

QUÉBEC  
FOR ALL



3<sup>rd</sup> EDITION

# EXPLORE ENJOY AND FEEL QUÉBEC

OVER

**1800**

PARTIALLY OR  
FULLY ACCESSIBLE  
TOURIST  
ESTABLISHMENTS

**MONTRÉAL  
QUÉBEC CITY  
QUÉBEC REGIONS  
OUTDOOR ADVENTURES  
ACCOMMODATIONS  
TRANSPORTATION  
TRAVEL SERVICES**



© TQ / M. Julien





## THE ORGANIZATION BEHIND QUÉBEC FOR ALL

**F**ounded by André Leclerc in 1979, Kéroul is a non-profit organization dedicated to promoting accessible tourism and cultural establishments, activities and services in Québec. As the Ministère du Tourisme du Québec's key consultant in matters of accessibility, Kéroul trains front-line staff, assesses the accessibility of tourism establishments and manages the Tourism Establishment Accessibility Program, which helps businesses become more accessible through financial assistance.

Kéroul provides a range of services for travellers:

- A **database** with over 4,000 certified tourist establishments
- **Le Baladeur**, a magazine featuring travel stories, outing ideas and tips for travelling in Québec and elsewhere
- A dynamic **Facebook page**
- A **newsletter** on the latest in Québec's accessible tourism
- **Travel conferences** for people with disabilities seeking to learn and pick up tips so they can organize their own trips.

Establishments evaluated by Kéroul earn three ratings. The accessible rating indicates the establishment's accessibility level for customers with a mobility impairment. The two other ratings evaluate the adapted services provided for customers with a visual or auditory impairment.

The accessibility ratings awarded by Kéroul are found on [QuebecOriginal.com](http://QuebecOriginal.com) and in guides for Québec's 21 tourist regions.

## ACCESSIBLE OUTDOOR ACTIVITIES

Sépaq is committed to connecting people with nature by offering a wide range of activities, accommodations, and facilities that are more accessible than ever before.

### AVAILABLE AT PARC NATIONAL D'OKA

- Adapted ready-to-camp and cabin accommodations
- Boardwalks
- Hippocampe wheelchairs

[sepaq.com](http://sepaq.com)



Photo: Mathieu Dupuis

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© Tourisme Québec

# TRAVEL IN QUÉBEC, REGARDLESS OF YOUR ABILITIES!

## WHAT IS QUÉBEC FOR ALL?

Québec for All is the perfect platform for planning your next vacation in Québec. The database includes over 1,700 tourism businesses certified as “fully accessible” or “partially accessible” by Kéroul, and the search engine enables you to geolocate establishments that fit your needs. With information on accessible transportation, travel tips and a blog featuring ideas for outings based on your interests, it has everything you need to plan your stay.

## KÉROUL CERTIFICATION

Based on the barrier-free design standards of the Québec Construction Code, Kéroul’s accessibility criteria provide an overview of accessibility from a visitor’s standpoint. The rating is a reliable indicator, but we recommend looking at each establishment sheet before making a decision, especially for accommodation establishments.



The **accessible** rating means that the establishment meets all of the visitor’s accessibility criteria and offers a satisfactory visitor experience for the majority of people with a mobility impairment.



The **partially accessible** rating means that the establishment meets the visitor’s main accessibility criteria but has some missing elements that could affect the experience of some people with a mobility impairment.

## PRODUCTION TEAM

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**Montréal combines a distinctive European charm with North American eclecticism. Its cosmopolitan neighbourhoods reflect a rich palette of ethnic diversity. Drawing from its multicultural roots, it affirms its flair for modernity. All in all, it's a compelling urban centre!**

**275**  +  establishments



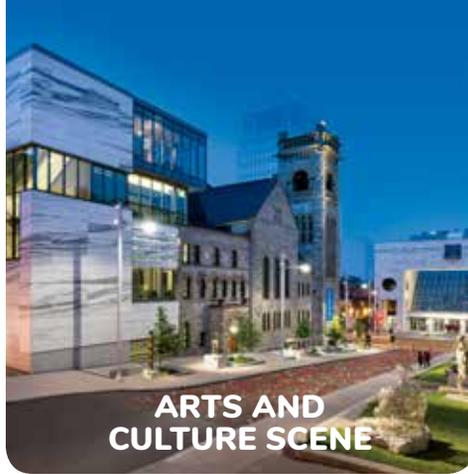
© Caroline Bergeron

## A HISTORY TO BE SHARED

The particular atmosphere of colonial times lives on in Old Montréal, where well-preserved vestiges and monuments evoke the era of New France.

### Not to be missed

- Pointe-à-Callière, the Montréal museum of archaeology and history
- Marché Bonsecours, featuring boutiques showcasing Québec designers



© MBAM Denis Farley

## ARTS AND CULTURE SCENE

Lovers of art and entertainment are spoiled for choice by the city's latest artistic trends. Cultural offerings abound. There's something for everyone!

### Not to be missed

- The Montréal Museum of Fine Arts, home to top-notch exhibitions
- The Musée d'art contemporain, a museum devoted to amazing works of art
- The McCord Museum, where social history and fashion often overlap



## FESTIVALS TO GET YOUR GROOVE ON

In Montréal, you don't need an excuse to party! Winter and summer alike, the Place des Festivals welcomes artists from all around the globe.

### Not to be missed

- Montréal en lumière, where festival-goers embrace winter
- The Montréal International Jazz Festival, Québec's largest festival
- Les Franco de Montréal, a francophone music festival
- Igloofest, an outdoor nightclub in the heart of winter

# MONTRÉAL

In 1881, Mark Twain nicknamed Montréal "la ville aux cent clochers" or "the city of a hundred steeples." Its numerous shrines are treasures of architectural and historic heritage.

### Not to be missed

- Saint Joseph's Oratory, a place of culture and spirituality, welcoming over two million pilgrims and visitors annually
- The Notre-Dame Basilica, where Moment Factory's Aura brings its history to life with a luminous multimedia experience
- The Notre-Dame-de-Bon-Secours Chapel

In addition to arts and heritage, the city boasts excellent locations for exploring natural sciences

### Not to be missed

- Space for Life, an amazing museum complex in the Olympic Park
- The Biosphère, an environment museum located in one of the few remaining Expo 67 pavilions
- The Montréal Science Centre, an imaginative and innovative museum for all ages

The restaurant scene is a Montréal rite of passage, with its quality, affordable cuisine envied the world over!

### Not to be missed

- Toqué!, ranked Canada's best restaurant
- Accords Bistro, where classy seasonal cuisine and natural wines go hand in hand
- Jean-Talon Market, culinary eclecticism at its best
- Les Enfants Terribles, fine dining from Montréal's highest viewpoint on the 44<sup>th</sup> floor



## HUNDRED STEEPLES TO DISCOVER



© MTOO Mathieu Dupuis

## A LITTLE SCIENCE GOES A LONG WAY



## MOUTHWATERING GASTRONOMY



**Founded in 1608 by Samuel de Champlain and recognized as a UNESCO World Heritage Site, Québec City is North America's only fortified city. Abounding with treasures, it is so much more than a museum town.**

**190**  +  **establishments**



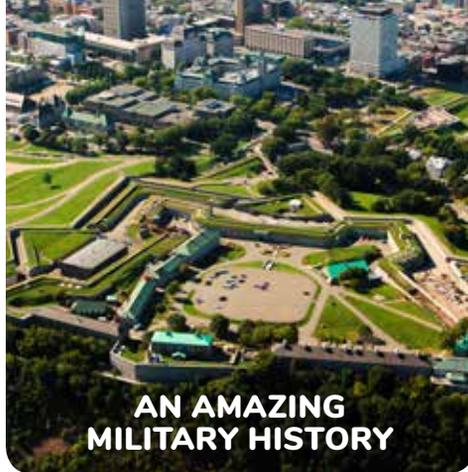
© Bruce Damonte

## DISCOVER SOME GREAT MUSEUMS

While smaller than Montréal, Québec City still offers an extensive array of museums, often standing apart for their original architecture and exhibitions.

### Not to be missed

- The Musée national des beaux-arts du Québec, an art museum as varied and eclectic as its stately pavilions
- The Musée de la civilisation, an institution that explores the various facets of human reality, past and present

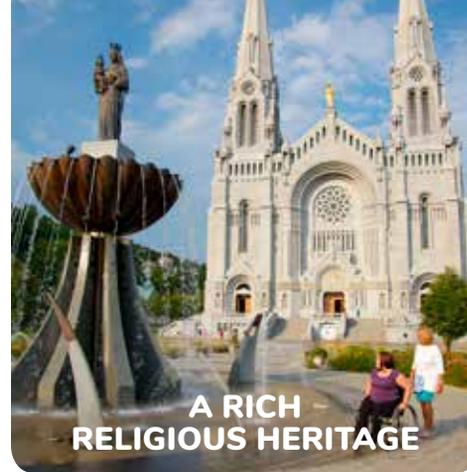


## AN AMAZING MILITARY HISTORY

The city may not have defeated all its invaders, but it did gain some important heritage sites.

### Not to be missed

- The Plains of Abraham, a magnificent urban park dotted with artifacts
- The Citadelle of Québec, a unique star-shaped fort
- The Naval Museum of Québec, which tells the story of the St. Lawrence River and the Naval Reserve of Canada



© TQ / M. Julien

## A RICH RELIGIOUS HERITAGE

Known as the cradle of New France, the Québec City region is unique for its multiple religious communities—the evidence of which is still very much alive today.

### Not to be missed

- Sainte-Anne-de-Beaupré, a popular sanctuary
- Le Monastère des Augustines, a heritage site converted into a hotel complex, blending culture, heritage and holistic health

# QUÉBEC

The Québec City region's sites and backdrops are breathtaking!

### Not to be missed

- Parc de la Chute-Montmorency, a spectacular site
- Ile d'Orléans, a designated historical island, awash with agritourism experiences
- Canyon Sainte-Anne, where the 1.2 billion-year-old rocky cliffs form the perfect backdrop for exhilarating zipline, via ferrata and Air Canyon rides
- Domaine de Maizerets, an urban park with many attractions

Few First Nations communities are located close to large urban centres. Wendake, a Huron-Wendat reserve, opens its doors for you to discover its magnificent heritage.

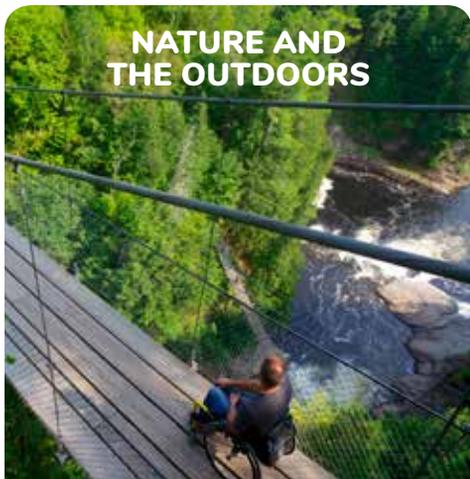
### Not to be missed

- Hôtel-Musée Premières Nations, whose restaurant specializing in Amerindian flavours is in itself worth a detour
- Onhoüa Chetek8e Huron traditional site, a site for discovering age-old Aboriginal cultures
- Artisans et artistes indiens du Québec, a boutique filled with indigenous art

Québec City is the perfect setting for long strolls. The architectural details, eclectic buildings and planning, a blending of European tradition and American modernism, never fail to delight!

### Not to be missed

- The Bus rouge, a hop-on, hop-off double-decker tour
- Tours Accolade's Touch & Feel, a specialized tour for people with a visual impairment



© TQ / M. Julien

## NATURE AND THE OUTDOORS



## INCURSION ON THE HURON-WENDAT



## FASCINATING TOURS

# QUÉBEC

## ABITIBI-TÉMISCAMINGUE

64 establishments  
Refuge Pageau



© Marie-Frédérique-Frigon

## LANAUDIÈRE

82 establishments  
Arctic Adventure



## EASTERN TOWNSHIPS

106 establishments  
Orchards



## LAURENTIANS

131 establishments  
Maison Lavande



## CENTRE-DU-QUÉBEC

158 establishments  
Cranberry Interpretation Centre



## MAURICIE

65 establishments  
Boréalis



© Michel Julien

## OUTAOUAIS

86 establishments  
Canadian Museum of History



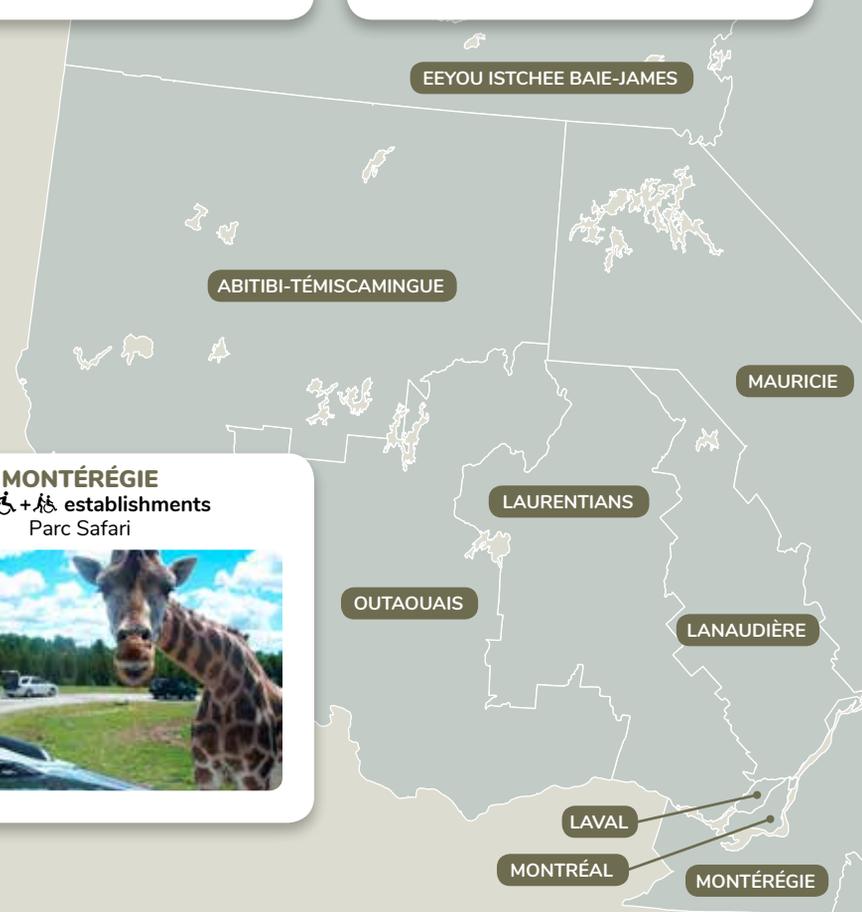
## LAVAL

53 establishments  
SkyVenture



## MONTÉRÉGIE

121 establishments  
Parc Safari



# REGIONS

## SAGUENAY-LAC-SAINT-JEAN

90 ♿+♿ establishments  
Zoo sauvage de Saint-Félicien



## CHARLEVOIX

46 ♿+♿ establishments  
Whale-watching cruises



## CÔTE-NORD

68 ♿+♿ establishments  
Jean-Lesage Generating Station (Manic-2)



## CHAUDIÈRE-APPALACHES

68 ♿+♿ establishments  
L'Épopée de la moto



© Michel Julien

## GASPÉSIE

79 ♿+♿ establishments  
Haldimand Beach



CÔTE-NORD

SAGUENAY-LAC-SAINT-JEAN

GASPÉSIE

ÎLES-DE-LA-MADELEINE

CHARLEVOIX

BAS-SAINT-LAURENT

QUÉBEC

CHAUDIÈRE-APPALACHES

CENTRE-DU-QUÉBEC

EASTERN TOWNSHIPS

## BAS-SAINT-LAURENT

91 ♿+♿ establishments  
Trails hugging the shoreline & Rivière Rimouski



## ÎLES-DE-LA-MADELEINE

42 ♿+♿ establishments  
Archipelago

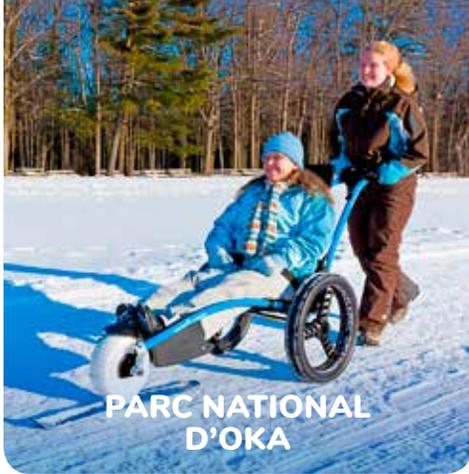


© Michel Bonato



# OUTDOOR ADVENTURES

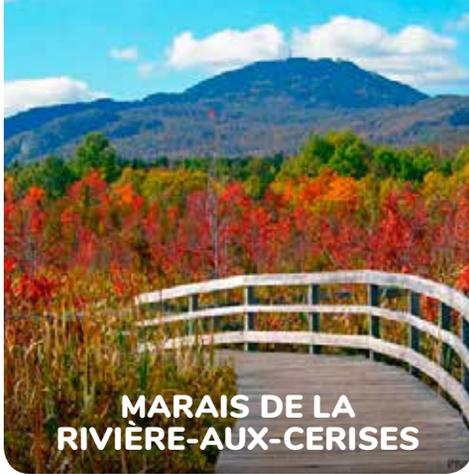
**Québec's great outdoors fascinate and attract visitors of every stripe! An increasing number of sites and activities are adapted for disabled persons with a penchant for thrill-seeking.**



© Mathieu Dupuis

**PARC NATIONAL  
D'OKA**

Located a short distance from Montréal, [Parc national d'Oka](#) is famous for its rich historical and natural heritage. The park is particularly proactive about accessibility. A paved multi-use trail winds through a pine forest on the edge of Lac des Deux-Montagnes, leading to the beach. Two types of equipment are available free of charge at the visitors centre: the Hippocampe and the Ski-Vel, on which you can install a wheelchair for access to snowy trails.



**MARAI DE LA  
RIVIÈRE-AUX-CERISES**

Over an area of 1.5 km<sup>2</sup>, woodlands, marshes, swamps and bogs are intertwined, forming an impressive biodiversity. In the heart of Magog, [Marais de la Rivière aux Cerises](#) has many accessible trails, each about 600 m long, as well as a boardwalk stretching nearly 2 km, enabling you to cross the marsh from east to west. The picnic area is also accessible, as are the interpretation centre's toilets. What's more, it's the only site in Québec to date with electrical outlets for recharging motorized mobility aids!



© MFPP

**PARC NATIONAL DU  
MONT-SAINT-BRUNO**

[Parc national du Mont-Saint-Bruno](#) is located a few kilometres from the Greater Montréal area. Five lakes, an orchard, a historic windmill and dozens of kilometres of trails make this park an oasis of nature in an urban setting. Le Petit-Duc trail, 1.5 km long, was designed specifically for people with a mobility impairment. In winter, a Ski-Vel is also available free of charge, depending on snow conditions.



Parks  
Canada

Parcs  
Canada

Canada

# Parks Canada for all



**Discover  
Connect  
Protect**

[parksCanada.gc.ca](http://parksCanada.gc.ca)

Planche à pagaie : © Julien Bastide Photographies



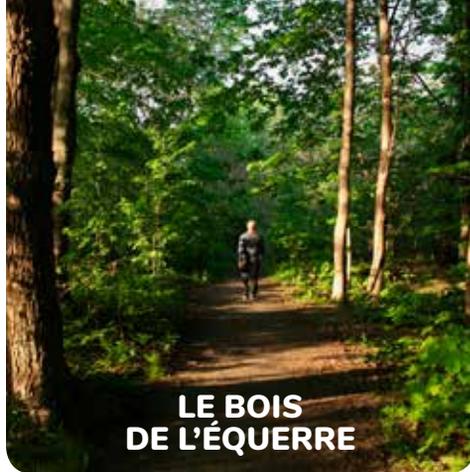
**PARC NATIONAL  
D'AIGUBELLE**

A true natural jewel of the Abitibi-Témiscamingue region, [Parc national d'Aigubelle](#) is home to a variety of geological phenomena with evocative names: giant's kettle and pillow lava, for instance. The self-guided discovery trail, La Castorière, which is adapted for people in wheelchairs, was awarded the Mention Kéroul. The Abijévis campground also has accessible campsites.



**ROUTE DES GERBES  
D'ANGELICA**

Offering a completely different experience, the eclectic Route des gerbes d'Angelica is simply wonderful. Located on a country road in Mirabel, 14 themed gardens with visual and musical elements take you to other worlds rich in history and magic. The outdoor tour is fully accessible, as is the main building. In winter, the site is transformed into an enchanted forest decorated with over 250,000 lights and where Santa Claus and the Ice Queen can be seen taking a stroll.

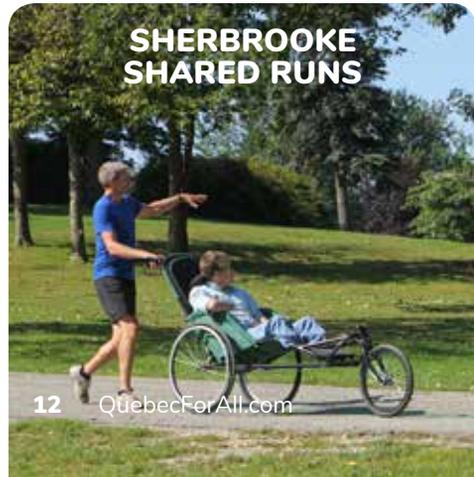


**LE BOIS  
DE L'ÉQUERRE**

In the heart of the Laval, the delightful [Bois de l'Équerre](#) offers a natural refuge within a rural landscape. An accessible and age-friendly trail has been created to provide easier access for seniors and people with a mobility impairment, for instance, so they can enjoy the benefits of this natural environment. There is also an accessible picnic table and chemical toilet.

# IMMERSE YOURSELF IN NATURE IN QUEBEC'S PARKS

[Sherbrooke Shared Runs](#) in the Eastern Townships gives people with a mobility impairment the chance to take part in runs around Lac des Nations each week. They ride in a Kartus wheelchair, designed specifically for running. It's a fantastic way to discover a tourist site with a local guide! This event takes place every Wednesday morning from 9:30 a.m. to 11:30 a.m.



**SHERBROOKE  
SHARED RUNS**

## DOG SLED

Not inspired by any of these activities? You could always try dog sled. Feeling of freedom guaranteed!

In Rawdon in Lanaudière, Kinadapt offers sensory activities around dogs and sled rides. Created in 2005 by a kinesiologist and a psychoeducator, the organization

uses several models of classic sleighs on which it has made modifications to accommodate people with reduced mobility. People with an intellectual disability are also welcomed with open arms on the site!



# THE HIPPOCAMPE

## THE FAMOUS AQUATIC WHEELCHAIR



**T**he Hippocampe is a beach wheelchair specially designed to operate on sand. This water-resistant equipment has two rear wheels and one front wheel. With its detachable wheels, you can use balloon wheels to go into the water, inflatable wheels for buoyancy and skis for snow.

A growing number of Québec beaches offer adapted facilities and equipment. Please note that some of those beaches have not been evaluated by Kéroul.

- [Parc national d'Oka beach](#) (Laurentians)
- [Saint-Zotique beach](#) (Montréal)
- [Longueuil municipal beach](#) (Montréal)
- [Belley Campground & Beach](#) (Saguenay-Lac-Saint-Jean)
- [Douglass Beach](#) (Eastern Townships)
- [Jean-Doré Beach](#) at Parc Jean-Drapeau (Montréal)
- [Parc régional des Îles-de-Saint-Thomé beach](#) (Montréal)

Gaspé's [Haldimand Beach](#) has gone one step further. It is the first—and only—beach in Québec to have a rubber access mat so wheelchairs can get right to the water's edge!

What's more, at [Parc de la Rivière-du-Moulin](#), [Parc de la Rivière-aux-Sables](#) and the [International Cruise Pavilion](#) in Saguenay-Lac-Saint-Jean, you can rent Hippocampes and adaptive bikes!

For all your travels, if you cannot borrow a Hippocampe, you can rent one! La Maison André-Viger rents out equipment for use in Québec and abroad. It's best to book in advance, as the demand is high!

# QUÉBEC IS FULL OF ADAPTIVE WATER SPORTS



ADAPTED STAND-UP PADDLEBOARDING

© Julien Bastide Photographies



ADAPTED SAILING

Stand-up paddleboarding (SUP) is a sport that has exploded in popularity over the past few years. In Montréal and Québec City, you can try the adapted version. In Québec City, it is practised sitting almost flat on a board, while in Montréal, it is practised in a wheelchair fixed to a modified paddleboard. The Montréal approach means someone who cannot paddle can be accompanied by a standing paddler. With the Québec City approach, the participant sits on the paddleboard, which is equipped with a removable back support. It's easier to get back on this type of paddleboard should it capsize.

- Montréal: O'sijja sponsored by CIVA [Centre d'intégration à la vie active]
- Québec City: Adapted SUP run by Adaptavie

A symbol of freedom and independence, adapted sailing is an amazing way to enjoy the province's water bodies. Various ingenious systems maximize the autonomy of the sailing dinghy. Using the sip-and-puff method, sailors can operate the boat with their mouths!

The [Association québécoise de voile adaptée](#) (AQVA), a non-profit organization, provides people with a mobility impairment the opportunity to sail on two different water bodies, one in Pointe-Claire and one in Magog. A recreational program, learn to sail, learn to race, kids program and group outings are also available.

## VISITING QUÉBEC?

# TRAVEL LIGHTWEIGHT!

BY RENTING ON SITE...



**VERDUN**  
5020 Wellington St.  
514-379-1328

**MONTRÉAL**  
6700 Saint-Denis St.  
514-274-7560  
1-800-363-6703

**GREENFIELD PARK**  
3340 Taschereau Blvd  
450-465-7560

**QUÉBEC**  
619 Wilfrid-Hamel Blvd  
418-914-1213  
1-844-914-1213

[AndreViger.com](http://AndreViger.com)

# ACCOMMODATIONS

Finding accessible accommodation in Québec can be a big challenge, but there are many attractive options for visitors with disabilities. Kéroul has compiled a list of over 300 accommodation establishments, rated accessible or partially accessible. Please see our website for details. Our sheets usually include photos, including several of the bathroom.

Accessible room facilities vary greatly, as do the needs of people using them. Some rooms have roll-in showers, others have a bath. Some have beds that are too high, others have space under the bed.

To ensure that all the hotel and room features reflect your needs, please see our website for full details on the establishment in question. When booking, insist on having the features you require, since accessible rooms for the same establishment may differ.



**accessible**



**partially accessible**



**HÔTEL  
MONVILLE**



**LE WESTIN  
MONTRÉAL**



**RITZ-CARLTON  
MONTRÉAL**

 This new independent and connected hotel offers 269 rooms, including 27 accessible ones. Spacious and functional, they provide comfort for everyone. Each one has a roll-in shower, signage in braille and various other features to enhance your stay. However, there is no space under the bed. In 2018, Hotel Monville won the Tourism Excellence Award in the Accessible Tourism category for its expertise and creativity in improving accessibility.

 A stone's throw from Old Montréal, the Westin is at the heart of the action but quiet all the same. There are many spacious rooms, and 18 are accessible! Groups will love it, especially if they're here for a conference, as it's very close to the Palais des congrès. The accessible rooms have a roll-in shower. The beds, however, are a little too high (70 cm). Hotel services include gaZette, a contemporary restaurant offering exciting Franco-Canadian cuisine.

 A historic icon among boutique luxury hotels in Québec, the Ritz-Carlton Montréal offers fine dining and elegant rooms. The technologies available are impressive. Everything can be controlled remotely, including the temperature, lights and blinds. Plus, the bathroom and bedroom are very spacious. The marble bathroom, equipped with floor heating, has a bath and roll-in shower. The shower is not the best in terms of accessibility, but is functional. The bed is a little too high, and has no space underneath for a lift. The hotel also has a gourmet restaurant managed by chef Daniel Boulud, a tea room and a champagne bar. The whole package!

## ACCOMMODATIONS IN MONTRÉAL

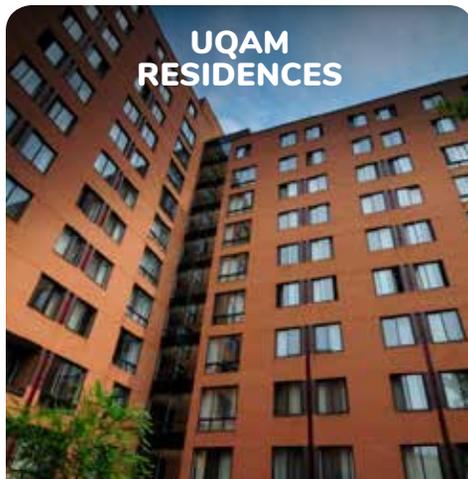
 Located on the Plateau Mont-Royal neighbourhoods, this elegant, affordable hotel is part of the ITHQ hotel school. Full breakfast, served in a student-run restaurant, is included. The hotel only has one accessible room, but it is quite well laid out and has a roll-in shower. Path of travel in the room is a little restricted (67 cm), and there is no space under the bed. The website deserves a special mention, as it's one of the few promoting its accessible room with a description and photos!

 In many cases, accessibility and luxury go hand in hand. However, the UQAM student residences can be rented during the summer, providing Montréal accommodations without breaking the bank. The decor is minimalist yet functional. It is definitely the best value for your money! The downtown location can't beat: Sainte-Catherine Street, the Gay Village and the Quartier des spectacles—Montréal's entertainment district—are at your doorstep.

 Enjoy being in the heart of Montréal's financial district in the Embassy Suites hotel by Hilton Montréal. There are many spacious rooms: 3 are fully accessible and 19 are partially accessible! Groups will love it, especially if they're here for a conference, as it's very close to the Palais des congrès. The three accessible rooms have a roll-in shower. The bed, however, is a little too high (60 cm or 70 cm, depending on the room).



**HÔTEL  
DE L'ITHQ**



**UQAM  
RESIDENCES**



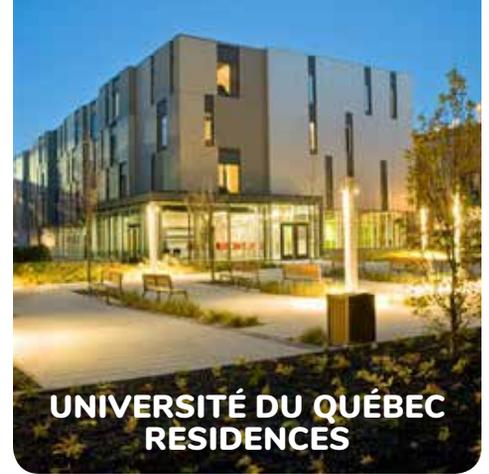
**EMBASSY SUITES  
MONTRÉAL DOWNTOWN**



**LE BONNE ENTENTE**



**HILTON QUÉBEC**



**UNIVERSITÉ DU QUÉBEC RESIDENCES**

 Located a short drive from downtown, Le Bonne Entente is peaceful, relaxing and luxurious. With sophisticated rooms and modern facilities with clearance, this five-star hotel is outstanding. The well-trained staff add to its charm. The accessible room is huge, so there is ample room to move around. There is also a roll-in shower and a comfortable bed, but it is a little too high (63 cm).

 This skyscraper hotel is four minutes' walk from Parliament and eight minutes' walk from the Gare du Palais. The rooms' bathrooms are top quality in terms of accessibility: everything is up to standard, including the roll-in showers. On the other hand, the bed is a little too high (67 cm). The hotel also has two lovely accessible restaurants.

 Just like those in Montréal, the Université du Québec residences are an excellent option given their value for money. This apartment-hotel, which requires a minimum stay of two nights, is perfect for long stays. The spacious room in this modest and modern establishment has an accessible bath. But the bed is a little too high (67 cm) and has no clearance. The adapted kitchenette is really handy!

## ACCOMMODATIONS IN QUÉBEC

 Connected to the Québec City Convention Centre by an underground walkway, this seminar hotel is a short distance from the National Assembly and the Capitole de Québec, a historic theatre. The Delta Québec is a good comfortable option for a stay in the Old Capital. The accessible rooms are not perfect, but functional. There is carpet, and although the bed is too high (61 cm), there is space underneath for a lift. The bathroom is magnificent and has roll-in shower. The design really has been taken into account—it doesn't look medical at all!

 Hôtel Château Laurier is conveniently located both near the Musée national des beaux-arts du Québec and the historic district of Old Québec City. The impeccable service and modern, classic style set this hotel apart. Some adapted rooms have an accessible bath, others have a roll-in shower stall. The glass panel may make movement difficult for some people, especially as the built-in bench is far from the door. There is, however, a removable shower bench. In both types of adapted rooms, the bed, which is at the proper height, has space underneath for a lift.

 Le Monastère des Augustines' unique concept blends culture, heritage and holistic health. This new complex provides a 21<sup>st</sup> century retreat experience in an environment rich in history. The silent breakfast is destabilizing but fascinating at the same time. Le Monastère is the perfect place to reconnect with yourself without the added worry of accessibility. Two types of rooms are available: modern and traditional. The traditional adapted rooms have space under the bed, and the private modern rooms have a roll-in shower. In both rooms, the beds are too high (60 cm).



**HÔTEL DELTA QUÉBEC**



**HÔTEL CHÂTEAU LAURIER**



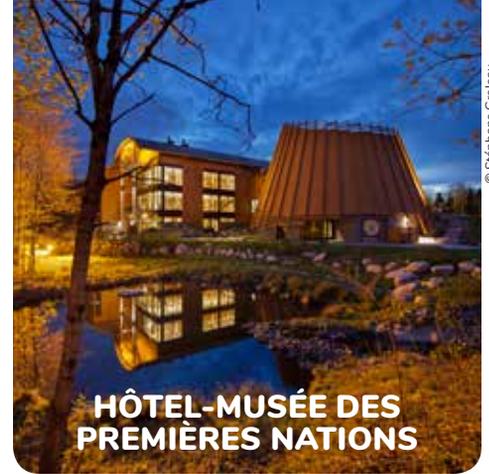
**LE MONASTÈRE DES AUGUSTINES**



**CHALETS  
U**



**LE FLORAL  
HOTEL**



**HÔTEL-MUSÉE DES  
PREMIÈRES NATIONS**

© Stéphane Groleau

 Located in the charming Magog-Orford region in the Eastern Townships, Chalets U offer two single-level cottages that can each house up to six people. The cottages are comfortable, modern and spacious, and surrounded by nature. The Chalet des Diligences provides visitors with a spectacular view of Lac Orford and the mountains, while Chalet Malaga's beautiful forest setting is nestled between Lac Malaga and Étang Holland. Both establishments have roll-in showers and a height-adjustable bed with space underneath.

 Located near downtown Sherbrooke in the Eastern Townships, Le Floral is a wonderful hotel that is both modern and affordable. The spacious adapted rooms have space under the bed. The bathroom has a cleverly designed roll-in shower. The hotel offers continental breakfast free of charge and on-site parking. The friendly service is the cherry on the cake!

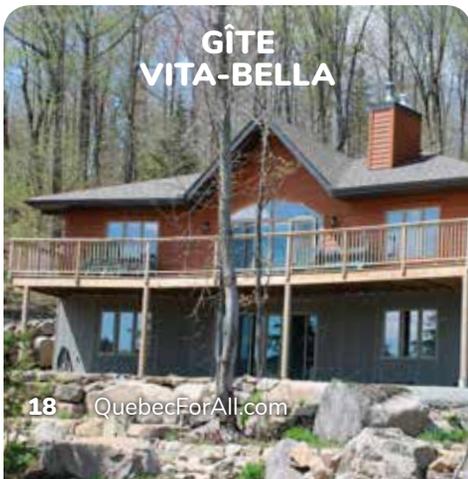
 In Wendake, near Québec City, you can enjoy a not-to-be missed Indigenous experience! Featuring longhouse-inspired architecture overlooking the Akiawenrahk River, the hotel marries modern with traditional. The adapted rooms have an accessible bath. A visit to the museum, created to protect and promote the heritage of the Wendat people, is well worth your time! The museum's mandate is to teach and popularize the history, culture and art of the First Nations in order to give visitors a better understanding of their present way of life.

# EXCEPTIONAL ESTABLISHMENTS ELSEWHERE IN QUÉBEC

 Gîte Vita Bella is the only fully accessible B&B in Québec! Located in a natural setting close to a lake in the Laurentians, the accommodation offers breathtaking views all year round. The three-bedroom B&B is decorated in the style of a traditional Québec rustic country home. Two of the rooms have roll-in showers, and all three have space under the bed. Without doubt, the showpiece is the unparalleled hospitality of the two hosts! No wonder this establishment won the 2017 Tourism Excellence Award in the Accessible Tourism category.

 This remarkable hotel, restaurant and spa is nestled in the heart of a bird and deer sanctuary on Mont Rigaud, in Montérégie. With its rustic, modern style, Auberge des Gallant combines luxury and nature. In terms of accessibility, the adapted rooms' roll-in showers are smartly designed. This establishment has two beds in each room. A rare find in Québec!

 Station touristique Duchesnay is a year-round resort just 30 minutes by the shore of Lac Saint-Joseph is a magnificent playground conducive to a wide variety of activities. The accommodation establishment has a country style. In the adapted rooms, the bed is a little too high (55 cm) but has space underneath for a lift. The bathroom has an accessible bath.



**GÎTE  
VITA-BELLA**



**AUBERGE  
DES GALLANT**



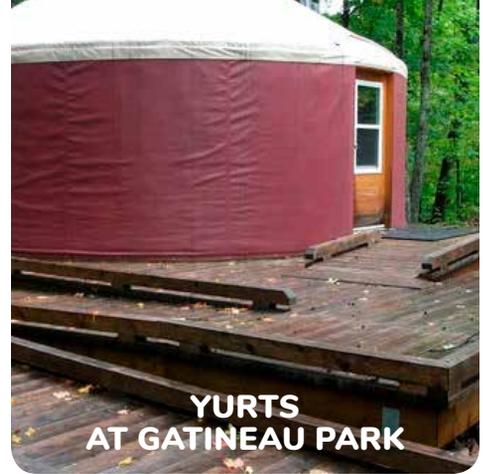
**STATION TOURISTIQUE  
DUCHESNAY**



**READY-TO-CAMP TENTS  
AT PARC NATIONAL D'OKA**



**COMPACT CABINS  
AT PARC NATIONAL D'OKA**



**YURTS  
AT GATINEAU PARK**

 Staying in a tent in the great outdoors will satisfy your inner adventurer! Les Dunes campground houses a number of ready-to-camp tents. Fully equipped and furnished, these tents include everything you need for cooking. Two tents are specially designed for people with a mobility impairment (Dunes 149 and 150). However, there is no space under the beds. There is a washroom facility with a shower stall nearby. In addition, the campground has an accessible trail and a Hippo-campe all-terrain beach wheelchair!

 Parc national d'Oka also offers accessible compact cabins. The name may be off-putting, but there is enough room to move around easily in a wheelchair. Everything has been designed to maximize the space: there is an accessible kitchenette, a 40 cm high sofa bed, a 45 cm high single bed and two 20 cm high loveseats for visitors. The bathroom has an accessible bath.

 Only a short distance from the city on Philippe Lake, Gatineau Park offers an easy escape into nature. The popular yurts are circular structures with a cone-shaped roof. Wanakiwin Yurt is accessible thanks to a long, gently sloping ramp. Bring a sleeping bag and some food, and you are sure to have a wonderful time in this unusual, rustic establishment! There's an accessible picnic table on-site, and an adapted washroom facility nearby with a shower stall and large toilet.

*pooling*  
our strengths

40<sup>e</sup> OFFICE DES PERSONNES  
HANDICAPÉES DU QUÉBEC

## AT THE SERVICE OF PEOPLE WITH DISABILITIES

**The Office offers its assistance to people with disabilities and to their family and friends.**

### The Office...

- **listens** and **helps** you identify your needs;
- **informs** you about existing resources, programs and services;
- **advises** you about how to apply for services;
- **refers** you to the organization most likely to meet your needs;
- **supports** you in the steps you take.

### For more information

Phone: 1 800 567-1465

 TTY:  
1 800 567-1477

[aide@ophq.gouv.qc.ca](mailto:aide@ophq.gouv.qc.ca)  
[www.ophq.gouv.qc.ca](http://www.ophq.gouv.qc.ca)

Office des personnes  
handicapées

Québec 

# TRANSPORTATION



## AIRPORT

Aéroports de Montréal is committed to providing airport facilities and services that are adapted to the needs of people with disabilities. Please refer to the [Adapted services](#) web page on [admtl.com](http://admtl.com) for more details.

In the public international arrivals hall at Montréal-Trudeau airport, washroom facilities are available for you to freshen up. These innovative facilities are unique in North America! They are equipped with a winch and changing table for adults.

To get to or from the airport, the 747 shuttle bus, an adapted taxi or rental vehicle are some of the options available. You don't need to reserve the shuttle bus. However, it is recommended that you book a taxi or rental vehicle.



## VEHICLE RENTAL

Some rental companies offer adapted vehicles with an access ramp. The vehicles, which can accommodate up to three persons in motorized wheelchairs and four companions, feature side entry access and brakes that can be activated manually.

**Location Jean Légaré** ..... 1-877-457-5342

**Discount** ..... 1-844-562-2886

Rental of adapted cars with hand controls or spinner knobs:

**Avis** ..... 1-888-879-4273

**Alamo** ..... 1-800-651-1223  
ATS: 1-800-522-9292

**Enterprise** ..... 1-866-225-4284  
ATS: 1-866-534-9270

## PARKING

The parking permit is internationally recognized! People from a country that is a member of the International Transport Forum (ITF) can bring their own permit.

Simply check the permit's terms of use with the municipalities to be visited, in particular as regards time limits, parking fees and parking in residential zones.

Montréal, Québec City and Trois-Rivières have distinct policies on the use of reserved parking. Visit their respective websites.

## ADAPTED TRANSIT

Every Québec municipality offers adapted transit services. You need a user number to make bookings. Some conditions may apply according to the municipality. You can get one if you are already a paratransit user in your municipality. [Transports Québec](#) presents the list of mandated organizations for paratransit in the different regions of Québec, as well as contact information for information on this subject.

## TRAIN

A number of VIA Rail routes—for example, between Montréal and Québec City—are accessible. Bookings can only be made by telephone. In certain circumstances, the companion can travel free. However, if the passenger only requires luggage and/or boarding assistance, a free ticket is not offered since these services are already provided by VIA Rail.

To obtain a free ticket, you will need to fill in a medical certificate attesting to your requirement for a companion. Details are available on [viarail.ca](http://viarail.ca), or by phone (1 888 842-7245 / 1 800 268-9503).

## BUS

The intercity transit network is accessible to everyone and comprises more than 200 terminals across Québec. For information on bus routes, schedules and fares, visit the [Bus Carriers Federation](#) website. You may also obtain an [Accompanying Card](#). If you are travelling in a wheelchair, be sure to specify this when you book.

[Greyhound](#) offers accessible travel across Canada on its adapted buses. Certain routes have been cancelled recently but many remain available, including those in Québec.

## REGULAR BUS AND METRO

Many municipalities have accessible public transit services. Most of the [Société de transport de Montréal](#) (STM) buses are low-floor buses with an integrated access ramp. Sometimes, however, the access ramps are out of order. In addition, some bus stops are not accessible.

The Montréal metro has 14 accessible stations. Please visit [stm.info](http://stm.info) for full details. The [map of metro stations with elevator access](#) is really useful.

## TAXI

Accessible taxi services are offered in a number of Québec cities. The Québec for All website provides a non-exhaustive list, by region, of companies that offer this service.

## FERRIES

The [Société des traversiers du Québec](#) (STQ) operates several crossings and offers river ports and ferries that are accessible to people with a mobility impairment. Please enquire about the specific features of each site to ensure you have a hassle-free crossing. It is also important to inform the staff about your disability when you book and when you arrive.



## Better mobility for life

Canada's largest manufacturer of accessible minivans builds lowered floor side and rear entry conversions. Proudly built in Quebec and Ontario, our vans deliver independence and mobility for families, drivers and taxis across the country.

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[wheelchairvans.ca](http://wheelchairvans.ca)

4350 Highway 13, Laval Québec

**1.800.668.8705**



## FREE ADMISSION FOR COMPANIONS

### ACCOMPANYING LEISURE CARD (CAL)



The CAL grants free admission to the companion of the person with a disability. It is valid in leisure, cultural and tourist partner organizations. In this context, the companion responds to the needs of the person with a disability that could not be met by the staff on site. The CAL is free and available to residents of Québec from the age of five.

The CAL now replaces the VATL, a program that has been in effect for more than 20 years.

To find out all CAL eligibility details and to apply, visit [carteloisir.ca](http://carteloisir.ca) or call 1-833-693-2253.

### ACCESS 2 ENTERTAINMENT CARD



The Access 2 Entertainment card provides free admission (or a significant discount) for support persons accompanying a person with a disability at member movie theatres across Canada. The person with the disability pays regular admission.

The Access 2 Entertainment program is managed by Easter Seals Canada. For more information, call 1-877-376-6362 or visit their website [access2card.ca](http://access2card.ca).

Refer to the transport section to find out about other special offers for companions.



## RECEPTIVE AGENCIES SPECIALIZING IN QUÉBEC

### CUSTOMIZED ACCESSIBLE TOURS!



Are you an international tour operator, association or school seeking a receptive agency specializing in Québec destinations for a group request or a self-tour for customers with disabilities?

Representatives from some member receptive agencies of the Québec Receptive Tour Operators and Travel Agencies Association (**ARF-Québec**) have completed the Welcoming Ways Training Program.

Why do business with an ARF-Québec member with Welcoming Ways training?

- They will be attentive to travellers' needs, regardless of their disability. Together, you can plan your accessible, hassle-free stay in Québec.

- They are experts whose knowledge of regions, attractions and products will save you time and inconvenience.
- They adhere to a professional code of ethics and are committed to the highest quality standards.
- Their unrivalled expertise, professionalism and purchasing power ensure you are offered a wide range of unique, attractive packages at competitive prices.

In the [Travel Agents section > Receptive agencies specializing in Québec destinations](#) on the Kéroul website, you will find a list of trained representatives!

# BECOME A MEMBER OF KÉROUL! \$25/year

Benefits for individual members

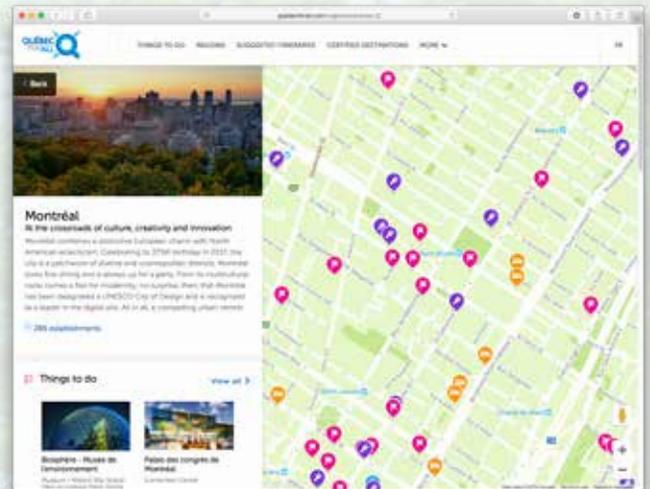
- Receive four editions of the only accessible tourism magazine in Québec, *Le Baladeur* (in French only)
- Participate in the annual general meeting and tourism activity held in conjunction with this event
- Contribute to the development of accessibility
- Receive a biannual newsletter featuring the latest in Québec's accessible tourism
- Support an organization with similar values and whose mission means a lot to you

To become member, download the [membership form](#) on our website or give us a call.

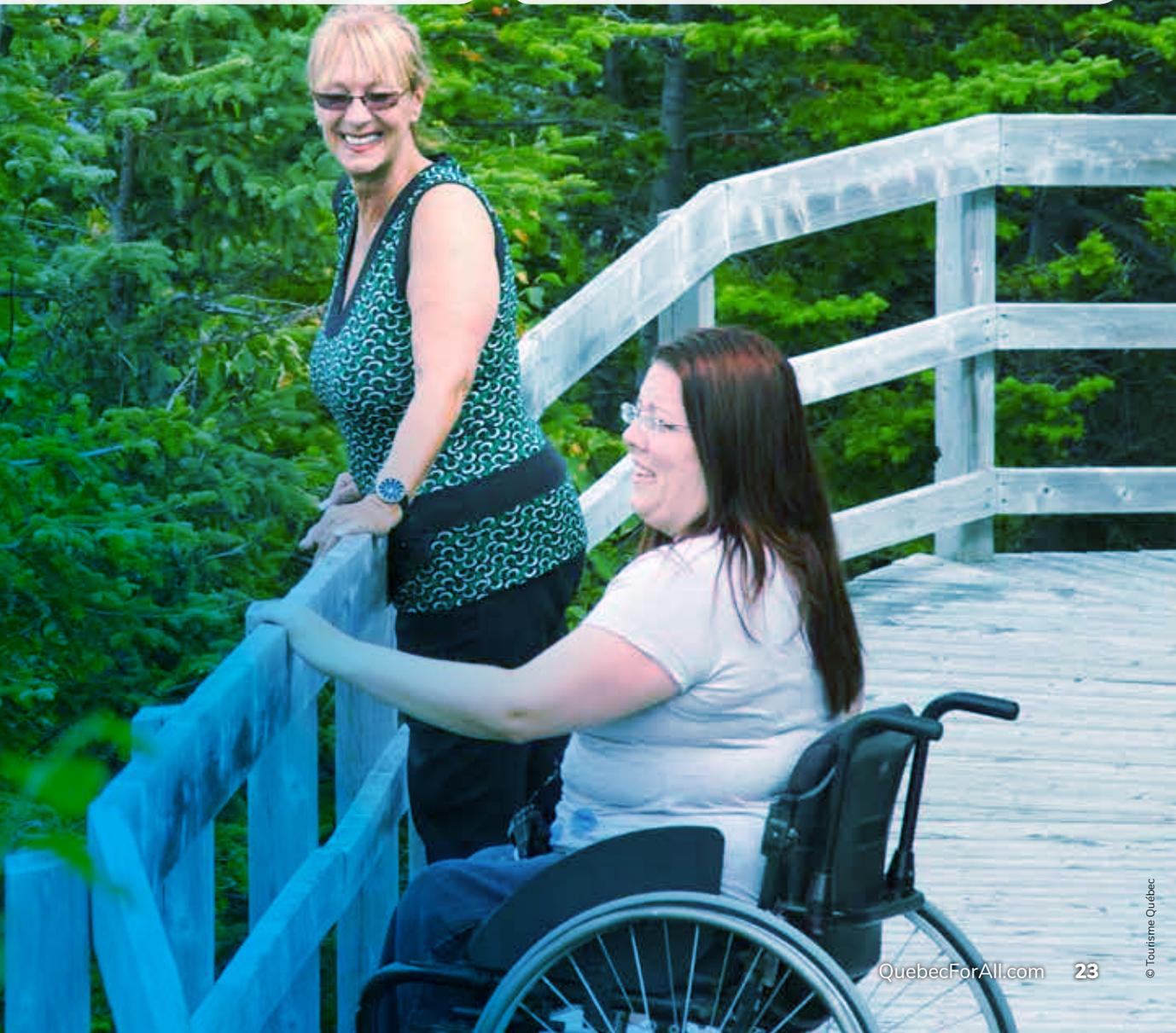
## Kéroul

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[keroul.qc.ca](http://keroul.qc.ca)

Go to the [Québec for All](#) website  
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[QuebecForAll.com](http://QuebecForAll.com)



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SERVICES MORE ACCESSIBLE TO EVERYONE



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