



**Victoria Airport Authority
ACCESSIBILITY PLAN
2024 to 2027**

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This Accessibility Plan was developed by Victoria Airport Authority with support from ProHara Accessibility Inc.

GENERAL

Whether you are a passenger, employee, or someone who wishes to request an alternate accessible format of this Accessibility Plan or has feedback about this Accessibility Plan or any encountered barriers or accessibility experiences at Victoria International Airport (YYJ), contact us using our Contact Options below.

Let us know who you are or remain anonymous. Whatever the choice, we look forward to hearing from you, providing you with an acknowledgement of receipt using the same method you used to reach out to us (unless sent anonymously without any way of contacting you back), and getting back to you with a prompt response.

Our designated Passenger Experience and Programs Officer will review and keep records of all feedback.



Alternate Format(s)

Upon request using our **Contact Options** below, we can provide you with an accessible alternate format (e.g., print, large print, Braille, audio format, or an electronic format that is compatible with adaptive technology) of the following documents:

- this Accessibility Plan, and or
- our Feedback Process.

Feedback Process

Use our **Contact Options** below, if you wish to provide us with feedback about any of the following items:

- this Accessibility Plan including how we are implementing it,
- our Feedback Process, or
- any barriers you may have encountered within our airport.

Contact Options

Communicate with us using our website's online form, email, phone, mailing address, or social media links, as outlined below:

**Passenger Experience and Programs Officer
Security and Terminal Operations**

Mailing Address:

201-1640 Electra Blvd
Sidney, BC V8L 5V4

Email:

accessibility@yyj.ca

Phone number:

250-953-7535

Social Media links

@Victoria.International.Airport

@fly_yyj

@yyjairport





LAND ACKNOWLEDGEMENT

We wish to acknowledge that Victoria Airport Authority operates on the unceded territory of the W̱SÁNEĆ People whose historical relationship to the land continues to this day.

We are committed to further strengthening our relationship with the Tseycum First Nation, Tsartlip First Nation, Tsawout First Nation, and Pauquachin First Nation through collaborative partnership in the airport's future operational and developmental goals.

ACCESSIBILITY STATEMENT

At Victoria International Airport, we believe that every passenger deserves a friendly, efficient, and easy to navigate travel experience. Our team believes that our employees deserve a welcoming place to work, where every employee, including those with disabilities, can thrive and contribute. We want to meet the needs of our passengers and employees, striving to surpass expectations, prioritizing accessibility and inclusivity in all we do, setting new benchmarks and pioneering innovative solutions wherever possible.



“At Victoria International Airport, we strive to make our airport experience smoother, safer and Better for Everybody.”

Arising from the *Accessible Canada Act*, our work is grounded in the principle of “Nothing Without Us”, meaning that we are committed to consulting and connecting with those who have lived experience. We value the voices of our employees, passengers, disability groups, and community organizations and we will continue to meaningfully involve them in our accessibility journey.

We want to continue to be a leader and innovator in accessibility for small airports and to provide our community with accessible and universally designed spaces and services that make our airport experience smoother, safer, and **Better for Everybody**.

Sincerely,

A handwritten signature in black ink, appearing to read 'Elizabeth M. Brown'.

Elizabeth M. Brown
President and CEO
Victoria Airport Authority

OUR AIRPORT

Airport Facts

Victoria International Airport (YYJ) is the 11th busiest airport in Canada, serving 1.9 million passengers annually. We aim to provide a safe, secure, sustainable, and efficient airport and are proud to create prosperity for our region by connecting Greater Victoria with the world.

We are located approximately 25 kilometres north of Victoria, British Columbia with a terminal that is small enough to be ultra-convenient yet very modern. Extensive improvements and upgrades have been completed over the last several years—and there are more to come! YYJ was rated one of the top ten most-loved airports in the world by CNN Travel and was the 2012, 2014, and 2020 winner of ‘Best Regional Airport in North America’ by Airports Council International.

Division of Responsibilities

Victoria Airport Authority (VAA) has managed the safe and secure operations at YYJ on behalf of the surrounding communities since April 1, 1997.

To accommodate the diverse needs of passengers and employees, VAA is accountable for:

- Hiring and managing the VAA workforce.
- Guiding and onboarding other organizations.
- Developing and maintaining an accessible built environment with amenities and services including:
 - Public parking
 - An award-winning curbside assistance program
 - Infrastructure e.g., kiosks, washrooms, animal relief areas
 - Providing wheelchairs, issuing support person escort passes
- Developing accessible programs, technologies, services, and facilities.

VAA partners include airlines, Canadian Air Transport Security Authority (CATSA), Canada Border Services Agency (CBSA), along with many other contracted service providers.

Responsibilities of our partners:

- Airlines provide mobility assistance and escort passengers through the check-in process, to the gate, and on-board for departures as well as upon arrival from aircraft to the baggage claim area until baggage is retrieved.
- Airlines ensure proper handling and stowage of baggage and mobility aids to confirm safe and timely arrival at their destination.
- CATSA provides security screening.
- CBSA provides customs services.
- Food, beverage, and retail services partners enrich the overall airport experience.
- Contracted service providers also handle other components of passenger assistance, parking services, and customer service.

Highlights of our accessibility achievements over the last five years:

- 2021 – Achieved Accessibility Certified Gold under the Rick Hansen Foundation Accessibility Certification™ (RHAC) program.
Press Release →
- 2021 – Our award-winning Curbside Assistance Program from Tourism Vancouver Island.
Press Release →
- 2023 – Launched YYJ Autism Aviation Day.
Press Release →
- 2023 – Launched Sensory Resource Kit.
Press Release →
- 2024 – Developed on-line Accessibility Training Program with the Canadian Airports Council (CAC).
- 2024 – VAA named one of BC’s Top 100 Employers for 2024.
Press Release →
- 2024 – Launched MagnusCards® Program.
Press Release →

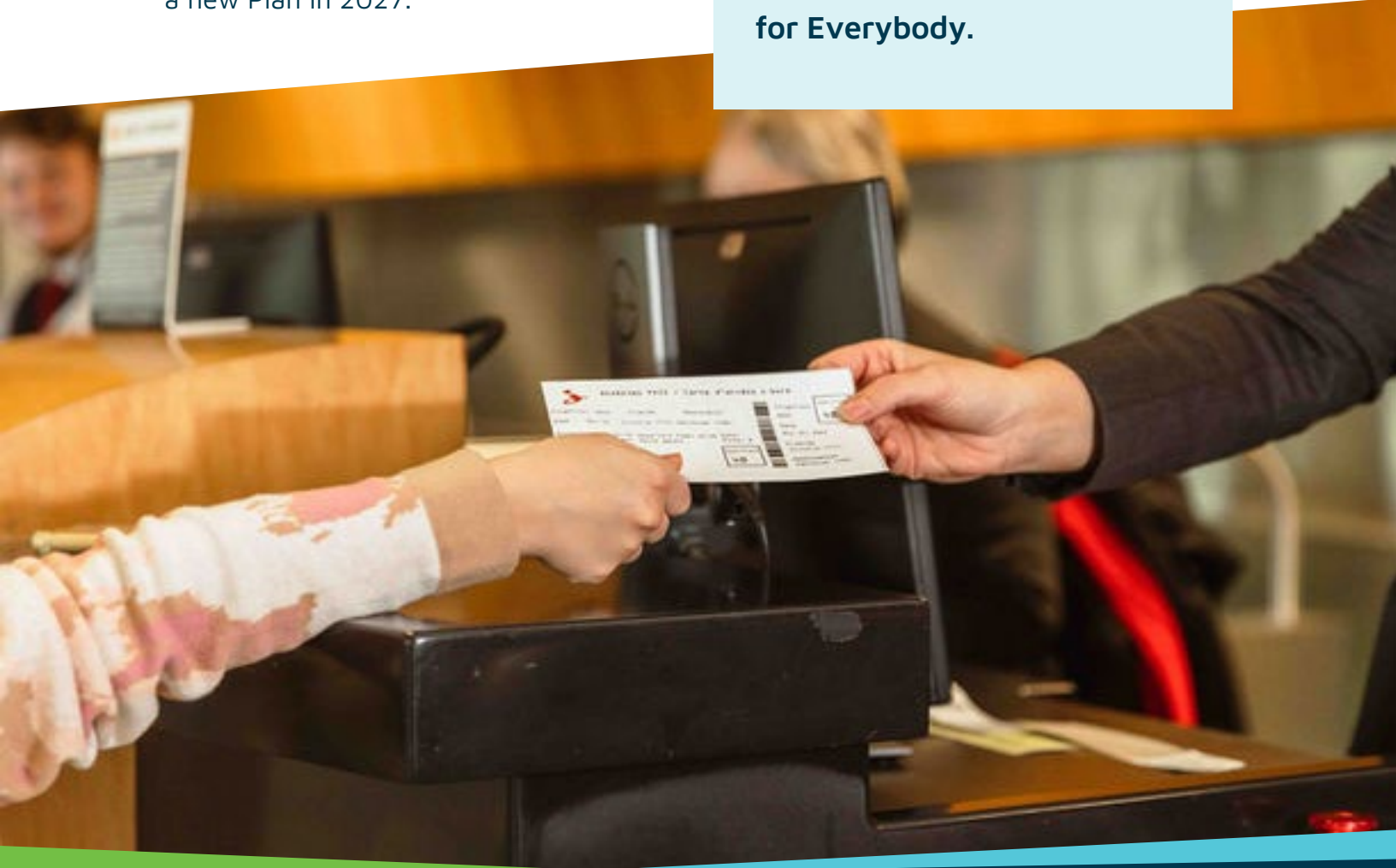


OUR ACCESSIBILITY PLAN

This Accessibility Plan is a roadmap to creating and maintaining impactful accessibility for every passenger and employee and has been prepared in accordance with the *Accessible Canada Act*, its Principles and Regulations, and the *Canada Transportation Act (CTA)*.

This Accessibility Plan outlines the steps we will take to identify, prevent, and remove barriers over the next three years and explores short- and long-term commitments to further improve accessibility now and into the future. Progress reports will be provided every year for the next two years to keep you up to date on our journey, followed by a new Plan in 2027.

At YYJ, accessibility and inclusion are what ties us back to our community and gives us the ability to listen and be proactive about making our airport Better for Everybody.



CONSULTATION

In preparation for this Accessibility Plan, the following actions were taken to ensure that passengers with disabilities, our advocacy partners, our community, and our employees were consulted meaningfully and accessibly.



Overall, 80 people were invited to our three consultation sessions to support the development of this Accessibility Plan.

Employee Focus Group

- VAA employees were invited to review YYJ’s accessibility journey and provide feedback on the contents of this Accessibility Plan. The group included a broad representation of employees and our President and CEO, showing that accessibility feedback is valued at all levels of our organization.
- Employee feedback confirmed our roadmap and provided insights into additional barriers to be addressed, which have been incorporated into this Plan.

ProHara Accessibility Advisory Team Focus Group

- Our accessibility partner, ProHara, hosted and facilitated a focus group with passengers from across Canada with diverse disabilities, backgrounds, and experiences.
- We captured their feedback related to identifying and removing barriers and incorporated their valuable insights into this Plan to ensure that the lived experiences of passengers with disabilities are represented here and throughout our ongoing efforts.

Community Consultation

- Local disability organizations and representation from diverse disability groups were invited to hear about the Accessibility Plan and YYJ's accessibility and inclusion progress. Attendees included representation from the Saanich Peninsula Accessibility Advisory Committee (SPAAC) members, City of Victoria, BC Transit, and many other organizations.
- Their valuable insights have been carefully incorporated into this Plan.

Feedback questions for the Focus Group and Community Consultation included the following:


- Tell us your thoughts on the progress we have made so far.
- What enhancements or additions should we implement to improve the experience for people with disabilities?
- In our journey to be a truly accessible airport, what is one thing we could be doing differently?

Highlights of our feedback received include:

"Accessibility training is one of the single most important things you can do to improve the experience for people with disabilities. Consistent and refresher training is key; many individuals lack knowledge and confidence, leading to inconsistency in accessibility practices."

"I'm delighted to witness the progress being made. My experiences at YYJ have been positive, and I'm particularly excited about the implementation of the Hidden Disabilities Sunflower Lanyard Program."

"YYJ Autism Aviation Day has been a game-changer for families, boosting their confidence in travel options and making a big positive impact for those who are neurodiverse."



SEVEN FOCUS AREAS OF ACCESSIBILITY

This Accessibility Plan addresses VAA’s policies, programs, practices, and services related to identifying and removing barriers and preventing new barriers. It focuses on the following seven key areas:

- 1.** Employment
- 2.** Information and Communication Technologies (ICT)
- 3.** Communication (other than ICT)
- 4.** Procurement of Goods, Services, and Facilities
- 5.** Design and Delivery of Programs and Services
- 6.** Transportation
- 7.** Built Environment

We have crafted pillar statements for each focus area to drive our accessibility work. These statements are intended to set the principles and core values that will guide decision-making and align our actions with our overall goals.

1. Employment

Employment Pillar: all staff and prospective employees will feel confident that VAA is an inclusive and accessible employer, fostering a culture that celebrates and reflects the diversity of our community.

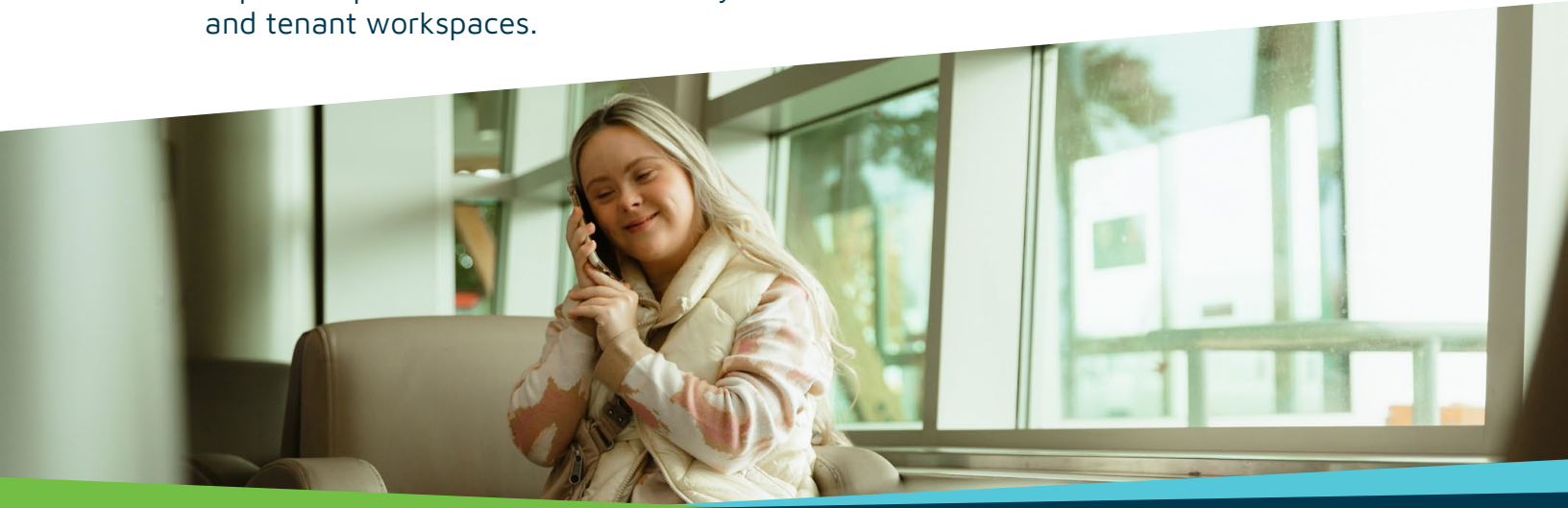
Our strong community of employees, partners, and contracted service providers deliver exceptional levels of service and value to our passengers, and our day-to-day successes would not be possible without them.

Our achievements within this focus area:

- Teamed up with Accessible Employers BC to administer a survey enabling employees with disabilities to self-identify.
- Began tracking and reporting to enhance diversity within our workforce wherever possible.

Our employment accessibility commitments over the next three years:

- Explore the potential to establish an internal DEI Committee.
- Draft a new accessibility and accommodations policy.
- Update our inclusion statement to extend to a broader range of groups, including people with disabilities.
- Add a dedicated accessibility section within our employee intranet to ensure employees are aware of accessibility resources and support.
- Explore ways to improve the accessibility of our recruitment and hiring processes to increase diversity.
- Explore improvements to accessibility within VAA office areas and tenant workspaces.



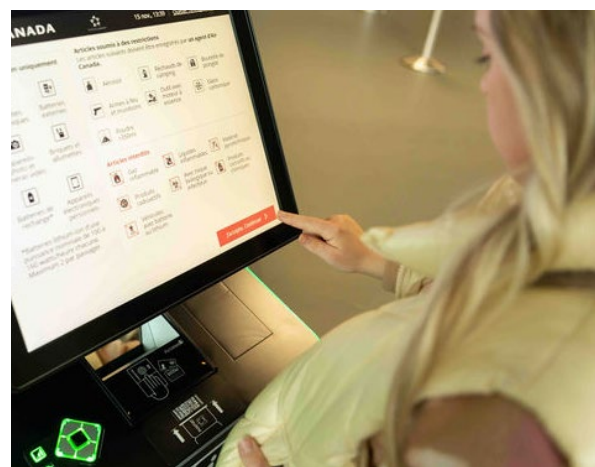
2. Information and Communication Technologies (ICT)

ICT Pillar: to create a digital landscape that applies the transformative power of technology to remove barriers, enhance accessibility, and ensure that all passengers and employees can seamlessly use airport services.

ICT is not just a tool for us, it includes the foundation that supports smooth functioning of our operations and passenger experience. We are committed to enhancing our ICT services and we're planning innovative improvements to continue to meet and exceed the diverse and ever-changing needs of our passengers, employees, and our community.

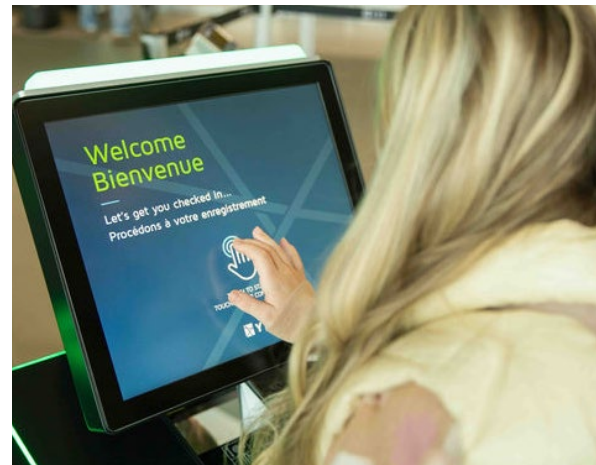
Our achievements within this focus area:

- A streamlined visual paging system was implemented, coinciding with the transition to new flight information display providers.
- To enhance communication for all passengers, upgrades were made to integrate the paging system and flight information displays. Announcements made on the PA system can now be broadcast on the flight information screens.
- To ensure accessibility for all users, common-use check-in systems have been replaced and upgraded. The screen size and LED display have been enlarged and tactile signage has been implemented. Each check-in station is now individually accessible, eliminating the need for select designated locations.
- ATMs have tactile markings to better serve people who are blind or partially sighted.
- Created an Accessibility specific tab on our external website to ensure passengers can easily find the information they need.



Our ICT accessibility commitments over the next three years:

- Support CBSA to roll out accessible Primary Inspection Kiosks (PIKs) when they are installed at YYJ.
- Incorporate accessibility principles when designing innovative technology solutions during the major terminal expansion project.
- Enhance our website yyj.ca to provide visitors with links and resources that comply with WCAG 2.0 standards, fostering inclusivity and user-friendly navigation for everyone.
- Replace internal airport authority telephone system and include advanced captioning and video solution for sign language. This would aim to improve communication options for any employees or passengers who are deaf or hard of hearing.
- Explore the feasibility of dynamic signage and/or wayfinding control systems that respond to passenger movement, adjusting messages based on their proximity to the terminal to optimize the passenger experience.
- Explore options to connect our hearing loop systems with our announcement system to improve accessibility for passengers who are deaf or hard of hearing.
- Identify ways to make food and beverage services more accessible and determine which options are most feasible to improve access to food and beverage services for passengers with disabilities.
- Review options to integrate AI technology into our website, featuring a chatbot that proactively offers accessible assistance options to users.
- Explore ways to use our extensive existing mapping to create a smarter building and more connected passenger experience. This may include using interactive indoor maps for web, mobile, and digital screens to enhance accessibility through better wayfinding to navigate our facilities seamlessly.



3. Communication (other than ICT)

Communication Pillar: to create communications that are inherently accessible across all platforms and channels using inclusive messaging to ensure all passengers and employees have equitable access to information.

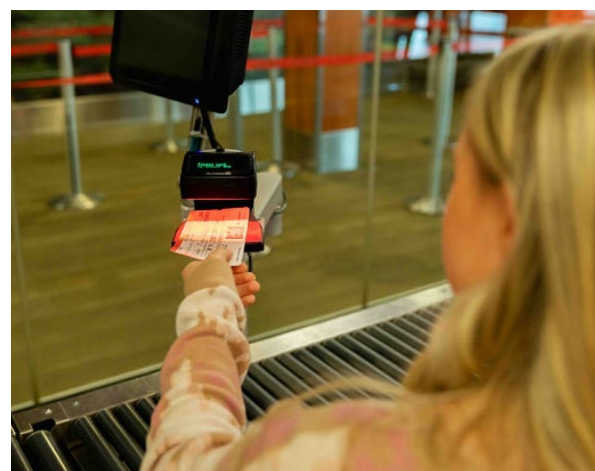
At YYJ, communication is an important tool for efficient operations. We aim to keep everyone connected and informed and are making efforts to strategically diversify our communication methods using multiple platforms, forums, and technologies to raise awareness about accessibility and our services. We strive for clear and easy communication to support seamless journeys, but also want our passengers and employees to receive and comprehend information in whatever format they prefer.

Our achievements within this focus area:

- We completed a redesign of our website, which now features an accessibility tool called UserWay. This widget helps people with various accessibility needs by providing a range of features including the ability to change font size, adjust colour contrast, highlight links, pause animations, hide images, provide a dyslexia-friendly experience, and more.
- We ensure that our passengers can easily get in touch with us, in the way that works best for them. We have multiple channels of communication. For questions, comments, or suggestions, passengers can send a message through our **'Connect with YYJ' page** [➔](https://yyj.ca/connect-with-yyj/contact/) (https://yyj.ca/connect-with-yyj/contact/) which also includes phone numbers and a feedback form. Passengers can also reach out to us via our social media platforms such as Facebook, X, and Instagram and we have a FAQ page available to address common questions.

Our communication (other than ICT) accessibility commitments over the next three years:

- Develop an inclusive and accessible language toolkit for VAA and the broader YYJ community.
- Seek ways to increase awareness about accessible programs and services at the airport within our local community.
- Determine options to enhance the accessibility features of our social media platforms.



4. Procurement of Goods, Services, and Facilities

Procurement Pillar: accessibility will become embedded into all relevant purchasing processes from issuing Requests for Proposal (RFPs), evaluating and awarding contracts, and the management of our vendors and contracted service providers.

At YYJ, procurement helps us create strong connections toward the common goal of delivering a safe and seamless experience for everyone. It plays a critical role, as we rely on goods, services, and facilities to support our employees, partners, and passengers.

To signal its importance to vendors, we are committed to exploring adaptable methods for accessible procurement, broadening our diverse supplier network, and improving routine to large-scale contracts through more inclusive options.

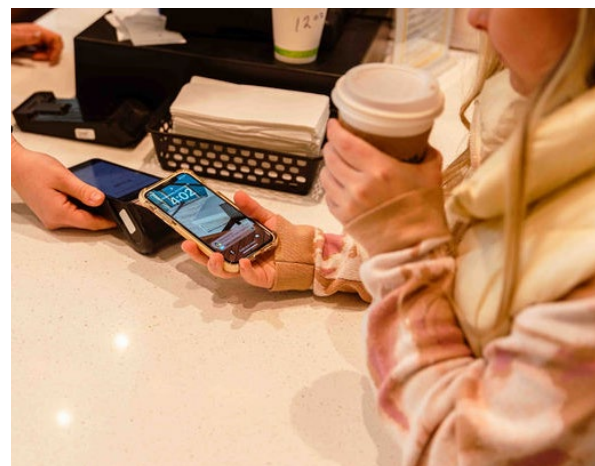
Our achievements within this focus area:

- Current contracts have statements about compliance with legislation.
- Contracts and procurement processes dictate that all revenue-generating agreements involving concessions include provisions for services for people with disabilities, compliance with current legislation and upcoming changes, training initiatives, accommodations, as well as adherence to accessible design requirements outlined by the airport.



Our procurement commitments over the next three years:

- Explore ways to embed accessibility into our procurement and create a scorecard to measure and track when RFPs, purchases, and contracts either directly or indirectly contribute to a barrier-free airport with a goal to partner with businesses that share this goal.



5. Design and Delivery of Programs and Services

Design and Delivery of Programs and Services Pillar: to offer innovative, state of the art accessibility programs and services that meet the needs of a diverse range of disabilities.

At YYJ, we have been working hard to understand how passengers interact with our services throughout their journey. We have been focused on embedding accessibility into all our offerings, prioritizing inclusion to ensure that everyone - families, friends, employees, partners – can fully participate in their individual YYJ experience without barriers or difficulties. By championing accessible and inclusive programs, we're building a stronger, more inclusive airport community.

Our achievements within this focus area:

Sensory Resources Kits

- Include sunglasses, noise-cancelling headphones, activity books, crayons, handout with QR code for the MagnusCards app, branded stuffed animals, and a fidget toy to help reduce anxiety.
- Available in arrivals at the Information Desk, Administration Office, Passenger Engagement and Safety Officer (PESO) Desk in departures, and upon request.

MagnusCards

- Through 2023 and 2024, VAA collaborated with Magnusmode to introduce MagnusCards, a smartphone app that guides passengers with step-by-step visuals and audio instructions for a comfortable and independent travel experience. Customized card decks cover check-in to boarding and everything in between.

YYJ Autism Aviation Day continuing annually

- Working with the Canucks Autism Network (CAN) and the Air Canada Foundation, we provide an opportunity for children and youth on the autism spectrum and their families to rehearse the entire pre-flight process. The practice run includes checking-in, going through security, and boarding an aircraft for a simulated pre-flight experience.



Curbside Assistance Program

- Our award-winning Curbside Assistance Program supports travellers who require extra assistance to and from their flights.
 - Curbside assistance is provided by YYJ's PESOs who help people with disabilities or reduced mobility move through the terminal. At YYJ, the program is available to departing passengers from an outdoor curbside area to the indoor airline check-in service counters and for arriving passengers from the baggage claim area to the exterior curbside and parking areas.
 - PESOs provide help with baggage and wheelchairs, and guiding assistance for people who are blind or partially sighted. YYJ's designated curbside assistance drop-off and pick-up area is equipped with accessible seating, signage, and an intercom system. Wheelchairs are available upon request.
 - The Curbside Assistance Program complies with the *Accessible Transportation for Persons with Disabilities Regulations* and is available 24/7 through the Airport Services Centre (250-953-7511) or by making a reservation online at **Curbside Assistance Reservation – Victoria Airport Authority (yyj.ca)** ➔
- In 2021, the PESO team responded to over 700 requests for assistance.
- YYJ was the first airport to offer online curbside assistance reservation booking for both arrivals and departures.
- YYJ's positive impact on the community earned it the 2022 Social Responsibility of the Year Award from Tourism Vancouver Island.
- Launched a National Airport Accessibility Training program developed in partnership with the Canadian Airports Council and other Canadian airports to ensure regulatory compliance and consistency for passengers with disabilities travelling across Canada.



Our Design and Delivery of Programs and Services accessibility commitments over the next three years:

- Launch the Sunflower Lanyard Program for individuals with hidden disabilities. Establish training sessions for employees, business partners, and airport service providers.
- Implement the Ground Load Passenger Boarding Ramp which offers a significant advantage over aircraft stairs as it can accommodate passengers with various mobility aids and provides additional operational flexibility and ease for passengers.
- Explore the feasibility of a common-use mobility equipment share program.
- Establish a Passenger Accessibility Advisory Council.
- Explore the feasibility of developing an Age-Friendly Airport Toolkit.
- Investigate potential Airport Orientation Program/ Airport Rehearsal Program.
- Set up video American Sign Language (ASL) and Quebec Sign Language (LSQ) services within the airport area using Language Line and explore other technology options to make ASL/LSQ more available throughout the airport.
- Examine the feasibility of partnering with technology vendors to improve navigation throughout the airport.
- Continue to participate in the Canadian Airports Accessibility working group including the sub-working group for their Accessibility Roadmap project.
- Explore passenger flow and wayfinding within our airside passenger circulation core of the air terminal building to identify ways to increase safety and accessibility.
- Review and identify opportunities to enhance the accessibility of our emergency evacuation plans.
- Complete a passenger journey mapping exercise to identify gaps and opportunities to improve the experience for passengers who request wheelchair assistance through their airlines.



6. Transportation

Transportation Pillar: to ensure passengers and employees have seamless, accessible options that create ease whether beginning or ending their journey at our airport.

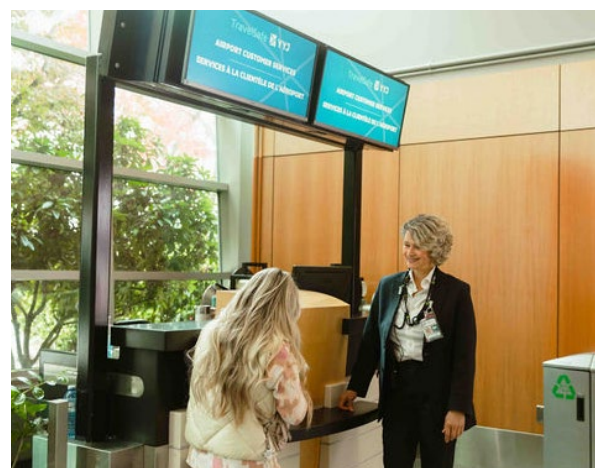
As air travel is only one part of the journey, we work to provide passengers and employees with access to flexible and accessible transportation options, which may include parking, shuttle services, car rentals (accessible vehicles with hand controls), public transportation, taxis, and ride-share services. We also support accessible passenger pick-up and drop-off areas with assistance stations, seating at regular intervals for resting, and our award-winning Curbside Assistance Program.

Our achievements within this focus area:

- Accessible parking is conveniently located near the primary entrance (airline check-in counters) and is level with the demarcated pedestrian path of travel that leads directly up to the terminal.
- Ground transportation waiting areas and pathways to parking lots offer accessible seating at 30 metre intervals.
- At Long Term 2 parking lot, signage shows the distance pedestrians must walk to the terminal entrances.
- Ground transportation contracts and car rental agreements require the availability of accessible hand controls and compliance with accessibility training requirements.
- In our parking lots at the curbside, we moved our wheel stops at parking spaces to better align with the path and applied high contrasting paint to the curb edge of sidewalks to increase visibility and safety.

Our transportation accessibility commitments over the next three years:

- Conduct a comprehensive parking feasibility design study to determine accessible parking needs.



7. Built Environment

Built Environment Pillar: to champion inclusion for smaller airports, foster independence for our passengers, partners and working community, and embrace universal design and meaningful access initiatives that enrich travel for everyone.

As our airport continues to expand and undergoes various renovations, accessibility continues to benefit our community in the best of ways. In 2021, we embarked on the Rick Hansen Foundation Accessibility Certification™ and were honoured to have achieved Accessibility Certified Gold for our airport. YYJ was the second airport in British Columbia and fourth in Canada to achieve this rating. In 2022, YYJ was featured by Tourism Vancouver Island to showcase the accessibility of the airport. Now, in 2024, we are embarking on one of our biggest projects yet, a multi-year terminal expansion project that is proposed to become a highly accessible facility, once complete.

Our achievements within this focus area:

Service Dog and Animal Relief Areas

- Are provided in two outdoor locations, one near the primary entrance and another as you approach the building on the parking lot side, and one internal location after security. These relief areas are easy to find through directional and tactile signage, include grass or drain-friendly materials such as turf, and have various amenities such as waste receptacles and access to a watering source.

Reception Counters

- Are provided with an accessible height option with knee clearances where possible.

Hearing Loops

- Our lower passenger departure lounge gate areas are equipped with hearing loops. These are designed to wirelessly send sound directly to a person's hearing aids while eliminating background noise.

Washrooms

- All washrooms are accessible, those with doors have power door operators, accessible toilets have large comfortable back rests, and universal washrooms have emergency call systems linked to an in-terminal response crew.



- Gender-specific multi-stall washrooms have a gender-neutral universal washroom nearby.
- Accessible stalls are situated at the front of the washrooms for convenience.
- As you pass security, there is a large changing-style universal washroom that highlights an electronic adjustable height adult-sized change table, ceiling lift, and a toilet with transfer space capabilities on both sides accompanied by fold-down grab bars.



Elevators

- All levels of the terminal are accessible, including the Eagles Landing Observation Lounge located on the third floor pre-security. This lounge space is fully accessible and provides an excellent view of the airport and aircraft operations.
- To increase safety and security within our elevators, we installed concave mirrors along the back walls.



Stairs

- We have been incorporating tactile attention indicators to the tops of stairs and making the handrails more visibly apparent using high-contrast paint applications.
- Tactile attention indicators are colour-contrasting steel, porcelain, or rubber surfaces with truncated domes (bumps that can be detected under foot), which indicate to someone who is blind to stop and assess their surroundings before going ahead.
- Additional lighting was added.

Signage and Wayfinding

- Uses various signage techniques to display internationally recognized symbols that aid in identifying key facilities (e.g., washrooms, animal relief areas, hydration stations, emergency equipment, or vending machines).
- Where room signage is provided, it includes raised tactile symbols, text, and braille, mounted at a height that fosters reading through touch.



Flooring

- Flooring finish was modified from a high gloss finish to satin finish to reduce glare.

Doors

- Added automatic door openers to accessible washrooms and adjusted pull forces of manual doors to not more than 5lbs.

Office Spaces

- Our office spaces are accessible, such as entry doors being equipped with power door operators and multi-floor levels being served by elevators.

Aircraft Access

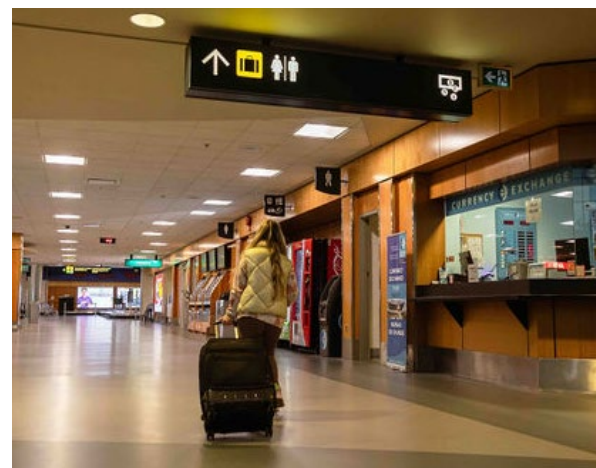
- For passengers boarding or leaving a ground loaded aircraft, YYJ can support accessible access to and from the aircraft with a mobile ramp.

Nature

- We have infused our terminal with living plants and trees and applied imagery of nature consisting of forestry and flowers to select corridors to create feelings of soothing and calmness.

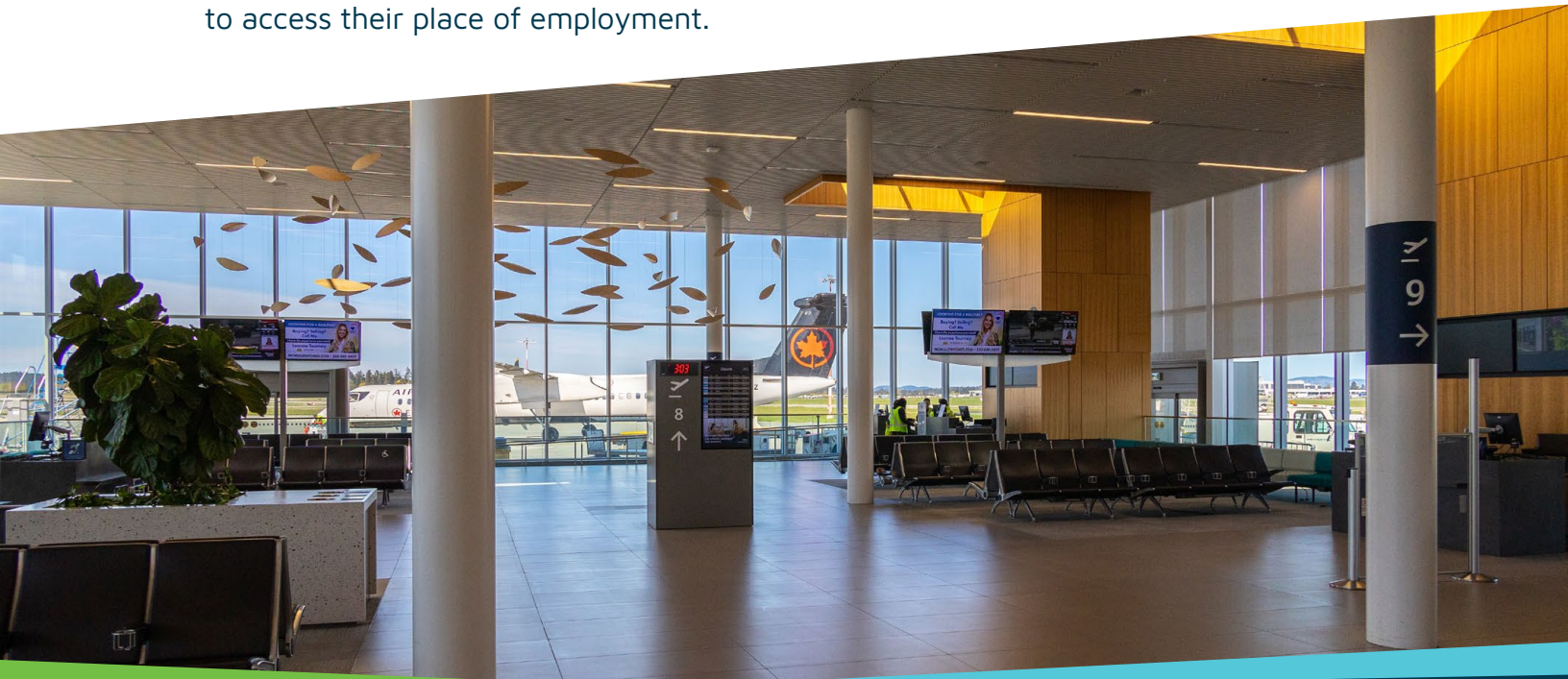
Vending Machines

- We strive to provide accessible height controls at vending machines, and where goods can be accessed, we request our concession operators provide sliding doors instead of pull-style doors for easier access.



Our built environment accessibility commitments over the next three years:

- Introduce a new Curbside Officer who will be available to help anyone needing assistance or with inquiries when they arrive at the terminal.
- Install an assistive listening system at the reception and information service counter(s) upon entry into the terminal.
- Engage an accessibility consultant to assist with the major terminal expansion and planning project, ensuring that accessibility is considered from the start.
- Undertake a multi-year terminal expansion project incorporating universal design principles.
- Investigate locations for functional, meaningful sensory spaces and relaxation areas to define elements that can integrate with the airport systems and environments.
- Determine when and how to update wayfinding standards for uniform and consistent signage throughout the airport to improve navigation for all passengers.
- Establish a new non-passenger accessible screening portal for employees and contracted service providers with disabilities going through security screening to access their place of employment.



ACTION PLAN 2024 TO 2027

The accessibility commitments identified in this Plan will be rolled out over the next three years. The commitments and timelines described within this Plan are subject to change depending on operational needs, budget and resources, and future feedback from our stakeholders. At YYJ we are committed to a continuous journey of accessible improvements, and we are excited to roll up our sleeves and continue to make YYJ **Better for Everybody**.



Runway to Accessibility

Phase 1 – 2024

We will begin implementation by creating an internal project schedule to guide our work and allocate resources and budget while identifying internal department leads to manage each project.

Phase
1

Phase 2 – 2024 to 2025

Here we will focus on successfully accomplishing our short-term commitments (i.e., actions to be completed or close to completion at the time of our first Progress Report publication).

Prioritized short-term actions include:

- Launching the Sunflower Lanyard Program for people with hidden disabilities.
- Deploying our Ground Load Passenger Boarding Ramp.
- Establishing a Passenger Accessibility Advisory Council.
- Enhancing our website to meet WCAG 2.0.

Phase
2

Phase
3

Phase 3 — 2026 to 2027

We will focus on our long-term commitments (i.e., actions to be completed or close to completion by our final Progress Report or next Accessibility Plan).

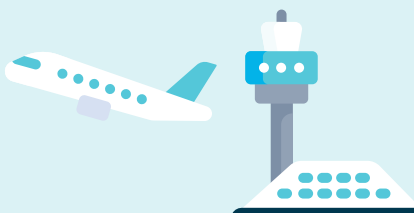
Prioritized long-term actions include:

- Setting up video ASL/LSQ services within the airport.
- Exploring options to connect our hearing loop systems with our announcement system.
- Completing a passenger journey exercise to improve the experience for passengers who request wheelchair assistance through their airlines.
- Investigating locations for sensory spaces and elements.
- Integrating accessibility and universal design into our multi-year terminal expansion project.

Phase 4 — 2027 and beyond

In 2027 we will publish a new Accessibility Plan to report on our achievements and determine our journey for the following three years.

Phase
4



APPLICABLE ACCESSIBILITY- RELATED REGULATIONS

As YYJ is considered a terminal operator forming part of the federal transportation network as a Transportation Service Provider (TSP) under the *Canada Transportation Act (CTA)*, this Accessibility Plan has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

- *Accessible Canada Act (ACA)* – Principles;
- ACA Part 4 Duties of Regulated Entities – Regulated Entities in the Transportation Network – Accessibility Plans – Regulations Under the CTA;
- ACA – Accessible Canada Regulations (ACR) – Accessibility Plans;
- ACA – Accessible Transportation Planning and Reporting Regulations (ATPRR) – Accessibility Plans; and
- *Canada Transportation Act (CTA)* PART V Transportation of Persons with Disabilities.

Resources

- Government of Canada, Guidance on the Accessible Canada Regulations Module 1: Accessibility Plan, December 2021.
- CTA – Accessible Transportation for Persons with Disabilities Regulations Part 1 and Part 4 Divisions 1 and 2.

Agency Notifications

Within 48 hours of publishing this Accessibility Plan and its Feedback Process the following agencies were notified:

- The Accessibility Commissioner, and
- The Canadian Transportation Agency.

Should any edits or changes be made to this Plan and the information within it, the same Agencies listed above will be notified upon re-publication.



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