



# Ottawa International Airport Authority Accessibility Plan 2023-2026

Updated (text highlighted in yellow): November 30, 2023

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Updates: June 1, 2024

- 'OIAA' acronym changed to 'Authority' throughout
- Goals numbered in tables
- Original goals updated: ICT5, IC1, IC6, P4, DD4, DD8, BE3, BE5

Updates: June 1, 2025

- Original goals updated: ICT11, IC2, IC4, DD1, DD2, DD3, DD9, E5, TN1, TN3
- Goals added: TP2, BE6, BE7, BE8
- Updated web link addresses from http:// to https://

## Message from the Ottawa International Airport Authority

The Ottawa International Airport Authority ('Authority') is one of Canada's leaders in providing quality, safe, secure, and sustainable air transportation services. We are committed to delivering accessible and inclusive service to all our airport travellers and community members.

The Ottawa International Airport is a world-class gateway for Canada's Capital Region and an economic engine that drives prosperity for our community. We continue to work towards shaping a more diverse and equitable environment for all, including our customers, employees, and communities. We recognize that an essential part of working towards an inclusive society is the ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities.

The Authority has prepared this Accessibility Plan to assist in meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR). This Plan will serve as a roadmap for Authority employees, contractors, and others, to help our organization become more diverse and inclusive.

This Accessibility Plan was shared for review with senior management and our community-based Board members. The Authority senior management team will review the Accessibility Plan annually, update the Plan a minimum of every three years, and provide progress reports as required by legislation. At each stage of development and review of this Plan, we actively encourage input from those with lived experience as persons with disabilities.

The Authority will continue to use the Accessibility Plan as a resource to help us comply with accessibility and human rights legislation, and to meet our own organizational accessibility commitments and goals.



Mark Laroche  
President and Chief Executive Officer  
Ottawa International Airport Authority

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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>.

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. To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact the Authority at:

### Mailing Address

Director, Passenger Experience  
Ottawa International Airport Authority  
1000 Airport Parkway Private, Suite 2500  
Ottawa, ON K1V 9B4

### Email

[accessibility@yow.ca](mailto:accessibility@yow.ca)

### Phone

[613-248-2025](tel:613-248-2025)

## Statement of Commitment to Accessibility

The Ottawa International Airport Authority (Authority) is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The Authority will ensure compliance with all applicable accessibility legislation by identifying, preventing, and removing barriers to accessibility. We will address all accessibility needs and requests to the best of our ability and in a timely manner.

## Executive Summary

There are various accessibility and human rights laws, regulations, standards, and policies in place across Canada. The purpose of the *Accessible Canada Act* (ACA) is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove, and prevent barriers to accessibility in federally regulated organizations by 2040.

In June 2022, the Ottawa International Airport Authority (Authority) engaged AIM for Inclusion to review its current ACA compliance status and to assist in completing its Accessibility Plan and related accessibility policies and procedures. An informal gap analysis review, including a review of Authority accessibility-related policies and procedures and stakeholder interviews, confirmed that the Authority is committed to working towards a more accessible and inclusive organization. Feedback from employees, stakeholders, and public consultations has been incorporated in the Accessibility Plan.

## Key Findings

Authority employees would benefit from increased coordination of accessibility efforts related to accessibility training and to sharing accessibility resources and information. This includes the need for greater awareness and clarity of both ACA and *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) accessibility goals and requirements, as well as Authority accessibility policies and procedures.

Creating a dedicated Accessibility Advisory Committee or identifying a key point of contact to address accessibility concerns would help ensure increased knowledge and awareness. This also would help ensure that all Authority employees are compliant with ACA and ATPDR legislation, are aware of Authority policies and procedures, and are applying accessibility best practices in their roles and departments.

Authority interview participants made requests for additional information and resources on:

- How to raise awareness of existing and planned accessibility features and services for travellers and employees;
- How to increase employment opportunities for people with disabilities;
- How to ensure continued feedback from and collaboration with the disability community; and
- Guidelines on how to ensure procurement of accessible goods, services, and facilities.

## Strengths

- Leadership and support of accessibility and inclusion goals by senior management and decision-makers
- Positive attitude of all levels of management and staff towards ensuring accessibility and inclusion in Authority services and facilities

- Numerous initiatives in place to ensure ongoing ACA and ATPDR compliance, including:
  - Updates to customer service and public information (posted on the Authority website Accessibility page);
  - Accessibility Policy (posted);
  - Accessibility Plan (posted);
  - Accessibility Feedback Form (posted) and feedback process (including employee training on how to receive and address accessibility feedback);
  - ACA and ATPDR accessibility awareness training (including role-specific training for Authority employees and management teams); and
  - Collaboration and consultation with third-party accessibility organizations to provide reviews and audits of the Authority facility, website, policies, and procedures.
- Numerous initiatives are in place towards ensuring accessibility best practices, including:
  - Creation of an internal Accessibility Resources folder to provide employees with access to practical accessibility tools and resources when designing and developing programs, services, and facilities;
  - Collaboration and consultation with various disability organizations and persons with lived experience identifying as d/Deaf, disabled, or neurodivergent;
  - Plans to continue to increase engagement and collaboration with persons with disabilities and lived experience; and
  - Initiative and plans to work towards changing the Authority workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.

## Challenges and Risks

The following items were identified as accessibility challenges or risks for the Authority:

- The need to ensure consistent communication and accessible customer service levels among both Authority employees and third-party vendors (related to level of awareness of accessibility barriers, ACA and ATPDR compliance requirements, Authority accessibility policies and procedures, and use of Authority accessibility resources and supports);
- The need for a dedicated budget and resources for individual departments to increase accessibility and address Authority Accessibility Plan departmental priorities;
- The need to increase and maintain involvement of the disability community regarding input and collaboration for accessibility and inclusion initiatives at the Authority;
- The need to ensure clear, visible Authority actions supporting accessibility as an Authority priority (through Authority marketing and promotion, employment, training, participation in National AccessAbility Week, and other initiatives); and
- The YOW 2038 Master Plan Executive Summary does not mention accessibility as a consideration or priority in any of the plans or tasks (for example, expansion of the Long-term/Overheight parking). While the Accessibility Plan was

developed prior to implementation of the ACA (but after Transport Canada's accessibility requirements were documented), it is important to ensure that accessibility is considered at the planning and design stages of all Authority additions or changes to services and facilities.

## Authority Accessibility Services, Procedures, and Facilities

The Ottawa International Airport Authority (Authority) is committed to meeting all applicable *Accessible Canada Act (ACA)* and *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* compliance requirements and deadlines. This includes developing public accessibility policies and procedures related to customer service; developing, posting, and updating the Accessibility Plan; and providing progress reports by applicable deadlines.

Authority website content is provided in an accessible format and available in alternate formats upon request. An Authority Accessibility Policy and related information is available on the Authority website Accessibility page. Visit <https://www.yow.ca/en/accessibility> for current information and procedures describing how to access Authority services and facilities.

## ACA and ATPDR Compliance

The following accessibility features provided by the Ottawa International Airport Authority (Authority) have been developed to help ensure *Accessible Canada Act (ACA)* compliance requirements are met.

- Accessibility Policy
  - An Authority Accessibility Policy that includes a clear statement of commitment and description of accessible services, as well as contact information for queries and accommodation requests, is available to the public on the Authority website and upon request.
- Accessibility Feedback
  - An accessibility feedback form and process for Authority-wide use has been developed and is available to the public on the Authority website and upon request.
  - Feedback will be acknowledged, other than anonymous feedback, in the same manner in which it was received.
  - Authority employees have been trained on the procedure for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services.
  - Outreach to Authority contacts with lived experience as part of the d/Deaf, disabled, and neurodiverse communities is ongoing.
  - Outreach to the broader community and invitations for feedback will be sought when updating Authority accessibility plans and progress reports.
- Emergency Information

- Accessible emergency and safety information for visitors, as well as employees and contractors, has been developed and is available publicly and upon request.
- Individual accommodation plans including emergency and evacuation procedures are in place for employees who request support.
- Emergency information is provided in both audio and visual format throughout the terminal building. Emergency information is communicated in both official languages, over the public address system and on scrolling messages on monitors throughout the building.
- The terminal building fire alarm system includes both audio tones and strobe lights.
- Information and Communication
  - A website accessibility audit of <https://www.yow.ca> was completed in 2020 by an independent third-party accessibility organization (CanAdapt Solutions Inc.). Apart from several identified issues that are currently being addressed, the audit report concluded that “the site substantially meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA” guidelines.
  - The Authority continues to work towards ensuring that its website and its information services and content are accessible. This includes provision of public information in alternate formats upon request.
  - Third-party vendors that provide website development and support must commit to meeting current WCAG, as required by the ACA.
  - Accessibility is also considered when purchasing kiosks or approving vendor kiosks. Proposals for new kiosks, to be purchased by the Authority or its vendors, are reviewed by the Airport Technical Committee to ensure accessible features are included. Approval to build is required. This includes parking kiosks, Canada Border Services Agency kiosks, and individual airline check-in kiosks.
  - Airline staff can provide automated public address messages and aircraft status information in both audio and visual format in both official languages.
- Facilities
  - A facility-wide universal design accessibility audit was completed in 2019 by an independent third-party accessibility organization (Accessibility Simplified) including individuals with lived experience. The report includes a detailed listing of all accessibility issues related to the National Building Code (NBC 2020) and related accessibility standards and legislation. The report also includes recommendations for improvements beyond compliance, related to best practices and industry standards.
- Employment
  - Authority employment practices have been reviewed and updated to ensure accessible recruitment, hiring, retention, development, and accommodation request procedures.
- Training

- Customer service training incorporating accessibility and accommodation information, including training on Authority assistive devices, has been provided to customer service employees.
- Transportation
  - The Authority is committed to ensuring that any transportation it provides directly or indirectly is accessible, upon request.
  - All agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

## 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

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

### Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

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

## Accessibility Features Beyond Compliance

The Ottawa International Airport Authority (Authority) has also achieved numerous accessibility goals that go beyond compliance.

- The Authority completed several employee and public surveys to help identify barriers to address.
- The Authority engaged an external accessibility organization (AIM for Inclusion) to review and help ensure its compliance status related to the *Accessible Canada Act* (ACA). The organization assisted the Authority in updating accessibility policies, procedures, and plans, and in providing training to Authority employees and volunteers.
- The Authority engaged an external accessibility organization (Accessibility Simplified) to perform a built environment facility audit and prepare an audit report. In addition to compliance requirements, the report included prioritized recommendations related to best practices.
- In 2019, the Ottawa International Airport (YOW) facility participated in a Rick Hansen Foundation facility review. The Airport was awarded the Accessibility Certified Gold rating under the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program.

- The Passenger Care Committee ensures that accessibility barriers are considered and addressed when reviewing plans and making recommendations.
- Passenger rights, as outlined by the Canadian Transportation Agency Passenger Terminal Accessibility Code (<https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility>) and as indicated on the Authority website (<https://yow.ca/en/flights/passenger-rights>), include consideration of accessibility barriers and address and describe services and accommodations available for individuals who identify as d/Deaf, disabled, and neurodiverse.
- Additional rest stops and benches have been added throughout parking areas. OC Transpo has added accessible seating and shelter at the Airport bus stop and waiting area.

## Goals and Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within the Ottawa International Airport Authority (Authority) use various measures to identify, remove, and prevent accessibility barriers and to determine accessibility goals for inclusion in this Accessibility Plan.

### Identifying Barriers

In order to meet or exceed *Accessible Canada Act (ACA)* and *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* compliance requirements, the Authority is committed to working with its senior management team to gather and respond to public and employee feedback in identifying priorities to increase accessibility and inclusion. The Authority ensures that its efforts related to consultation and to preparation of this Accessibility Plan include persons with disabilities regarding input and review.

### Removing and Preventing Barriers

The Authority management and staff have identified the following goals and actions to remove identified barriers and prevent accessibility barriers related to Authority policies, programs, practices, and services. Barriers related to each accessibility goal were identified by employees and other consultation participants.

It is the goal of the Authority to incorporate industry best practices while meeting the requirements of applicable accessibility legislation.

Key Authority contacts, identified as Action Owners in the tables below, are responsible for ensuring that both ACA compliance requirements and Authority-identified accessibility goals and initiatives are carried out as per legislative and Authority-identified deadlines.

### Information and Communication Technologies (ICT)

The Authority is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety

information and website content. The Authority is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

|              | <b>Accessibility Goal</b>  | <b>Action Owner</b>                   | <b>Target Completion Date</b>                   |
|--------------|--|---------------------------------------|---|
| <b>ICT 1</b> | Create an online area for employees to post and maintain accessibility resources, to ensure that all Authority employees have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF documents, with clear language and appropriate terminology). | IT                                    | June 2023                                       |
| <b>ICT 2</b> | Publish the Authority Accessibility Policy and Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).  | IT, Communications and Public Affairs | June 2023, with annual status updates, required |
| <b>ICT 3</b> | Ensure that the Authority website is reviewed and updated to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).  | Communications and Public Affairs     | June 2023                                       |
| <b>ICT 4</b> | Ensure that the planning schedule for preparation of public documents includes timing for the creation of accessible versions of content (particularly public-facing documents such as annual reports, statements, and financial information).   | Communications and Public Affairs     | June 2023                                       |
| <b>ICT 5</b> | Provide resources to ensure that customer-facing Authority employees are aware of the process to respond to public requests for information in alternate formats.  | Communications and Public Affairs     | June 2023                                       |
| <b>ICT 6</b> | Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.   | IT                                    | Ongoing, required                               |
| <b>ICT 7</b> | Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.  | Communications and Public Affairs     | Ongoing   |

|               | <b>Accessibility Goal</b>   | <b>Action Owner</b>                                     | <b>Target Completion Date</b> |
|---------------|---|---|-------------------------------|
| <b>ICT 8</b>  | Ensure that alt-text on images is available in public content posted online, in the languages used in original content.   | Communications and Public Affairs                       | Ongoing                       |
| <b>ICT 9</b>  | Review the accessibility of the Authority public address (PA) and sound system to ensure that announcements and information are clearly audible.  | IT  | June 2024                     |
| <b>ICT 10</b> | Review the accessibility of the physical positioning, contrast, font size, etc. of airport Flight Information Display Screens (FIDS) and other information screens.   | IT, Technical Services                                  | June 2024                     |
| <b>ICT 11</b> | Review the process for communicating gate attendant announcements and announcements regarding specific passengers, boarding updates, or delays to consider solutions for providing information in different accessible formats. | Communications and Public Affairs, Business Development | December 2024                 |

**Information and Communication (other than ICT)**

Authority management and staff are committed to maintaining and reviewing the Authority Accessibility Policy and Accessibility Plan annually. Reviewing the documents annually will help ensure that the Authority continues to work towards greater accessibility, diversity, and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce accurate and informative accessibility progress reports when required.

In addition, any Authority policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

|            | <b>Accessibility Goal</b>  | <b>Action Owner</b>               | <b>Target Completion Date</b> |
|------------|--|-----------------------------------|-------------------------------|
| <b>IC1</b> | Ensure that the Authority Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.           | Communications and Public Affairs | June 2023                     |
| <b>IC2</b> | Ensure that current facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public. | Emergency Management              | June 2023                     |

|            | <b>Accessibility Goal</b>  | <b>Action Owner</b>                                     | <b>Target Completion Date</b>                                       |
|------------|--|---|---|
| <b>IC3</b> | Review existing Authority policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers. | Human Resources   | June 2024   |
| <b>IC4</b> | Review the Authority Accessibility Plan and status of accessibility goals annually.  | Business Development                                    | Annually, required  |
| <b>IC5</b> | Update the Authority Accessibility Plan a minimum of every three years, and notify the ACA and ATPDR regulators when updated accessibility plans are published.              | Communications and Public Affairs                       | June 2023, June 2026, as required                                   |
| <b>IC6</b> | Provide ACA progress reports based on stated deadlines in the ACA, and notify the ACA and regulator when updated accessibility progress reports are published.               | Communications and Public Affairs                       | Annually, in interim years to Plan updates, 2024, 2025, as required |
| <b>IC7</b> | Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.                                  | Communications and Public Affairs, Business Development | December 2023, and ongoing  |
| <b>IC8</b> | Raise awareness (both internally and through public marketing) of the availability of the 24/7 phone number and contact information for immediate accessibility assistance.  | Communications and Public Affairs, Business Development | December 2023, and ongoing  |

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

The Authority is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considering when procuring items and services. Accessibility requirements will be included in Authority RFPs, service agreements, and other documents related to procurement.

|           | <b>Accessibility Goal</b>  | <b>Action Owner</b> | <b>Target Completion Date</b> |
|-----------|--|---------------------|-------------------------------|
| <b>P1</b> | Review Authority legal agreements regarding procurement of accessible goods, services, and facilities; ensure clear wording and procedures | Legal, Finance      | June 2023, required           |

|           | <b>Accessibility Goal</b>   | <b>Action Owner</b>                          | <b>Target Completion Date</b>    |
|-----------|---|--|----------------------------------|
|           | related to accessibility requirements in Authority agreements.  |  |                                  |
| <b>P2</b> | Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.  | Finance                                      | June 2023                        |
| <b>P3</b> | Monitor third-party vendors to ensure they are meeting their commitments to provide accessible services; review specific commitments to accessibility prior to making initial agreements, prior to contract renewals, and through occasional random service checks. | Individual departments and managers          | June 2023 and ongoing            |
| <b>P4</b> | Review existing procurement agreements and contracts to ensure specific accessibility requirements are included where possible.   | Finance, individual departments and managers | Upon individual contract renewal |

**Design and Delivery of Programs and Services**

The Authority is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. The Authority is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

|             | <b>Accessibility Goal</b>   | <b>Action Owner</b>                                    | <b>Target Completion Date</b> |
|-------------|---|--|-------------------------------|
| <b>DD 1</b> | Provide resources on how to create accessible information and communication to all Authority content creators.  | Communications and Public Affairs, IT, Human Resources | June 2023                     |
| <b>DD 2</b> | Create and maintain an Accessibility Resources folder for all Authority departments, including information on how to design, develop, and deliver accessible and inclusive programs and services. | Human Resources, Communications and Public Affairs     | January 2023                  |
| <b>DD 3</b> | Coordinate with Authority departments and collaborate with local contacts to develop,   | Communications and Public Affairs,                     | Ongoing, with                 |

|             | <b>Accessibility Goal</b>   | <b>Action Owner</b>                                     | <b>Target Completion Date</b>   |
|-------------|---|---|---|
|             | promote, and deliver National AccessAbility Week activities and awareness events annually.  | Business Development                                    | program delivery annually, during National AccessAbility Week, required |
| <b>DD 4</b> | Ensure that the Authority website Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.   | Communications and Public Affairs                       | Ongoing   |
| <b>DD 5</b> | Include accessibility feedback as part of ongoing department meetings, reviews, and discussions.  | Senior management                                       | Ongoing   |
| <b>DD 6</b> | Ensure that accessibility is incorporated into broader Authority goals and plans, including strategic plans, action plans, and environmental, social, and governance (ESG) sustainability reports.  | Senior management, Finance, Business Development        | Ongoing   |
| <b>DD 7</b> | Develop and promote “what to expect” content for travellers, in accessible video and text format, in both official languages, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at the Authority.   | Communications and Public Affairs                       | December 2023   |
| <b>DD 8</b> | Implement the international Hidden Disabilities’ Sunflower program, to provide a method for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport.<br><br>Provide training and resources to Authority employees and third-party vendors to raise awareness about the Sunflower program and how to respond or assist appropriately. | Communications and Public Affairs, Business Development | December 2023   |

|             | <b>Accessibility Goal</b>   | <b>Action Owner</b>  | <b>Target Completion Date</b> |
|-------------|---|----------------------|-------------------------------|
| <b>DD 9</b> | Review options for Airport-wide GPS systems (such as Be My Eyes) for travellers and visitors with low vision. | Business Development | December 2023                 |

**Transportation**

The Authority is committed to ensuring that any transportation it manages or controls will be accessible, upon request. Currently, management of transportation services is not an Authority area of operation.

|             | <b>Accessibility Goal</b>  | <b>Action Owner</b>                                     | <b>Target Completion Date</b> |
|-------------|--|---|-------------------------------|
| <b>TP 1</b> | Review electric vehicle (EV) charging stations and requirements and ensure similar service is available for accessible parking stalls. | Technical Services, Customer Transportation and Parking | Ongoing                       |
| <b>TP 2</b> | Integrate active vocalization modules and tactile signage elements into parking payment kiosks.  | Customer Transportation and Parking                     | Completed July 2024           |

**Built Environment**

The Authority is committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers.

|             | <b>Accessibility Goal</b>  | <b>Action Owner</b>    | <b>Target Completion Date</b> |
|-------------|--|------------------------|-------------------------------|
| <b>BE 1</b> | Review and improve wayfinding and signage to create a more accessible experience when navigating the facility. | Technical Services     | Ongoing                       |
| <b>BE 2</b> | Ensure that TTY (tele-typewriter) and telephone relay services are available for public use.                   | Commercial Development | Ongoing                       |

|             | <b>Accessibility Goal</b>   | <b>Action Owner</b> | <b>Target Completion Date</b> |
|-------------|---|---------------------|-------------------------------|
| <b>BE 3</b> | Add accessible seating (rest stops) in public areas   | Technical Services  | June 2023                     |
| <b>BE 4</b> | Install tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard.   | Technical Services  | Ongoing                       |
| <b>BE 5</b> | Ensure that formal internal and third-party accessibility reviews are provided on all Authority design proposals and that barriers are addressed prior to approval of design and development of new Authority facilities (internal or for stakeholders – for example, the Level 2 Canal Market Hall food court changes proposed in 2022).<br><br>Accessibility reviews will be provided by internal committees (such as Facility Alteration Plan reviewers, the Airport Technical Committee) and third-party vendors (such as Accessibility Simplified). Reviews will be carried out to current and anticipated standards, as needed (for example, NBC 2020, CSA B651-18, B651-23). | Technical Services  | Ongoing                       |
| <b>BE 6</b> | Implement an accessible solution for passengers to embark/disembark an aircraft at a remote stand.  | Technical Services  | 2024                          |
| <b>BE 7</b> | Increase the accessibility of washrooms as end-of-life replacement projects are rolled out.   | Technical Services  | 2025                          |
| <b>BE 8</b> | Increase the accessibility of doors in public and back-of-house   | Technical Services  | 2025                          |

**Employment**

The Authority is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans. The Authority is also committed to informing all employees of policies and procedures that support employees with disabilities.

|           | <b>Accessibility Goal</b>  | <b>Action Owner</b>    | <b>Target Completion Date</b>         |
|-----------|--|------------------------|---------------------------------------|
| <b>E1</b> | Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.  | Human Resources        | Ongoing, with annual reviews          |
| <b>E2</b> | Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.   | Human Resources        | Ongoing, required                     |
| <b>E3</b> | Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.   | Human Resources        | Ongoing, with annual reviews          |
| <b>E4</b> | Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.   | Human Resources        | Ongoing required, with annual reviews |
| <b>E5</b> | Ensure emergency floor wardens and emergency response teams review and are aware of individual accommodation plans for individuals requesting support during emergencies or evacuations.   | Emergency Management   | June 2023                             |
| <b>E6</b> | Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.<br><br>Update the initial employee self-identification form to be more inclusive and address broader accessibility barriers. | Human Resources, Legal | December 2023                         |
| <b>E7</b> | Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.   | Human Resources, IT    | Ongoing                               |

|           | <b>Accessibility Goal</b>  | <b>Action Owner</b>  | <b>Target Completion Date</b> |
|-----------|--|----------------------|-------------------------------|
| <b>E8</b> | Provide training for Director of Passenger Experience, and raise awareness of the role, to help ensure accessibility issues are addressed with appropriate departments and communicated to third-party vendors, airlines, etc. | Business Development | December 2023                 |

**Training**

The Authority is committed to ensuring that its employees and volunteers receive training on Authority accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or to Authority accessibility policies and procedures.

|             | <b>Accessibility Goal</b>  | <b>Action Owner</b>                                    | <b>Target Completion Date</b>                       |
|-------------|--|--|---|
| <b>TN 1</b> | Provide resources and training on how to create accessible information and communication to all Authority content creators.  | Communications and Public Affairs, IT, Human Resources | June 2023   |
| <b>TN 2</b> | Provide customer service training incorporating accessibility and accommodation information, including training on Authority assistive devices, to new customer service employees.   | Human Resources  | Ongoing, during onboarding period for new employees |
| <b>TN 3</b> | Provide mental health first aid training to appropriate staff.   | Human Resources  | December 2023 and ongoing                           |
| <b>TN 4</b> | Provide employee training to help increase sensitivity and awareness of barriers, appropriate language use, the need for inclusion, unconscious bias, and other content related to attitudinal barriers.   | Human Resources  | Ongoing   |
| <b>TN 5</b> | Provide “lunch and learn” sessions on accessibility and related diversity and inclusion topics (for example, training on use of various accessibility resources; introduction of new accessibility features; inclusive communication and interviewing practices; | Human Resources  | Ongoing   |

|             | <b>Accessibility Goal</b>   | <b>Action Owner</b>                          | <b>Target Completion Date</b> |
|-------------|---|--|-------------------------------|
|             | planning accessible meetings or community events; presentations by guest speakers with lived experience).   |  |                               |
| <b>TN 6</b> | Provide opportunities for employees to participate in training events, webinars, and conferences, to increase knowledge about accessibility resources and best practices. | Senior Management Committee, Human Resources | Ongoing                       |

## 2023 Consultations

### Background

Since the Authority was established in 1997, it has been consulting and collaborating with, and welcoming and responding to feedback from, individuals who identify as d/Deaf, disabled, or neurodivergent. Feedback has been provided through comments provided in-person or online, through accessibility professionals with lived experience, and through invitations to the broader community to provide feedback on Authority accessibility policies, plans, and procedures.

In 2017, the Authority initiated research and consultation efforts regarding how best to increase accessibility and inclusion at the Authority. Several priorities were established, including:

- Reviewing and ensuring compliance with the *Accessible Canada Act (ACA)*;
- Assessing internal accessibility awareness (through surveys, interviews, and other feedback methods);
- Reviewing and updating Authority accessibility policies, plans, and procedures;
- Training Authority employees and volunteers;
- Increasing collaboration with similar organizations; and
- Increasing outreach and engagement with the broader disability community.

An external accessibility organization (AIM for Inclusion) was engaged to assist with an Authority gap analysis review, documentation of ACA and accessibility policies and procedures, development of ACA and accessibility training content, and creation of an Accessibility Plan.

Development of the initial Accessibility Plan included interviews with Authority department representatives, as well as collaboration with the Authority to engage individuals with lived experience who identify as d/Deaf, disabled, or neurodivergent.

Input from Authority management, stakeholder, and community consultations has been incorporated in this Accessibility Plan to develop specific goals and objectives assigned to Authority departments.

### **How consultations took place**

An accessible version of the draft Accessibility Plan was provided in both official languages (English and French) and made available for public review through various methods.

The Accessibility Plan and digital survey were available online and in alternate formats, upon request.

Due to time and resource limitations, in-person events were not held for the review of the initial Accessibility Plan. However, in-person and virtual meetings will be considered for future consultations.

### **When consultations took place**

The draft Accessibility Plan and accompanying feedback survey were available for a month (April 5 through May 5) on dedicated Authority website pages (<https://www.yow.ca/en/AccessibilityPlan> and <https://www.yow.ca/fr/PlanAccessibilite>).

### **Consultation promotion and invitations to provide feedback**

The Authority, in consultation with AIM for Inclusion, developed a Communications Plan:

- to promote the availability of the draft Accessibility Plan and various feedback methods, including an online survey;
- to raise awareness of proposed Authority accessibility goals;
- to invite feedback from persons with disabilities and the broader community through various methods, including invitations to direct contacts, local news, and social media announcements, and
- to help ensure input and suggestions from persons with lived experience and organizations serving persons with disabilities were considered, addressed, and included as MYAP goals where appropriate.

Announcements and invitations to provide feedback were posted in numerous places, in both official languages.

Announcements were made when the draft MYAP was initially posted, and reminders to encourage review feedback were provided throughout the month.

Communication methods included both Authority internal communication channels (for employees and Airport tenants and vendors) and public social media channels (including Twitter, Facebook, LinkedIn, and Instagram).

The Authority VP of Communications and Public Affairs participated in a radio interview to promote the Accessibility Plan during the consultation period.

Announcements and reminders were also made throughout the month using methods available on-site at Airport facilities (for example, digital signs and advertising screens in the terminal, transborder gate area, CAN/Intl gate area, Arrivals).

Information was also posted on internal bulletin boards and other manual communication methods (for employees).

Further details are available in the [2023 Appendices](#) of this document.

### **Individuals and organizations directly invited to provide consultative feedback**

The Authority targeted outreach to persons with lived experience and organizations serving persons with disabilities. This included distribution of direct email invitations and reminders of the upcoming draft MYAP feedback deadline to individuals and organizations familiar with identifying and addressing accessibility barriers, including:

- Members of the public who had previously reached out to the Authority with accessibility feedback, queries, or accommodation requests;
- Over 40 disability organizations and known accessibility advocates (both local and national); and
- Authority business partners involved in previous accessibility reviews or audits at the Ottawa International Airport.

### **Accessibility Plan online review invitation**

#### **ACCESSIBILITY PLAN REVIEW AND FEEDBACK**

The Airport Authority has prepared a draft Accessibility Plan to assist in meeting our requirements under the Accessible Canada Act and the Accessible Transportation for Persons with Disabilities Regulations. We invite you to review it and provide feedback before Friday, May 5, 2023 at 23:59 (EST) to help us create a more inclusive and barrier-free Canada. Review the 2023-2026 Accessibility Plan at [\(LINK\)](#).

#### **RÉVISION DU PLAN D'ACCESSIBILITÉ ET RÉTROACTION**

L'Administration de l'aéroport a préparé une ébauche d'un Plan d'accessibilité pour l'aider à satisfaire aux exigences de la Loi sur le Canada accessible et du Règlement sur l'accessibilité des transports pour les personnes ayant une déficience. Nous vous invitons à l'examiner et à nous faire part de vos commentaires avant le vendredi 5 mai 2023 à 23 h 59 (HNE) afin de nous aider à contribuer à rendre le Canada plus inclusif et sans obstacle. Consulter le Plan d'accessibilité 2023-2026 at [\(LINK\)](#).

### **Online survey questions**

Respondents were asked to review the Accessibility Plan goals related to eight categories of identified barriers to be removed or prevented.

- Information and Communication Technologies (ICT)
- Information and Communication (other than ICT)
- Procurement of Goods, Services, and Facilities

- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

For each of the eight categories of barriers, the following three questions were asked:

- Did you find the accessibility goals listed in the [BARRIER CATEGORY] section to be clear and understandable?
- Do you think the goals in the [BARRIER CATEGORY] section reflect actions that will help improve accessibility at the Airport?
- If you responded No to either question above about the [BARRIER CATEGORY] section, have feedback about specific goals, or would like to suggest additional goals related to this section, provide your feedback here.

The following two questions concluded the survey:

- Do you have any other feedback or suggestions regarding the content or format of the draft Ottawa International Airport Authority 2023-2026 Accessibility Plan?
- Do you have any other comments or suggestions about how the Ottawa International Airport Authority could provide more accessible and inclusive services?

Respondents were permitted to submit an anonymous survey or provide contact information and their preferred method of contact. The Authority followed up by preferred method of contact with all survey respondents who provided contact information.

### Email to individual contacts

The following direct email invitation to review the Accessibility Plan was sent to individual contacts who had previously contacted the Authority with accessibility feedback, queries, or accommodation requests.

|  |   |
|--|---|
| <p>Hello,</p> <p>The Ottawa International Airport Authority (OIAA) has prepared a draft Accessibility Plan to assist in meeting our requirements under the <i>Accessible Canada Act</i> and the <i>Accessible Transportation for Persons with Disabilities Regulations</i>. It is our goal to contribute to a more inclusive and barrier-free Canada.</p> <p>We are sharing this information with you directly because, in the past, you</p> | <p>Bonjour,</p> <p>L'Administration de l'aéroport international d'Ottawa (AAIO) a préparé une ébauche du Plan d'accessibilité pour l'aider à satisfaire aux exigences de la <i>Loi sur le Canada accessible</i> et du Règlement sur l'accessibilité des transports pour les personnes ayant une déficience. Notre objectif est de contribuer à un Canada plus inclusif et sans obstacle.</p> <p>Nous partageons cette information avec vous directement parce que, dans le passé,</p> |
|--|---|

|  |   |
|--|---|
| <p>inquired about accessibility services or programs offered at the airport or requested assistance for yourself or another traveller during the travel process at YOW.</p> <p>We invite you to review our draft 2023-2026 Accessibility Plan and provide any feedback that you may have <b>by Friday, May 5, 2023, at 23:59 (EST)</b>. If you require any accommodations to provide feedback, please contact us at <a href="tel:613-248-2082">613-248-2082</a> or <a href="mailto:accessibility@yow.ca">accessibility@yow.ca</a>.</p> <p>Visit <a href="http://www.yow.ca/en/AccessibilityPlan">www.yow.ca/en/AccessibilityPlan</a> for a link to the Plan and details on how to provide feedback.</p> <p>Thank you for your time. We appreciate your contribution in helping the OIAA provide a more accessible and inclusive airport for all.</p> | <p>vous vous êtes renseigné sur les services ou programmes d'accessibilité offerts à l'aéroport, ou parce que vous avez demandé de l'aide pour vous-même ou pour un autre voyageur au cours du processus de voyage à l'aéroport d'Ottawa.</p> <p>Nous vous invitons à réviser l'ébauche de notre Plan d'accessibilité 2023-2026 et à nous faire part de vos commentaires d'ici le <b>vendredi 5 mai 2023 à 23 h 59 (HNE)</b>. Si vous avez besoin de mesures d'adaptation pour nous faire part de vos commentaires, veuillez communiquer avec nous au <a href="tel:613-248-2082">613-248-2082</a> ou <a href="mailto:accessibilite@yow.ca">accessibilite@yow.ca</a>.</p> <p>Visitez le site <a href="http://www.yow.ca/fr/PlanAccessibilite">www.yow.ca/fr/PlanAccessibilite</a> pour obtenir un lien vers le Plan et la procédure à suivre pour faire part de vos commentaires.</p> <p>Nous vous remercions de votre temps. Nous apprécions votre contribution pour aider l'AAIO à offrir un aéroport plus accessible et inclusif pour tous.</p> |
|--|---|

### Email to disability organizations and accessibility advocates

The following direct email invitation to review the Accessibility Plan was sent to contacts at over 40 local and national organizations. Organizations contacted either were related to representing disability communities, were known accessibility advocates or accessibility professionals who had previously engaged with the Authority, or were community organizations or post-secondary institutions known for assisting travellers with disabilities.

|   |  |
|---|--|
| <p>Hello,</p> <p>The Ottawa International Airport Authority (OIAA) has prepared a draft 2023-2026 Accessibility Plan to assist in meeting our requirements under the <i>Accessible Canada Act</i> and the <i>Accessible Transportation for Persons with Disabilities Regulations</i>. It is our goal to contribute to a more inclusive and barrier-free Canada.</p> | <p>Bonjour,</p> <p>L'Administration de l'aéroport international d'Ottawa (AAIO) a préparé une ébauche d'un Plan d'accessibilité 2023-2026 pour l'aider à satisfaire aux exigences de la <i>Loi sur le Canada accessible</i> et du Règlement sur l'accessibilité des transports pour les personnes ayant une déficience. Notre objectif est de contribuer à un Canada plus inclusif et sans obstacle.</p> |
|---|--|

|   |   |
|---|---|
| <p>We invite you to review our draft Plan and provide any feedback that you may have by <b>Friday, May 5, 2023, at 23:59 (EST)</b>, and we also encourage you to share this invitation.</p> <p>Visit <a href="http://www.yow.ca/en/AccessibilityPlan">www.yow.ca/en/AccessibilityPlan</a> for a link to the Plan and details on how to provide feedback.</p> <p>If you require any accommodations to provide feedback, please contact us at <a href="tel:613-248-2082">613-248-2082</a> or <a href="mailto:accessibility@yow.ca">accessibility@yow.ca</a>.</p> <p>Thank you for your time. We appreciate your contribution in helping the OIAA provide a more accessible and inclusive airport for all.</p> | <p>Nous vous invitons à réviser l'ébauche de notre Plan et à nous faire part de vos commentaires d'ici le <b>vendredi 5 mai 2023 à 23 h 59 (HNE)</b>, et nous vous encourageons également à partager cette invitation.</p> <p>Visitez le site <a href="http://www.yow.ca/fr/PlanAccessibilite">www.yow.ca/fr/PlanAccessibilite</a> pour obtenir un lien vers le Plan et la procédure à suivre pour faire part de vos commentaires.</p> <p>Si vous avez besoin de mesures d'adaptation pour nous faire part de vos commentaires, veuillez communiquer avec nous au <a href="tel:613-248-2082">613-248-2082</a> ou <a href="mailto:accessibilite@yow.ca">accessibilite@yow.ca</a>.</p> <p>Nous vous remercions de votre temps. Nous apprécions votre contribution pour aider l'AAIO à offrir un aéroport plus accessible et inclusif pour tous.</p> |
|---|---|

## Local print and digital media promotion

Information and a request to publish were submitted directly to a range of local media sources.

Paid announcements and an invitation to review the Accessibility Plan, along with accompanying details and contact information, were published in several local print and digital English and French media sources. Print and digital ads were purchased in Le Droit and The Ottawa Citizen (digital content online for two weeks, print ads published on several dates throughout the month).

## Number of review participants

Fourteen survey and email responses were received in the Accessibility Plan final draft review period (April-May 2023).

## Authority consultation response

All consultation feedback was reviewed by both the Authority and AIM for Inclusion. Responses were organized into the following categories.

- 1) Feedback already addressed in the current Accessibility Plan or not applicable to the Authority (for example, feedback on air travel in general or on specific airline or travel experiences unrelated to the Authority).
- 2) Feedback incorporated into the final Accessibility Plan (as clarifications or revisions, or as additional goals approved by the Authority).
- 3) Feedback noted for ongoing tracking by the Authority for future consideration (for example, certain concerns that could not be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant Authority teams, for potential inclusion as future Authority development goals).
- 4) Feedback forwarded to appropriate external organizations (for example, certain concerns related to responsibilities of airline operators or third-party vendors).

The Authority also responded directly to all survey participants and contacts who provided Accessibility Plan review feedback, where contact information was provided.

## Where to find Authority Accessibility Policies, Plans, and Procedures

The following *Accessible Canada Act* (ACA) and accessibility policies, plans, and procedures are available on the Authority website at <https://www.yow.ca/en/accessibility>.

- Accessibility Policy
- Accessibility Plan
- Accessibility Feedback Form

For more information on Authority accessibility services or to request any of these documents in an alternate format, email us at [accessibility@yow.ca](mailto:accessibility@yow.ca). The Authority will make every effort to provide these documents in an alternate format, upon request.

The consultation on the draft Accessibility Plan was held in early 2023, however feedback can be shared with the Authority at anytime. The Authority 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.

Feedback will be acknowledged, other than anonymous feedback, in the same manner in which it was received.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 15 days of a request. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as timely a manner as possible.

## Contact Us

The Authority 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.

To request information in an alternate format, provide feedback about accessibility services at YOW or the Accessibility Plan, or if you have any accommodation requests, contact the Authority at:

Director, Passenger Experience  
Ottawa International Airport Authority  
1000 Airport Parkway Private, Suite 2500  
Ottawa, ON K1V 9B4

### Email

[accessibility@yow.ca](mailto:accessibility@yow.ca)

### Phone

[613-248-2025](tel:613-248-2025)

## Glossary

**Accessible, Accessibility:** products, services, facilities, or environments that can be accessed, used by, or understood by all persons, including those with disabilities

**Assistive Devices:** any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electric scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; and
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

**Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

**Contractor:** an organization or individual contracted by the Authority to provide services on behalf of the Authority

**Disability:** any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether

permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society

**Information:** includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

**Kiosk:** a self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) *Accessible design for self-service interactive devices*.

**Service Animal:** an animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

**Support Person:** in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.