

Accessibility Spotlight:

Marine Atlantic

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Accessible parking at the marina
© Marine Atlantic

Marine Atlantic is committed to providing an accessible travel experience for all passengers. To ensure that everyone has a safe and enjoyable journey, all staff complete a full day of accessible awareness training and do a refresh of the course every three years.

Additionally, employees at all levels in the organization are provided with new or revised information about accessibility requirements, services, programs, and best practices whenever they becomes available.



Braille bathroom sign
© Marine Atlantic

Included in Marine Atlantic's accessible facilities are four vessels and three terminals, with accessible parking, entrances, and washrooms, with signage that includes tactile and/or braille where applicable.

Marine Atlantic is proud to offer curbside assistance at its terminals, which provides passengers with support for navigation, baggage, ticket purchasing, wheelchair assistance, and other service requests.

All terminals and vessels provide both visual and verbal announcements. Relief areas are available for service animals in both secure and non-secure areas.

Marine Atlantic believes that creating an accessible environment and experience starts before a passenger steps foot on one of their vessels. Their website and booking systems prioritize accessibility, using descriptions, icons, and regular audits to improve usability for travellers.



Marine Atlantic strives to make every journey comfortable and enjoyable for all passengers. In line with this commitment, every vessel meets strict regulatory and safety standards and is also equipped with a range of accessibility features. These include elevators, adapted cabins and seating, and colour-contrasted walls, floors, and seating areas.

To ensure all passengers can participate fully, safety briefings are video-based and have closed captions. For those who prefer alternate formats, printouts of the scripts are available.

Mobility and hearing-adapted cabins are designed to cater to the specific needs of passengers. They come equipped with features such as washrooms and showers that can accommodate mobility aids and visual doorbells.

"We're motivated to be accessible to all because it is the right thing to do. We all benefit from a society without barriers to inclusion. Providing a positive, accessible transportation experience and equal employment opportunities for persons with disabilities enriches and benefits us all".

— Natalie Musseau, Manager of Customer Relations

Passengers can enjoy meals at one of several dining establishments on board, with menus available in print or on a digital version that can be accessed by people who use screen readers, magnification, or other assistive technologies.



Customer at accessible ticket counter

© Marine Atlantic

Passengers can enjoy the onboard entertainment system, which provides TV shows and movies with both audio and closed captioning.

The Marine Atlantic team is constantly researching new advancements on how they can continue to improve accessibility across their organization. As new and emerging technologies become available, Marine Atlantic will continue to develop and implement these technologies to provide additional support to their customers.

Marine Atlantic has been able to create and build inclusive and accessible spaces through the experiences and guidance of professionals, advocates, employees, and passengers. They recommend that others in the transportation industry seek expert advice on how they can tailor their services and operations to provide accessible travel and work opportunities for all.