

Canadian Museum of Immigration at Pier 21  
Accessibility Progress Report  
December 2025

Canadian Museum of Immigration at Pier 21: 2025 Accessibility Progress Report, December 2025.

© His Majesty the King in Right of Canada 2025

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) .

## Table of Contents

General.....	4
Alternate Formats .....	4
Contact Us .....	5
Accessibility Statement .....	6
Welcome Message .....	7
Executive Summary.....	8
Consultations .....	9
Consultation Methods .....	9
Formal Feedback Process.....	9
Face-to-Face Meetings.....	10
In-Person Surveys.....	10
Online Panel .....	11
Visitor Surveys.....	13
Lived Experience .....	14
Employment.....	14
Built Environment .....	15
Information and Communication Technologies (ICT) .....	15
Communication, other than ICT.....	16
Procurement of Goods, Services and Facilities.....	17
Design and Delivery of Programs and Services.....	17
Transportation .....	18
Training .....	19
Feedback .....	19
Anonymous Feedback.....	20
Feedback Processes and Standards .....	20
Glossary.....	21

## General

The Canadian Museum of Immigration at Pier 21 (the Museum) must publish an annual progress report to meet our responsibilities under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR). This is the annual progress report for 2025.

Information about accessibility at the Museum, our [Accessibility 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 our feedback process description 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:

- 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. 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 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:  
<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 a web request 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

I would like to extend my heartfelt gratitude to our staff and volunteers for their successful completion of our first Accessibility Plan. We have made great progress to decrease barriers at the Museum. Over the course of this first reporting period, we learned how to incorporate accessibility requirements at the start of our project planning and through delivery of experiences. We are well on our way towards a barrier-free museum.

By December 31, we completed 43/45 actions this year. Two actions will be finished by early spring, 2026. Over the last three years, we completed 131 actions. Here are some actions that we can celebrate:

- The Built Environment: We made changes to our spaces with improved signage, tactile wayfinding and accessible counters. Our latest project, a new elevator, will be ready in 2026.
- Employment: The Accessibility Champions led our team and encouraged learning and goal setting for all. They are the heartbeat of our accessibility efforts.
- Information and Communication Technologies: We implemented digital applications that help us share our stories onsite and, through our latest travelling exhibition, *eat make share: a taste of immigration*. We introduced this technology to our partners and host sites.
- Consultation: We heard from people across Canada through formal and informal consultation. People with lived experience helped us make our programs, services and built environment better for all.

As we celebrate this milestone, we also renew our commitment to the Accessible Canada Act. The journey towards a barrier-free Canada is ongoing. We will continue to work by the “Nothing Without Us” principle to develop an even more inclusive museum experience in the future.



Ashley MacPherson  
Vice-President, Operations

## Executive Summary

This is the third progress report. In 2026, we will start a new Accessibility Plan and a new cycle of progress reporting.

There were 45 actions this year.

- 8 actions in Employment.
- 11 actions in the Built Environment.
- 3 actions in Information and Communication Technologies.
- 6 actions in Communications (other than ICT).
- 1 action in Procurement of Goods, Services and Facilities.
- 16 actions in Design and Delivery of Programs and Services.
- 0 actions in Transportation. The Museum does not provide transportation services. However, in our next three-year plan, we talk about how the Museum can support accessibility in Transportation.

By December 31, the Museum completed 43/45 actions.

The Accessibility Champions group led accessibility projects at the Museum. They had quarterly meeting to review short and long term goals.

Using the “Nothing Without Us” principle, we worked with members of the disability community by:

- Evaluating accessibility and visitor experience for our new travelling exhibition, *eat make share: a taste of immigration*; and
- Consulting the Canadian National Institute for the Blind to create additional wayfinding signage with raised, high-contrast lettering and uncontracted grade 1 braille.

Staff and volunteers completed online and in-person training. Sessions included:

- overviews of the *Accessible Canada Act*;
- working with/hiring persons with disabilities; and
- customer service.

We asked staff and volunteers to respond to specific questions about their experiences at the Museum.

We had one formal request for accessibility feedback this year.



Our progress 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 progress report.

### Consultation Methods

We asked people for feedback to 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.

We also received feedback through our [feedback process](#).

### Formal Feedback Process

The Museum received one email from our online feedback form.

The issue:

- Our film, *In Canada* does not have simultaneous bilingual captioning. Instead, bilingual captioning switches between French and English depending on the speaker. People who are deaf or hard of hearing who do not read in both official languages will miss content in our film because the subtitles are not consistent in both languages.

Our action:

- We made a bilingual transcription of the film that is available in the theatre at all times. We shared this transcript and a copy of the film with the person who provided the original feedback.
- To fix the subtitles on the film, we need to reformat it so that the content will fit on the screen. This work has not yet been done because of financial

constraints. We do not receive additional funding to address accessibility at the Museum. The current film was produced in 2013. Plans are in place to replace the film in 2028. Making the film accessible will be part of the procurement process.

We want to provide a universal experience for our visitors. The feedback we received this year will help us when we develop our next film.

### Face-to-Face Meetings

The Accessibility Champions met quarterly to review the Accessibility Plan and provide feedback on new barriers at the Museum.

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?

Answers to questions were collected and sorted by accessibility pillar. We will use the feedback from these to create our next Accessibility Plan.

### In-Person Surveys

We hired a company to ask visitors what they thought about their museum experience. They collected 505 responses from visitors between August 3 – August 8, 2025. The survey had 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

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. The Museum plans to use the information in its next Accessibility Plan for the Design and Delivery of Services and Built Environment actions.

#### Online Panel

We hired a company to ask local community members what they thought about the Museum. The company asked 400 people questions. The first question we asked was:

1. How do you rate the Museum in terms of fulfilling its objective to be a museum that is diverse, inclusive, and equitable for all visitors?
  - 01 Don't Know
  - 02 Very Poor

- 03 Poor
- 04 Average
- 05 Good
- 06 Excellent

288/400 or 70% of people said that the Museum was “Excellent” or “Good”.

The second question was:

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

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 review this feedback every year to help us make new goals.

## Visitor Surveys

Our temporary exhibition *eat make share: a taste of immigration* has been on display since May 2025. During its display, 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.

We will continue to review the survey feedback and to make each of our original exhibitions more accessible than the one before.

## Lived Experience

We asked for advice (Consultation Services) on a project-by-project basis. We paid for Consultation Services. We worked with the Canadian National Institute for the Blind, Autism Nova Scotia, and Left Turn Right Turn. We also heard from persons with lived experience during staff meetings and accessibility presentations. Consultations Services projects were:

- *eat make share: a taste of immigration* exhibition review;
- permanent exhibition review and feedback; and
- signage and wayfinding.

We will keep finding ways to remove and prevent barriers by asking for feedback on our website, conducting surveys and doing external consultation.

## Employment

We commit to providing fair and equal access to employment and advancement opportunities. We inform staff, volunteers and trustees of policies and resources to support persons with disabilities. We build an inclusive work culture, which is important for hiring, retaining and promoting employees.

### Completed Employment Actions for 2025

- Used accessible documents for external HR processes, such as job postings and career fairs.
- Ensured Accessibility Champions Group was active and involved in decision-making.
- Continued to build networks with accessibility and disability groups and organizations.
- Continued to review job descriptions (pre-posting) to ensure accessibility barriers are removed where possible.
- Continued to encourage persons with disabilities to apply to Museum through community events.
- Continued to encourage employees and volunteers to think about accessibility in everyday work activities.

## Built Environment

The Museum's building is a national historic site and is almost 100 years old. We lease our space from the Halifax Port Authority (HPA). HPA provides accessible parking at the entrance to the Museum. The Museum only has one public entrance. Administrative offices are accessible from the parking lot and by elevators. In 2021, the Museum received certification by the Rick Hansen Foundation.

### Completed Built Environment Actions for 2025:

- Added automatic door in common passageway (Lower Annex).
- Lowered change stations.
- Built a new "Building Communities" interactive to change the height/angle of display.
- Built a new "Second World War" artifact case, interactive display and bench.
- Added contrasting colours to floor areas with elevation change.
- Installed hooks in washroom stalls.
- Adjusted counters in public service areas.
- Updated staff mailbox system.
- Fixed the uneven floor beside the service elevator.

### Actions Not Complete :

- Replace passenger elevator. The elevator is under construction. Completion is planned for April, 2026
- Tactile flooring in all public areas. Some tactile flooring is complete. We will finish all public areas by April, 2026.

## Information and Communication Technologies (ICT)

The Museum launched new websites in 2022. They were built to WCAG 2.0 standards. This means we:

- 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).
- Add transcripts in both official languages for audio and video assets.
- Include described video for the *Soft Landings* gallery.

- 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).
- Use ARIA (Accessible Rich Internet Applications) annotations to make website content more accessible.
- Review written content to make sure it is readable. We now include summaries of long articles. Headings are clearer and use information-bearing words. Long passages of text are broken up and have subheadings.
- Test web pages and address problems using online accessibility validators.
- Provide guides on how to create accessible content for the web.
- Stay current with best practices for screen readers and validators.
- Use remote user testing for accessibility.

### **Completed Information and Communications Technology Actions in 2025**

- Kept testing, reviewing and remediating digital properties to be fully compliant with WCAG 2.0 AA.
- Used best practices for screen readers and completed testing.
- Started using a new content management system and accessible app ([STQRY](#) and [NaviLens](#)).

### **Communication, other than ICT**

We continue to encourage feedback.

Using plain language in our communications remains important.

### **Completed Communications Actions in 2025**

- Added way-finding improvements.
- Continued to review existing marketing and communications content to improve its accessibility.
- Provided QR code information to visitors with digital accessible Museum map.
- Integrated WCAG compliant content management system and accessibility app for museum content.
- Updated the “Accessibility” page for ease of use on our website.



- Shared progress reports and accessibility plan on our website.

### Procurement of Goods, Services and Facilities

We continue to address accessibility in our procurement process by:

- Offering optional site visits to bidders where appropriate.
- Giving site visit notes to all bidders, regardless of site visit attendance.
- Giving answers to submitted questions to all bidders.
- Where appropriate, defining accessibility requirements under scope of work in procurement documents.
- Where appropriate, defining accessibility consultation services in procurement documents.
- Where appropriate, defining requirements in consultation with end-users or groups representing persons with disabilities.
- Where appropriate, using prototypes and product demonstrations to allow end-users to test features.

### Completed Procurement Actions in 2025

- Reviewed all contract documents for plain language, where appropriate.

### Design and Delivery of Programs and Services

The Museum continues to offer:

- Free admission for a support person accompanying person(s) with disabilities.
- Two wheelchairs, available at the ticket counter.
- Private museum tours at no additional cost for visitors with special needs.
- Private appointments with the Scotiabank Family History Centre for visitors with special needs.
- Wheelchair seating in the theatre.
- Fully accessible public areas for persons who use a wheelchair.
- Public programs that are either free or included with museum admission.
- When possible, online public programs with built-in support.
- Sensory friendly objects in the exhibition.
- Exhibitions that include both video and audio content. Videos that are subtitled.

- Exhibitions that are designed and built to Ingenium Accessibility Standards for Exhibitions (2018).

### **Completed Design and Delivery of Programs and Services Actions in 2025**

- Prioritized partnership opportunities with the disability community.
- Hosted presentations by those with lived-experiences at training sessions.
- Ensured font sizes met Ingenium Standards for artifact labels
- Researched accessibility advisors at school boards to adapt school programs.
- Reviewed and added QR codes in Museum spaces for navigation, content access, and self-guided tours.
- Shared sensory resources and where to find them at Ticket Counter.
- Built accessible display housing for "Second World War" artifact case, interactive and bench.
- Developed descriptive tour of the Museum.
- Made printed café menus.
- Provided accessibility tools at the entrance of each exhibition.
- Made an accessibility app for the traveling exhibition.
- Added a new content management system and accessibility app.
- Reviewed way-finding options to include signage on staff-only areas of the Museum, including elevators.
- Added descriptive audio in French and English added in temporary exhibitions, *Crossing Lines* and *Refuge Canada*.
- Added accommodation request in booking form(s).
- Fixed the noise from the Wheel of Conscience.

### **Transportation**

Transportation is identified as a pillar under the *Accessible Canada Act*. The Museum does not provide transportation services. The parking lot and outside walkways are the responsibility of HPA. HPA provides accessible parking spaces for the Museum.

## Training

As a learning institution, the Museum has a deep commitment to training and professional development. Staff and volunteers completed the following training in 2025:

- Accessibility Overview, May 12, 2025
- Accessible Customer Service, May 1 – 22, 2025
- Accessible Customer Service, November 27, 2025

We want to be an inclusive and welcoming place for all Canadians. It is important that Museum personnel are trained in recognizing and communicating effectively with people with disabilities. Ongoing training and consultation will help achieve this goal.

## Feedback

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.

To provide feedback, please contact Ashley MacPherson, Vice-President, Operations at:

- 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 to anonymous feedback submissions.

### Feedback Processes and Standards

- Non-anonymous feedback will be acknowledged within five (5) business days. Acknowledgement will be in the same format the feedback was originally provided, where possible. Web form feedback will be acknowledged by email.
- 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.

## 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.

**Halifax Port Authority (HPA):** The Halifax Port Authority is the Museum’s landlord.

**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.

**STQRY:** STQRY is the Museum’s content management system for onsite museum content.

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