



**Charlottetown**  
Airport  
Authority

## **Accessibility Plan & Feedback Process**

**2024 – 2027**

<b>Document #</b>	1093
<b>Version</b>	1.1
<b>Date released</b>	25-July-2024





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# 1 General

## 1.1 Introduction

Charlottetown Airport Authority (CAA) believes ensuring accessibility within an airport terminal is paramount to fostering inclusivity and accommodating the diverse needs of all passengers. At CAA, we recognize the significance of creating an environment where every traveler feels welcomed, supported, and able to navigate the terminal with ease.

In this Accessibility Plan, we outline our approach to enhancing accessibility throughout the terminal building, encompassing everything from built environment to information and communication and customer service programs and services. The creation of this Plan was shaped through engagement with community organizations, representing a diverse range of disabilities and lived experience.

## 1.2 Key Terms

Below are two key terms used throughout this Plan as defined by the Accessible Canada Act:

**Barrier** – means anything, including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

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

Here are some key aspects to keep in mind when discussing disabilities:

- They may vary in duration, ranging from permanent to temporary;
- They can also be episodic, meaning they fluctuate over time;
- Some disabilities are visible, while others are invisible or hidden (i.e., hearing and vision loss, intellectual, cognitive, etc.); and
- Symptoms of disabilities can range from mild to severe.

## 1.3 Feedback Process & Alternative Formats

If you wish to provide feedback on our Accessibility Plan, please do so by the methods outlined below in addition to in person at the Airport. The person responsible for receiving this feedback for CAA is the Director, Regulatory Affairs. Upon receipt of feedback, we will acknowledge receipt in the same manner it was received. If you prefer to submit anonymously, we recommend using our website's [Contact Us](#) page.

Accessible alternative formats (including print, large print, braille, audio, or electronic formats compatible with adaptive technology) of this Accessibility Plan or feedback

process are available upon request. Please contact CAA using the methods provided below.

**Mailing Address**

Director, Regulatory Affairs  
Suite 132, 250 Maple Hills Ave  
Charlottetown, PE C1C 1N2

**Telephone Number**

902-566-7997

**Email Address**

[info@flyyyg.com](mailto:info@flyyyg.com)

**Contact Us**

<https://flyyyg.com/corporate/about-yyg/contact/>

**Facebook:** <https://www.facebook.com/YYGAirport/>

**Instagram:** [https://www.instagram.com/fly\\_yyg/?hl=en](https://www.instagram.com/fly_yyg/?hl=en)

**Twitter:** <https://twitter.com/flyyyg?lang=en>

## 2 Employment

As an employer, CAA's goal is to create a welcoming environment where every individual is valued and respected. We strive to celebrate diversity and ensure that all employees feel a sense of belonging. We have implemented a Diversity, Equity, and Inclusion (DEI) Policy as well as a Workplace Harassment and Violence Prevention Policy that outline our commitment to tackling barriers in the course of employment with CAA.

As our terminal building undergoes expansion in the coming years, we are dedicated to ensuring that employee spaces adhere to accessibility standards, thus minimizing barriers for all employees. In recent years, our terminal has undergone a comprehensive wayfinding project, which involved updating numerous signs to include tactile and braille elements, enhancing accessibility for both employees and passengers.

Additionally, we have several programs that focus on employment accessibility at YYG. Our evacuation plan for the terminal building includes a section outlining how persons with disabilities are to be assigned monitors to assist them in the event of an evacuation. All CAA staff are required to complete the Canadian Airports Accessibility Training program to create a groundwork for understanding disabilities and accessibility. Disability training with employees is crucial for fostering accessible employment by promoting a workplace culture that values diversity and inclusivity. This training equips CAA employees with the knowledge and skills necessary to accommodate colleagues with disabilities.

### **3 Information and Communication Technologies (ICT)**

Information and Communication Technologies (ICTs) play a crucial role in ensuring accessibility and inclusivity for persons with disabilities within our airport terminal building. These technologies facilitate various assistance services such as digital signage, accessible websites, and alternative means of communications, enabling individuals with disabilities to navigate the terminal independently and efficiently.

To ensure website accessibility, we've integrated the accessiBe widget, ensuring compliance with Web Content Accessibility Guidelines (WCAG). With its AI-powered solution, accessiBe optimizes screen reader functionality, improves keyboard navigation, and adjusts color contrast and font size. By incorporating this tool, we foster inclusivity, eliminate access barriers, and elevate user experience on our website.

In conjunction with our website, we've established policies within the terminal building to offer alternative formats for audio announcements. Furthermore, we consistently include an email address whenever we share a phone number across various platforms such as our website and social media channels.

### **4 Communications (other than ICTs)**

Beyond ICTs, other communication technological advancements and training also play a pivotal role in enhancing accessibility and inclusivity for persons with disabilities at YYG.

In 2021, we initiated a significant project aimed at modernizing all signage and wayfinding systems across the terminal building, with a strong emphasis on enhancing accessibility throughout. The recently updated wayfinding and signage within the terminal building primarily features internationally recognized pictograms, which represent concepts and actions in a clear and concise manner, allowing individuals, including those with cognitive or language barriers, to interpret them easily. Signage has been revamped to incorporate both braille and tactile elements in many locations throughout the terminal building (i.e., washrooms, offices, pet relief areas, etc.). These tactile and braille signage solutions promote inclusivity by ensuring that individuals with visual impairments can effectively navigate and interact with their surroundings.

Training airport staff and transportation providers on accessibility is paramount to fostering a welcoming and inclusive environment within the airport for all passengers. CAA is part of a nation-wide training program, Canadian Airport's Accessibility Training. The goal of this training is to offer consistent training to all airport employees across Canada on how they can best assist persons with disabilities during their journey through the airport. The updated training program was introduced in early 2024 for all CAA personnel and transportation providers. Subsequently, it will be mandatory for staff to undergo retraining every three years following the initial session to ensure they remain current on methods for assisting individuals with disabilities. One of the key messages in this training is how employees can seek information from a person with respect to their preferred method of assistance and not to assume what type of assistance they require.

In the terminal building, public announcements serve as a crucial means of communication. CAA aims to ensure that these announcements are of high quality, use plain language, are articulated clearly, and are delivered at a pace that is easily comprehensible. Furthermore, messages are reiterated, and pre-recorded messages are employed whenever feasible to enhance the clarity of announcements.

## **5 Procurement of Goods, Services and Facilities**

CAA acknowledges the critical importance of accessibility in the procurement of goods, services, and facilities. This ensures that everyone, irrespective of their abilities, can fully participate and benefit, while also aiding in the prevention of barrier introduction.

During the procurement process, CAA places emphasis on accessibility when assessing goods and services intended for use by or to assist individuals with disabilities. By considering accessibility from the outset, CAA's goal is to procure products and services that enhance the overall accessibility and usability of its facilities and programs within the terminal building without introducing new barriers.

CAA ensures contracted transportation service providers (taxies, shuttles, car rentals, etc.) comply with accessibility training, which is crucial for upholding inclusivity throughout our operations and beyond. This training equips personnel to cater to diverse needs, create accessible environments, and communicate effectively with individuals with disabilities. Additional accessibility requirements are detailed in contracts for contracted services, as necessary.

## **6 Design and Delivery of Programs and Services**

Programs and services offered within airport terminal buildings are vital components that contribute to the overall travel experience for passengers. CAA's initiatives encompass a range of features and assistance services tailored to accommodate diverse needs. Services and programs both past and present include curbside and baggage assistance, dog therapy program, and autism aviator events.

CAA's curbside and baggage assistance program can be used by all passengers who require assistance from the curb to the airline counter for departures or from arrivals back out to the curb upon arrival. This service can be pre-arranged via our website or can be done at an adhoc basis by calling airport Security. Assistance that Security will provide includes helping the passenger with their baggage, providing a wheelchair if needed, helping the passenger with their wheelchair, and/or providing guiding assistance to a passenger who needs it (for example, a passenger who is blind or has profound hearing loss).

Before the pandemic, our airport proudly offered two impactful initiatives: the Autism Aviators and Dog Therapy Programs. These programs were designed to enhance accessibility and support for travelers, particularly those with autism or in need of emotional assistance. Regrettably, due to the challenges posed by the pandemic, we made the tough decision to temporarily suspend these programs over the past couple of years. However, as detailed in our action plan outlined in subsequent sections, we are committed to reinstating some of them in the near future. We firmly believe that



these programs play a crucial role in improving accessibility and fostering a welcoming environment at YYG.

During the Summer of 2022, we introduced a Passenger Experience Representative program for YYG's peak travel seasons. These representatives are stationed throughout the terminal, easily visible in their distinctive YYG uniforms. The aim of this initiative is to enhance the passenger experience and offer assistance when needed. All representatives undergo training to support individuals with disabilities.

## **7 Transportation**

At YYG, we understand that the passenger experience encompasses more than just flying, extending throughout the entire journey from start to finish including transportation to and from the airport. As such, we prioritize ensuring accessible transportation options for both passengers and employees.

We have partnered with taxi firms, transportation providers, and car rental agencies to guarantee the provision of accessible services or products (i.e., hand control vehicle rentals). For the companies under contract with CAA, we ensure they undergo training to assist passengers and staff with disabilities. Compliance with the Accessible Transportation for Persons with Disabilities Regulations (ATPDRs) is a mandatory component of our contractual obligations.

We maintain an active list of accessible ground transportation services on our website and update it on a frequent basis. To be included in this list the service provider must be able to transport non-folding or non-collapsible mobility aid.

We collaborate closely with taxi drivers to ensure their understanding of their obligations, which include completing the Canadian Airports Accessibility Training, refraining from refusing fares to individuals with service dogs or mobility aids, and abstaining from imposing additional fees, among other requirements. In addition to ensuring taxi drivers are aware of their requirements, we also ensure they are aware of the services the airport provides so they can pass this information along to passengers they are transporting (i.e., pet relief areas, curbside assistance, etc.).

We have allocated designated accessible parking spaces, adjacent to both the departures and arrivals doors of our Short Term Parking Lot, ensuring convenient access for individuals with disabilities. Furthermore, at the departure's door, we've established a dedicated curbside assistance area specifically designed to aid individuals with disabilities. This designated area serves as a convenient point for those requiring additional assistance.

## **8 Built Environment**

Accessibility is a top priority in our terminal building, evident through various amenities. Family-style washrooms, featuring grab bars, are conveniently placed throughout the terminal for the safety and comfort of all passengers. Hands-free flushing systems, taps, and paper towel dispensers are installed in terminal building bathrooms to ensure all passengers can use restroom facilities more independently. Strategically positioned seating along longer corridors provide support for individuals needing to rest during their journey. Additionally, there are two designated pet relief

areas within the terminal premises: one near the Arrivals entrance/exit and another post security screening, next to the pedway. These areas are easily identifiable with wayfinding and tactile and braille signage

CAA ensures that any new construction complies with the latest applicable building codes and standards (i.e., *Canadian Standards Association (CSA)/Accessibility Standards Canada (ASC) B651:23 Accessible design for the architectural environment*).

## 9 Provisions of CTA Accessibility-Related Regulations

CAA is required to meet the following provisions of the Canadian Transportation Act (CTA) regulations:

- Accessible Transportation Planning and Reporting Regulations (ATPRR)
- Accessible Transportation for Persons with Disabilities Regulations
  - Part 1 - Requirements Applicable to Transportation Service Providers
  - Part 4 - Requirements Applicable to Terminal Operators

## 10 Consultations

This Accessibility Plan was created with the input from four local organizations covering an array of accessibility needs and lived experience:

- Hear PEI;
- Spinal Cord Injury PEI;
- Autism PEI; and
- ResourceAbilities.

These organizations had the opportunity to review the initial draft of the plan and provide input in April and May 2024. Organizations were initially consulted via email and were given the option to provide feedback via email or CAA would set up a phone call or in person meeting with them to discuss. A couple of the organizations completed an on-site review of our facilities to assist with their feedback on the plan.

Input was received from each of the four organizations during the consultation phase and subsequently assessed by Charlottetown Airport Authority (CAA) management team. Any suggestions made that were already implemented or slated for implementation within the timeframe of the plan (2024 to 2027) were integrated into the plan content. Additional opportunities for improvements noted in the feedback were evaluated for feasibility, with a considerable amount of them being added to the Action Plan outlined below. All other input has been kept on file for future iterations of this plan.

Additionally, during meetings with tenants of the airport the Accessibility Plan was discussed and distributed, allowing all parties the opportunity to provide feedback. This consultation took place in April and May of 2024.

## 11 Accessibility Action Plan 2024 – 2027

CAA's action plan is broken out by short-term and long-term goals. Short-term goals include actions which are underway and are expected to be completed within the next year (2024 – 2025). Long-term goals include actions which are anticipated to be completed or in progress at the time of the next report (2026 – 2028).

Focus Area	Goal	Planned Year
Employment	Complete DEI Training for all CAA staff to prioritize accessibility and inclusivity in the organization.	2024 2025
ICT	Install above the counter hearing loop systems at airline check in counter, gate counter, and the Security Operations Centre (SOC).	2025 2026 2027
ICT	Investigate technologies to improve current visual paging system.	Ongoing
Communication	Create a PDF Accessibility Map that clearly identifies the location of accessible features, facilities, and services throughout the terminal building.	2024 2025
Communication	Add accessibility assistance signage in public areas (bathrooms, departures, and arrivals).	2024 2025
Communication	Create social story to better prepare passengers to fly and make it accessible on the website.	2024 2025
Communication Built Environment	Finish wayfinding project to enhance accessibility of the interior and exterior of the terminal building. Include accessible washroom signage.	2024 2025
Procurement	Create an inclusive procurement policy and provide awareness and include in all future RFPs for passenger services and facilities to prevent the introduction of barriers.	2024 2025
Procurement	Review new or updated contracts to ensure all accessibility requirements are included to prevent the introduction of barriers.	Ongoing
Programs & Services	Re-introduce dog therapy program to improve the overall passenger experience and offer emotional support to departing passengers.	2024 2025
Programs & Services	Provide sensory kits for use in the departures lounge post security.	2024 2025
Programs & Services	Implement Hidden Disabilities Sunflower program to allow persons with disabilities to voluntarily share that they have a disability or condition that may not be immediately apparent.	2024 2025

Focus Area	Goal	Planned Year
Programs & Services	Re-introduce autism aviators program in partnership with Autism Society of PEI to welcome individuals with Autism Spectrum Disorder and their families to the airport to experience airport processes.	2024 2025
Programs & Services	Continue Passenger Experience Representative Program to assist all passengers during the peak travel season.	Ongoing
Transportation	Update accessible transportation providers list to ensure all options are available to travelling passengers.	2024 2025
Built Environment	Complete universal review in conjunction with Spinal Cord Injury PEI. Wheelchair users will be invited to participate as part of this review.	2024 2025
Built Environment	Add an additional designated wheelchair storage area in departures.	2025 2026
Built Environment	Implement new pet relief area in the expansion of the post security area, ensuring that individuals with disabilities who rely on service animals can easily access necessary facilities during their travels.	2027 2028
Built Environment	Ensure all new public washrooms that are updated/created during terminal expansion are accessible and include hands free amenities to ensure everyone can use restroom facilities more independently.	2027 2028
Built Environment	Include a nursing area in the expansion of the post security area to provide a private and comfortable space for parents.	2027 2028
Built Environment	Create gender neutral washroom(s) as part of the terminal expansion.	2027 2028
Built Environment	<p>Ensure all phases of the terminal expansion meet CSA B651:23 Accessible Design for the Building Environment and approve accessibility plans for each phase prior to construction. Initiatives include:</p> <ul style="list-style-type: none"> <li>• Install a new elevator</li> <li>• Install wheelchair accessible check in counter</li> <li>• Install tactile walking surface indicators and rubber stair treads</li> <li>• Install accessible sidewalk ramp</li> <li>• All new bathrooms will be barrier free and accessible to all</li> </ul>	Ongoing