



Charlottetown
Airport
Authority

Accessibility Plan & Feedback Process

2026 Progress Report

1 General

Alternate format (s)

Accessible alternative formats (including print, large print, braille, audio, or electronic formats compatible with adaptive technology) of this Accessibility Plan, Progress Report or the Feedback Process are available upon request. Please contact Charlottetown Airport Authority (CAA) using the methods provided below.

Mailing Address



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Email



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902-566-7997

Social Media



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Feedback process

If you wish to provide feedback on how the Charlottetown Airport Authority is implementing its 2024-2027 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, Sustainability. 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.

Contact Us



[Contact Form](#)

2 Employment

Accessibility Initiatives	Planned Year	Status
Complete DEI Training for all CAA staff to prioritize accessibility and inclusivity in the organization.	2024 2025	Complete as per 2025 Accessibility Progress Report.

3 Information and Communication Technologies (ICT)

Accessibility Initiatives	Planned Year	Status
Install above the counter hearing loop systems at airline check in counter, gate counter, and the Security Operations Centre (SOC).	2025 2026 2027	In Progress – We have successfully procured new above-the-counter hearing loop systems for all new check-in and gate counters and the Security Operations Centre as part of the Airport Terminal Building (ATB) expansion project, surpassing the initial goal of installing just one system. We have installed the above-the-counter hearing loops in the new check-in counters and installation at the Security Operations Centre is anticipated in the coming months. By end of 2027 we plan to have them at all check-in counters and gates with completion of the next phase of our terminal expansion.
Investigate technologies to improve current visual paging system.	Ongoing	In Progress – We have been exploring the potential of our current system and evaluating more robust technologies to enhance the visual paging system. This evaluation efforts led us to incorporate PA improvements into the Airport Terminal Building Expansion. Expected completion date 2027.

4 Communications (other than ICTs)

Accessibility Initiatives	Planned Year	Status
Create a PDF Accessibility Map that clearly identifies the location of accessible features, facilities, and services throughout the terminal building.	2024 2025	Complete as per 2025 Accessibility Progress Report.
Add accessibility assistance signage in public areas (bathrooms, departures, and arrivals).	2024 2025	Complete as per 2025 Accessibility Progress Report.
Create social story to better prepare passengers to fly and make it accessible on the website.	2024 2025	In Progress – We are planning to complete this in conjunction with the completion of our terminal expansion in 2027.
Finish wayfinding project to enhance accessibility of the interior and exterior of the terminal building. Include accessible washroom signage.	2024 2025	Complete as per 2025 Accessibility Progress Report. The design work for future growth, including the integration of accessibility considerations for wayfinding signage, is ongoing.

5 Procurement of Goods, Services and Facilities

Accessibility Initiatives	Planned Year	Status
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	Complete as per 2025 Accessibility Progress Report.
Review new or updated contracts to ensure all accessibility requirements	Ongoing	In Progress – We are reviewing new and updated contracts to ensure all accessibility requirements are

are included to prevent the introduction of barriers.		included to prevent the introduction of barriers. This will continue to be ongoing throughout 2027.
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6 Design and Delivery of Programs and Services

Accessibility Initiatives	Planned Year	Status
Re-introduce dog therapy program to improve the overall passenger experience and offer emotional support to departing passengers.	2024 2025	Completed – relaunched the program in 2025.
Provide sensory kits for use in the departures lounge post security.	2024 2025	In Progress – Our team worked with Autism Society of PEI to develop sensory kits that passengers can purchase for a reduced cost. Due to construction constraints these kits will be available groundside, once construction is completed they'll be available post security. These sensory kits will be launched during Airport Accessibility week 2026.
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	Complete – CAA is now part of the Hidden Disabilities Sunflower Program.
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	Complete as per 2025 Accessibility Progress Report.
Passenger Experience Representative Program	2024	Complete as per 2025 Accessibility Progress Report.

to assist all passengers during the peak travel season.	2025	
Introduce a new passenger facing Accessibility Training Program to increase inclusivity and ensure a positive seamless experience to all travellers.		Complete as per 2025 Accessibility Progress Report.

7 Transportation

Accessibility Initiatives	Planned Year	Status
Update accessible transportation providers list to ensure all options are available to travelling passengers.	2024 2025	Complete as per 2025 Accessibility Progress Report.
Include taxi service providers to take the airport accessibility training program, to foster an environment that fully supports passengers with disabilities.		Complete as per 2025 Accessibility Progress Report.

8 Built Environment

Accessibility Initiatives	Planned Year	Status
Complete universal review in conjunction with Spinal Cord Injury PEI. Wheelchair users will be invited to participate as part of this review.	2027 2028	In Progress – The completion of the universal review has been deferred until after the terminal expansion is complete to ensure it is conducted under stable operational conditions, rather than during a period of temporary operations.

<p>Add an additional designated wheelchair storage area in departures.</p>	<p>2025 2026</p>	<p>Completed – Additional designated wheelchair storage has been created in the new departures area.</p>
<p>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.</p>	<p>2027 2028</p>	<p>In Progress – The new pet relief area is part of Phase 2 of our terminal expansion and is expected to be operational by end of this year.</p>
<p>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.</p>	<p>2026 2027 2028</p>	<p>In Progress – These elements have been included in the design of the terminal expansion. The first block of washrooms is expected to be completed in 2026.</p>
<p>Include a nursing area in the expansion of the post security area to provide a private and comfortable space for parents.</p>	<p>2028</p>	<p>In Progress – This initiative was considered during the design phase of the terminal expansion.</p>
<p>Create gender neutral washroom(s) as part of the terminal expansion.</p>	<p>2026 2027 2028</p>	<p>In Progress – This initiative was included in the design of the terminal expansion. A family/gender neutral washroom will be included in each public washroom block.</p>
<p>Ensure all phases of the terminal expansion meet CSA B651:23 Accessible Design for the Building Environment and approve accessibly plans for each phase prior to construction. Initiatives include:</p> <ul style="list-style-type: none"> • Install a new elevator 	<p>Ongoing</p>	<p>In Progress – We are ensuring that each phase of the expansion meets CSA B651:23 Accessible Design for the Building Environment, prior to construction.</p>

<ul style="list-style-type: none"> • Install wheelchair accessible check in counter • Install tactile walking surface indicators and rubber stair treads • Install accessible sidewalk ramp <p>All new bathrooms will be barrier free and accessible to all.</p>		
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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 Feedback Information

Since the release of the Accessibility Plan in June 2024, feedback has been collected through the process outlined in Section 1. Below is a summary of this feedback, along with details on how it was addressed.

Feedback	Response
<p>Date: August 1st, 2024</p> <p>Method: Online Contact Form</p> <p>Feedback: I would appreciate it if YYG would join the Hidden Disabilities Sunflower - Canada network.</p>	<p>Short Term: The CEO responded.</p> <p>Long Term: CAA implemented the Hidden Disabilities Sunflower program in Spring, 2025.</p>
<p>Date: June 29, 2026</p> <p>Method: Online Contact Form</p> <p>Feedback Summary: A passenger provided very positive feedback highlighting a fully accessible and welcoming experience at YYG, attributing it to the airport’s Accessibility Plan. They praised multiple staff—from rental car to airline agents—for going above and beyond to understand and support their needs, making both arrival and departure</p>	<p>The CEO responded.</p>

<p>seamless and enjoyable. The overall experience left a strong impression and encouraged future visits.</p>	
<p>Date: September 2, 2025 Method: Online Contact Form Feedback Summary: An individual reached out to confirm whether the Charlottetown Airport participates in the Hidden Disabilities Sunflower Program and if staff can recognize the lanyard or card. They shared concerns about needing to verbally disclose their ASD and ADHD in past interactions and asked whether the program would help staff better understand and respond to their needs. They also offered to support awareness through a potential session if recognition of the program is limited.</p>	<p>Director, Sustainability responded.</p>
<p>Date: September 2, 2025 Method: Online Contact Form Feedback Summary: The feedback notes that the arrivals and departures screens in the baggage claim area are difficult to read due to poor positioning. One screen is set too low to view comfortably, while the other is placed in a high-traffic area, making it hard to access. The individual suggests that future renovations consider relocating the screens, such as suspending them from the ceiling, to improve visibility and accessibility.</p>	<p>Short Term: Director, Sustainability responded. Long Term: As part of the terminal expansion there will be an additional screen added in this space showing departures and arrivals.</p>
<p>Date: December 16, 2025 Method: Online Contact Form Feedback Summary: The customer reported a negative experience due to challenging winter conditions in the parking lot, including poor snow clearing, unclear accessible parking, and slippery surfaces, which made navigation difficult. Inside the terminal, they noted a lack of accessible seating, and unsafe baggage carts for support.</p>	<p>Short Term: Director, Sustainability responded within 24 hours. Accessible seating immediately put back into the area of the terminal referenced and cleared off accessible parking markings. Long Term: Looking at possible additional identification for accessible parking that is more visible during adverse winter conditions.</p>
<p>Date: January 6, 2026</p>	<p>Director, Sustainability responded.</p>

<p>Method: Online Contact Form</p> <p>Feedback: Does the airport offer the sunflower lanyard program? And if so, where would I pick one up before a trip?</p>	
<p>Date: April 4, 2026</p> <p>Method: Online Contact Form</p> <p>Feedback Summary: The customer is inquiring whether universal (adult) change stations will be included in the airport's renovation and accessibility plans, highlighting their importance for families with individuals who have outgrown standard facilities. They note that while the accessibility plan includes many improvements, it does not clearly mention these stations and encourage their inclusion. The request reflects a growing expectation, with similar initiatives being adopted at other airports and supported by emerging accessibility standards.</p>	<p>Short Term: Director, Sustainability responded.</p> <p>Long Term: Adult change table will be installed airside as part of the terminal expansion in 2026.</p>

11 Consultations

As part of YYG's ongoing commitment to accessibility, a draft of this report and a consultation survey was conducted this year between May 13th and 27th, to gather feedback from various organizations regarding the progress of our Accessibility Plan, the clarity of our communication, and any unintended barriers to accessibility at the airport. The results provided valuable insights into areas of strength and opportunities for improvement.

The following disability rights organizations participated as individuals that serve as advocates and experts representing the following types of disabilities.

Organization	Type of disability
Spinal Cord Injury (SCI) PEI	Physical Disabilities
Hear PEI	Hearing Disability
ResourceAbilities	All Disabilities
Autism Society PEI	Cognitive Disability

11.1 Summary of Accessibility Consultation Survey Results

Organizations recognize the airport's efforts toward accessibility and intersectionality. The implementation of the Accessibility Plan is rated positively, but ongoing engagement and technical improvements are recommended.

11.2 Key Areas Identified for Further Improvement

Several organization provided specific areas where further improvements could enhance accessibility:

1. Passenger boarding bridges
2. Visibility of accessibility supports
3. Mock travel days
4. Accessible equipment testing
5. Annoucement captioning

11.3 Next Steps

YYG will review the feasibility of implementing the suggested improvements, engage with stakeholders to refine accessibility initiatives, and continue strengthening training for passenger-facing staff to ensure inclusive service for individuals with diverse accessibility needs.

This feedback will guide the continued development and implementation of YYG's Accessibility Plan to create a more inclusive travel experience for all passengers.