



Ottawa International Airport Authority

Accessibility Plan **Progress Report - Year 2**

June 1, 2025

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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), and as part of our goal to increase accessibility in our organization, the Ottawa International Airport Authority (Authority) has prepared this Accessibility Plan. We have also prioritized facility accessibility as a material topic in our Environmental, Social and Governance (ESG) plan.

To prepare this Accessibility Plan and to identify accessibility barriers and goals, the Authority has consulted with numerous employees and other stakeholders, including those with lived experience as persons with disabilities.

This Accessibility Plan and additional information about the Authority accessibility services, including an accessibility feedback form, are available online at <https://www.yow.ca/en/accessibility>.

Contact the Authority by mail, email or telephone to:

- request an alternate format of the:
 - Accessibility Plan;
 - description of the feedback process; or
 - Progress Report;
- provide feedback on the Accessibility Plan or Progress Report; or
- request an accommodation.

The Authority's Director of Passenger Experience oversees accessibility-related passenger requests and issues at YOW, and is the person designated to receive feedback on behalf of the Authority.

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Goals

Information and Communication Technologies (ICT)

Goal progress		Target Completion Date
ICT1	IT modernization project will implement a new SharePoint that will build an accessibility piece for content in accessible formats.	December 2026
ICT2	Accessibility Policy and Accessibility Plan published.	Completed June 2023
ICT3	<p>The new website was launched and meets WCAG 2.0 compliance level Level AA. It also leverages key recommendations from levels 2.1 and 2.2, offering improved consideration for accessibility on touch devices.</p> <p>Once the website was launched, we identified a few components that we're not in scope but that wanted to integrate so we developed a new scope for a phase 2.</p> <p>The Authority will engage in an accessibility audit from a third-party once phase 2 is complete.</p>	<p>Completed September 2024</p> <p>Spring 2025</p> <p>Summer 2025</p>
ICT4	<p>Time to make deliverables accessible is integrated into project planning.</p> <p>The pdfs of the three 2024 corporation publications (Annual Report, ESG Report, and Forced Labour Report) include Alt text for images, chart descriptions, coded headers, pagination, and sufficient contrast, and are set up to be read in logical order by screen readers.</p>	<p>Ongoing</p> <p>Completed May 2025</p>
ICT5	<p>Removed IT as Action Owner</p> <p>Information posted to our internal employee blog. Employees are directed to contact the Communications and Public Affairs team.</p>	Completed May 2024
ICT6	Accessibility requirement to be included in SaaS (Software as a service). Information management policies to be in place to record, monitor and track IT-related accessibility requests allowing a method of prioritizing such requests, plan budgeting and enabling effective future reporting.	June 2024 Completed, Ongoing
ICT7	<p>Communications working with third parties to comply.</p> <p>Videos created in 2024-2025 (recruitment, Purpose Statement and presentations) have CC included.</p>	<p>Ongoing</p> <p>Completed 2024-2025</p>

ICT8	Communications working with third parties to comply. This is a consistent practice for Authority content created in-house.	Ongoing
ICT9	After an internal review, IT confirmed it would be best to have review done by an accessibility auditor. IT to engage a third-party to audit. No progress to report	June 2025
ICT10	A total of eight eye-level Flight Information Display Screens (FIDS) were installed throughout the Canada/International and transborder gate areas. They improve readability of flight details with large font and high contrast text to background. We removed unnecessary information and reduced the number of flights on the display to make room for the larger text size. Third-party (Accessibility Simplified) confirmed they meet the accessibility requirements for a full range of users, and the requirements of CSA B651 as intended by Section 222 of the ATPDR.	Completed January 2024
ICT11	Removed IT as Action Owner and added Business Development who over sees tenant relationships and passenger experience. The Authority's Pre-recorded Public Address announcements have been translated into ASL and LSQ, with subtitles, to be displayed as videos on designated monitors in the terminal when triggered by an applicable event. Initial discussion between Business Development and airlines planned.	Completed May 2025 June 2025 Summer 2025

Information and Communication (other than ICT)

Goal progress		Target Completion Date
IC1	Statement posted on Accessibility webpage, and to our internal employee blog. Removed IT as Action Owner. Will explore including the Authority's Statement of Commitment to Accessibility as part of onboarding.	Completed June 2023 Completed May 2024 Summer 2025
IC2	Re-issued the Fire Safety and Evacuation Plan that includes evacuation procedures for persons requiring special assistance.	Completed October 2024

Goal progress	Target Completion Date
<p>Passenger Care Response Plan and Airport Emergency Plan are reviewed annually, and both were re-issued in March 2024.</p> <p>Font on all emergency management documents changed to Arial 12 pt.</p> <p>Removed Health and Safety as an Action owner</p>	<p>Completed October 2024</p> <p>Completed March 2024</p> <p>Completed May 2025</p>
<p>IC3 Consultants from Normandin Beaudry conducted an ADE&I maturity assessment based on four predetermined themes and 36 criteria to evaluate our current initiatives, identify areas for improvement, and outline next steps needed to achieve a higher maturity level.</p>	<p>Completed November 2024</p>
<p>IC4 Director, Passenger Experience followed up with action owners to record updates on objectives for Progress Report due on June 1, 2025.</p> <p>Change action owner from Human Resources and Senior Management to Business Development.</p>	<p>February – April 2025</p> <p>Completed May 2025</p>
<p>IC5 Four updates were made since publishing the Accessibility Plan on June 1, 2023. Updated versions were published on yow.ca and regulators were notified.</p> <p>Change action owner from Human Resources and Senior Management to Communications and Public Affairs.</p>	<p>Completed</p> <ul style="list-style-type: none"> • Nov 30, 2023 • Dec 6, 2023 • June 1, 2024 • June 1, 2025 <p>Completed May 2025</p>
<p>IC6 Change action owner from Senior Management to Communications and Public Affairs.</p> <p>Year 1 Progress Report deadline: June 1, 2024. Publication and notification done by end of business day on May 31, 2024.</p> <p>Year 2 Progress Report deadline: June 1, 2025. Publication and notification done by end of business day on May 30, 2025.</p>	<p>Completed May 2024</p> <p>Completed May 31, 2024</p> <p>Completed May 30, 2025.</p>

	Goal progress	Target Completion Date
IC7	<p>Posts on social media and internal blog about Sunflower program during International Hidden Disabilities week.</p> <p>Post on social media as part of 'holiday travel tips' campaign.</p> <p>Digital sign running in terminal about Sunflower program.</p> <p>Raised awareness about the Sunflower program at YOW on World Autism Awareness Day by having Authority and terminal partner staff wear the Sunflower supporter lanyards for the day and post photos on LinkedIn and Facebook.</p> <p>Promoted the launch of the video created in collaboration with CHEO for kids with neurodivergence on LinkedIn and Facebook.</p> <p>Announced that YOW was now an Aira Access Partner through social media during Hidden Disabilities week.</p>	<p>Completed October 2023, 2024</p> <p>Completed December 2023</p> <p>Completed October 2023, ongoing</p> <p>Completed April 2, 2024, 2025</p> <p>Completed February 2025</p> <p>Completed October 2024</p>
IC8	<p>Added the phone number for on-demand accessibility assistance on Accessibility page.</p> <p>Published during National AccessAbility Week on Facebook, X, LinkedIn: "If you have limited mobility and need assistance getting from the curb to the terminal, or vice-versa, we can help 24/7! Call 613-248-2025 to request assistance. For more information, or to find out what services are available at YOW for people with disabilities, visit www.yow.ca/en/accessibility.</p>	<p>Completed June 2023</p> <p>Completed May 2024, 2025</p>

Procurement of Goods, Services, and Facilities

Goal progress		Target Completion Date
P1	Integrated new language into RFP/Tender/RFQ documents and resulting model form of agreements.	Completed March 2024
P2	Procurement request form modified to include accessibility considerations.	Completed February 2024
P3	No other update to report.	Ongoing
P4	Updated original wording for goal which was 'Review procurement agreements and accessibility clauses for third-party vendors re: providing accessible services, goods, facilities; where possible, ensure specific accessibility requirements are included in RFPs and agreements (for example, WCAG 2.1 AA for digital information; building code and built environment standards; standards for kiosks; AODA training for Ontario employees).'	Completed May 2024

Design and Delivery of Programs and Services

Goal progress		Target Completion Date
DD 1	IT advised that the new Office 365 rolled should be complete in June 2025. It will have capabilities to integrate accessible templates in the software.	June 2025
	Added Human Resources as an action owner	Completed May 2025
	Training and Development Manager to explore options for training employees to create accessible documents.	Summer 2025
DD 2	Added Communications and Public Affairs as an action owner.	Completed May 2025
DD 3	Crafted message in collaboration with HR and posted on Facebook and LinkedIn: "The Airport Authority recognizes the importance of employment equity and strives to create a culture that celebrates the unique abilities of every individual, and the diversity of the Canadian population! Check out our job opportunities – we encourage candidates with different abilities to apply!"	Completed May 2024 and 2025
	Added Business Development as an action owner	Completed May 2025

Goal progress	Target Completion Date
<p>DD 4 Removed IT as Action Owner.</p> <p>Updated information as required.</p> <p>Removed deficit-based language and revised to put people first</p> <ul style="list-style-type: none"> • impairment → disability • people with a hearing impairment → people who are d/Deaf or hard of hearing • people with a visual impairment → people who are blind or partially-sighted • If you have a disability and cannot use the online form → If you are a person with a disability and require an alternate method for access or use of the online form • buses that accommodate wheelchairs → buses that accommodate people using wheelchairs <p>Embedded the CHEO video on the Accessibility page upon its launch.</p> <p>Included information on the Accessibility page about the Aira App upon it's launch at YOW.</p> <p>Engaged MappedIn, a technology company, to develop an interactive airport map with accessible terminal facilities, parking spots and accessible routing.</p> <p>Compartmentalized information using accordions on the Accessibility page of the new website based on feedback received during last year's consultations</p>	<p>Completed May 2024</p> <p>Ongoing</p> <p>Completed May 2024</p> <p>Completed March 2025</p> <p>Completed October 2024</p> <p>Completed March 2025</p> <p>Completed September 2024</p>
<p>DD 5 The topic of accessibility, including the Authority's Accessibility Plan commitments, is a standing item in monthly management meetings.</p> <p>Skytrax World Airport Star Rating Audit report included review and recommendations for passengers with reduced mobility (PRM).</p>	<p>Ongoing</p> <p>Completed November 2023</p>
<p>DD 6 A cross-functional DEI Committee consisting of management and employees was created to support DEI in our organization.</p>	<p>Completed November 2023</p>

	Goal progress	Target Completion Date
	<p>The DEI Committee reviewed its mandate and created a DEI Policy for employees.</p> <p>A DEI work plan was developed following professional consultations in May 2024.</p> <p>The accessibility advisory committee and DEI committees merged into the ADE&I committee</p> <p>The ADE&I committee currently meets on monthly basis.</p> <p>RFP for a fully inclusive accessible renovation in the AOCC is in progress (designed to accommodate a person using a wheelchair or other mobility devices).</p>	<p>Completed December 2023</p> <p>Completed Summer 2024</p> <p>Completed June 2024</p> <p>Ongoing</p> <p>Summer 2025</p>
DD 7	<p>Collaborated with CHEO, CATSA and NRC to develop a step-by-step video of the airport experience for children with neurodivergence and their families.</p>	<p>Completed March 2025</p>
DD 8	<p>Added Business Development as an Action Owner.</p> <p>The Authority joined the Sunflower program.</p> <p>Training for public-facing terminal partners. (These employers will include the training in their onboarding.)</p> <p>The Authority included program overview during onboarding.</p> <p>Three training videos were added to HRdownloads for Authority staff; it is mandatory for them to watch the videos. These videos are included in mandatory training modules for new employees.</p> <p>Director, Passenger Experience hosted a session about Sunflower program for employees during Canadia Airports Safety Week.</p>	<p>Completed May 2024</p> <p>Completed August 2023</p> <p>Completed October 2023</p> <p>Completed November 2023</p> <p>Completed April 2024</p> <p>Completed September 2024</p>
DD 9	<p>Review done.</p>	<p>Completed April 2024</p>

Goal progress		Target Completion Date
	Decision was to become an Aira Access Partner. Launched service at YOW.	Completed October 2024
	Change action owner from Facility Standards to Business Development.	Completed May 2025

Transportation

Goal progress		Target Completion Date
TP 1	Phase 1 – Complete an EV parking study to determine where and when the Authority would complete parking expansion, not specific to EV station.	Completed February 2024
	Phase 2 – Install 16 EV chargers in the O3 parking lot, solely for Authority fleet vehicles.	Completed May 2024
	Phase 3 – Upgrade the power source in the Parkade (P1).	December 2025
	Phase 4 – DC fast chargers for public and commercial use near the Cell Phone Lot installed. Waiting on an electrical part and contractual documents for activation.	September 2025
	Phase 5 – Upon completion of the power source upgrade in the Parkade (P1), we will expand the EV footprint in the Parkade, ensure that accessibility is considered and standards met.	2026
	Phase 6 – Study completed. Incorporating EV chargers into new locations for employee and long-term parking (P4) is a few years away, at which time we will ensure that accessibility is considered, and standards met.	2026 and beyond
TP 2	Installed active vocalization modules in parking payment kiosks and added tactile signage elements to the kiosks.	Completed July 2024

Built Environment

	Goal progress	Target Completion Date
BE 1	<p>Committed to adding accessibility in periodic health and safety inspections of zones moving forward to capture accessibility standards for signage and wayfinding.</p> <p>Dedicated budget for wayfinding and signage projects to include accessibility standards.</p>	<p>Completed February 2024</p> <p>Initially for 2024 budget, now ongoing</p>
BE 2	<p>Conducted verification checks of the TTY telephone relay services for public use.</p>	<p>Completed in 2023, 2024, 2025</p>
BE 3	<p>Updated original wording for goal which was 'Add accessible seating as a rest stop between the terminal and P4 parking'</p> <p>Twenty-eight (28) benches were installed throughout the terminal.</p> <p>Eleven (11) benches were installed between the terminal and the Long-term/Overheight parking lot (P4) as rest stop.</p>	<p>Completed March 2024</p> <p>Completed March 2024</p> <p>Completed September 2024</p>
BE 4	<p>Tactile direction indicators and attention indicators (truncated domes) were installed throughout the new LRT station.</p> <p>Will be implemented as opportunities arise.</p>	<p>Completed March 2024</p> <p>Ongoing</p>
BE 5	<p>Corrected number of standard. Changed from B651-22 to B651-23.</p> <p>Installed rails along the angled window wall on Level 1 to prevent people from hitting their heads on the "V" columns</p> <ul style="list-style-type: none"> - from the North end doors to the centre doors. - centre doors to the South end doors <p>Many accessible features were integrated into the Centre Court food and beverage facility.</p> <ul style="list-style-type: none"> • CSA B651-23 standards were implemented in public-facing areas: <ul style="list-style-type: none"> ○ high contrast floor to wall colours to help people who are blind or partially-sighted ○ large areas between tables/chairs making it easier for people to manoeuvre mobility devices with ease 	<p>Completed May 2024</p> <p>Completed December 2023 October 2024</p> <p>Completed October 2023</p>

	Goal progress	Target Completion Date
	<ul style="list-style-type: none"> ○ tables at different heights to accommodate people using various types of wheelchairs ○ various seating for people using wheelchairs to provide passengers the same experience and seating options ○ non-slip tile flooring to reduce the risk of slipping is when floor is wet ○ eye-level flight information display screens (FIDS) with large font, high contrast text to background and easy to read font ● CSA B651-18 standards were used for back of house areas. <p>A pair of eye-level Baggage Information Display Screens (BIDS) was installed on each of the baggage carousels, for a total of 10.</p>	Completed February 2025
BE 6	Two new fully enclosed Aviramp mobile ramps were added to our fleet. Passengers who embark/disembark an aircraft that is parked in a remote stand (not adjacent to a boarding bridge) will be protected from the elements when they use this accessible ramp. The new ramps will complement and modernize our fleet as we continue to adapt to our clients evolving needs.	Completed June 2024
BE 7	<p>An upgrade to the South end washroom in the Parkade is underway and includes a barrier free stall, a limited mobility stall, grab bars and touchless fixtures.</p> <p>An audit of the washroom stall doors in the terminal is underway to identify those that don't have 'in use' indicators. Doors that don't have this feature will be upgraded.</p>	<p>Late 2025</p> <p>Late 2025</p>
BE 8	<p>Accessible door opener installed on door to the CEO's office.</p> <p>Several other service access door locations in the terminal have been identified to have accessible door openers added for improved accessibility services. Implementation plan currently under way.</p>	<p>Completed April 2025</p> <p>2025-2026</p>

Employment

Goal progress	Target Completion Date
E1 All job postings now include the following message: “The OIAA is committed to the principles of Employment Equity and to achieving a workforce that is representative of the diversity of the Canadian population. We strongly encourage candidates to self-identify if they are Indigenous peoples, persons with disabilities, or members of visible minorities.”	Completed July 2023
E2 Internal HR discussions have taken place. HR has obtained a quote from one organization and will get others. HR is sourcing out the most competitive quote to meet accessibility standards and best practices for the Authority.	2025
E3 HR is exploring options from third-party services who represent jobseekers with disabilities.	2025
E4 Stand/sit desks are being installed at workstations, unless incumbent opts out. HR has determined the course of action will be to work with the employee through an accommodation process. HR will provide a letter to the employee requesting that a medical questionnaire (functional ability form) be completed by a physician to include limitations, restrictions, and abilities. Based on this information, HR will work with the employee to establish and implement a plan of action.	Ongoing 2025
E5 Floor wardens and response teams review annually. Accommodation requests and individual plans also reviewed annually to ensure they are current. Removed Health and Safety as Action Owner.	Ongoing Completed May 2025
E6 Pending completion of Goal E2.	
E7 Pending completion of Goal E2.	
E8 Training received: <ul style="list-style-type: none"> • Unconscious Bias (HRdownloads) • Workplace Sensitivity (HRdownloads) • Diversity and Inclusion (HRdownloads) • Mental Health First Aid training (Authority) • DEI training (Canadian Equality Consulting) Membership:	Completed June 2023 - May 2024

Goal progress		Target Completion Date
	<ul style="list-style-type: none"> Canadian Airports Council accessibility working group (meets monthly) 	

Training

Goal progress		Target Completion Date
TN 1	<p>Waiting on the new Office 365 to be rolled out. It will have capabilities to integrate accessible templates in the software.</p> <p>Added Human Resources as an action owner.</p> <p>Training and Development Manager to explore options for training employees to create accessible documents.</p>	<p>June 2025</p> <p>Completed May 2025</p> <p>Summer 2025</p>
TN 2	<p>Training provided to Duty Managers, Lead Operations Responders and Operations Responders in the AOCC.</p>	<p>Completed 2023; ongoing, for new employees in the AOCC</p>
TN 3	<p>Mandatory 2-day training for Airport firefighters and AOCC employees.</p> <p>Three one-day optional training sessions offered to all other staff.</p> <p>One one-day optional training sessions offered to all other staff.</p> <p>Replace Airport Fire Service and AOCC as Action Owners with Human Resources.</p>	<p>Completed May 2024; ongoing, for new employees</p> <p>Completed April 2024</p> <p>Completed December 2024</p> <p>Completed May 2025</p>
TN 4	<p>All members of the Board and employees participated in Diversity, Equity, and Inclusion (DEI) training given by Canadian Equality Consulting, in two phases.</p>	<p>Completed June/November 2023</p>

Goal progress	Target Completion Date
<p>DEI training is now part of onboarding.</p> <p>DEI refresher training is scheduled every 2-3 years.</p>	
<p>TN 5 To be rolled out.</p>	2025
<p>TN 6 The Director of Passenger Experience attended the Government of Canada’s National Air Accessibility Summit.</p> <p>The Director of Passenger Experience attended the Joint ICAO/ACI/IATA Symposium on Accessibility in Civil Aviation.</p> <p>The Director of Passenger Experience accepted the role of Vice-Chair for the Canadian Airports Council Accessibility Working Group.</p>	<p>Completed May 9, 2024</p> <p>Completed December 2024</p> <p>Completed May 2025</p>

Provisions of CTA Accessibility-Related Regulations

The following CTA accessibility-related provisions apply to the Ottawa International Airport Authority (Authority).

- Part 1: Requirements Applicable to Transportation Service Providers**
- Part 4: Requirements Applicable to Terminal Operators**

The Authority ensures that we comply with or exceed each of these accessibility-related requirements.

Consultations

In preparing this Accessibility Progress Report, we actively engaged in meaningful consultations with passengers with disabilities, advocacy and community organizations, our employees, and our Airport campus partners.

We are committed to ongoing dialogue with our stakeholders to continue progressing toward a fully barrier-free Airport.

Our consultations were designed to be inclusive and accessible, offering various options such as captioning, translations, and a live American Sign Language (ASL) interpreter to ensure everyone could participate effectively.

Our process and activities

Our Accessibility Partner, O'Hara Aging + Accessibility, organized impactful one-hour sessions over two days in April 2025, using a virtual format to maximize accessibility and engagement.

To further promote an inclusive environment, we provided participants with the opportunity to identify any specific accommodations they might require. As a result, we offered services such as ASL interpretation, live captioning, verbal descriptions of images, and accessible materials. This approach addressed participants' requirements and cultivated a positive atmosphere that empowered every attendee to contribute.

Consultations were held with the following groups:

- Session 1 - Campus partners
- Session 2 - ProHara Accessibility Advisory Team
- Session 3 – Stakeholders

Overall, 430 people and organizations were invited to our three consultation sessions to support the development of this Accessibility Progress Report.

Each consultation session included the following topics:

- Welcome message
- Division of responsibility
- What is the Accessibility Progress Report
- Seven Key focus areas
- Accessibility accomplishments
- Feedback
- Passenger/employee accessibility journey maps

To facilitate constructive feedback, the sessions incorporated a journey map that highlighted accessible touchpoints for both passengers (Figure 1) and employees and campus partners (Figure 2). This approach enabled participants to actively engage with the maps and identify specific areas within their experience where they had encountered barriers.

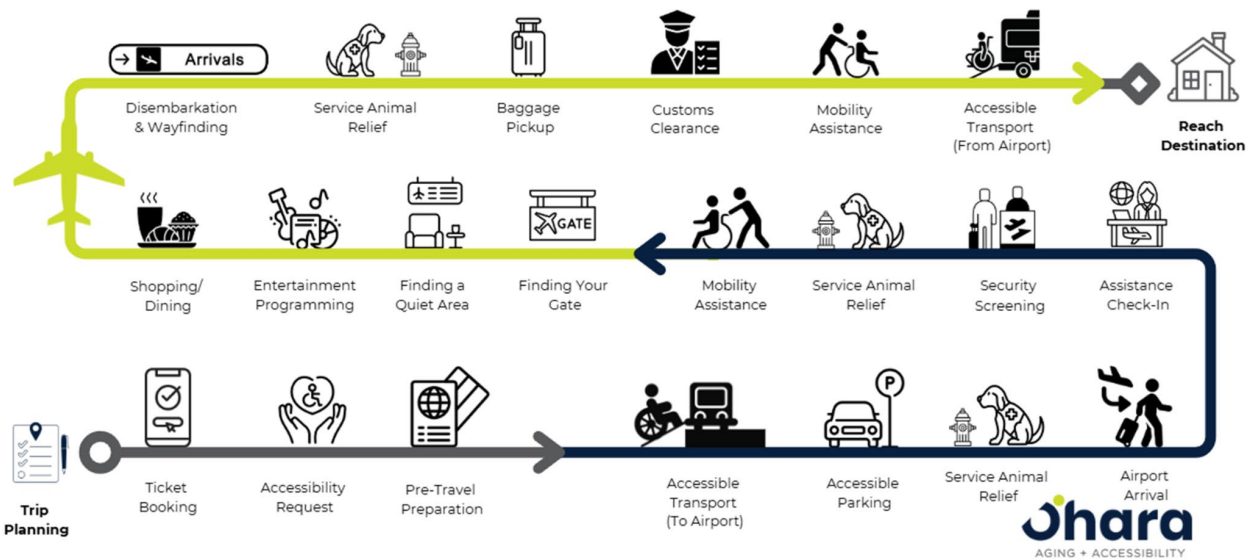


Figure 1. Passenger journey map

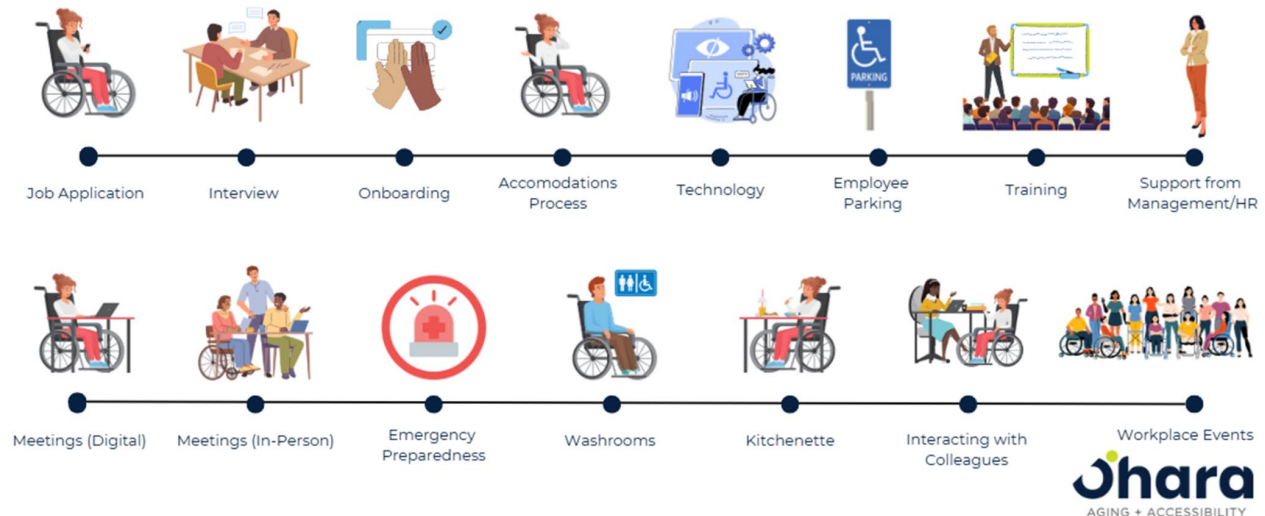


Figure 2. Employee journey map

Questions asked

Examples of questions asked during the Stakeholder and ProHara Accessibility Advisory Team sessions included, but were not limited to:

1. Tell us your thoughts on the progress we have made so far.
2. Is there anything we could do differently?
3. Tell us more about the barriers people with disabilities face when travelling through YOW.
4. What actions can the Airport specifically take to improve the passenger experience for people with disabilities?

Examples of questions asked during the Employee/Campus partner session included, but were not limited to:

1. Tell us your thoughts on the progress we've made so far.
2. Can you think of any current barriers that employees may encounter?
3. In what ways do you think the Airport could better support employees with disabilities or accessibility needs?
4. How can communication regarding accessibility initiatives be improved within the Airport?

Throughout the sessions, we gathered valuable feedback on preventing, identifying, and removing barriers to ensure that the lived experiences of people with disabilities are thoughtfully represented in the Progress Report and to guide our continued efforts towards improvement.

O'Hara Aging + Accessibility analyzed the feedback from all consultation sessions to organize it into key themes and ideas. The feedback has been directly incorporated into this Progress Report and the future plans of YOW's accessibility journey.

Feedback and comments

Session 1 - Campus partner consultation

Employees and campus partners had the opportunity to review YOW's accessibility journey by providing valuable feedback on the contents of the Progress Report. Participants shared their insights, offered guidance, and suggested improvements, contributing to a collaborative enhancement of our efforts.

This focus group included 14 participants, representing a diverse group of YOW employees, contractors, and leadership.

Key highlights of feedback received:

"I take pride in our hard work to create accessible workplace environments. The improvements we've made ensure that those who use wheelchairs can better access the gym, showers and kitchenette, which is essential during long shifts."

"I've witnessed strong collaboration on accessibility improvements, resulting in successful outcomes for both passengers and employees. Having choices is important for people with disabilities, and we take this into account in all our work."

"I'm proud that we engage accessibility consultants for their expertise and consult individuals with lived experiences for feedback on our designs."

Session 2 - ProHara Accessibility Advisory Team Consultation

The ProHara Accessibility Advisory Team consists of 100% people with disabilities, representing diverse backgrounds and experiences, and are frequent travellers connected to broader disability advocacy groups and accessible travel organizations.

This consultation included 13 participants, including:

- People who are Deaf or hard of hearing
- People who are blind or partially sighted
- People with spinal cord injuries
- People who are wheelchair users
- People who are neurodiverse or have Autism
- People who use Service Dogs
- People with invisible disabilities
- People with episodic disabilities
- People with chronic disabilities
- People with mental health disabilities

Key highlights of feedback received:

"There is an opportunity to improve the connection between airports and airlines, especially when it comes to accessibility. Improved communication and collaboration are essential for enhancing the travel experience for individuals with disabilities."

"Consistency is key for individuals with disabilities; continued collaboration with other airports helps to align accessibility measures across the whole travel journey."

"As our nation's capital, Ottawa has a unique opportunity to set a strong example in accessibility initiatives. Keep up the fantastic work!"

Session 3 - Stakeholder consultation

The Stakeholder Consultation session was held with local disability organizations, community members, and representatives from various advocacy groups to discuss the Progress Report and gain insights on YOW's accessibility accomplishments. Four people and disability organizations participated in this session, including representatives and individuals from:

- Inclusion Canada
- DeafBlind Ontario
- Neurodiverse families

Key highlights of feedback received:

"As a supporter of people with intellectual disabilities, I find the CHEO video to be a valuable resource, especially since navigating the airport can be challenging for those

with sensory issues. This also underscores the need for ongoing staff training in the sunflower lanyard program.”

“Providing captioning for ASL videos is essential in offering multiple accessible communication options.”

“Great job on keeping your website and social media updated regarding available accessibility resources and support options for people with disabilities.”

“YOW should incorporate universal design in both quiet and sensory spaces while actively consulting with people with disabilities to make sure these areas meet everyone’s needs as much as possible.”