public Services and Procurement Canada.

Our goal to improve the accessibility of the procurement process is:

**By June of 2026, we will create resources to help us make sure that the goods and services we buy (procurement) are as accessible as possible. We will design checklists and information for employees to help them determine when and how they should consider accessibility when purchasing a new product or service.**

**Status:** Not yet started.

We recognize that accessibility is not yet a consistent consideration in our procurement processes. However, we are committed to changing this and taking meaningful steps to embed accessibility into the way we purchase goods, services, and facilities.

As part of this effort, we plan to develop practical resources such as checklists and guidance documents to support employees in considering accessibility during procurement decisions. These tools will help identify when and how accessibility should be addressed, particularly in areas like digital services and products.

Although work on this goal has not yet begun, we have scheduled to begin our efforts with the goal of meeting our June 2026 timeline.

## 2.7 The Design and Delivery of Programs and Services

Our programs and services are primarily focused on operating and maintaining the St. Lawrence Seaway lock system and managing ship traffic. We also give information to the public and offer support through our website and customer service channels, for both commercial shipping clients and pleasure craft users.

We recognize that ongoing improvements to our communications and digital tools play an important role in enhancing accessibility. We remain committed to receiving and responding to feedback about the accessibility of our programs and services, and we will continue to make updates as needed to meet the needs of all users.

## 2.8 Transportation

The St. Lawrence Seaway Management Corporation does not provide transportation for passengers or members of the public, so we did not set any accessibility goals focusing on transportation in our accessibility plan.

We do not provide transportation for our employees, but we do provide parking spaces at some of our sites. Barriers and goals related to accessible employee parking are addressed in the built environment sections of our plan and of this report.

### 3 Consultations

We consulted with people with disabilities in the preparation of this progress report by holding a focus group with Canadians who have a variety of disabilities. These people are not employees of The St. Lawrence Seaway Management Corporation, but they represent people who may interact with us or who may apply to work for us.

We asked the focus group to review a draft version of this progress report and give feedback on its:

- content,
- design,
- clarity, and
- accessibility.

The feedback from the members of the focus group helped us to write and revise this report. They told us that they appreciate the simplified summary, including the chart outlining our progress, and that these make it easier to navigate the report. They also suggested some ways that we could add information to clarify the progress we made in certain areas, like the accommodations training we developed for managers. Their feedback has been incorporated into this final version of the report.

Members of the focus group also provided feedback that will help us to write our next Accessibility Plan. They recommended that we consider how we can use more targets and metrics as we set our new accessibility goals and evaluate our future progress. They shared positive feedback about the progress we have made so far, and they encouraged us to continue our hard work and maintain our commitment into the future.

We are grateful for the contributions of the focus group participants. We recognize that consultations must be ongoing, and we are committed to building relationships of trust with people who have disabilities in order to support accessible and inclusive decision making.

## 4 Feedback

Since we published our Accessibility Plan, we have not received any feedback related to accessibility directly from members of the public. We believe that the reason we do not receive much feedback is because most of our interactions with members of the public are short and occur while they are travelling through the St. Lawrence Seaway.

We continue to welcome members of the public to share any accessibility-related feedback with us. For more information, [learn about how to share feedback \(jumps to Section 1.3\)](#).

We have received feedback from our employees about accessibility, and we have used it to inform our progress on our accessibility goals. Examples of this feedback are shared under specific goals in this report. We continue to be open to receiving feedback from employees about accessibility at our organization.

## 5 Conclusion

Accessibility continues to be a key priority for The St. Lawrence Seaway Management Corporation, and we are committed to making our operations more inclusive for people with disabilities. Over the past 2 years, we have made meaningful progress toward our goals, and we are proud of the steps we have taken to reduce barriers in our organization.

We recognize that accessibility is an ongoing journey, and there is more to do. As we move forward, we will continue to engage with people who have disabilities to inform our efforts and ensure we are creating environments that work for everyone.