



# ATPRR Progress Report 2026





## GENERAL

### Contact Information

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**BUSINESS HOURS:**

Monday to Friday, 8 am to 4 pm

### Alternate Formats

The Accessibility Plan, Progress Report, and the description of the feedback process are also available to any person who requests them 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 intended to assist persons with disabilities. (15 days after the request is received)

# FEEDBACK

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

In the past year, we have received feedback from people who reached out by email, phone, online submission, in person and our feedback form. This feedback helps us better understand where some barriers still exist and where our services could be better use.

## WHAT WE HEARD

1. Someone wearing a sunflower lanyard did not feel fully supported going through security.
2. Multiple people did not know we had the Hidden Disabilities Sunflower Program.
3. Someone did not feel comfortable travelling and requested assistance before the travel date.
4. Self-Serve Kiosks are unclear in directing travellers where to scan their passports.
5. Not enough comfort/service amenities for mothers and families (Quiet Space, microwave)
6. Not enough seating near gates.
7. No help with baggage from the parking lot.
8. Unknown Therapy Dog times
9. International Arrivals Washrooms are too small and not very accessible.
10. For people in wheelchairs, most counters are too high. The new gate counters are much better.
11. People with limited or no vision may find wayfinding difficult, especially when trying to clear security without assistance.

## WHAT WE DID

1. We responded to all the feedback, offering assistance and services based on their individual experience.
2. We set up exposure/familiarity tours for families and travellers.
3. We reminded staff and partners about our responsibilities as Hidden Disabilities Sunflower Program members and had a social media campaign to spread awareness.
4. We updated the signage of self-serve kiosks for travellers to better see where to scan.
5. We informed travellers about our pre-security quiet room, our new family bathroom post security, and we updated our business centre to include semi-private workspaces that could be used for mothers or prayer spaces.
6. We added multiple rows of seating, including accessible seating and table seating, to the gate area that was lacking.
7. We told travellers to reach out to our team when they needed additional help or curbside assistance.
8. We worked with St John Therapy Dogs to increase the presence of the teams at YQR.
9. We created a colour guide to optimize wayfinding visibility and are currently redoing the main floor overhead signage.

## HOW WE USE FEEDBACK

We recognize that some barriers still exist at YQR, and we will continue to improve our services to serve every traveller. We will continue to grow and train our staff on the Hidden Disabilities Program and work to inform our community of the programs that exist and the assistance we offer.

We are actively making changes to our website to more clearly show where to get assistance and all the services we provide.

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.

**Additional Accessibility Feedback Form: [www.yqr.ca/accessibility-feedback](http://www.yqr.ca/accessibility-feedback)**

# REGINA AIRPORT AUTHORITY ACCESSIBILITY INITIATIVES

## Information and Communication Technologies (ICT)

Initiative	Details	2026 Progress Report
Website Redesign	<ul style="list-style-type: none"> <li>• Meets WCAG 2.0 AA Standard</li> <li>• Works with adaptive technologies</li> <li>• Provides avenue for online feedback and inquiries</li> </ul>	<p>Ongoing</p> <p><b>Currently working to improve clarity of services provided and information finding</b></p> <p><b>Scheduled for completion June 2026</b></p>
Upgrading All Digital Displays in Terminal Building	<ul style="list-style-type: none"> <li>• Increase size for better visibility and legibility</li> <li>• Updated content management system with better accessibility tools including visual paging</li> </ul>	Ongoing
Visual Paging for All Pre-recorded Announcements	<ul style="list-style-type: none"> <li>• Allows for pre-recorded audio paging from airlines and airport operators to be displayed visually</li> </ul>	Ongoing
Accessible Check-in Kiosks	<ul style="list-style-type: none"> <li>• Software and hardware components of kiosks meet requirements of <i>Accessible Design for Self-Service Interactive Devices</i> CSA Standard</li> <li>• International symbol for access that is visually and tactilely affixed to the front of each kiosk</li> </ul>	Ongoing
Free Public Wi-Fi	<ul style="list-style-type: none"> <li>• Provides free internet access to all passengers, staff, and partners at YQR Regina International Airport</li> </ul>	Ongoing
TTY Phones	<ul style="list-style-type: none"> <li>• Available pre- and post-security through Sasktel</li> </ul>	Ongoing

## Communications Initiatives

Initiative	Details	2026 Progress Report
Information Desk	<ul style="list-style-type: none"> <li>• RAA Information Desk is accessible to all persons with disabilities</li> <li>• RAA’s service partner provides Information Desk staff who are trained to handle requests for information from persons with disabilities with efficiency and sensitivity</li> </ul>	Ongoing
Trained Security Staff	<ul style="list-style-type: none"> <li>• On duty 24/7/265</li> <li>• Receives Canadian Airports Accessibility Training for proper care in assisting persons with disabilities</li> <li>• Receives Hidden Disability Sunflower Program training</li> </ul>	Ongoing
Assisting Persons with Disabilities Training	<ul style="list-style-type: none"> <li>• All RAA staff and service partners who interact with the public are provided training on assisting persons with disabilities</li> <li>• Training must be completed within 60 days of employment and retraining completed every 3 years</li> </ul>	Ongoing
Hidden Disabilities Sunflower Program	<ul style="list-style-type: none"> <li>• Provided to all RAA staff and service partners who interact with the public</li> <li>• Training made available to all RAA Tenants at YQR free of charge</li> </ul>	Ongoing
Updated Wayfinding Signage	<ul style="list-style-type: none"> <li>• Wayfinding signage post-security completely redesigned to increased contrast ratios and legibility for those with visual impairments</li> <li>• Pre-security wayfinding redesign project currently in development</li> </ul>	Ongoing
Adapted Print Materials	<ul style="list-style-type: none"> <li>• Upon request, at larger sizes or in other required formats.</li> </ul>	Ongoing

## Design and Delivery of Programs and Service Initiatives

Initiative	Details	2026 Progress Report
Contractor Partnerships	<ul style="list-style-type: none"> <li>Exclusively working with architects and interior designers trained in the latest accessibility standards for all new projects</li> </ul>	Ongoing
Service Animal Relief Area	<ul style="list-style-type: none"> <li>Pre-security pet relief area is marked by tactile signage and located in the grass area between the curbside drop-off/pick-up area and short-term parking lot. A garbage can and waste bags are provided</li> <li>Post-security pet 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</li> </ul>	Ongoing
Security Staff	<ul style="list-style-type: none"> <li>On duty 24/7/265</li> <li>Receives Canadian Airports Accessibility Training for proper care in assisting persons with disabilities</li> <li>Receives Hidden Disability Sunflower Program training</li> </ul>	Ongoing
St. John Ambulance Therapy Dog Program	<ul style="list-style-type: none"> <li>Therapy dogs are on site weekly during busy and high-stress times to assist and comfort passengers</li> </ul>	Ongoing
Airline Collaboration	<ul style="list-style-type: none"> <li>Working in collaboration with airlines on wheelchair inventory and assistance to/from the curb</li> </ul>	Ongoing
Accessible Curbside	<ul style="list-style-type: none"> <li>Curbside assistance intercom installed and curbside personnel are available 24/7 to assist</li> </ul>	Ongoing

## Transportation Initiatives

Initiative	Details	2026 Progress Report
City of Regina Bus Service	<ul style="list-style-type: none"> <li>• Accessible bus</li> <li>• Accessible bus stop</li> </ul>	In Place
Curbside Assistance	<ul style="list-style-type: none"> <li>• Security staff receive Assisting Persons with Disabilities training to assist passengers with disabilities</li> <li>• On duty 24/7/365</li> <li>• Assistance by security staff provided from curb to check-in counter or arrivals information desk to curb</li> </ul>	<p>In Place</p> <p><b>Shared accessibility request calendar implemented for enhanced communication</b></p>
Accessible Parking Stalls	<p>Accessible stalls are available in:</p> <ul style="list-style-type: none"> <li>• Short Term Parking</li> <li>• Long Term Parking</li> <li>• Employee Parking</li> <li>• Car Rental Parking</li> </ul>	In Place
Dedicated Barrier-free Curb	<ul style="list-style-type: none"> <li>• Located for convenience of passengers and regularly monitored</li> </ul>	In Place
Accessible Taxi Service	<ul style="list-style-type: none"> <li>• Working with partner taxi companies to provide accessible service to passengers and staff with mobility concerns</li> <li>• Passengers or staff with disabilities can make pre-arranged transportation requests through Regina’s ParaTransit Service</li> </ul>	Ongoing
Accessible Rental Cars	<ul style="list-style-type: none"> <li>• Several rental car companies operating at YQR have access to vehicles equipped with hand control systems</li> <li>• Advanced notice is often required for reservation</li> </ul>	Ongoing
Hand Control Vehicles Offered by Rental Car Operators	<ul style="list-style-type: none"> <li>• Several rental car companies operating at YQR have access to vehicles equipped with hand control systems</li> <li>• Advanced notice is often required for reservation</li> </ul>	Ongoing

## Built Environment Initiatives

Initiative	Details	2026 Progress Report
RHF Accessibility Certified	<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 commercial property sites</li> </ul>	<p>In Place</p> <p><b>Next Recertification: Q2 2026</b></p>
Signage and Wayfinding for Visual Impairment	<ul style="list-style-type: none"> <li>Signs throughout the terminal are glare-free materials, high-contrast colours, universal font style (text: san serif, numbers: Arabic) and uniform text and icon size</li> <li>Tactile symbols (Braille) are included in signage for Washrooms, Elevators, and Service Animal Relief areas.</li> <li>Undertaking a complete revision of interior signage to create standardization across the terminal aligned with best practices to improve visibility and legibility for individuals with visual impairments.</li> </ul>	<p>In Place</p> <p>In Place</p> <p>Ongoing</p> <p><b>Main Floor Wayfinding Refresh Scheduled for Completion: Q3 2026</b></p>
Accessible Routes and Passageways	<ul style="list-style-type: none"> <li>The RAA ensures no barrier exists or are created along accessible routes.</li> <li>Accessible paths to the following facilities are checked regularly by both RAA and service partners for any obstruction to ensure prompt removal:                             <ul style="list-style-type: none"> <li>Washrooms</li> <li>Restaurants</li> <li>Retail Shopping Locations</li> <li>Business and Airline Lounges</li> <li>Communications Equipment</li> <li>Information and Check-in Counters</li> <li>Drop-off and pick-up areas</li> <li>Exterior paths of travel to parking and/or pet relief areas</li> </ul> </li> </ul>	<p>In Place</p>
Accessible Washrooms	<ul style="list-style-type: none"> <li>All washrooms in the terminal are equipped with barrier free sinks and accessible stalls with grab bars</li> </ul>	<p>In Place</p>

<p>Accessible/Priority Seating Areas</p>	<ul style="list-style-type: none"> <li>• Seating areas in the terminal are positioned along paths of travel at intervals of 30m or less</li> <li>• In boarding areas, priority seating is assigned and marked as such for use by persons with disabilities. They are located close to boarding gates and with direct sightlines to flight information displays (FIDS).</li> </ul>	<p>In Place <b>Additional Seating and Seating Reconfigurations Completed: December 2025</b></p>
<p>Family and Universal Washrooms</p>	<ul style="list-style-type: none"> <li>• A family washroom is located on the second floor of the terminal building just prior to the entrance for pre-board screening.</li> <li>• A Universal Washroom equipped with an adult size change table, automatic doors, and barrier-free facilities located in our hold-room near the main concessions area and along the primary path of travel.</li> </ul>	<p>In Place</p>
<p>Service Animal Relief Area</p>	<ul style="list-style-type: none"> <li>• Pre-security pet relief area is marked by tactile signage and located in the grass area between the curbside drop-off/pick-up area and short-term parking lot. A garbage can and waste bags are provided</li> <li>• Post-security pet 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</li> </ul>	<p>In Place</p>
<p>Pre-Security Quiet Room</p>	<ul style="list-style-type: none"> <li>• Pre-security room with private accessible washroom</li> <li>• Seating, prayer mats, and religious materials provided for individuals seeking to perform religious ceremonies</li> <li>• Seating and changing table provided for parents needing a quiet area for infant feeding and care</li> </ul>	<p>In Place</p>
<p>Barrier-free Curbside at Terminal Building WITH Intercom</p>	<ul style="list-style-type: none"> <li>• Curbside assistance intercom located for passenger convenience and monitored 24/7</li> </ul>	<p>In Place</p>

Maintenance of Accessible Features and Equipment

- 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 Displays
- 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
- 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.
- During the performance of their duties, RAA Maintenance and service partners will ensure that no barriers exist or are created along accessible routes

In Place

# CONSULTATION INITIATIVES

The following section includes a summary of the consultations planned and completed to obtain feedback from person 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.

Who	When	Process	2026 Progress Report
Rick Hansen Foundation	Began 2019	YQR completed process to become RHF Accessibility Certified	Ongoing <b>Next Recertification: Q2 2026</b>
SaskAbilities	Began February 2022	SaskAbilities recommends community groups for future consultations <ul style="list-style-type: none"> <li>• Accessibility Feedback Form and Plan sent May 2026 with feedback received on May 7<sup>th</sup> (added to Feedback Section of Progress Report)</li> </ul>	Ongoing <b>Recent Consultation: Board Chair Feedback, May 2026</b>
Saskatchewan Association of Rehabilitation Centres	Began February 2022	SARC reviews plans and gives recommendations	Ongoing
CNIB	Began February 2022	CNIB reviews plans and gives recommendations	Ongoing
P3A Interior Designers and Architecture	Ongoing – All new projects and builds	All new additions or builds at YQR are vetted with them to ensure all accessibility requirements and standards are met	Ongoing, every new construction project

## ATPRR Progress Report 2026

Local Airport Organizations	Monthly	Discuss airport and airport campus accessibility concerns or changes with all tenants and operators at YQR	Ongoing, monthly
Canadian Hearing Services (CHS)	Initial Consultation: September 13, 2025	<p>CHS provided consultation on first Accessibility Plan for YQR            Provided feedback and gave recommendations on how we can improve YQR and our Accessibility Plan            Primary feedback: What could we do to better service the hearing-impaired community based on the information in the Accessibility Plan            Recommendations from CHS:</p> <ul style="list-style-type: none"> <li>• Hearing Loops</li> <li>• On Demand ASL Interpreting</li> <li>• Incorporating ASL to Welcome messaging on digital signage throughout the terminal</li> <li>• CHS Interpreting Request Form to schedule ASL Interpreters or CART (captioning)</li> </ul>	Ongoing <b>Next Consultation: Q2 2026</b>
Canadian Airports Council Accessibility Committee	Monthly Joined in 2025	Meeting with other Canadian Airport Accessibility Teams. Includes guest speakers from various organizations and government agencies.	Ongoing, monthly
Hidden Disabilities Sunflower Program	April 2026	Initial consultation with new Canadian Membership contact	Ongoing

## New Consultation Initiatives 2026 Update

1. We created and added a Post-Tour Accessibility Survey to the RAA's official tours program for all community tours.  
**Implementation Date: June 2025**
2. We created and added an online YQR Accessibility Survey to our website's passenger-facing feedback section.  
**Implementation Date: June 2025**
3. We created a passenger Accessibility and Service Experience Survey Form and placed physical QR Codes around our pre- and post-security public areas to get real-time feedback about passenger experiences.  
**Implementation Date: December 2025**

## Our Partners in 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	April 2026 Status Update
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	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	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	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	In Place/Ongoing

## ATPRR Progress Report 2026

Complaint resolution services are available on our website and indicate how a passenger may access those services on the YQR website.	In Place	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	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 (WCAG).	In Place	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	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	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	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	In Place

## ATPRR Progress Report 2026

<p>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 ServiceTec personnel.</p>	Ongoing	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>	Ongoing	Ongoing
<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>	In Place	In Place
<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>	In Place/Ongoing	In Place/Ongoing

## ATPRR Progress Report 2026

<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>In Place/Ongoing</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 listed in the ATPDR sections 212-231</li> </ul>	<p>In Place</p>	<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>In Place</p>

## ATPRR Progress Report 2026

<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>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>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>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>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>In Future</p>

## ATPRR Progress Report 2026

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:

- an air terminal building must have seats that are located along paths of travel at regular intervals of approximately 30 m; and
- 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.

This provision does not apply in the following circumstances:

- the dimensions of the air terminal building, amenity, or equipment are unalterable
- the structural integrity or safe operation of the air terminal building, amenity, or equipment would be materially affected
- the principal purpose of the amenity or equipment would be fundamentally altered; or
- an Act of Parliament related to heritage protection would be contravened

Every effort will be made to ensure that any objects that obstruct a path of travel inside or outside the air terminal building due to repairs or maintenance are detectable by a person using a guiding cane.

In Place/Ongoing

In Place/Ongoing

In Place

In Place

**ATPRR Progress Report 2026**

<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, 5.6.2, 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</li> <li>• an Act of Parliament related to heritage protection would be contravened</li> </ul>	<p>In Place/Ongoing</p>	<p>In Place/Ongoing</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</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</p>	<p>In Place</p>

## ATPRR Progress Report 2026

<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>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>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>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 ensuring their safety and their comfort</li> <li>• how to maneuver 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>In Place</p>

## ATPRR Progress Report 2026

<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>	<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>In Place</p>
<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>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>In Place</p>

## ATPRR Progress Report 2026

<p>All members of personnel, including those on contact, who have received training that is required by 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>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> </ul> <p>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.</p>	<p>In Place</p>	<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>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>	<p>In Place</p>