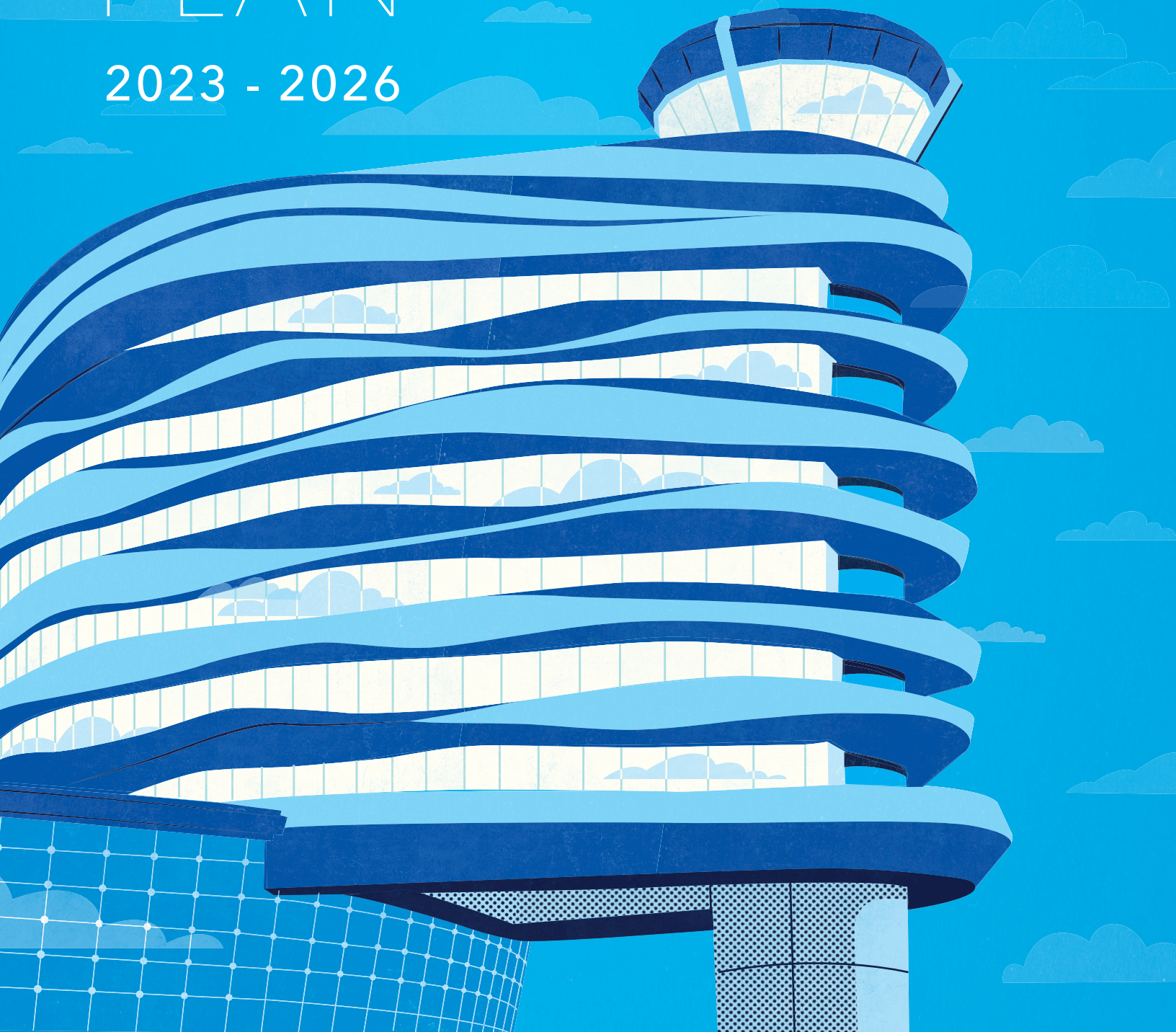
YEG EDMONTON INTERNATIONAL AIRPORT

Edmonton International Airport

PASSENGER ACCESSIBILITY PLAN

2023 - 2026



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GENERAL

Alternate Format(s)

Upon request, an accessible alternate format (e.g print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology) of this Accessibility Plan or the Feedback Process can be provided by contacting us at the mailing address, phone number or email outlined below, or through any other links provided on this page.

Mailing Address:
Passenger Experience Department
1, 1000 Airport Road
Edmonton International Airport, Alberta
T9E 0V3 Canada

Phone number:
780 890 8382

Email:
Manager, Passenger Experience and Terminal Services
feedback@flyeia.com

Feedback Process

As a traveler or an individual who is part of the worker community or an employee at YEG, if you would like to provide your feedback about how YEG is implementing this Accessibility Plan, and or have feedback regarding any encountered barriers at YEG, please connect with us personally or anonymously, by using the email, phone number or mailing address outlined above, by submitting an online feedback form through our website or through social media by direct messaging (links provided below). Our feedback options provide an acknowledgement of receipt, and can maintain anonymity.

Website: flyeia.com/customer-feedback/
Facebook: www.facebook.com/FlyYEG
Twitter: twitter.com/flyeia
LinkedIn: www.linkedin.com/company/edmonton-international-airport
Instagram: www.instagram.com/fly_yeg/

Hello!

At Edmonton International Airport (YEG), we believe everyone should have access in order to enjoy a barrier-free and accessible travel experience. We recognize that more than eight per cent of people with disabilities, visible or invisible, require assistance when at the airport. Over the years we have set out to improve accessibility, but now more than ever, we are turning our accessibility commitments into impactful, actionable tasks that aim to make travel through YEG a better experience for everyone. With our trusted partnerships, our dedicated staff, and our passengers who make YEG possible, we lead with people-first initiatives. For us, it's about paving the way as an inclusive, community-oriented space that caters to fostering long-lasting relationships that bring people together, anywhere. YEG is your reliable connection to wherever you need to go.

Our Accessibility Plan

YEG is a terminal operator in Canada that forms part of the federal transportation network. We are required to provide and publish this Accessibility Plan in accordance with the Accessible Canada Act, its Principles and Regulations, including but not limited to the Canada Transportation Act (CTA), as applicable to YEG. This Accessibility Plan takes into consideration YEG's policies, programs, practices and services to set out an actionable roadmap to help identify, prevent and remove barriers at YEG under the following seven key areas:

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

This Accessibility Plan has been designed to showcase where we excel, and where we have room for improvement when it comes to accessibility and outlines short and long-term commitments to improved access now and into the future. We look forward to having this Plan keep us accountable. We will update you through our progress reports every three years.

Airport for Everyone

At YEG, we are on a mission to be an Airport for Everyone.

Everybody, every background, every culture is welcome here. We envision an airport where people, partners and community come together to work as a team to collaboratively remove barriers and foster an inclusive and welcoming experience for everyone. Not only do we adopt the belief that every passenger's journey can be smooth, safe and enjoyable, we are here to transform those values into meaningful actions.

This means being deliberate about the projects we undertake, the technology and infrastructure we invest in, the words and terminology we use and the choices we make today that will impact the passengers of the future.

It means being intentional about working with people with diverse disabilities, their communities and allies to continuously evolve and cultivate our cared for, empathetic passenger journey.

We are committed to continuously making impactful changes, reflective of our community and inclusive of all our passengers.

At YEG, you are welcome here.

CONSULTATION

This Accessibility Plan was created with the input of people with disabilities in the following ways:

- Two public consultation sessions were hosted virtually. One daytime session and one evening session. Each consultation included a live stream presentation and solicited feedback and input on barriers faced by people with disabilities, commitments to remove barriers across each of the seven key focus areas and the overall Plan itself. Each consultation session was presented through a live stream offered in English or French and each included ASL. The consultation sessions were advertised using the standard advertisement process for the airport, including website and social media posts. The sessions were attended by various stakeholders and members of the community, many of which identified as having a disability.
- One focus group was held with the ProHara Advisory Team which includes seven members representing a diverse range of disabilities from across Canada.
- An employee survey was conducted to capture feedback from employees, inclusive of those with disabilities, to better understand the YEG workforce, the barriers that exist and the ways in which to address those barriers.
- One employee consultation was held and attended by various employees, across all levels and departments within the organization. This facilitated session focused on guiding questions to better understand how to foster an accessible workplace and capture barriers and ideas to address barriers for YEG employees.

At YEG, we are proud to have our own internal Barrier-Free Committee with the majority of members self-identifying as having disabilities and or lived experience. Members are commonly representatives from organizations supporting accessibility and the YEG Passenger Experience and Infrastructure team members. The committee works with airport stakeholders to identify challenges and risks that may impact how a person with a disability accesses or uses our goods, services or facilities to their full capacity. Edmonton Airports' staff works closely with the committee in an advisory capacity whereby new initiatives or projects are presented to the members for consideration and feedback to ensure accessibility is incorporated from the beginning stages.

SEVEN FOCUS AREAS OF ACCESSIBILITY

At YEG, accessibility considers everyone including the people travelling or passing through our airport, and our dedicated on-site team who work around the clock to make our airport run smoothly. We're on a journey that supports accessible experiences for everyone both internally and externally.

Let's explore how YEG is taking steps to achieve our vision of an Airport for Everyone across the seven key focus areas.

Employment

At YEG, we pride ourselves on our people and culture which is reflected in the genuine enjoyment and passion of our employees. We have fostered a strong community of employees, partners and contractors who work well with each other to bring our passengers a better airport experience. Whether you currently work for us, or you are considering joining our family, we want you to know that YEG is a place where you can come to work as your authentic self. Taking care of our employees means supporting them through all of the seasons of their life. Accessible employment covers everything from accessible job postings, recruitment and hiring practices to how we compensate, accommodate and develop our employees.

Our work to increase accessible employment includes:

- Diversity, Equity and Inclusion (DEI) Committee
    - Our DEI Committee is made up of employees from all levels of our organization who help to champion our initiatives towards becoming an Airport for Everyone.
- Disability Awareness Training (DAT)
    - DAT was provided to our workforce to ensure a foundation for understanding disability and accessibility.

- Employee Information Sessions (EIS)
    - We regularly host EIS's both in-person and online to support ongoing education and awareness for employees about various accessibility initiatives at YEG. For example, we provided training during an EIS session on our new Sunflower Lanyard Program. This program helps identify people with hidden disabilities who may need support when traveling through our airport.
- Employee Accommodations
    - We provide supportive and flexible accommodations for employees with disabilities or health conditions through:
        - Physical workplace accommodations
            - This includes conducting ergonomic assessments, providing accessible workstations (sit-stand desks, screen colour adjustments, anti-glare applications) among other adaptable offerings to keep our employees healthy and comfortable.
        - Parking accommodations
            - For example, employees who are working at our terminal who use a power wheelchair are able to receive a dedicated parking space in a sheltered accessible area in close proximity to the terminal where they work to protect their equipment from the elements and ensure ease of access to their workplace.
        - Personalized accommodations
            - Employee accommodations are often unique to the individual, as such, we discreetly work together as a team with our employees, human resources and management to carefully and thoughtfully plan for suitable long and short-term solutions.
- World Event Celebrations
    - We have an active Employee Inclusion Calendar that is updated regularly by our employees who tell us which advocacy dates and holidays are important to them. This ensures we celebrate diversity in a way that is meaningful and reflective of our community.
- A Place to Share What Matters To Us
    - The "Sharing with You" email newsletter is a regularly scheduled communication to increase employee awareness about various important topics including mental health.

Our commitments to removing barriers to accessible employment include:

- Creating an accessibility checklist for our in-person job fairs.
- Joining other airports in accessibility compliance training under the Accessible Transportation for Persons with Disabilities Regulation (ATPDR).
- Pursuing the feasibility of enhanced accessible customer service training for relevant employee groups.
- Rehauling our recruitment processes to be more inclusive and accessible which includes documenting a formal onboarding procedure to ensure employees with disabilities can be hired in a welcomed, dignified and efficient manner.
- Authoring the Diversity, Equity and Inclusion policy with input from our employees and ensuring accessibility is adequately captured within the new policy.
- Establishing terms of reference, objectives and membership requirements for our DEI Committee.
- Transforming the language and terminology used within our internal employee documents towards inclusive language to support a welcoming culture.

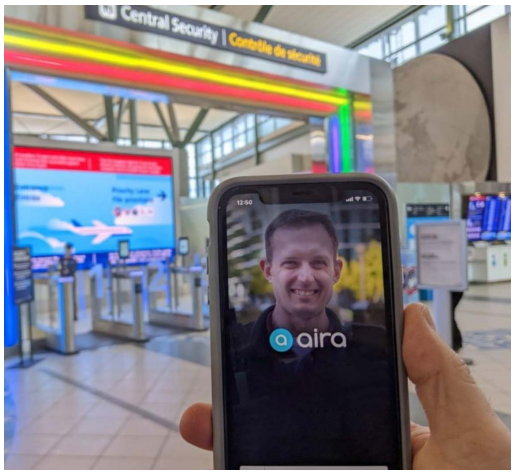
Information and Communication Technologies (ICT)

We foresee technological adaptability playing a large role in our mission towards being an Airport for Everyone. Information and communication systems are creating easier, more effective ways for us to communicate with our employees and passengers all across the airport. From checking in or clocking in, to receiving important notifications, to navigating the airport, we understand the importance and reliance people have on technology and its ability to connect us. YEG will continue to invest in IT solutions that support accessibility advancements for people with a wide range of disabilities. ICT is the infrastructure that supports everything from our website, to security measures, to employee onboarding and logistics, to airline integration, to air traffic control and emergency operations. Technology at YEG is designed to support internal corporate and broader airport systems, and as a result the better our ICT is, the better the experience will be for our passengers and employees.

Accessible ICT at YEG includes:

- Our website **www.flyeia.com/services/accessibility**
    - Compliant with Web Content Accessibility Guidelines (WCAG) 2.0.
    - Integrated with an accessibility artificial intelligence (AI) tool, our website allows users to customize and choose options that work best for them such as font size and scaling, colour contrast and saturation adjustments, reading text to speech, stopping animations and much more.
    - Users can choose from different accessibility profiles including: the high visibility profile, the cognitive assistance profile and the anti-seizure profile.

- Compatible software platforms
    - Our technology service platforms are equipped with built-in accessibility features that our airlines can directly synchronize to their software. For example, airlines will integrate their software into our accessible self-service kiosks.
- Pre-recorded audio announcements are able to be displayed visually
- Assistive listening technology
    - For passengers who use a hearing aid, our information booth is equipped with a Hearing Loop System to amplify sound and offer clearer communication.
- Aira navigation app
    - For passengers who are partially sighted/low-vision, or blind, the Aira App is a visual interpreting service with live, on-demand access to visual information and connects passengers to live agents that can help them navigate the airport.
- Self-serve kiosks
    - An audit by the Canadian Transportation Agency (CTA) found that 100% of our Canada Border Services Agency (CBSA) passenger inspection kiosks, located in customs, meet the CTA requirements and 68% of check-in kiosks meet our accessibility standards.
    - Accessible check-in kiosks are identified with universal signage and are evenly distributed throughout the space (not segregated into one area).



Our commitments to removing barriers in ICT includes:

- Upgrading the Public Address system to include speech to text capabilities.
- Launching the check-in project to upgrade the software ability within check-in kiosks, this includes upgrades to the accessibility functionality, where applicable, as well providing English and French capabilities. The applications themselves are supplied by the airlines.
- New installations of Egates, including future life cycle upgrades of existing units, will be standardized for accessibility.

Communication (other than ICT)

As an Airport for Everyone, we rely on communication as the primary means to operate effectively and efficiently. At YEG, accessible communication means that passengers and employees can receive and understand information in a way that works for them.
We recognise this is no small undertaking, and are committed to on-going work with our team and partners to get this right. From signage and wayfinding to digital information displays, we strive to communicate clearly and easily to support your effortless journey. Through various communication channels, including but not limited to our public website, social media channels and media publications, we want you to stay connected and up-to-date.

Accessible communications at YEG includes:

- Our website
  - By searching "accessibility" on our website flyeia.com passengers can learn about the accessible programs and services offered at the airport, with a selection of complimentary videos with embedded closed-captioning.
  - We offer accessible feedback channels on our website to ensure passengers with various abilities can provide us with valuable information (see page 1).
- Social media channels
  - YEG social media channels include Facebook, Instagram, Twitter, YouTube and LinkedIn. We use alt-text to provide text descriptions of videos or images. We ensure photographs of people on our channels demonstrate diversity and inclusiveness (ie. a variety of ages, gender and ethnicities)
- Signage and wayfinding
  - Both our digital and static signage meet the current accessibility standards which include legible fonts, large font sizes, strong color contrast, universally-recognized symbols and consistent standard naming conventions.
  - All washrooms are identified with signage inclusive of braille.
  - All destination signage capable of being read through touch is being replaced with tactile signage inclusive of tactile characters, raised symbols and braille.
  - Overhead directional signage is kept free of advertisements to ensure the 'decision-making' and 'reassurance' signage is clear and precise. The messaging on the signage is thoughtfully displayed at the time that people need to know the information, no matter where they are in their passenger journey.

- Inclusive language
    - We're in the midst of reviewing all existing signage to ensure we use inclusive terminology throughout the airport. For example, we are renaming outdated terminology such as 'feminine hygiene products' in our washrooms to 'menstrual products', a more universal language option.
- Communicating accessibility initiatives
    - A big part of successful accessibility initiatives comes down to communication. We make it a priority to continuously talk about, post about and educate our passengers and our workforce on our accessibility offerings.
- Sign language
    - All public corporate events, such as our Annual Public Meeting, include both a French and English live-stream as well as an American Sign Language (ASL) Interpreter.

Our commitments to removing barriers in accessible communication includes:

- Developing the YEG Guide for Inclusive and Accessible Communications to ensure all communications meet principles of accessible communication such as plain language, inclusive terminology and consistent messaging across all channels.
- Creating a PDF Terminal Map with walking distances and times to clearly communicate to passengers the length of travel for common distances within the airport.
- Creating a PDF Accessibility Map that clearly identifies the location of accessible features, facilities and services throughout the airport.
- Supporting HR in our internal employee communication platforms to share information and enhance opportunities to build the YEG culture and community surrounding accessibility and inclusion.
- Continued focus on our website remaining compliant to WCAG standards and guidelines.

Procurement of Goods, Services and Facilities

Procurement is critical to achieving a smooth airport experience for everyone. YEG depends on its goods, services and facilities to operate well in order to support its employees, partners and passengers. Procurement is one way YEG builds its connections with its partners with the common goal of offering an excellent passenger experience for all. Attention to detail is required to author and execute our Request for Proposals (RFP), evaluate submissions and enter into and manage contracts for over 525 different

vendors, not including airline partners, tenants, associations, etc. Ensuring these practices and protocols are deployed inclusively across YEG's network involves collaboration and willingness from all who work at or wish to work with YEG. We are committed to learning more adaptable methods to accessible procurement, as it's integral to our mission.

Accessible procurement at YEG includes:

- Contracts
  - Administering and managing the contracts for various accessibility-related services, including but not limited to:
    - Providing curbside assistance for passengers with disabilities.
    - Building and construction of service dog and pet relief areas.
    - Parking services including shuttle bus operators.
    - Ground transportation accessibility training requirements.
- Request for Proposals (RFP's)
  - Ensuring accessibility is integrated into the requirements when authoring RFP's for passenger-facing services.
- Vendor accountability
  - Holding our vendors accountable to the same standards of accessibility and inclusion:
    - Includes requiring specific contracted services to comply with accessibility training requirements for their employees.
    - Requiring contractors to respond to accessibility-related requests, complaints and feedback in a timely manner.

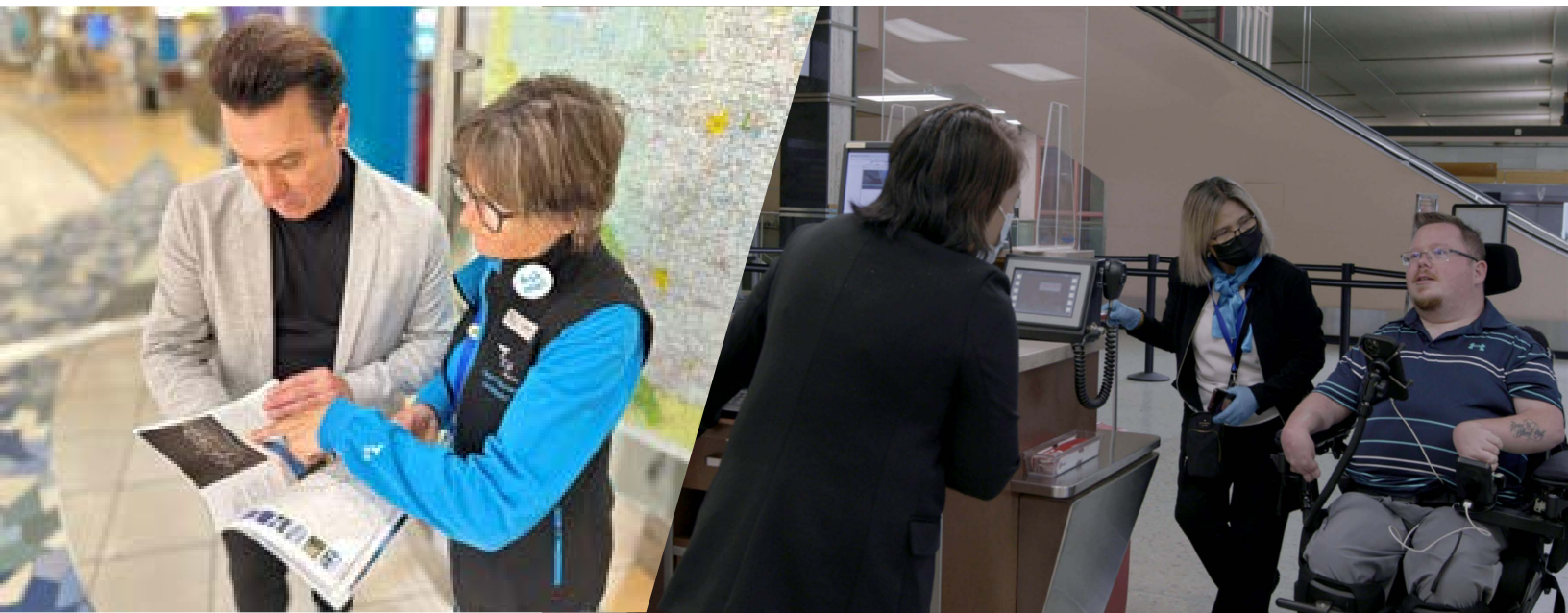
Our commitments to removing barriers through our procurement include:

- Requiring vendors for the Public Address System Upgrade RFP to present on accessibility, including their understanding of the legislation and how accessibility is embraced within their own organization, i.e., internal accessibility policies.
- Inviting vendors for the Common Use System Upgrade RFP to demonstrate the accessibility features of their products, i.e., the accessibility design of the check-in kiosks.
- Enhancing the accessibility key performance indicators (KPI's) for the next Parking Services RFP.
- Expanding our sustainability score when evaluating potential vendors to include supplier diversity to incentivize businesses owned by people with disabilities to participate in the procurement.

- Researching diverse supplier certifying organizations to tap into a broader pool of suppliers to build and diversify our database.
- Exploring a potential partnership with the City of Edmonton Purchasing Group and/or other similar entities in the Edmonton region to share best practices.
- Assessing accessibility features of future procurement posting platforms.
- Strengthening our quality assurance pertaining to the accessibility requirements and performance of our vendors through increased annual audits, key performance indicators (KPI's) and reporting.

Design and Delivery of Programs and Services

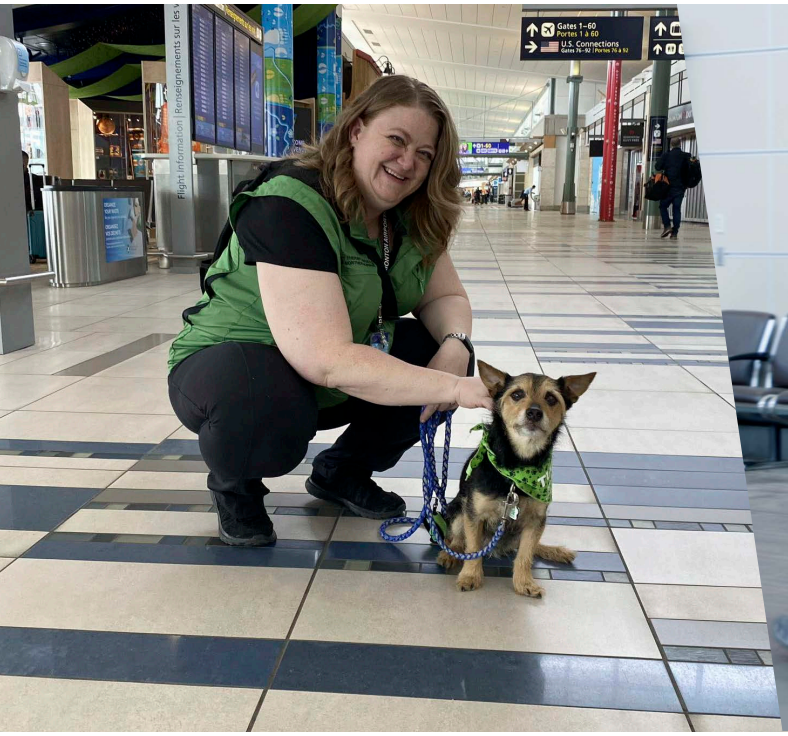
Here is where we explore how our passengers interact with our airport across all points of their travel journey. To truly be an Airport for Everyone, we holistically study how accessible programs and services can fit into different channels of the passenger experience to create a smooth, safe and enjoyable travel experience. YEG is on a mission to embed accessibility into all of our programs and services. For us, it is not about having something for everyone, rather we want everyone to have the opportunity to participate and be part of everything we offer. We swap out the outdated approach of creating a cycle of accommodations and instead focus on inclusive design, that allows everyone to participate and experience all that YEG has to offer, along with their family, friends and our entire airport community. It's not about what accommodations we can make, it's about allowing everyone to participate in the magic of air travel without barriers. At YEG, accessibility truly comes to life.



Accessible programs and services offered at YEG include:

- Autism aviators
    - In partnership with Autism Edmonton, YEG strives to make flying accessible to as many neurodiverse people as possible in the Edmonton Metropolitan Region, Autism Aviator lanyards can be picked up at our Information Booth and are used to inform others of travelers with Autism.
    - YEG recently partnered with Autism Edmonton, Canadian North and Flair Airlines to hold a mock travel experience for those with Autism and their families/caregivers. The participants got to experience a mock check-in, security screening and boarded an aircraft to simulate the entire departure process. Once completed, they exited the aircraft to proceed to the arrivals area to 'pick up' their luggage. The luggage was specially designed backpacks with YEG goodies for all the participants. Feedback from the event was very positive and it was a rewarding experience for all who participated.
- Curbside assistance
    - YEG offers curbside assistance to passengers with disabilities. Passengers can access this service by calling the number provided at the curbside signage upon arrival. Passengers with disabilities will be escorted from the curbside to the check-in counter of their airline. The airline provides assistance from the check-in counter to the aircraft which can be pre-booked with the airline or requested during check-in. For passengers arriving at YEG, the airline can access YEG assistance services once they have brought the passenger from the aircraft to the arrivals area/bag carousel. YEG curbside assistance will then escort the passenger to the curbside outside the terminal.

- Pet therapy program
    - In partnership with the Pet Therapy Society of Northern Alberta since 2015, this program is designed to calm nerves and uplift positive emotions. Our therapy pets offer stress relief and comfort to everyone.
- Sunflower lanyard program
    - In 2022, YEG partnered with the Hidden Disabilities Sunflower Lanyard Program to increase accessibility, awareness and compassion for people with invisible disabilities. This internationally recognized program offers sunflower lanyards to passengers with disabilities to help airport workers identify and understand that the passenger may need additional assistance, support or simply more time.
- TTY phones
    - Accessible teletypewriter devices (TTY's) help passengers who need to make phone calls through text. TTY's are equipped with a volume control feature are provided throughout the airport.
- Escort passes
    - Passengers who require assistance are able to have a support person such as a family member or friend to help escort them through the pre-board screening checkpoints and to their boarding gate. Escort passes are issued by the airline directly.



There are many additional accessible programs and services that are captured under various other headings throughout this Plan. These include but are not limited to: Aira navigation app, Hearing Loop Systems, our Barrier-Free Committee, Disability Awareness Training and Pet Relief Areas.

Our commitments to removing barriers through the design and delivery of programs and services includes:

- Launching an Accessibility Information Campaign to bring more awareness to both employees and passengers of the accessible services, features and options available at YEG.
- Creating the YEG Passenger Experience Strategy to clearly articulate the vision, objectives and goals of our future work and ensuring that the voices of those with lived experiences are captured.
- Expanding the accessibility features of various art displays and installations and educational screening throughout the airport by integrating them with scannable QR codes that offer both audible and visual information options.
- Exploring the feasibility of an in-house accessible airport shuttle system that can transport passengers throughout the airport once inside the terminal.
- Authoring and publishing the YEG Guide to Flying with Dementia to support people living with memory loss as well as their families, organizations and the broader air travel community to understand and become aware of helpful tips to make the experience less stressful and more enjoyable.

Transportation

At YEG, we recognize that the passenger journey does not start or end simply with air travel. Making sure that our passengers have access to transportation options that are accessible, flexible and provide a variety of options for personal choice is important to us. This includes different ways to get to and from the airport, parking services and shuttles, car rentals, public transportation and for-hire options such as taxis. It also includes how our employees travel to and from work, employee parking, and access to the same transit and ground transportation options as our passengers.

Accessible transportation options at the airport include:

- Parking
  - Accessible parking stalls are provided in all eight parking lots.
- Shuttles
  - All shuttle buses from the parking lots to the terminals are accessible with either a low-floor bus or buses equipped with ramps or lifts. All shuttle buses have wheelchair securements, and operators are trained in how to assist passengers with disabilities.
- Accessible Passenger Loading Zones (PLZ's)
  - At our curbside, there is a separate, designated space for accessible pre-arranged service vehicles to drop off and pick up passengers.
  - Accessible PLZ's are identified with signage and are easy to identify upon approach along the front of the terminal.
  - Information signs at PLZ's indicate contact information for mobility assistance upon arrival at curbside.

- Car Rentals with Hand Control Options
    - We mandate that all car rental companies must offer hand-controlled vehicles upon request.
- Accessible Ground Transportation Services
    - We have partnerships with taxis, limousines and rideshare companies to provide transportation options for our passengers. Accessible vehicles can be reserved by calling the taxi company or the Ground Transportation Office in advance.
- Accessible Transit
    - Edmonton Transit Services (ETS) provides Route 747 which operates seven days a week as a direct service from Century Park Transit Centre to the airport. Passengers with disabilities who are registered with Edmonton's Dedicated Accessible Transit Service (DATS) have the option to schedule a DATS trip from their home to the Century Park Transit Centre where they can connect to the ETS Route 747 bus.
    - Leduc Transit provides regular service from the City of Leduc to the airport through Route 10. Passengers with disabilities who are registered with Leduc Assisted Transportation Service (LATS) can connect with Route 10 to travel to the airport.
- Employee transportation
    - We offer accommodations for employees with disabilities who may require shorter travel distances to and from the terminal, sheltered parking options to protect equipment and shuttles that meet employees at their car to take them to the terminal.

Our commitments to removing barriers in accessible transportation include:

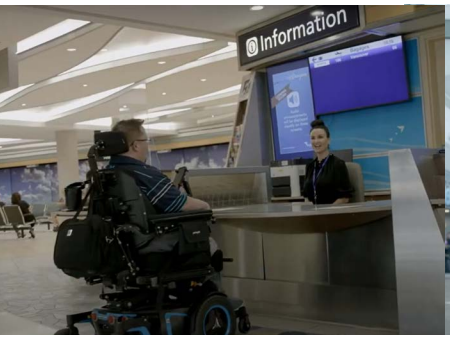
- Adding accessible electric vehicle (EV) charging station parking stalls.
- Exploring modifications or replacements for existing parking ticket machines that offer improved accessibility features.
- Enhancing the accessibility requirements in the new Taxi Services Request for Proposal (RFP).
- Exploring increased levels of accessibility training for the management teams of our ground transportation contracted service providers.
- Partnering with the City of Edmonton Vehicle for Hire group to collectively problem solve the shortage of accessible taxi options within the City.

Built Environment

YEG takes pride in its built environment and strives for exceptional passenger flow and comfortable work spaces. With our linear design, most of our airport is within visual line-of-sight from one end to the other and supports easy-to-understand wayfinding. Security and our primary amenities are centrally located, the on-site hotel is steps away from airline check-in counters, gender-neutral accessible washrooms are available near all banks of washrooms and service dog and pet relief areas are conveniently located outside and inside the terminal. We offer a variety of seating options, interactive activities, and our living wall continues to grow with us to support a cleaner and calmer atmosphere. YEG is taking initiative to ensure people can get around the terminal without barriers while also feeling enriched and healthy. As an Airport for Everyone, we're on a journey to making this airport an easy, effortless and enjoyable place that people want to keep coming back to.

How we support accessibility throughout the built environment:

- Exterior seating
  - Exterior seating areas include accessible picnic tables and a variety of benches (with and without back support).
- Information desk
  - The information desk located on the arrivals level includes an accessible height portion and is equipped with assistive hearing technology.
- Acoustic paneling
  - In noisier areas, walls include sound-absorbing panels to reduce noise vibration.
- Window coverings
  - Large floor-to-ceiling windows are equipped with blinds that help to mitigate sunlight and shadows, while also contributing to temperature control.
- Power door operators
  - If not done so already, we are in the midst of equipping all accessible washrooms served by doors with power door operators and occupancy notification systems.
- Washrooms
  - We offer multi-stall washrooms with accessible stalls as well as large individual gender-neutral family style washrooms for caregivers, families or people who require more space for their mobility equipment or service animals.
- Service dog and pet relief areas
  - Identified with directional and tactile signage, we offer safe and accessible spaces for service animals and their handlers inclusive of turf, fire hydrants, garbage bags and garbage disposal and access to a clean water source safe for drinking.



- Shops and retail
    - All amenities are easy to identify and located off of the public corridor system, with limited need to navigate ramps or stairs along the way.
- Seating for resting
    - Along lengthier corridors we have provided seating at regular intervals to support people that need to rest.
- Playgrounds
    - Play zones with integrated seating are provided near gates with low-level structures that can be enjoyed by any child (or anyone), alongside features that support sensory stimulation.
- Nursing area
    - We offer comfortable, discreet and accessible nursing areas on both the secure and non-secure side of the airport.

Our commitments to removing barriers in the built environment include:

- Engaging with an accessibility consultant to conduct an Accessibility Infrastructure Assessment of both public and employee areas.
- Engaging with a consultant to complete a Passenger Flow Analysis.
- Developing a working plan with the Barrier-Free Committee to revise and improve emergency evacuation signage and procedures to be inclusive of people with disabilities.
- Installing a new elevator near Arrivals D to improve the accessibility and convenience of passenger flow for people heading towards baggage after deplaning.
- Installing a new elevator near the Gate 7 escalator that is within the public terminal boundary.
- Pursuing the installation of a sensory room within the terminal after security for enjoyment by passengers who are neurodiverse.
- Designating a space near our chapel that can support an inclusive foot bath room.
- Preparing a feasibility plan for the output of a consistent signage and wayfinding system.
- Undergo/Integrate accessibility audit and best practices criteria into built environment renovations.
- Enlisting in an educational training series that educates staff within the airport about common barriers and how YEG can mitigate and identify them as they arise.
- Building a new accessible-friendly playground to replace the current large play structure.
- Incorporating increased accessibility provisions to office areas as they undergo renovations to better support our employees in their work spaces.
- Complete a costing analysis of adding visual signal devices forming part of the fire alarm system to areas not otherwise equipped with them (e.g select washrooms), to improve emergency notification in all areas for people who are hard of hearing or deaf.
- Installing hearing loop systems at all information desks, service counters and counters at gates.
- Re-calibrating existing emergency call systems where provided in washrooms or replacing them with new systems to ensure easy user functionality and conducting regular assessments to ensure they remain in working condition.
- Undergoing a feasibility study for the integration of universal washrooms inclusive of an adult-size change table and ceiling lift on both the secure and non-secure sides of the terminal.

TAKING ACTION 2023 TO 2026

Our vision is strong, our goals are defined and at YEG we are ready to continue our journey to becoming an Airport for Everyone. This action plan outlines our short-term and long-term commitments. Short-term commitments include actions which are underway and are anticipated for completion shortly after publication. Long-term commitments include actions which are anticipated to be completed or in progress at the time of the next report. The commitments outlined within this action plan are subject to changes, dependent upon budget, resources and additional priorities. We look forward to achieving our vision and sharing our accomplishments with our community along the way.

Abbreviations for action items related to their Focus Areas:

E– Employment
ICT – Information and communication technology
C – Communication (other than ICT)
P – Procurement of Goods, Services, and Facilities
DDPS – Design/Delivery of Programs and Services
T – Transportation
BE – Built environment

Short-term actions to increase accessibility at YEG include:

- E - Creating an accessibility checklist for our in-person job fairs.
- E - Establishing terms of reference, objectives and membership requirements for our DEI Committee.
- C - Developing the YEG Guide for Inclusive and Accessible Communications to ensure all communications meet principles of accessible communication such as plain language, inclusive terminology and consistent messaging across all channels.
- C - Supporting HR in our internal employee communication platforms to share information and enhance opportunities to build the YEG culture and community surrounding accessibility and inclusion.

- C - Continued focus on our website remaining compliant to WCAG standards and guidelines.
- P - Requiring vendors for the Public Address System Upgrade RFP to present on accessibility, including their understanding of the legislation and how accessibility is embraced within their own organization, i.e., internal accessibility policies.
- P - Inviting vendors for the Common Use System Upgrade RFP to demonstrate the accessibility features of their products, i.e., the accessibility design of the check-in kiosks.
- P - Enhancing the accessibility key performance indicators (KPI's) for the next Parking Services RFP.
- DDPS - Launching an Accessibility Information Campaign to bring more awareness to both employees and passengers of the accessible services, features and options available at YEG.
- DDPS - Creating the YEG Passenger Experience Strategy to clearly articulate the vision, objectives and goals of our future work and ensuring that the voices of those with lived experiences are captured.
- T - Partnering with the City of Edmonton Vehicle for Hire group to collectively problem solve the shortage of accessible taxi options within the City.

Long-term actions to increase accessibility at YEG include:

- E - Joining other airports in accessibility compliance training under the Accessible Transportation for Persons with Disabilities Regulation (ATPDR).
- E - Pursuing the feasibility of enhanced accessible customer service training for relevant employee groups.
- E - Rehauling our recruitment processes to be more inclusive and accessible which includes documenting a formal onboarding procedure to ensure employees with disabilities can be hired in a welcomed, dignified and efficient manner.
- E - Authoring the Diversity, Equity and Inclusion policy with input from our employees and ensuring accessibility is adequately captured within the new policy.
- E - Transforming the language and terminology used within our internal employee documents towards inclusive language to support a welcoming culture.
- ICT - Upgrading the Public Address system to include speech to text capabilities.
- ICT - Launching the check-in project to upgrade the software ability within check-in kiosks, this includes upgrades to the accessibility functionality, where applicable, as well providing English and French capabilities. The applications themselves are supplied by the airlines.

- ICT - New installations of Egates, including future life cycle upgrades of existing units, will be standardized for accessibility.
- C - Creating a PDF Terminal Map with walking distances and times to clearly communicate to passengers the length of travel for common distances within the airport.
- C - Creating a PDF Accessibility Map that clearly identifies the location of accessible features, facilities and services throughout the airport.
- P - Expanding our sustainability score when evaluating potential vendors to include supplier diversity to incentivize businesses owned by people with disabilities to participate in the procurement.
- P - Researching diverse supplier certifying organizations to tap into a broader pool of suppliers to build and diversify our database.
- P - Exploring a potential partnership with the City of Edmonton Purchasing Group and/or other similar entities in the Edmonton region to share best practices.
- P - Assessing accessibility features of future procurement posting platforms.
- P - Strengthening our quality assurance pertaining to the accessibility requirements and performance of our vendors through increased annual audits, key performance indicators (KPI's) and reporting.
- DDPS - Expanding the accessibility features of various art displays and installations and educational screening throughout the airport by integrating them with scannable QR codes that offer both audible and visual information options.
- DDPS - Exploring the feasibility of an in-house accessible airport shuttle system that can transport passengers throughout the airport once inside the terminal.
- DDPS - Authoring and publishing the YEG Guide to Flying with Dementia to support people living with memory loss as well as their families, organizations and the broader air travel community to understand and become aware of helpful tips to make the experience less stressful and more enjoyable.
- T - Adding accessible electric vehicle (EV) charging station parking stalls.
- T - Exploring modifications or replacements for existing parking ticket machines that offer improved accessibility features.
- T - Enhancing the accessibility requirements in the new Taxi Services Request for Proposal (RFP).
- T - Exploring increased levels of accessibility training for the management teams of our ground transportation contracted service providers.

- BE - Engaging with an accessibility consultant to conduct an Accessibility Infrastructure Assessment of both public and employee areas.
- BE - Engaging with a consultant to complete a Passenger Flow Analysis.
- BE - Developing a working plan with the Barrier-Free Committee to revise and improve emergency evacuation signage and procedures to be inclusive of people with disabilities.
- BE - Installing a new elevator near Arrivals D to improve the accessibility and convenience of passenger flow for people heading towards baggage after deplaning.
- BE - Installing a new elevator near the Gate 7 escalator that is within the public terminal boundary.
- BE - Pursuing the installation of a sensory room within the terminal after security for enjoyment by passengers who are neurodiverse.
- BE - Designating a space near our chapel that can support an inclusive foot bath room.
- BE - Preparing a feasibility plan for the output of a consistent signage and wayfinding system.
- BE - Undergo/Integrate accessibility audit and best practices criteria into built environment renovations.
- BE - Enlisting in an educational training series that educates staff within the airport about common barriers and how YEG can mitigate and identify them as they arise.
- BE - Building a new accessible-friendly playground to replace the current large play structure.
- BE - Incorporating increased accessibility provisions to office areas as they undergo renovations to better support our employees in their work spaces.
- BE - Complete a costing analysis of adding visual signal devices forming part of the fire alarm system to areas not otherwise equipped with them (e.g select washrooms), to improve emergency notification in all areas for people who are hard of hearing or deaf.
- BE - Installing hearing loop systems at all information desks, service counters and counters at gates.
- BE - Re-calibrating existing emergency call systems where provided in washrooms or replacing them with new systems to ensure easy user functionality and conducting regular assessments to ensure they remain in working condition.
- BE - Undergoing a feasibility study for the integration of universal washrooms inclusive of an adult-size change table and ceiling lift on both the secure and non-secure sides of the terminal.

APPLICABLE ACCESSIBILITY-RELATED REGULATIONS

As YEG is considered a terminal operator forming part of the federal transportation network as a transportation service provider (TSP) under the Canada Transportation Act (CTA), this Accessibility Plan has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

- Accessible Canada Act (ACA), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act and Regulations under the ACA;
- ACA - Accessible Canada Regulations (ACR) – Accessibility Plans;
- ACA - Accessible Transportation Planning and Reporting Regulations (ATPRR) - Accessibility Plans;
- Canada Transportation Act (CTA) PART V Transportation of Persons with Disabilities; and
- CTA - Accessible Transportation for Persons with Disabilities Regulations Part 1 and Part 4 Divisions 1 and 2.

Resources:
Government of Canada, Guidance on the Accessible Canada Regulations Module 1: Accessibility Plan, December 2021