

Victoria International Airport

ACCESSIBILITY PLAN PROGRESS REPORT 2026



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GENERAL

Alternate Format(s)

Victoria Airport Authority (VAA) will provide, upon request, accessible alternate formats of the 2026 Accessibility Plan Progress Report and Feedback Process. You can request an alternate format by contacting us at our mailing address, phone number, and email address as captured below.

YYJ will provide your requested alternative format:

- Not more than 15 days after the date requested for:
 - Print
 - Large Print
 - Electronic format that is compatible with adaptive technology
- Not more than 45 days after the date requested for:
 - Braille
 - Audio format

Appointed Contact:

Passenger Experience and Programs Officer

Mailing Address: 201-1640 Electra Blvd, Sidney, BC V8L 5V4

Email: accessibility@yyj.ca

Phone Number: 250-953-7500

Feedback Process

Whether you are a passenger, employee, visitor or stakeholder, we want to hear from you. We invite your feedback on:

- our Accessibility Plan including how we are implementing it,
- this Progress Report,
- our Feedback Process, and/or
- any barriers you may have encountered when interacting with our airport.

You can provide feedback using the mailing address, email, or phone number (listed above) or using our online feedback form or social media channels (listed below).



Online Feedback Form:

[Click Here](#)

Social Media:

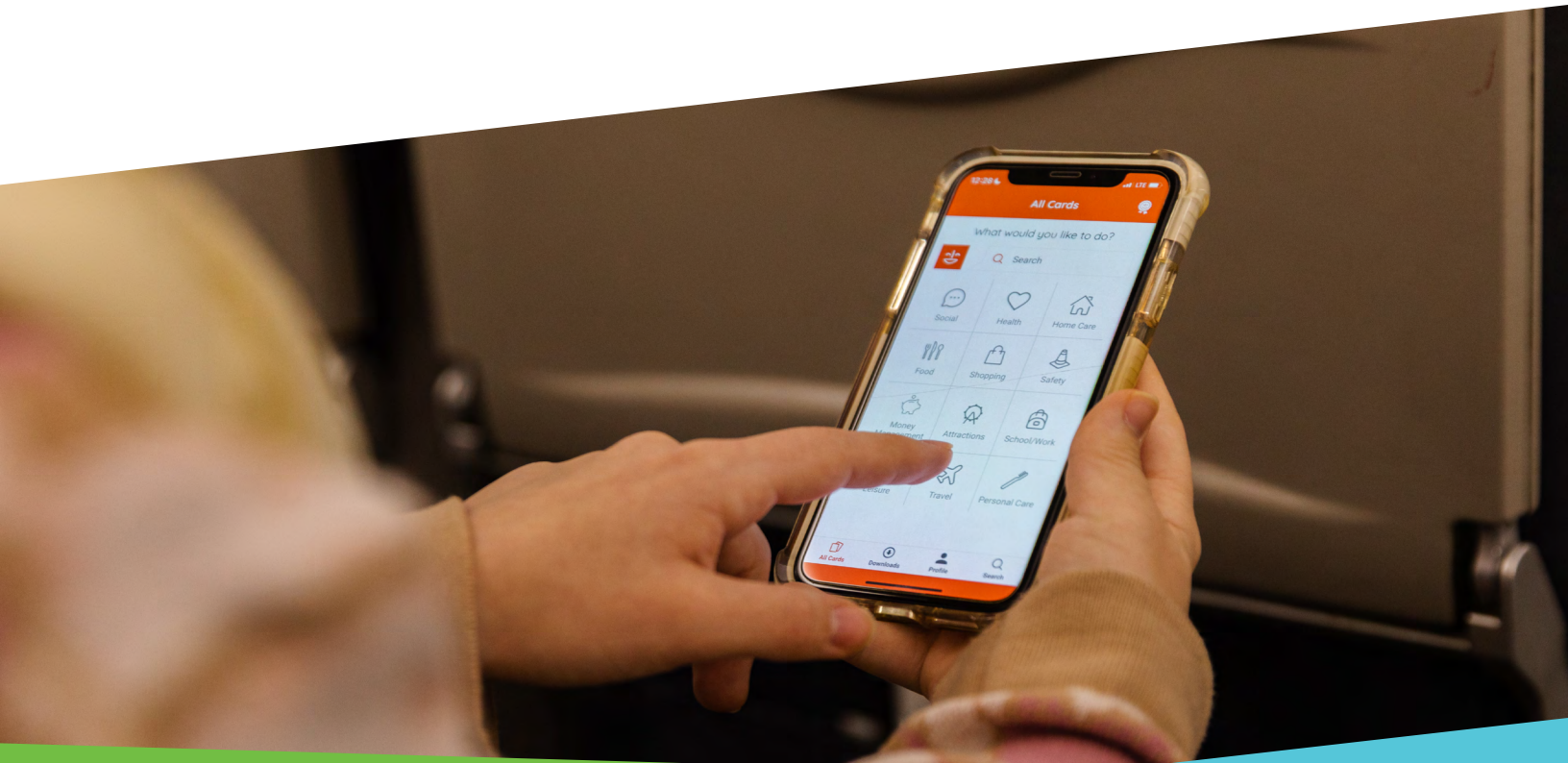
 [@Victoria.International.Airport](https://www.facebook.com/VictoriaInternationalAirport)

 [@fly_yyj](https://twitter.com/fly_yyj)

 [@yyjairport](https://www.instagram.com/yyjairport)

We will acknowledge your feedback using the same method you used to contact us (unless it was sent anonymously without a way to respond) and will follow up with a prompt reply.

Your feedback may be considered for current or future Accessibility Plans and Progress Reports. It will be used to help inform accessibility initiatives at the airport and improve the airport experience for everyone. Our designated Passenger Experience and Programs Officer will acknowledge, review and keep records of all feedback received for seven years.





LAND ACKNOWLEDGEMENT

We wish to acknowledge that Victoria Airport Authority operates on the unceded territory of the WSÁNEĆ 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, 2020, 2024 and 2025 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:
 - Public parking
 - An award-winning curbside assistance program
 - Infrastructure e.g., kiosks, washrooms, animal relief areas
 - Providing wheelchairs and, issuing support person escort passes
- Developing accessible programs, technologies, services, and facilities.

Responsibilities of our partners:

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

- 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 in the last 5 years:

- 2021 – Achieved Accessibility Certified Gold under the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program.
[Press Release](#)
- 2023 – Launched YYJ Autism Aviation Day.
[Press Release](#)
- 2023 – Launched Sensory Resource Kit.
- 2024 – Developed on-line Accessibility Training Program with the Canadian Airports Council (CAC).
- 2024 – Launched MagnusCards® Program.
[Press Release](#)
- 2024 – Launched Hidden Disabilities Sunflower Program
[Press Release](#)
- 2026 - VAA named one of BC's Top 100 Employers for 2026.
[Press Release](#)



OUR PROGRESS REPORT

The Accessibility Progress Report is a federally mandated update required under the ACA and its supporting regulations, including the ATPRR. It serves to publicly demonstrate how VAA is implementing the commitments outlined in its multi-year Accessibility Plan, specifically detailing the actions taken to identify, remove, and prevent barriers for people with disabilities. The report ensures transparency and accountability while highlighting progress across seven key focus areas, reflecting VAA's ongoing commitment to creating a more inclusive and accessible airport experience for all.



Consultations

We believe in genuine and meaningful consultation that brings together diverse voices and perspectives and ensures lived experience is the focus. To reflect this, our accessibility partner, Left Turn Right Turn, consulted with passengers and visitors with disabilities, our employees, and community organizations for the development of this Progress Report. This section outlines who we consulted, our consultation process and activities, as well as the insights we heard.

The participants we consulted represent visible and hidden disabilities including:

- People with mental health disabilities
- People who are neurodivergent (including autism, ADHD, and learning disabilities)
- People who are Deaf or hard of hearing
- People who are blind or partially sighted
- People who are DeafBlind
- People who use mobility devices and aids (including wheelchairs and walking sticks)
- People who use service dogs
- People with chronic disabilities
- People with episodic disabilities
- People who use intervenors or support persons
- People who have brain injuries
- People with family members who have disabilities
- People with cognitive disabilities (including Alzheimer's)



Our process and activities

Our accessibility partner, Left Turn Right Turn, facilitated consultation sessions in May 2026. Fifty (50) people and community organizations were invited to participate. Participants in each session had different accessibility requirements. Accessible accommodations included conducting all sessions virtually or in a hybrid format, sharing materials and feedback questions in advance verbal descriptions of visual content, CART (live transcribing of speech to text), alternate formats for materials, providing sign language interpretation, and using accessible slide decks.

In each session, we delivered a summary presentation about our progress and asked participants about their thoughts and what we could improve to make the experience more accessible for passengers, visitors, and employees.

Examples of the questions we asked include, but were not limited to:

- Which commitments are most important or most impactful to improve the passenger experience for people with disabilities?
- What types of barriers do passengers, visitors or employees experience at our airport?
- Do you think anything is missing or could be improved for the 2026 Progress Report?
- What do you think of the menu style on the accessibility webpage?
- Is it easy to find the menu option you want or need?
- If you could make one improvement to the accessibility webpage, what would it be?
- Do you have any other feedback or thoughts about reporting on progress or the accessibility webpage that you want to share?

Accessibility Advisory Group

Everyone on the Accessibility Advisory Group are people with disabilities, who have diverse backgrounds and experiences. They represent visitors and passengers who may interact with us. We asked participants to review the Victoria Airport Authority's 2024 to 2027 Accessibility Plan and 2025 Progress Report and the accessibility webpage on the Authority's website in advance of our meeting. We met virtually to deliver our summary presentation on our progress and discuss their feedback on how we are implementing our accessibility plan to help shape this Progress Report.

Employees

This focus group included 10 Victoria Airport Authority employees from different airport departments and position levels. Employees were not directly asked to identify if they have a disability, however participants did share examples of lived experience throughout the session. This consultation featured a presentation of our recent accessibility progress followed by the opportunity for participants to share feedback.

In addition to the prompts described under Our process and activities, we shared a journey map of employee experiences. This helped to visually represent the accessibility touchpoints of employees. With this in mind, we asked participants:

- When thinking about your experience as an employee, do you have any accessibility-related feedback you would like to share?

This prompted a collaborative discussion about the work being done to remove barriers for employees. Participants shared that they have adjusted internal processes to ensure that accessibility is included from the beginning of projects, which has improved success particularly for recent built environment projects. We also asked for feedback about an upcoming initiative to install accessibility decals to designate space at baggage carousels for people with disabilities.

Community organizations

Twelve (12) people from local disability organizations, community partners, and advocacy groups joined this consultation session. These people/groups work with and/or advocate for people with disabilities. They may also interact with us through our programs and services and accessibility initiatives. This session included highlights of our progress so far and asked participants to share their insights to help us enhance this Progress Report and guide our upcoming initiatives.

We asked participants the questions described under Our process and activities. We also shared a journey map of the passenger experience. This visually represented the accessibility touchpoints of passengers from trip planning, airport arrival, mobility assistance, baggage pickup and more. The journey map helped expand our discussion on barriers for passengers and airport visitors such as people picking up an arriving passenger.

What we heard

At YYJ, we are working to make our airport Better for Everybody. A crucial part of this is inviting diverse perspectives, listening to everyone, and taking action based on what we learn from people with disabilities. The following section describes key highlights of the feedback we heard from each consultation session.

Accessibility Advisory Group

Key highlights of the feedback received include:

Improvements to our Progress Report structure could support better flow between documents, easier tracking of progress, and clearer information. Suggestions include:

- Readers want the Accessibility Plan and Progress Reports to be read and understandable as both sequenced and standalone documents. Keeping the heading order the same in all documents, ensuring progress is clearly tracked across the documents, and providing any necessary context for understanding in all documents.
- Avoiding abbreviations, improving clarity and being concise would help make the document easier to understand.
- Changing the heading called “And” under focus areas in the Progress Report to a heading that better reflects the information that follows.

Most of the above feedback and suggestions were directly incorporated into the final draft of this Progress Report.



What we heard

Overall, group members found the drop-down style menu on the accessibility webpage easy to understand with a logical order. Further enhancements could be made by:

- Automatically scrolling the menu option title to the top of the page so its contents are clearly visible beneath it, on the full page.
- Distinguishing the different menu options and providing higher contrast text.
- Ensuring the clickable menu option titles show that they are clickable for people using assistive technology like a screen reader.
- Locking the websites main header, so it doesn't move when scrolling.

Group members appreciate the many programs and services available for people with disabilities. They want to see these programs and services promoted and shared with travellers before their journey so they can feel prepared and aware of the resources.

“If all of your staff are well trained, it matters less about which barriers are encountered because the employees will have the knowledge, skills and most importantly, compassion to help fix it. Definitely continue to train your staff well, you are doing a good job.”

“I appreciate that in the photos [in the 2024 Plan and 2025 Progress Report] there was representation of disabled people”

Employees

Key highlights of the feedback received include:

Employees mentioned that they've seen positive progress such as:

- Adding Braille, raised pictograms and raised text to public facing waste, recycling, and organics bins.
- Installing a lift in an accessible washroom/changing place.
- Engaging accessibility consultants at the early stages of the terminal expansion design process to ensure accessibility is embedded from the start.

Employees want to remain engaged in accessibility initiatives and aware of accessibility updates. Establishing an internal accessibility committee and sharing regular updates on new initiatives and progress during meetings or through communications was strongly desired.

Continued improvements could support more accessible communications, wayfinding, and services, such as:

- Enabling digital information screen systems to translate live and verbal messages to text or sign languages. These also need to be accessible for people with vision related disabilities.
- Wayfinding to elevators has made progress, but continued improvements are still needed.
- There is interest in considering the changing needs of our employees, passengers, and visitors when we make accessibility decisions. For example, considering the growing population of older adults who could benefit from accessibility-related services.

Employee parking could be enhanced by providing accessible parking spaces that are closer to the terminal and better connected with accessible walkways.

Accessibility decals on the floor at the baggage carousels is welcomed. Employees think the visibility from a distance will be a key factor to it's use and success.

Community organizations

Key highlights of the feedback received include:

For many people with disabilities and their care partners, the travel journey begins before they arrive at the airport. Continuing to expand pre-travel resources like YYJ's new virtual tour is recommended to help travellers feel prepared. Participants value when these resources are co-created with people with lived experience.

Wayfinding in the airport can be a challenge for travellers, enhancements to wayfinding, such as technologies like GoodMaps was suggested.

Ensuring the airport experience is accessible for everyone is important to the community. For example, considering travellers with dementia for whom it is important to remain with their travel companion throughout the entire passenger journey and people who are neurodivergent who may have various sensory needs.

Providing access to accessible washroom and changing places, especially near terminal gates, is key so travellers with disabilities have access to these facilities directly before boarding.

“I love the virtual tour idea, allowing people to imagine and visualize the travel experience even before they get to the front door is fantastic.”

“The hearing loop is a big investment, I know that's a commitment that you have made. That's wonderful!”

Feedback

We did not get any feedback specifically about the implementation of our Accessibility Plan or Progress Report. We do receive ongoing general accessibility feedback through our channels such as social media, email and phone. Feedback themes include availability of washrooms, wayfinding, parking, accessibility programs and curbside assistance. Our identified commitments and planned initiatives continue to address these barriers.

Seven Priority Areas

1. Employment

Keeping the airport running smoothly everyday takes teamwork, partnership, and a shared commitment to excellence. Together, Victoria Airport Authority employees, contractors, partners and service providers create a strong community that delivers exceptional service and value to our passengers.

Delivering on our Commitments

- Launched a National Airport Accessibility Training program developed in partnership with the Canadian Airports Council and other Canadian airports. Training ensures regulatory compliance and consistency for passengers with disabilities travelling across Canada
- Enhanced our employee intranet by adding a dedicated accessibility section which provides our employees with easy access to relevant resources.
- Updated our inclusion statement to clearly share our commitment to accessibility. This reaffirms that every individual is valued and supported within our organization.
- Enhanced accessibility of built environment using universal design standards.
- Explored ways to improve recruitment and hiring

Planned Commitments

- Establish a clear accessibility and accommodations policy. Initiate the process by engaging employees and gathering feedback to help inform its development.
- Explore the potential to establish an internal Diversity, Equity, and Inclusion Committee.



2. Built Environment

Victoria Airport Authority is committed to identifying, removing and preventing barriers in the built environment. This includes physical spaces such as the washrooms, indoor walkways, signage and wayfinding, seating options, pet relief areas, elevators and escalators.

Delivering on our Commitments

- Rick Hansen Accessibility Certification Gold (Achieved 2021; Renewed 2026). Demonstrates sustained excellence in built-environment accessibility.
- Upper Hold Room Expansion Project (2025–2027). This project integrates universal design principles, with a dedicated accessibility consultant ensuring proactive removal and prevention of barriers

Planned Commitments

- Install accessibility floor decals to designate space at each baggage carousel for people with disabilities.
- Explore enhanced elevator signage and wayfinding solutions to help passengers more easily locate elevators throughout the terminal.



3.Information and Communication Technologies (ICT)

Victoria Airport Authority is committed to creating a digital landscape that leverages technology to remove barriers, enhance accessibility, and ensure all passengers and employees can seamlessly access airport services through our website, paging systems, flight information displays, and accessible technology.

Delivering on our Commitments

- Redesigned website that fully meets WCAG 2.1 Level AA criteria, incorporating UserWay accessibility software.
- Integrated real-time visual paging systems with our flight information displays. This notably benefits passengers who are deaf or hard of hearing. An additional large flight information display was also installed in the departures area.
- Continuing to explore and incorporate the majority of ICT commitments into the terminal building expansion.
- Enhanced auto-response information for Curbside Assistance reservations, providing detailed instructions and photos.
- Procured and installed our new hearing loop at the Information Desk in Arrivals.

Planned Commitments

- Update the layout of the accessibility page on our website to improve usability and navigation. Use feedback gathered through consultation to help guide these changes.



4. Communication (Other than ICT)

Communication is important to efficient operations, and we aim to keep everyone connected and informed through diverse communication methods such as signage, internal and external communications, social media, website content, news releases and more. We strive to provide clear communication that supports a seamless travel journey while ensuring passengers, visitors and employees can receive and understand information in their preferred format.

Delivering on our Commitments

- New terminal signage installations, including tactile and braille markers, significantly improved navigation for passengers who are blind or visually impaired.
- Continuing to increase awareness of accessible airport programs and services within the community.
- Hosted a familiarization visit for service animals with BC and Alberta Guide Dogs.
- Established an agreement with a local guide dog training company for monthly training sessions to take place allowing familiarization of the travel process.

Planned Commitments

- Develop an inclusive and accessible language communications toolkit.
- Increase accessible program and services awareness through social media.



5. Procurement of Goods, Services, and Facilities

Procurement at Victoria Airport Authority involves the purchasing of goods and services to contribute to a safe and seamless airport experience. By supporting strong partnerships and ensuring the goods, services, and facilities we procure meet the needs of passengers, employees, and partners, we keep the airport running smoothly.

Delivering on our Commitments

- All vendor and concession agreements explicitly include mandatory compliance with Victoria Airport Authority's detailed accessibility standards, actively maintaining a universally accessible environment across airport facilities. We explored ways to embed accessibility in procurement and created a score to track RFPs, purchases, and contracts aimed at a barrier-free airport.
- Added an accessibility review component to Project Initiation Documents to increase focus on accessibility when making purchases to support new projects.
- Contracted a new Parking Management Services provider with accessibility training as a requirement of the contracting process and established a dedicated curbside management position to assist with curbside flow and support wayfinding.

Planned Commitments

- Explore ways to develop ongoing comprehensive tracking tools that will capture vendor accessibility compliance and effectiveness.





6.Design and Delivery of Programs and Services

Victoria Airport Authority offers innovative accessibility programs and services designed to meet the needs of people with diverse disabilities. We are committed to embedding accessibility into our offerings to ensure everyone can fully participate in their YYJ experience without barriers.

Delivering on our Commitments

- Introduced a Curbside Management Program that includes a dedicated Curbside Officer. The Officer helps to actively monitor operations at our curbside, manage congestion, and help people figure out where to go next.
- Continued expanding the Hidden Disabilities Sunflower Lanyard Program which has been rapidly embraced by passengers. The program provides individuals with a non-visible disability a discrete way of signalling to airport staff that they may require additional support.
- Continued participation in Canadian Airports Council (CAC) Accessibility Working Group to drive national consistency across airport accessibility experiences.
- Enhanced our online Curbside Assistance Reservations which supports travellers who require extra assistance to and from their flights.
- Collaborated with Spinal Cord Injury BC to develop a virtual tour of the airport from a traveler's perspective with an accessibility focus.
- Continued to broaden and deepen community relationships in preparation for our future Passenger Accessibility Advisory Council.
- Hosted a workshop with our social media team to discuss and identify opportunities to enhance accessibility within our digital communications and social media content to better connect with diverse audiences.

Planned Commitments

- Continuing to develop improved coordination between curbside assistance, air carrier personnel and the Customer Service Facilitator introduced by CATSA.
- Explore the feasibility of developing an Age-Friendly Airport Toolkit to increase awareness of our accessibility services for older populations.
- Explore technology options to make American Sign Language and Quebec Sign Language services available within the airport.

7. Transportation

We understand that navigating curbside drop off, parking facilities, and travel routes between parking and the terminal is an important part of the passenger, employee, and visitor journeys. At YYJ, we continue to enhance accessibility throughout every stage of the travel journey.

Delivering on our Commitments

- Expanded Accessible Parking Shuttle Service. Regular parking shuttle use increased by 30%, reflecting improved accessibility and passenger independence during hi-peak seasonal times.
- Implemented the common-use mobile Ground Load Passenger Boarding Ramp, which offers a significant advantage over aircraft stairs as it can accommodate passengers with various mobility aids and provide additional operational flexibility and ease for passengers.
- Completed an accessibility parking study which resulted in YYJ providing additional accessible parking spaces.
- Introduced our Curbside Management Program to assist with congestion at the departures and arrivals curbs.



FINAL THOUGHTS

Victoria Airport Authority is committed to continuous improvement in accessibility and inclusion across all areas of airport operations. Collectively, the initiatives in this Progress Report deliver meaningful outcomes for passengers and employees:

- Increased passenger independence, confidence and satisfaction through enhanced accessibility programs, services and wayfinding supports.
- Greater integration of accessibility into airport planning, infrastructure development, procurement, and service delivery.
- Stronger community partnerships and stakeholder engagement.
- Improved employee awareness, responsiveness, and engagement in supporting accessibility.

While meaningful progress has been made, we recognize that accessibility is an ongoing journey that requires continuous learning, collaboration and improvement. Through continued engagement with people with lived experience, employees, community organizations, and industry partners, we will continue working to identify, remove, and prevent barriers while creating a welcoming, seamless and accessible experience that is Better for Everybody.

Thank you for being part of this journey.

Provisions of CTA Accessibility-Related Regulations

YYJ maintains compliance across all regulated accessibility requirements:

- Accessible Canada Act
- Accessible Transportation Planning and Reporting Regulations
- Accessible Transportation for Persons with Disabilities Regulations
- Canada Transportation Act

Internal audits occur twice a year, confirming compliance. Any requested changes or improvements to meet compliance are promptly addressed within 30 days.

Agency notifications:

Within 48 hours of publishing this Accessibility Plan and its Feedback Process to our website, the following agencies were notified and provided with a hyperlink:

- The Accessibility Commissioner
- The Canadian Transportation Agency

Should any edits or changes be made to this Accessibility Plan and its Feedback Process, the Agencies listed above will be notified upon re-publication.





201-1640 Electra Blvd Sidney,
BC V8L 5V4
P 250-953-7500
yyj.ca