



Ottawa International Airport Authority

Accessibility Plan **Progress Report - Year 1**

June 1, 2024

Contents

| | |
|--|-----------|
| General | 3 |
| Mailing Address | 3 |
| Email..... | 3 |
| Phone | 3 |
| Goals | 4 |
| <i>Information and Communication Technologies (ICT)</i> | 4 |
| <i>Information and Communication (other than ICT)</i> | 5 |
| <i>Procurement of Goods, Services, and Facilities</i> | 6 |
| <i>Design and Delivery of Programs and Services</i> | 7 |
| <i>Transportation</i> | 9 |
| <i>Built Environment</i> | 9 |
| <i>Employment</i> | 11 |
| <i>Training</i> | 12 |
| Provisions of CTA Accessibility-Related Regulations | 12 |
| Consultations | 13 |
| How consultations took place..... | 13 |
| ProHara Advisory Focus Group | 13 |
| Employee consultation | 13 |
| Public consultation | 14 |
| Consultation feedback..... | 14 |
| Feedback, actioned/being actioned..... | 15 |
| Feedback, for future consideration | 16 |

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 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 2024 |
| ICT2 | Accessibility Policy and Accessibility Plan published. | Completed June 2023 |
| ICT3 | Work on the new website is underway, with a roll out expected in Summer 2024. The scope for developer Craft & Crew is to deliver a site fully compliant with AODA that meets WCAG 2.2 Level AA. The Authority will engage in an accessibility audit from a third-party once the website is up and running. | August 2024 |
| ICT4 | Time to make deliverables accessible is integrated into project planning. | Ongoing |
| | The 2024 Annual Report and ESG report pdfs each include Alt text for images, chart descriptions, coded headers, pagination, and sufficient contrast, as well as setting up the documents to be read in logical order by screen readers. | Completed May 2024 |
| ICT5 | Removed IT as Action Owner | Completed May 2024 |
| | Information posted to our internal employee blog. Employees are directed to contact the Communications and Public Affairs team. | |
| 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 |
| ICT7 | Communications working with third parties to comply. | Ongoing |
| 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. | June 2025 |
| ICT10 | A total of eight eye-level Flight Information Display Screens (FIDS) were installed throughout the Canada/International | Completed January 2024 |

| | | |
|--------------|--|-----------|
| | 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. | |
| ICT11 | IT confirmed it would be best to have review done by an accessibility auditor. IT to engage a third-party to audit. | June 2025 |

Information and Communication (other than ICT)

| Goal progress | | Target Completion Date |
|----------------------|---|-------------------------------|
| IC1 | Statement posted on Accessibility webpage, and to our internal employee blog. | Completed June 2023 |
| | Removed IT as Action Owner. | Completed May 2024 |
| IC2 | Re-issued the Fire Safety and Evacuation Plan that includes evacuation procedures for persons requiring special assistance. | Completed September 2023 |
| | Passenger Care Response Plan and Airport Emergency Plan are reviewed annually and both were re-issued in March 2024. | Completed March 2024 |
| | Font on all emergency management documents changed to Arial 12 pt. | Completed March 2024 |
| IC3 | No progress to report. | |
| IC4 | Director, Passenger Experience became lead on Accessibility Plan review and follow up with all action owners to record updates on objectives for Progress Report due on June 1, 2024. | February – April 2024 |
| IC5 | Two updates were made since publishing the Accessibility Plan on June 1, 2023. Updated versions were published on yow.ca and regulators were notified. | Completed November 30, 2023 |
| | | December 6, 2023 |
| IC6 | Change action owner from Senior Management to Communications and Public Affairs. | Completed May 2024 |

| Goal progress | | Target Completion Date |
|----------------------|--|--|
| | Year 1 Progress Report deadline: June 1, 2024. Publication and notification to be done by end of business day on May 31, 2024. | Completed May 31, 2024 |
| 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 some Authority and terminal partner staff wear the Sunflower supporter lanyards for the day.</p> | <p>Completed October 2023</p> <p>Completed December 2023</p> <p>Ongoing, as of October 2023</p> <p>Completed April 2, 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</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 |

| Goal progress | | Target Completion Date |
|----------------------|--|-------------------------------|
| 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 waiting until the new Office 365 was rolled out in 2024. It will have capabilities to integrate accessible templates in the software. | December 2024 |
| DD 2 | No progress to report. | |
| 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 |
| DD 4 | Removed IT as Action Owner. Updated information as required. Removed deficit-based language and revised to put people first <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 | Completed May 2024 Ongoing Completed May 2024 |

| Goal progress | Target Completion Date |
|---|--|
| <ul style="list-style-type: none"> 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>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>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>The DEI Committee reviewed its mandate and created a DEI Policy for employees.</p> <p>A DEI work plan is being developed following professional consultations in May 2024.</p> <p>An accessibility advisory committee was established in April 2024 by diverging from an existing ESG working group. The group will meet on a monthly basis.</p> <p>Planning of 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 November 2023</p> <p>Completed December 2023</p> <p>Summer 2024</p> <p>April 2024 – ongoing</p> <p>May 2024</p> |
| <p>DD 7 No progress to report.</p> | |
| <p>DD 8 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>Completed May 2024</p> <p>Completed August 2023</p> <p>Completed October 2023</p> |

| Goal progress | | Target Completion Date |
|---------------|---|-------------------------|
| | The Authority included program overview during onboarding. | Completed November 2023 |
| | 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. | Completed April 2024 |
| DD 9 | Review done. | Completed April 2024 |

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). | March 2025 |
| | Phase 4 – DC fast chargers to be installed for public and commercial use near the Cell Phone Lot. We will ensure that accessibility is considered, and standards met. | Late-2024 |
| | Phase 5 – Explore dedicating a certain area in the Parkade (P1) to a bank of EV stations; we will ensure that accessibility is considered, and standards met. | 2025 |
| | Phase 6 – As a result of the study, consider design options to incorporate EV chargers into new locations for employee and long-term parking (P4) in the coming years, at which time we will ensure that accessibility is considered, and standards met. | 2025 and beyond |

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>2024 budget</p> |
| BE 2 | <p>Conducted monthly verification checks of the TTY telephone relay services for public use.</p> | <p>June 2023 – ongoing</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>Completed March 2024</p> <p>Completed March 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>Large 65” eye-level Bag Information Display Screens (BIDS) to be installed on all 5 inbound baggage carrousel.</p> <p>Installed rails along the angled window wall on Level 1 from the North end doors to the centre doors to prevent people from hitting their heads on the “V” columns.</p> <p>Installation of rails along the angled window wall on Level 1 from the centre doors to the South end doors to prevent people from hitting their heads on the “V” columns.</p> <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 ○ tables at different heights to accommodate people using various types of wheelchairs | <p>Completed May 2024</p> <p>June 2024</p> <p>Completed December 2023</p> <p>December 2024</p> <p>Completed October 2023</p> |

| | Goal progress | Target Completion Date |
|--|---|-------------------------------|
| | <ul style="list-style-type: none"> ○ 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. | |

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 | Discussions taking place with HR management on engaging subject matter experts to review all documentation provided to candidates (job posting and descriptions, testing material and interview tools) to ensure we meet accessibility standards and best practices. | 2024 |
| E3 | No progress to report. | |
| E4 | HR to establish guidelines on how to address these requests. | June 2024 |
| E5 | Floor wardens and response teams review annually. Accommodation requests and individual plans also reviewed annually to ensure they are current. | Ongoing |
| E6 | Update to be rolled out. | June 2024 |
| E7 | No progress to report. | |
| 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) | Completed June 2023 - May 2024 |

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

Training

| Goal progress | | Target Completion Date |
|---------------|---|--|
| TN 1 | IT advised waiting until the new Office 365 was rolled out in 2024. It will have capabilities to integrate accessible templates in the software. | 2024 |
| TN 2 | Training provided to Duty Managers, Lead Operations Responders and Operations Responders in the AOCC. | Completed 2023 |
| TN 3 | Mandatory 2-day training for Airport firefighters and Operations Coordination Centre employees. Three one-day optional training sessions offered to all other staff. | Completed May 2024 Completed April 2024 |
| TN 4 | All members of the Board and employees participated in Diversity, Equity, and Inclusion (DEI) training given by Canadian Equality Consulting, in two phases. DEI training is now part of onboarding. DEI refresher training is scheduled every 2-3 years. | Completed June/November 2023 |
| TN 5 | Planning underway to start sessions in 2024. | |
| TN 6 | The Director of Passenger Experience attended the Government of Canada’s National Air Accessibility Summit. | Completed May 9, 2024 |

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

How consultations took place

The Airport Authority's engaged ProHara Accessibility Inc. to conduct a comprehensive consultation in preparation for the Airport Authority to publish its 2023-2026 Accessibility Plan Progress Report – Year 1.

Three virtual consultations were held:

- May 7: ProHara Advisory Focus Group
- May 8: Employee
- May 8: General public

Each session included a presentation on the Airport Authority's progress since the publication of its 2023 - 2026 Accessibility Plan in June 2023 for each of the seven focus areas of the Plan. Following the presentation, participants provided feedback on the progress report highlights, any encountered barriers, and general accessibility feedback.

ProHara Advisory Focus Group

- Comprised 100% people with disabilities, diverse backgrounds, and lived experiences who are frequent travellers and are connected to broader disability advocacy groups and accessible travel organizations.
- Four members are people with disabilities and subject matter experts on air travel.
- Rich perspectives include a former WestJet Pilot of 37 years who is now a passenger who is quadriplegic.
- This session was held in English with ASL interpretation.

Employee consultation

- Broad representation of perspectives across several different departments, roles, and levels of employment.
- 12 employees participated and provided valuable feedback, focusing on employee / internal accessibility barriers and accomplishments.
- This session was held in English.

Public consultation

Invitations for the public consultation were sent by email to:

- 100 members of the public who had previously reached out to the Authority with accessibility feedback, queries, or accommodation requests
- 33 organizations/advocacy groups

Information about the public consultation was:

- Posted on the Airport Authority's website
- Published on the Airport Authority's social media channels (Facebook and LinkedIn)
- Displayed on digital screens in the terminal
- Included in a memo to companies who operate at YOW

The session:

- Was held with support from event production company Kiwi Productions.
- Was interpreted live in ASL/LSQ.
- Was conducted simultaneously in English and French, allowing participants to choose which official language they preferred.
- Was recorded, and the video of the presentation was posted to YouTube and on the Airport Authority website to allow for additional feedback opportunities.

A total of 18 people participated, including representatives from CNIB, the National Service Dogs Team, DeafBlind Ontario, Sunwing Airlines, Canadian Hearing Services.

Consultation feedback

The feedback from each consultation session was collated by ProHara and provided to the Airport Authority.

Questions asked to the public

- Tell us your thoughts on the progress we have made so far. Is there anything we could do differently?
- Tell us more about the barriers people with disabilities face when travelling through YOW.
- What actions can the Airport specifically take to improve the passenger experience for people with disabilities?
- What is one thing we can do to be a leader of accessible airports in Canada?

Questions asked to the employees

- Tell us your thoughts on the progress we've made so far.
- Can you think of any current barriers that employees may encounter?

- In what ways do you think the airport could better support employees with disabilities or accessibility needs?
- Is it possible some of your colleagues might have hidden disabilities that they have not disclosed?
- What can we do to make sure colleagues with hidden disabilities feel included and supported at the airport?
- How can communication regarding accessibility initiatives be improved within the airport?

Aside from the feedback received during the consultations, no other feedback was received in any other way.

Feedback, actioned/being actioned

- Avoid deficit-based language/terminology on the website:
 - 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 → to buses that accommodate people using wheelchairs
- Job postings should have inclusion statement
 - Inclusion statement already regular practice.
'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.'
- Eagle Lift use – work with carriers improve availability this sort of equipment
 - Discussions underway
- Offer mobility assistance from curb to gate
 - Discussions underway
- Implement more wayfinding, including electronic wayfinding
 - Discussions underway
- Navigation apps to help people with disabilities navigate the airport independently (Be My Eyes, Aira, BlindSquare, Good Maps)
 - Research underway
- Having ASL and LSQ (through apps or technology) at different service points
 - Research underway

Feedback, for future consideration

New website

- Photos used on accessibility pages should add value – no use for beauty shots - and have proper Alt text
 - Better choice of photos to be included in new website (only to support text, or not be included)
- Consider ASL/LSQ translation in the Accessibility section
 - ASL/LSQ is a first language for some; people who only communicate in sign language may not know or be comfortable with English or French
- Add RHFAC accomplishment to the website
 - In 2025, when the RHFAC is up for renewal, a choice between renewing RHFAC or getting accredited through Airports Council international will be considered
- Information on the accessibility page should be displayed better (ie accordion)
 - New website will display info in a more compartmentalized way, organized by passenger needs (services/features for departing/arriving people).
- Should comply to newest Web Content Accessibility Guidelines (WCAG 2.2)
 - Developers aiming to meet WCAG 2.2 level

Operations

- Have Sunflower lanyards available at Info desks
 - Will look to implementing this

Employment

- Recruitment campaigns could include photos of people with disabilities
 - To be authentic, it should be a real person with a real job at the Airport Authority, but there currently is none. Will consider the option to stage photos.
- Essential vs. non-essential duties should be included in job postings to identify for applicants what can/can't be accommodated.
 - Will consider verbiage about essential vs. non-essential duties

Outreach

- Refresh awareness of Sunflower lanyard program among terminal partners (CATSA, Security, passenger flow assistance staff, etc.).
 - Will consider additional awareness campaigns
- Special days inviting families to go through the entire travel process
 - Will consider hosting community-based awareness events
- Provide info about the airport on apps people with disabilities already use
 - Will explore to look for opportunities
- Find ways to provide seniors with non-tech information
 - Will consider outreach to community groups
- Add Sunflower program presentation during Bring Your Kid to Work Day
 - Will consider for future events