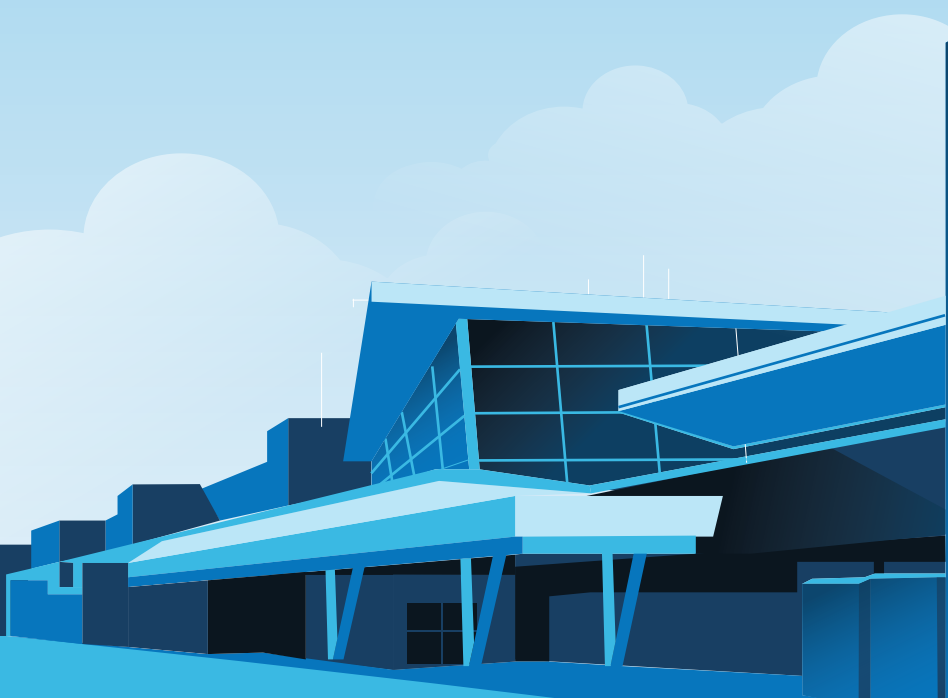




REGINA AIRPORT AUTHORITY

# ACCESSIBILITY PLAN AND FEEDBACK PROCESS



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# DEFINITIONS

**ACA** means the Accessible Canada Act

**ATPDR** means the Accessible Transportation for Persons with Disabilities Regulations.

**ATPRR** means the Accessible Transportation Planning and Reporting Regulations.

**Assistive device** means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

**Common use self-service (CUSS)** are devices that are provided by carriers and terminal operators and offer independent access to travel-related services such as check-in and ticketing.

**Curbside zone** means an area that is located outside of a terminal where passengers are picked up or dropped off and that is owned, operated, leased or otherwise controlled by the terminal operator.

**Disability** any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation whether permanent, temporary, or episodic, evident or not that hinders a person's full and equal participation in society.

**Flight information display system (FIDS)** is a computer system used in airports to display flight information to passengers, in which a computer system controls TV screens to display arriving and departing flight information in real-time.

**Mobility aid** means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

**Personnel**, in respect of a terminal operator, means.

- a) any employees of the terminal operator;
- b) any persons, who have entered into an agreement or arrangement with the terminal operator to provide services on their behalf; and
- c) any employees of the persons referred to in paragraph (b).

**Service dog** means a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

**Support person** means a person, other than a travel companion, who is needed to assist a person with a disability, after departure and before arrival.

**Terminal** means an airport and any related facilities, whether inside or outside of the terminal, including any amenities or equipment used in a terminal or its related facilities, such as washrooms, waiting or rest areas, boarding platforms, curbside zones and parking.

**Terminal operator** means a person, company, or agency that owns, operates, or leases a terminal.

**Transportation-related service or facility** means any service or facility, including any amenity or equipment used in a facility, which is related to the transportation of passengers within the transportation network.

**Transportation service provider** means carriers, terminal operator, CATSA, and CBSA.



## EXECUTIVE SUMMARY

The Regina Airport Authority (RAA) is committed to providing equal access to air transportation at the Regina International Airport (YQR) for all persons, including those with disabilities. We are committed to our community and want everyone, regardless of their personal circumstances, to be able to travel safely through the Regina International Airport. We are continually looking to improve accessible offerings within our own control while also working collaboratively with a variety of partners that also operate at the airport. Our goal is to provide a comfortable, safe, and uninterrupted journey adapted to the needs of many different individuals. We are committed to ensuring that our Accessibility Plan is carried out in accordance with all regulations, and we are dedicated to treating all persons with dignity, providing barrier-free access to full and equal participation in society, and involving persons with disabilities in the development of our practices.

**YQR will ensure this Accessibility Plan is carried out in recognition of, and in accordance with, the following principles as outlined in the Accessible Canada Act.**

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that people interact with their environments and the multiple intersecting forms of marginalization and discrimination faced.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.



# GENERAL

## CONTACT INFORMATION

**NAME/POSITION:**

Director, Customer Experience

**EMAIL:** [accessibility@yqr.ca](mailto:accessibility@yqr.ca)

**PHONE:** 306-761-7555

**MAIL:** 1-5201 Regina Ave, Regina, Saskatchewan, S4W1B3

**WEBSITE:** <https://www.yqr.ca/en/regina-airport-authority/contact-us/contact>

**BUSINESS HOURS:**

Monday to Friday, 8 am to 4 pm

## Feedback

YQR is committed to creating a barrier-free travel experience for all.

If you have feedback about how YQR is implementing this Accessibility Plan, and/or have feedback regarding barriers as a traveler or employee, you can reach out personally or anonymously, by contacting us in the provided ways. YQR will acknowledge receipt of feedback in the manner it is received or requested.

The description of the feedback process is also available to any person who requests it in the following alternative formats:

- Print (15 days after the request is received)
- Large Print (15 days after the request is received)
- Braille (45 days after request is received)
- Audio Format (45 days after request is received)

Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. (15 days after the request is received)

# REGINA AIRPORT AUTHORITY ACCESSIBILITY INITIATIVES

The following are the initiatives that the Regina Airport Authority has, is currently, or planning on undertaking regarding 7 key areas:

- Information and communication technologies (ICT)
- Communication (other than ICT)
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation
- The built environment
- Consultation

## Information and Communication Technologies (ICT)

ICT includes the accessibility of all telecommunication systems, computer systems and networks owned, operated or controlled by the Regina Airport Authority. This also includes websites and mobile applications owned, operated or controlled by us, as well as announcements made in terminals.

## Information and Communication Technologies (ICT)

| Initiative                                   | Details   |
|--|---|
| Website Redesign                             | <ul style="list-style-type: none"> <li>• Meets WCAG 2.0 AA Standard</li> <li>• Works with adaptive technologies</li> <li>• Allows online feedback and inquiries</li> </ul>  |
| Upgrading all digital displays in terminal   | <ul style="list-style-type: none"> <li>• Increase size for better visibility and legibility</li> <li>• Uses updated content management system with better tools for accessibility.</li> <li>• Allows for visual paging</li> </ul>   |
| Visual Paging for Pre-Recorded Announcements | <ul style="list-style-type: none"> <li>• Allows pre-recording audio paging from airlines and airport operators to be shown visually</li> </ul>  |
| Barrier-free check-in kiosks                 | <ul style="list-style-type: none"> <li>• Software and hardware components of the kiosks meet the requirements set out in the CSA Standard entitled Accessible Design for Self-Service Interactive Devices.</li> <li>• An international symbol of access that is visually and tactilely discernable is affixed to the front of all self-service kiosks.</li> </ul> |
| Free Public WiFi                             | <ul style="list-style-type: none"> <li>• Gives free internet access to all passengers, staff, and partners at the Regina International Airport.</li> </ul>  |
| TTY Phones                                   | <ul style="list-style-type: none"> <li>• Available pre- and post-security through SaskTel</li> </ul>  |

## Communication (other than ICT)

This section addresses how the Regina Airport Authority communicates information about the following using non-ICT methods (i.e., communicating information without the use of technology, such as providing information verbally or by using signage):

### Communication Initiatives

| Initiative                                 | Details   |
|--|---|
| Information desk                           | <ul style="list-style-type: none"> <li>The RAA Information Desk is accessible to all persons with disabilities.</li> <li>RAA service partner Information Desk staff are trained to handle requests for information from persons with disabilities with efficiency and sensitivity.</li> </ul> |
| Trained security staff                     | <ul style="list-style-type: none"> <li>Receive Canadian Airports Accessibility Training and offer assistance to passengers with disabilities.</li> <li>Sunflower Program training.</li> <li>On duty 24 hours a day.</li> </ul>  |
| Assisting Persons with Disability Training | <ul style="list-style-type: none"> <li>Training for RAA employees and service partners who deal with public.</li> <li>Training must be completed within 60 days of employment and refreshed every 3 years.</li> </ul>   |
| Sunflower Program                          | <ul style="list-style-type: none"> <li>Training for all RAA staff and service partners who work with the public.</li> <li>Training made available at no charge to all tenants at the Regina International Airport.</li> </ul>   |
| Updated Wayfinding Signage                 | <ul style="list-style-type: none"> <li>Wayfinding signage completely redesigned by third-party to increase contrast ratios and legibility for those with visual impairments.</li> <li>Pre Security wayfinding redesign in project development.</li> </ul>                                     |
| Adapted Printed Materials                  | <ul style="list-style-type: none"> <li>Upon request, at larger sizes or in other formats.</li> </ul>  |

## Procurement of goods, services, and facilities

This section sets out policies, programs, practices and services designed to identify, remove, and prevent barriers in its procurement of goods, services and facilities.

### What we have done:

Accessibility is an integral part of our process for procurement of goods, services, or when we are designing or improving our facilities. We incorporate universal design principles in all requests for proposals, including design, contracts, purchases, emergency planning and operations. We consult with external universal design experts and engage with our community partners on new designs, services or purchases of equipment and tools.

### What we are working on:

New technology is continually emerging. With this in mind, we will continue to consult community partners on universal accessibility and will involve them in the early planning stages to receive the benefit of their ideas. For example, when upgrading our next generation of pay parking self-serve kiosks, we will evaluate and consult with the disability community and ensure they meet the Canadian Standards Association (CSA)'s guidelines. When procuring new equipment, we will pay particular attention to textures and colours and the way equipment is placed within the airport, to minimize sensory challenges and improve ergonomics. In 2024, we will build awareness with our commercial tenants on the inclusive opportunity to adopt accessible payment terminals.



## Design and Delivery of Programs and Services

This section of the accessibility plan sets out information about how it identifies and removes barriers and prevents new ones by the way it designs and delivers its programs and services.

We are working with all partners at the airport, including CATSA, CBSA, airlines, concessionaires, rental car partners, etc.

### Design and Delivery of Programs and Services Initiatives

| Initiative                     | Details  |
|--------------------------------|--|
| Contractor Partnerships        | <ul style="list-style-type: none"> <li>Exclusively working with architects and interior designer trained in all the latest accessibility standards for any new projects.</li> </ul>  |
| Service Animal Area            | <ul style="list-style-type: none"> <li>The pre-security service animal relief area is marked by signage and located in the grassed area between Regina Avenue and the short-term parking lot. A garbage can and waste bags are provided at the relief area.</li> <li>The post-security service animal relief area is marked by signage and located at the north end of the post-security seating area. A sink, garbage can, and waste bags are provided at the relief area.</li> </ul> |
| Security Staff                 | <ul style="list-style-type: none"> <li>Receive Assisting Persons with Disabilities training and provide assistance to passengers with disabilities when requested.</li> <li>Sunflower Program training and provide sunflower lanyards when requested.</li> <li>On duty 24/7.</li> </ul>  |
| St. John's Therapy Dog Program | <ul style="list-style-type: none"> <li>Therapy dogs on site weekly during busy and high stress times to assist and comfort passengers.</li> </ul>  |
| Airline Collaboration          | <ul style="list-style-type: none"> <li>Working with airlines on wheelchair inventory and assistance to and from the curb and ticket counters.</li> </ul>   |
| Accessible Curbside            | <ul style="list-style-type: none"> <li>Curbside assistance intercom installed and curbside personnel trained to provide assistance.</li> </ul>   |







## Transportation

This section sets out policies, programs, practices, and services designed to identify, remove, and prevent barriers in transportation used to access the Regina International Airport.

### Transportation Initiatives

| Initiative                                  | Details   |
|---|---|
| City of Regina Bus Service                  | <ul style="list-style-type: none"> <li>• Accessible bus</li> <li>• Accessible bus stop</li> </ul>   |
| Curbside Assistance                         | <ul style="list-style-type: none"> <li>• Security Personnel Receive Assisting Persons with Disabilities training and offering assistance to passengers with disabilities.</li> <li>• On duty 24 hours a day.</li> <li>• Curbside to check-in counter and arrivals to curb.</li> </ul>   |
| Accessible parking stalls                   | <ul style="list-style-type: none"> <li>• Short term</li> <li>• Long term</li> <li>• Employee parking</li> <li>• Car rental lot</li> </ul>   |
| Rental car operators offering hand controls | <ul style="list-style-type: none"> <li>• A number of the rental car companies at the airport have access to vehicles equipped with hand control systems.</li> </ul>   |
| Dedicated barrier-free curb                 | <ul style="list-style-type: none"> <li>• Located for convenience of passenger and regularly monitored</li> </ul>  |
| Accessible Taxi Service                     | <ul style="list-style-type: none"> <li>• Working with partner taxi companies to provide accessible service to passengers and staff (i.e., wheelchairs).</li> <li>• Passengers or staff with special needs can also make prearrangements with the Regina Paratransit Service.</li> </ul> |
| Accessible Rental Cars                      | <ul style="list-style-type: none"> <li>• A number of the rental car companies at the airport have access to vehicles equipped with hand control systems.</li> </ul>   |

## The Built Environment

This section sets out policies, programs, practices and services designed to identify, remove, and prevent barriers in the built environment. The built environment refers to human-made structures, features, and facilities.

### The Built Environment Initiatives

| Initiative  | Details  |
|---|--|
| <b>RHF Accessibility Certified</b>                                | <ul style="list-style-type: none"> <li>Rick Hansen Foundation Accessibility Certification (RHFAC) is a national rating system that measures and certifies the level of meaningful access of buildings and sites.</li> </ul>  |
| <b>Signage and Wayfinding for Visual Impairment</b>               | <ul style="list-style-type: none"> <li>Signs throughout the terminal are glare-free in high contrast colours and of a universal font (text: san serif, numbers: Arabic) and size.</li> <li>Tactile symbols (Braille) are included in signs used for: Washrooms, Elevators, and service animal areas.</li> <li>Undertaking a complete refresh of interior signage to further improve visibility for people with a visual disability.</li> </ul>   |
| <b>Accessible Routes and Passageways</b>                          | <ul style="list-style-type: none"> <li>The RAA ensures that no barrier exists or are created along accessible routes. Accessible paths to the following facilities are regularly checked by both the RAA and service partners and any obstructions are removed from:                             <ul style="list-style-type: none"> <li>Washrooms, Restaurants, Shops, Business lounges, Communications equipment, Information and check-in counters, Drop-off and pick-up areas and Exterior paths of travel, such as parking and service animal relief areas.</li> </ul> </li> </ul>   |
| <b>Accessible Washrooms</b>                                       | <ul style="list-style-type: none"> <li>All washrooms are equipped with barrier free sinks and accessible stalls containing grab bars.</li> </ul>   |
| <b>Accessible / Priority Seating Areas</b>                        | <ul style="list-style-type: none"> <li>Seating areas located in the terminal are positioned along paths of travel at thirty meters or less.</li> <li>In boarding areas, priority seating is assigned and marked as such for use by persons with disabilities and are located:                             <ul style="list-style-type: none"> <li>close to boarding gates and in view of flight information displays (FIDs) that show departures and gate assignments.</li> </ul> </li> </ul>   |
| <b>Family Washroom and Adult Changeroom</b>                       | <ul style="list-style-type: none"> <li>Family washroom located on main floor.</li> <li>Plans for a family washroom and adult changeroom in the hold room are currently under way.</li> </ul>   |
| <b>Service Animal Relief Area</b>                                 | <ul style="list-style-type: none"> <li>The pre-security service animal relief area is marked by tactile signage and located in the grassed area between Regina Avenue and the short-term parking lot. A garbage can and waste bags are provided at the relief area.</li> <li>The post-security service animal relief area is marked by tactile signage and located at the north end of the post-security seating area. A sink, garbage can, and waste bags are provided at the relief area.</li> </ul>   |
| <b>Maintenance of Accessible Features and Equipment</b>           | <ul style="list-style-type: none"> <li>The RAA's Technology service partner has personnel on-site to provide regular maintenance and troubleshooting for check-in kiosks, PA system and Flight Information Display.</li> <li>The RAA's Custodial service partner patrols areas several times per day and reports any facility in need of repair to the RAA Maintenance department. They also provide regularly scheduled cleaning of the service animal relief area post-security.</li> <li>The RAA Maintenance department provides regular maintenance and repairs to terminal facilities i.e., repairs to flooring and sidewalks to maintain a level walking surface and maintain the pre-security service animal relief areas, etc.</li> <li>During the performance of their duties, RAA Maintenance and service partners will ensure that no barriers exist or are created along accessible routes.</li> </ul> |
| <b>Air Terminal Building Barrier-Free Curb Zone With Intercom</b> | <ul style="list-style-type: none"> <li>Curbside assistance intercom located for convenience of passenger and monitored 24/7.</li> </ul>  |



## Consultation Initiatives

The following section includes a summary of the consultations planned and completed to obtain feedback from persons with disabilities and accessibility organizations representing those individuals, to be incorporated into the development of this accessibility plan.

We fully support and include people with disabilities and lived experiences in the planning and operation of our facilities. We engage with professional accessibility consultants, service providers and community partners, and continue to work directly with a variety of people with disabilities in the community to design an accessible airport experience for everyone.

Organizations that were consulted with include:

| WHO  | WHEN                                  | PROCESSES DONE   |
|--|---------------------------------------|--|
| Rick Hansen Foundation                             | Consultations began 2019              | YQR completed the process to become RHF Accessibility Certified  |
| SaskAbilities                                      | Consultations began February 2022     | SaskAbilities recommended community groups to consult in the future  |
| Saskatchewan Association of Rehabilitation Centres | Consultations began February 2022     | SARC reviews plans and gives list of recommendations   |
| CNIB   | Consultations began February 2022     | CNIB reviews plans and gives list of recommendations   |
| P3A Interior Designers and Architects              | Ongoing – all new projects and builds | We consult to ensure all new additions meet accessibility requirements                                       |
| Local Airport Organizations (RAA, CATSA)           | Once every month                      | Discuss airport and airport grounds accessibility concerns and changes with all tenants and companies        |
| Canadian Hearing Services (CHS)                    | Connection was made September 2024    | CHS provided first consultation on Accessibility Plan and Feedback Process document and gave recommendations |

Future planned Initiatives:

- All-staff survey on Accessible Initiatives
- Airport partner engagement
- Consulting with local community organizations for feedback
- Airport Tour survey on Accessibility

## Provisions of the Canada Transportation Act (CTA) Accessibility-Related Regulations

At YQR, we are required to meet the applicable provisions of the CTA requirements made under subsection 170(1) of the CTA.

| ACCESSIBILITY PROVISIONS   | STATUS/TIMELINE  |
|--|------------------|
| Public information about transportation related services and facilities on the YQR website is in a format that is compatible with adaptive technology and will continue to be updated as new information is added.   | In place/Ongoing |
| <p>Information about transportation-related services and facilities will be made available in the following alternate formats upon request:</p> <ul style="list-style-type: none"> <li>• if information is only made available to the public in paper format, upon request, the information will be made available in large print, braille, or in an electric format without delay;</li> <li>• if information is made available to the public in an audio format, upon request, the information will be made available in a visual format without delay; and</li> <li>• if information is made available to the public in a visual format, upon request, the information will be made available in an audio format without delay.</li> </ul> | In place/Ongoing |
| A notice is available on the YQR website that states we are subject to the CTA and the ATPDR regulations   | In place         |
| <p>We have included a complete list of services and facilities available for persons with disabilities on the YQR website, including any conditions to those services, and will be updating this list when changes and additions are implemented. Information on the website includes the following:</p> <ul style="list-style-type: none"> <li>• the curbside zone location and assistance;</li> <li>• accessible ground transportation options;</li> <li>• locations of designated pet relief areas</li> </ul>   | In place/Ongoing |
| Complaint resolution services are available on our website and indicate how a passenger may access those services on the YQR website.  | In place         |
| A telephone number, email address, and mailing address are available on our website, which can be used to obtain contact information.  | In place         |
| Our website and mobile website are accessible for persons with disabilities and meet the requirements for Level AA conformance as set out in the Web Content Accessibility Guidelines  | In place         |
| An email address and telephone number, as well as a description of how to obtain information about YQR's transportation-related services or facilities, are available on our website.  | In place         |
| All pre-recorded announcements are made available in both audio and visual formats to ensure users with vision and hearing disabilities are made aware of these announcements.   | In progress      |
| Self-service kiosks are available at check-in and customs and every effort has been made to ensure the software and hardware components of the kiosks meet the requirements set out in clause 1.4, clauses 3 to 7, and annexes B and C, excluding the notes accompanying those clauses, of the National Standard of Canada CAN/CSAB651.2-07 (R2017), entitled Accessible Design for Self-Service Interactive Devices. Any outstanding requirements that have not been met will be reviewed and rectified to ensure the kiosks are accessible.  | In place         |
| An international symbol of access that is visually and tactilely discernable will be affixed to the front of all self-service kiosks that meet the requirements of CSA B651.2- 07 (R2017) as mentioned above.  | In place         |
| The self-service kiosks provided at check-in and customs that meet the requirements of CSA B651.2-07 (R2017), as mentioned above, are monitored by airline and CBSA staff to ensure, upon request, assistance is provided to persons with disabilities without delay. In the event a member of YQR personnel is requested to assist a person with a disability in using a self-service kiosk, YQR is prepared to assist with the use of that kiosk without delay by locating an eligible airline, CBSA, or YQR Service Tec personnel.  | Ongoing          |

|  |                         |
|--|-------------------------|
| <p>We will ensure all automated self-service kiosks are in good working order, properly maintained, and if needed, are repaired as soon as possible. In the event of a repair of an accessible self-service kiosk that meets the requirements of CSA B651.2-07 (R2017), as mentioned above, airline and CBSA staff will provide the following services:</p> <ul style="list-style-type: none"> <li>• direct the person to the nearest working automated self-service kiosk that offers the same service as that provided by the kiosk that is not in good working order and, on the request of the person, assist the person in using that kiosk; or</li> <li>• permit the person to advance to the front of the line at a counter where they will be provided the same service as that provided by the automated self-service kiosk that is not in good working order.</li> </ul>   | <p>Ongoing</p>          |
| <p>All members of personnel who may be required to interact with the public or who participate in making decisions and developing policies related to the requirements outlined in the ATPDR are trained with an adequate level of skill and knowledge to carry out their functions including the following required training topics:</p> <ul style="list-style-type: none"> <li>• the applicable requirements outlined in the ATPDR;</li> <li>• YQR policies and procedures with respect to persons with disabilities;</li> <li>• the principles listed in this Accessibility Plan under the heading “Principles” as prescribed by the ACA;</li> <li>• the different types of barriers that may hinder equal access to transportation services for persons with disabilities;</li> <li>• the various types of assistance that may be needed by persons with disabilities including: the type of assistance that they must provide to persons with disabilities, and the assistive devices and communication methods that are commonly used by persons with disabilities;</li> <li>• communication with persons with disabilities in accordance with section 6 of the ATPDR and how to interact with them in a manner that respects their autonomy and dignity;</li> <li>• the role of a support person; and</li> <li>• the role and needs of a service dog</li> </ul> | <p>In place/Ongoing</p> |
| <p>We will ensure all members of personnel who may be required to interact with the public are trained to consider the following when communicating with a person with a disability:</p> <ul style="list-style-type: none"> <li>• the nature of the person’s disability,</li> <li>• whether the person uses an assistive device to assist them to hear, see, or communicate; and</li> <li>• whether there are methods of communication that may be used by the person or that may facilitate communication with the person.</li> </ul>   | <p>In place/Ongoing</p> |
| <p>A wheelchair service has been provided which includes enough wheelchairs, equipped with footrests and wheel locks, to accommodate the number of persons with disabilities who are likely to require them at the same time.</p>  | <p>In place</p>         |
| <p>We do not charge fees for any of the following services:</p> <ul style="list-style-type: none"> <li>• the list of services provided to persons with disabilities as described on the YQR website under “Accessibility;”</li> <li>• providing alternate formats for all feedback process descriptions, accessibility plans, and progress report versions; and</li> <li>• any other services described in the ATPDR sections 212-231.</li> </ul>  | <p>In place</p>         |
| <p>We have a curbside assistance service for persons with disabilities which provides the following services:</p> <ul style="list-style-type: none"> <li>• assisting with baggage;</li> <li>• providing and/or assisting with a wheelchair;</li> <li>• assisting the person between the public area and the curbside zone, including by guiding; and</li> <li>• assisting the person between the curbside zone and the check-in area.</li> </ul>   | <p>In place</p>         |

|  |                         |
|--|-------------------------|
| <p>Lifts, ramps, and stairs are used at the air terminal building for boarding and deplaning when level-boarding is not available. The equipment is owned by the airlines and ground handlers and is required to meet the following requirements:</p> <ul style="list-style-type: none"> <li>• lifts must meet the requirements of ATPDR section 69;</li> <li>• ramps must meet the requirements of ATPDR section 70; and</li> <li>• stairs must meet the requirements of ATPDR section 71(1).</li> </ul> <p>If an airline does not own or have access to lifts, ramps, or stairs that meet the requirements listed above, we will provide the airline with a gate that is equipped with level boarding to ensure passengers with disabilities can board and deplane the aircraft.</p>   | <p>In place</p>         |
| <p>Pet relief areas are available for service dogs to relieve themselves and are cleaned and maintained on a regular basis.</p>  | <p>In place</p>         |
| <p>If we enter into an agreement with any service provider for the provision of ground transportation from the air terminal building, including by taxi, limousine, bus, or rental vehicle, we will ensure the service provider provides transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.</p>  | <p>In place</p>         |
| <p>As we enter into agreements with service providers for the provision of rental vehicles from the air terminal building, we will ensure the service provider provides rental vehicles that are equipped with hand-control systems. Current agreements are and will continue to comply with this requirement.</p>   | <p>In place</p>         |
| <p>We do not currently provide any light-rail train services between facilities at the air terminal building. In the case a light-rail train that operates between any facilities of the air terminal building is installed in the future, it will meet the requirements in section 228 of the ATPDR.</p>  | <p>In future</p>        |
| <p>Modifications made to any amenity or equipment that is used at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, a modification carried out for aesthetic purposes, or maintenance or repair, will meet the following requirements:</p> <ul style="list-style-type: none"> <li>• an air terminal building must have seats that are located along paths of travel at regular intervals of approximately 30 m; and</li> <li>• an air terminal building must have, in every boarding area, designated priority seats for persons with disabilities that: are located close to personnel who are stationed at the boarding gate; are located to permit them to view screens or other boards that display information relating to departures or gate or track assignments; and are marked with signage that specifies that persons with disabilities have priority access.</li> </ul> <p>This provision does not apply in the following circumstances:</p> <ul style="list-style-type: none"> <li>• the dimensions of the air terminal building, amenity, or equipment are unalterable;</li> <li>• the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected;</li> <li>• the principal purpose of the amenity or equipment would be fundamentally altered; or</li> <li>• an Act of Parliament related to heritage protection would be contravened</li> </ul> | <p>In place/Ongoing</p> |
| <p>Modifications made to any amenity or equipment at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, modifications for aesthetic purposes, or maintenance, will meet the requirements of CSA B651-23, excluding clauses 5.6.2, 5.6.6, 6.6.2.2, 6.6.2.7.1, 6.7.3, 7, and 8.5 and all annexes, commentary, and figures. This provision does not apply in the following circumstances:</p> <ul style="list-style-type: none"> <li>• the dimensions of the air terminal building, amenity, or equipment are unalterable;</li> <li>• the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected;</li> <li>• the principal purpose of the amenity or equipment would be fundamentally altered; or • an Act of Parliament related to heritage protection would be contravened.</li> </ul>  | <p>In place/Ongoing</p> |

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| <p>Every effort will be made to ensure that any objects that obstruct a path of travel inside or outside of the air terminal building due to repairs or maintenance are detectable by a person using a guiding cane.</p>   | <p>In place</p> |
| <p>Modifications made to any amenity or equipment that is used at the air terminal building, other than modifications to mechanical, electrical, or plumbing systems, a modification carried out for aesthetic purposes, or maintenance or repair, will meet the following requirements:</p> <ul style="list-style-type: none"> <li>• if a path of travel inside or outside of an air terminal building is not accessible to a person with a disability, including because there are stairs or escalators, there must be an alternative path of travel that is accessible to persons with disabilities that allows them to access the desired service or reach the desired destination. This provision does not apply in the following circumstances: <ul style="list-style-type: none"> <li>• the dimensions of the air terminal building, amenity, or equipment are unalterable</li> <li>• the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected</li> <li>• the principal purpose of the amenity or equipment would be fundamentally altered</li> <li>• an Act of Parliament related to heritage protection would be contravened.</li> </ul> </li> </ul> | <p>In place</p> |
| <p>We will ensure the air terminal building is in good working order and properly maintained. If any facilities, including any amenities or equipment used in those facilities, are not in good working order, they will be repaired as soon as possible and, until they are repaired, measures will be taken that will result in a substantially equivalent or greater level of accessibility for persons with disabilities.</p>  | <p>In place</p> |
| <p>Signage is in place for all existing pet relief areas. Any future pet relief areas will also be equipped with signage that identifies the designated relief area for service animals and will include Braille and tactile characters.</p>   | <p>In place</p> |
| <p>Directional signage is provided along the passenger drop-off area that directs users to the pet relief area outside, by the passenger pick-up area, which meets the requirements for signage in CSA B651.</p>   | <p>In place</p> |
| <p>Accessibility training is provided for all members of personnel, including those on contract, who may be required to provide physical assistance to a person with a disability while carrying out their functions are trained with an adequate level of skill and knowledge to carry out those functions including the following training topics:</p> <ul style="list-style-type: none"> <li>• how to seek information from the person with respect to their preferred method of assistance and any other measures they may require to ensure their safety and their comfort;</li> <li>• how to manoeuvre mobility aids through doors and on irregular and multi-level surfaces, steps, curbs, and elevators</li> <li>• how to transfer the person between their own mobility aid and a mobility aid provided by the transportation service provider and between a mobility aid and the person's passenger seat</li> <li>• how to guide and orient a person whose impairment affects their mobility; and</li> <li>• how to assist a person who has limitations in balance, agility, or coordination that affect their mobility.</li> </ul>  | <p>In place</p> |
| <p>All members of personnel, including those on contract, who may be required to handle mobility aids while carrying out their functions are trained with an adequate level of skill and knowledge to carry out those functions including the following:</p> <ul style="list-style-type: none"> <li>• the different types of mobility aids</li> <li>• the requirements and appropriate methods for transporting and storing mobility aids, including the disassembling, packaging, unpackaging, and reassembling of mobility aids</li> <li>• an automated self-service kiosk that is accessible to persons with disabilities</li> </ul>  | <p>In place</p> |



**ACCESSIBILITY PLAN AND FEEDBACK PROCESS**

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| <p>All members of personnel, including those on contract, who may be required to use, or to assist a person with a disability in using, any special equipment while carrying out their functions are trained with an adequate level of skill and knowledge including for the following equipment:</p> <ul style="list-style-type: none"> <li>• telecommunication devices for persons who are deaf or who have any other hearing impairment</li> <li>• a lift, a ramp, and any other level-change device</li> <li>• an on-board electrical power supply</li> <li>• a device for the connection of on-board auxiliary respirator systems</li> <li>• an on-board entertainment system that is accessible to persons with disabilities</li> <li>• an automated self-service kiosk that is accessible to persons with disabilities.</li> </ul> | <p>In place</p> |
| <p>All members of personnel, including those on contract, will complete training that is suitable to the requirements of their functions within 60 days after the day the member assumes those functions. Until a member of personnel has completed the training that is suitable to the requirements of their functions, the transportation service provider must ensure that they carry out their functions under the direct supervision of a person who has completed the training as outlined by the ATPDR.</p>   | <p>In place</p> |
| <p>All members of personnel, including those on contract, who have received training that is required by the ATPDR as listed above, shall receive refresher training suitable to the requirements of their functions at least once every three years.</p>   | <p>In place</p> |
| <p>All members of personnel, including those on contract, will be informed as soon as feasible of any new policy, procedure, or technology with respect to persons with disabilities or any new transportation related service or facility to assist persons with disabilities, unless it is not relevant to the requirements of their functions.</p>   | <p>In place</p> |
| <p>A training program for members of personnel, including those on contract, has been created in accordance with the following:</p> <ul style="list-style-type: none"> <li>• the “Training Program Information” as outlined in the ATPDR Schedule 1</li> <li>• the training program must be available for inspection by the CTA</li> <li>• any new information that YQR is required to inform employees about, as mentioned above, will be incorporated in the training program as soon as feasible.</li> </ul>   | <p>In place</p> |
| <p>We will consult persons with disabilities in the development of each training program and the principal teaching methods.</p>  | <p>In place</p> |
| <p>We will, as soon as feasible, make available any information about a training program that is set out in Schedule 1 of the ATPDR titled “Training Program Information,” except any personal information or confidential business information, to any person who requests that information.</p>   | <p>In place</p> |