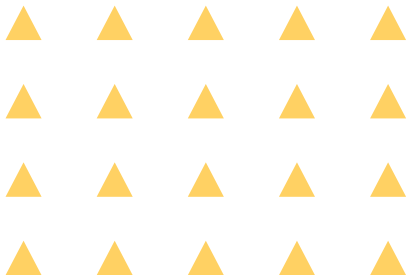




2025

# Accessibility progress report



**YYC**

**CALGARY**  
Airports

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### **Plan Revision**

The Guest Experience department is responsible for establishing, administering, and maintaining this plan. The plan will be reviewed annually and revised as required or following an event which identifies a requirement for immediate amendment. All revisions will be made in consultation with the stakeholders.

For information about this plan or obtaining an official copy, please contact:

Guest Experience  
The Calgary Airport Authority (Calgary Airports)  
2000 Airport Road NE  
Calgary AB T2E 6W5  
Phone: 403 735 1200

**Aéroports de**  
**CALGARY**  
**Airports**

Version control

Version	Date	Changes made	Prepared by	Approved by
1.0	June 2024	New: Progress Report 2024	Operations Coordinator, Terminal & Passenger	General Manager, Guest Experience
2.0	May 2025	New: Progress Report 2025	Operations Coordinator, Guest Experience	General Manager, Guest Experience

# General

The Calgary Airport Authority (Calgary Airports) is committed to becoming a barrier-free, inclusive airport for people of all ages and abilities and to ensure that every guest can fully participate in and enjoy the airport experience.

An initial accessibility plan was published in June 2023, which outlines the strategic direction Calgary Airports aims to take to enhance accessibility at YYC Calgary International Airport (YYC) and to prevent and remove barriers that may impact people with disabilities. It will cover the period beginning June 1, 2023, until June 1, 2026. An updated accessibility plan and feedback process will be published every three years in order to reflect current efforts being directed to improving accessibility at YYC.

The purpose of this report is to highlight accessibility-related progress and ongoing initiatives aimed at enhancing accessibility at YYC. This report will provide status updates on goals outlined within the accessibility plan and feedback process, as well as updates on initiatives that may not have been captured in the previous accessibility plan. Progress outlined within this report will cover the period beginning June 1, 2024, to June 1, 2025.

## Progress highlights

Below are several initiatives that outline some of the progress being made toward accessibility at YYC within the past year.

### YYC accessibility review

Following a comprehensive review in partnership with InterVISTAS, several opportunities for improvement throughout the airport were identified in the following subject areas:

- Operational and business process
- Built environment
- Technology
- People
- Service delivery
- Strategy

In initiating the recommendations for improvement, plain language summaries have been created to raise awareness of and simplify technical standards for frontline employees in applying them. These summaries are also guiding accessibility improvements as we continue to refine the wayfinding and signage strategy.

An additional recommendation that is underway is in developing an Accessibility-Quality Assurance Program (A-QAP) through a program manual. The manual will outline guidance for key foundations of the A-QAP, including governance, standards and best practice, and tools for root

cause analysis, solution design and removal of barriers. This approach will enable Calgary Airports to continuously improve accessibility on a practical level. It will help bridge the gap between an accessible strategy and operational teams at YYC.

### **Inclusive airports research study**

Calgary Airports, at YYC specifically, is participating in an inclusive airports research study through collaborative efforts with the University of Laval and other airport partners. The University of Laval began their on-site research at YYC in early May 2024.

A core component of the research has been in conducting on-site interviews with volunteers who have lived experience with disabilities. Research volunteers are also local community members. To capture relevant data, the research team escorted volunteers throughout various passenger flows, which are analyzed for the level of accessibility they provide as well as identifying any barriers to access.

In April 2025, the University of Laval and Calgary Airports hosted co-design sessions aimed at solutioning the identified barriers. Sessions included volunteers with lived experience with disabilities as well as Calgary Airports employees representing the following departmental areas:

- Terminal Operations
- Infrastructure
- Information Technology
- Communications
- Retail and Hospitality Development
- People Team

In a final report, Calgary Airports will receive a series of suggestions to evaluate and initiate corrective action plans to promote inclusiveness, remove barriers and improve the guest experience.

### **Accessibility Enhancement Accreditation – Level 3**

Airports Council International (ACI) has recognized our commitment to accessibility by awarding YYC with Level 3 of the ACI Accessibility Enhancement Accreditation, the highest level of this accreditation achievable by airports, for the second year in a row.

We are incredibly proud to have been recognized for our ongoing efforts to create inclusive and accessible spaces and experience for our guests.

The Accessibility Enhancement Accreditation program provides the ability for airports to assess their own facilities and processes, identify opportunities for improvement, and publicly demonstrate accreditation against global best practices.



## Feedback process

Calgary Airports welcomes all feedback about how we are implementing our accessibility plan and feedback process, our progress report and/or any encountered barriers at YYC Calgary International Airport. You can reach out to provide feedback personally or anonymously by contacting Calgary Airports via [email, phone number, or mailing address](#), as indicated below.

Our team will acknowledge receipt of your feedback using the same channel by which the feedback was received unless feedback is received anonymously. At that time, more information may be requested.

Depending on the circumstances of the feedback provided:

- a) If a complaint is related to The Calgary Airport Authority (Calgary Airports) services, amenities, or facility, and can be easily resolved, Calgary Airports will endeavour to rectify the situation and inform the complainant as to what action(s) resulted from the complaint.
- b) If a complaint is related to a Calgary Airports service, amenity, or facility and cannot be easily resolved, the issue will be further explored by Calgary Airports, and measures will be taken to find a solution. Calgary Airports will inform the complainant as to what actions resulted from the complaint.
- c) If a complaint pertains to a service provider on airport grounds that does not have a formal complaint response/resolution process through its website, the email will be escalated to the implicated campus partner's team lead at Calgary Airports.
- d) If a complaint pertains to a service on airport grounds that has a formal complaint response/resolution process through its website, Calgary Airports will refer the complainant to that resource. Calgary Airports will also inform the implicated campus partner's team lead at Calgary Airports of the complaint.

### Designated person to receive feedback

The designated person to receive feedback is noted below.

General Manager, Guest Experience  
The Calgary Airport Authority (Calgary Airports)

### Means of submitting feedback

Feedback may be submitted using one of the following three options.

- Phone: 403-735-1200
- Email: [CalgaryAirport@yyc.com](mailto:CalgaryAirport@yyc.com)
- Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

For more information on Accessibility at YYC, please visit our [Accessibility page on YYC.com](#).

## Feedback information

Calgary Airports has not received any additional feedback on the Accessibility Plan and Feedback Process 2023 – 2026. However, various feedback has been received about specific amenities and services.

Specific feedback was received about our service animal relief areas, also referred to as pet relief areas. This feedback was about the in-terminal relief area design and locations not being adequate, noting:

- Issue with sizing for medium-to-large dogs
- Difficulties with cleaning
- Lacking ambience and privacy

As a result, we have solicited feedback from guests, guide dog organizations, volunteers and employees to better understand best practices for these spaces. Research is ongoing and best practices will be included in the development of YYC standards for service animal relief areas.

Additionally, Calgary Airports received feedback from the Canadian Transportation Agency on our outdoor service animal relief areas, noting opportunities for improving cleanliness and availability of dog waste bags. In response, we have updated our maintenance process for these areas and provided our janitorial teams with additional awareness training to highlight the importance of these spaces in providing accessibility for our guests.

## Means of requesting an alternative format of this progress report, or of the accessibility plan and feedback process

Any person who would like to request an alternate format of this progress report, the accessibility plan, or an alternate format of the description of the feedback process is encouraged to reach out to us via [email, phone number, or mailing address](#), as indicated above.

Requested alternative formats will be available for the requestor no later than the timelines noted below. The requestor will be notified that their requested alternative format is ready for pick-up. Pick-up will be at the Information desk located on the Arrivals level between Door 7 and 9 during operating hours. If the requestor wishes to have the alternative format mailed, they must provide a postal address at the time of request.

- Print – 15 days
- Large print – 15 days
- Braille – 45 days
- Audio format – 45 days
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities – 15 days

## Accessibility Principles

This progress report has been developed with consideration of the following principles.

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, program, services and structures must take into the account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

## Information And Communications Technologies (ICT)

**Accessibility goal:** In 2023, Calgary Airports ensured that in every instance in which a phone number has been listed on the website, an email address and a link to a telephone relay service has been provided.

**Progress to date:** This goal was achieved in 2023 and has also been taken into consideration as Calgary Airports worked towards a refresh of our website in 2024.

**Accessibility goal:** In 2023, Calgary Airports brought on a contractor that is a subject matter expert in creating accessible websites. This contractor helped us conform to Level AA status based on the Web Content Accessibility Guidelines.

**Progress to date:** In our commitment to conforming to Level AA status based on the Web Content Accessibility Guidelines, we initiated collaborative efforts with a contractor to help us meet our goal in 2024. Through careful planning, dedicated execution and continuous assessment, we integrated these features into the website.

Our approach began with sharing webpage designs prior to getting built. Ability Digital Accessibility Co. closely audited throughout the process and completed three audits. Audits will continue every six months to ensure Level AA is maintained.

**Accessibility goal:** In 2023 and 2024, Calgary Airports is actively researching and seeking out new technology that supports accessibility at YYC.

**Progress to date:** Calgary Airports has continued its commitment to supporting accessibility through innovative technology. Building on our previous efforts, we introduced an interactive terminal map in 2024, which provides a user-friendly wayfinding tool so that guests can experience more independent navigation throughout the airport, including accessible routing options for elevators and ramps. In testing the interactive terminal map, a barrier was identified regarding the user experience for guests with low vision, blindness, or who experience neurodiversity. As a result, work is progressing to investigate the integration of an additional app feature with the following solutions:

- compatible with voiceover and talkback with haptic and audio directions
- optimized for zoom and magnification with light/dark mode options
- augmented reality view for users to follow with reduced anxiety, including textual directions
- functionality to work with a braille display

Following the launch of approximately 139 new kiosks in 2024, quarterly audits continue for all check-in and customs kiosks to validate accessibility functionality and results remain successful.

Calgary Airports also has partnered with Innovate Calgary and WestJet to launch the Soaring Higher Innovation Challenge, a global call for innovative solutions to elevate the guest journey in air travel. This unique competition invites startups and small and medium-sized enterprises (SMEs) with game-changing technologies that improve the guest experience across various touchpoints, from booking to post-arrivals services.

The Soaring Higher Challenge focuses on three key areas:

- Personalized travel experience: Innovations that offer tailored services, such as AI-driven updates, personalized in-flight entertainment or accessibility solutions based on guest preference and history.
- Seamless booking and check-in: Solutions that streamline the booking process, enhance the ease of check-in and improve overall user-friendliness across multiple platforms.
- Disruptive solutions: An open category for unconventional or novel solutions that could impact the aviation and travel sectors in unexpected or significant ways.

**Accessibility goal:** In 2024, Calgary Airports will verify that all enabled audio and visual formats for recorded public announcements concerning departure delays, gate assignments or schedule changes are in good working order.

**Progress to date:** If a problem is identified with the messaging, partners are to submit a trouble ticket for the issue to be resolved. Daily walk throughs are performed by the front-line team to ensure functionality.

**Accessibility goal:** In 2024, Calgary Airports will create a form on the website where an individual can order an alternative format of information made available to the public. As an interim method of requesting alternative formats, requests can be sent through one of the following contact options. Please see above section on [means of requesting an alternative format](#).

General Manager, Guest Experience  
The Calgary Airport Authority (Calgary Airports)

Phone: 403-735-1200

Email: [CalgaryAirport@yyc.com](mailto:CalgaryAirport@yyc.com)

Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

**Progress to date:** Development is underway for the implementation of a streamlined method for individuals to request alternate formats, such as print, large print, braille, audio format or electronic format compatible with adaptive technology for persons with disabilities.

## Communication, other than ICT

**Accessibility goal:** In 2023, Calgary Airports implemented an interpretation service, which supports users seeking information in American Sign Language and users seeking language translation services.

**Progress to date:** Calgary Airports successfully implemented an interpretation service to enhance the experience for guests seeking language translation or sign language support in 2023. This service provides access to approximately 42 different languages, including video interpretation for American Sign Language (ASL). Work is also underway to implement a dedicated remote interpreting service dedicated to sign language, including both ASL and Langue des signes Québécoise (LSQ).

**Accessibility goal:** In 2024, Calgary Airports will provide feedback to airport partners, contractors and internal staff on proper use of the public announcement system in the terminal building. This feedback will include best practices for public announcements, which includes ensuring that announcements are good quality, in plain language, and spoken slowly with clear enunciation.

**Progress to date:** Calgary Airports enforces an ongoing quiet terminal policy at YYC, which was reiterated to airport stakeholders in 2023. The policy outlines requirements for public address announcements, such as that:

- announcements will be kept to a minimum and only when necessary
- announcements will be of good quality, in plain language and spoken slowly with clear enunciation
- the volume of the public address system will be set to a level that is audible but not disruptive

**Accessibility goal:** In 2024, Calgary Airports will continue to research new methods to communicate information in a variety of different ways (i.e. signage improvements).

**Progress to date:** We are working closely with consultants to continuously enhance our signage program and are exploring innovative technology for both signage and wayfinding solutions. A plain language summary has been created to raise awareness of and simplify technical wayfinding and signage standards, while also providing support for frontline

employees in applying them effectively. These summaries are also helping to shape accessibility best practices as we move forward with updating and refreshing our wayfinding and signage strategy.

**Accessibility goal:** In 2025, Calgary Airports will provide mandatory refresher training regarding accessibility to staff at YYC who may interact with the public or participate in decision-making or policy and procedure development.

**Progress to date:** Calgary Airports has launched the Canadian Airports Accessibility Training program, which was developed in collaboration with other Canadian airports, industry experts and people with lived experience with disabilities. This training will empower employees to understand different types of disabilities, best practices in airport accessibility, including on communication and customer assistance, to enhance the guest experience across the airport.

## Procurement of goods, services and facilities

**Accessibility goal:** In 2023 and onward, Calgary Airports will consult the Accessibility Advisory Committee on goods, services, and facilities to be procured should they relate to or impact a person with a disability who may be travelling through the airport.

**Progress to date:** Calgary Airports has actively consulted the Accessibility Advisory Committee for guidance on goods, services and facilities to be procured. Consultation includes, but is not limited to, mobility devices, accessibility services and amenities, centralized screening and restoration project work, including in seeking advice on materials and finishes.

**Accessibility goal:** In 2025, Calgary Airports will establish a working group to elevate accessibility considerations in the procurement for goods, services, or facilities.

**Progress to date:** Discussions have been initiated to outline the scope for the establishment of a working group to support considerations for procurement processes.

## Design and delivery of programs and services

**Accessibility goal:** In 2023 and onward, information regarding the development, implementation and delivery of new programs and services are proposed to the Accessibility Advisory Committee, or a relevant Subcommittee, for review and to enable a mechanism of consulting the local accessible community.

**Progress to date:** Calgary Airports has ensured that the Accessibility Advisory Committee is being consulted for advice on the development, implementation and delivery of new programs and services, such as but not limited to mobility and guidance service offerings, training and

familiarization tour opportunities. This collaborative approach encompasses a wide array of initiatives aimed at enhancing accessibility and inclusivity for all.

We are proud to be utilizing this feedback as we explore a fulsome familiarization program, including through trials of one-on-one and small group accessibility familiarization tours that we have held over the past year. In partnership with Air Canada and Autism Calgary, we hosted our first-ever Autism Aviation Day flight at YYC on June 1, 2025. This event provided a safe and supportive space for children on the autism spectrum and their families to experience the full airport journey.

**Accessibility goal:** In 2023, Calgary Airports will initiate a review process for all program and service specific documentation that is guest-facing. This review will include feedback from YYC's Accessibility Advisory Committee.

**Progress to date:** In consultation with YYC's Accessibility Advisory Committee in Q2 2025, members advised that this goal should be redesigned to be more targeted in its approach, specifically noting a review process for the Accessibility Plan and Feedback Process and for subsequent Progress Reports. A core component of the review process should be:

- ensuring that the [accessibility principles](#) are taken into consideration
- reviewing the risk and mitigation of any unintended barriers to accessibility
- verifying that documentation uses clear, concise, and plain language

## Transportation

**Accessibility goal:** By June 2026, language in agreements with a rental vehicle transportation service provider or other transportation service provider will reflect current best practices in terminology and Calgary Airports will investigate a process for auditing ground transportation partners' compliance to accessibility requirements.

**Progress to date:** As the goal outlined for this section is set to be actioned by June 2026 it is out of scope for the current period covering this report, and therefore there is no progress yet to note.

## Built environment

**Accessibility goal:** Starting in 2024, Calgary Airports will consult with persons with disabilities to assess various passenger flows in their level of accessibility. Deficiencies or areas for improvement will be noted and a corrective action plan will be issued.

**Progress to date:** Calgary Airports is participating in an inclusive airports research study through collaborative efforts with the University of Laval and other airport partners. The University of Laval began their on-site research at YYC in early May 2024.

A core component of the research has been in conducting on-site interviews with volunteers who have lived experience with disabilities. Research volunteers are also local community members. To capture relevant data, the research team escorted volunteers throughout various passenger flows, which are analyzed for the level of accessibility they provide as well as identifying any barriers to access.

In April 2025, the University of Laval and Calgary Airports hosted co-design sessions aimed at solutioning the identified barriers. Sessions included volunteers with lived experience with disabilities as well as Calgary Airports employees representing the following departmental areas:

- Terminal Operations
- Infrastructure
- Communications
- Retail and Hospitality Development
- People Team

In a final report, Calgary Airports will receive a series of suggestions to evaluate and initiate corrective action plans to promote inclusiveness, remove barriers and improve the guest experience.

Additionally, work has progressed on a project to centralize screening points. A core aspect is the planning for universal design considerations for centralized screening, which will include:

- All screening lanes to meet accessibility requirements
- The look and feel of the materials and finishes will meet diverse guest needs
- Inclusion of a dedicated pre-security accessibility hub
- Intuitive wayfinding and signage
- Quiet spaces for guests
- Dedicated accessibility lane to support guests, reduce anxiety and offer a sensory-reduced environment
- Queue configuration to reflect varying accessibility needs

The first phase of this project will be completed for December 2025, and will include the first seven screening lanes. Phase two and three will progress through 2027.

Accessibility requirements and research on best practices continue to be collected to include in capital planning project work and to inform internal standards, including for the design and location for future service animal relief areas.



# Employment

**Accessibility goal:** Foster a more inclusive workplace environment by conducting an annual review of our Diversity, Equity and Inclusion (DEI) survey until 2025. Through this ongoing commitment, we aim to gain deeper understanding and empathy toward our employees who self-identify as having disabilities. We actively listen to their experiences, concerns and suggestions to ensure they feel genuinely supported and valued within our organization. This process will enable us to identify and address any existing barriers, ultimately allowing us to implement meaningful actions that promote a more inclusive and supportive workplace for all.

**Progress to date:** Our full Employee Experience and DEI survey will be administered in September 2025.

**Accessibility goal:** Calgary Airports will explore partnerships with local organizations regarding recruitment and job placement opportunities to ensure diverse talent pools are accessed to increase representation in the applicant pool we receive. We are committed to continue providing Inclusive Leadership training to all people leaders within our organization to ensure individuals feel supported and included in their employment with us.

**Progress to date:** We are actively engaging with local partners to support inclusive hiring and continue to deliver Inclusive Leadership training to strengthen a supportive, diverse workplace.

**Accessibility goal:** Calgary Airports will undertake an audit in 2024 into 2025 alongside an accessibility consultant to determine the accessibility of our employment spaces, barriers within those spaces and provide recommendations for action.

**Progress to date:** The redesign of our employment spaces is in progress with the first phase being constructed through 2025. Accessibility considerations have been incorporated through all aspects of the design, including:

- The floor plan is all on one level to allow for barrier-free access
- Circulation, turn radius and door clearance have been provided throughout the space
- Tables and kitchen counters include universal design concepts
- Dynamic seating for ergonomic adjustments and to accommodate a wide range of needs
- Universal design for material use, including reduction in glare and consideration for floor transitions
- Quiet spaces are provided throughout to support individuals with sensory sensitivities

**Accessibility goal:** Calgary Airports will focus on increased learning and development opportunities with people leaders on how best to support accommodation requests, individual needs and create optimal conditions that eliminate barriers persons with disabilities may face. We will also continue an increased focus on learning and development of all employees on how to recognize and remove barriers to promote awareness on the creation of an inclusive and equitable environment.

**Progress to date:** Alongside a refresh of our People Team Policy, we are updating our Accommodation Policy, which will go live in June 2025. It will outline a clear and supportive process for accommodation requests. Additionally, the Inclusion Committee continues to support education, including Neurodiversity Celebration Week and upcoming National AccessAbility Week.

## Provisions Of CTA Accessibility-Related Regulations That YYC Is Required to Follow

With regards to this Progress Report, Calgary Airports is required to conform with the [Accessible Transportation Planning and Reporting Regulations \(ATPRR\)](#).

For more information for Provisions of CTA Accessibility-Related Regulations that Calgary Airports is required to follow please refer to the [Accessibility Plan and Feedback Process located on our website](#).

## Consultations

To achieve a barrier-free future for all guests at YYC, it is essential that the framework that guides us is built from the ground up and guided by a [‘Nothing About Us Without Us’ philosophy, as indicated in the Accessible Canada Act](#). This is only achievable through strong community partnerships and by engaging with people who have lived experience with disability. As such, consultations for this Progress Report have taken a targeted, one-on-one approach with YYC’s Accessibility Advisory Committee members, which differs from previous years in which large, group sessions were held. The purpose of this new approach is to cultivate meaningful relationships with our committee members with lived experience, in order to engage with their expertise and to understand their goals and aspirations as a committee member. The goal for the long term is to grow a team of passionate advocates and experts to enable a mechanism of co-creation.

Targeted sessions to gather feedback on progress being made were conducted throughout Q2 2025. These sessions provide an opportunity to address any questions, feedback or barriers identified in the implementation of the accessibility goals and related progress. Feedback has also been received from YYC stakeholders supporting in defined accessibility goals.

Our ten Accessibility Advisory Committee members have experience spanning the following areas of expertise:

- Non-apparent disabilities including:
  - Vision loss and rehabilitation
  - Hearing
  - Neurological and cognitive, including sensory sensitivities
  - Emotional support, including anxiety
- Apparent disabilities, including physical disabilities such as expertise with mobility devices
- Accessibility strategy and policy, and built environment

Items for consideration during the consultation period were presented in one-on-one meetings for discussion. After one-on-one sessions, additional time was provided for each person to take away material and review at their own pace to provide any additional comments through a survey.

Specific questions are noted below.

- Do you think the goal progress has been developed with the following principles in mind?
  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 the persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
  6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- Is it written in plain language that is clear, simple and concise?
- Does the implementation and progress of the accessibility goals present any unintended barriers to people with disabilities?
- Do you have any other comments or feedback regarding this report?

Feedback received during the consultation process indicated that the majority views the progress as:

- being developed in accordance with the six accessibility principles;
- being written in language that is clear, simple and concise; and
- as not creating any significant barriers to accessibility.

Additional comments and themes from the engagement sessions are noted below.

#### Information and communications technology (ICT)

- Positive support for improvements to independent navigation via terminal map systems
- Emphasis on importance for designing for people who use assistive technologies
- Recommendations for exploring ways to make language translation services more available

#### Communication, other than ICT

- Feedback on redesigning scope of goal related to reviewing program and service documentation in order for it to be targeted toward future Accessibility Plans and Feedback Processes and subsequent Progress Reports
- Stressed importance of timely communication and clear announcements
- Strong emphasis on offering multiple communication and service options to support independence and choice
- Recommendation for further analysis for demographic data to anticipate evolving needs

Procurement of goods, services and facilities

- Emphasized the importance of including feedback from individuals with lived experience with disabilities in procurement processes

Design and delivery of programs and services

- Significant support for familiarization programs offered in both group settings as well as one-on-one support tailored to individual needs and preferences
- Strong support for Hidden Disabilities Sunflower, but needs more awareness
- Outlined need for consistent, inclusive service delivery
- Emphasized support for and continued participation in on-going research studies
- Importance of variety of sizing options for wheelchairs and future capability of carts such as low to floor step-in option, inclusive of persons who use wheelchairs

Transportation

- Attention brought to incorporating accessibility considerations in all parking lots, including better identification and wayfinding to accessible stalls, and accessible supports for navigating from parking to curbside

Built environment

- Support for gathering insights from people with lived experience for the purpose of testing Service Animal Relief Areas (SARAs)
- Strong emphasis on enhanced floor design including for utilization of Tactile Walking Surface Indicators (TWSIs), particularly when directing to amenities such as SARAs where overhead signage may not be as effective for all
- Suggested exploring opportunities for stanchions that are cane detectable
- Identified the importance of continuous built environment audits