



CUSTOMER CARE PROGRAM:



PASSENGER ACCESSIBILITY PLAN 2024-2027 - 2025 PROGRESS REPORT -

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VERSION CONTROL

Revision	Effective	Changes	Prepared By	Approved By
0	2025-06-01	Original	D. Goulard / L. Hawthorthwaite	D. Devana
1	2025-08-22	Added section 8.1 “Feedback Information”	D. Goulard / L. Hawthorthwaite	D. Devana

1.0 GENERAL

Nanaimo Airport warmly welcomes everyone, irrespective of their backgrounds or abilities. We work together with a shared vision to remove barriers and create an environment that is fully accessible to all.

Our commitment to collaboration and open communication ensures that everyone’s needs are heard and addressed.

Our helpful staff are always ready to assist, making sure that your travel experience is smooth and enjoyable. We believe in fostering an inclusive atmosphere where everyone feels valued and respected.

So, come and enjoy your travel experience at Nanaimo Airport, your gateway to the world!

1.1 REGULATORY

This Accessibility Plan has been produced in accordance with the **Accessible Transportation Planning and Reporting Regulations (ATPRR)** under the **Accessible Canada Act (ACA)**.

A separate but related requirement is the **Accessible Transportation for Persons with Disabilities Regulations (ATPDR)** under the **Canada Transportation Act (CTA)**.

Both the ATPRRs and the ATPDRs are federal regulations enforced by the Canadian Transportation Agency (CTA). Please see details below in Table 1: Overview of Accessibility Regulations.

Federal Act	Accessible Canada Act (ACA) https://laws-lois.justice.gc.ca/eng/acts/a-0.6/	Canada Transportation Act (CTA) https://laws-lois.justice.gc.ca/eng/acts/C-10.4/FullText.html
Responsible Agency	Accessible Canada Directorate (ACD) in Employment and Social Development Canada (ESDC)	Canadian Transportation Agency (CTA)
Federal Regulation	Accessible Transportation Planning and Reporting Regulations (ATPRR) SOR/2021-243 https://laws-lois.justice.gc.ca/eng/regulations/SOR-2021-243/FullText.html	Accessible Transportation for Persons with Disabilities Regulations (ATPDR) SOR/2019-244 https://laws-lois.justice.gc.ca/eng/regulations/sor-2019-244/FullText.html

Regulation Applicability	Part 4	Part 1, Part 4, & Schedule 1
Purpose / Jurisdiction	Identify, remove, and prevent barriers in federal jurisdiction.	Govern transportation in Canada in the air, rail, and marine sectors.
Enforcement Agency	Canadian Transportation Agency (CTA)	Canadian Transportation Agency (CTA)

Table 1: Overview of Accessibility Regulations

1.2 CLASSIFICATION

As a part of the federal transportation network, the Nanaimo Airport is considered a terminal operator and transportation service provider (TSP). The Nanaimo Airport is categorized as a Class 3 TSP whose average number of employees is greater than 10 but fewer than 100. The regulated planning and reporting cycle for Class 3 TSP’s is as follows:

- June 1, 2024 – Initial Accessibility Plan
- June 1, 2025 – Progress Report
- June 1, 2026 – Progress Report
- June 1, 2027 – Updated Accessibility Plan

1.5 ALTERNATE FORMAT(S)

Upon request, an accessible alternate format (e.g. print, large print, braille, audio format or an electronic format that is compatible with adaptive technology) of the Accessibility Plan, 2025 Progress Report, or the feedback process can be provided. Please contact us at the mailing address, phone number or email outlined below in Section 1.6.

1.6 FEEDBACK PROCESS

We encourage passengers, individuals working in our community, and employees at YCD to provide feedback about the progress we have made meeting the commitments of the Accessibility Plan and to share with us any barriers that have been encountered.

This feedback allows us to continually work on improving the airport experience by preventing and removing barriers. There are several ways to connect with the Airport Terminal and Customer Care Manager personally, or anonymously, including:

- In Person: Customer Service Desk located to the left of the check-in area inside the terminal building.
- By Mail: Box 149, 3350 Spitfire Road, Cassidy, B.C. V0R 1H0
- By Telephone: 250-924-2157 ext.1200
- By Email: customercare@ycd.ca
- Online Webform: <https://ycd.ca/contact-us/>

All feedback received will be tracked, including our responses to the sender to acknowledge receipt in the same manner that it was received.

2.0 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

2.1 2024 COMMITMENTS

- We investigated FID and PA upgrades with Atlas IED.
- We started conversations with SITA and Simpleway Global passenger information systems to provide pre-recorded audio announcements and visual displays.
- We reviewed quotes to install a hearing loop system to amplify sound and offer clearer communication.

2.2 2025 PROGRESS TO DATE

- We entered into an agreement with Simpleway passenger information systems to upgrade FIDs and digital paging that will be integrated with the hearing loop. This communication technology upgrade is expected to be completed by July 15, 2025.
- We are currently in conversations with Advanced Listening - Assistive Listening Systems regarding the installation of hearing loops.
- Graphically Speaking completed a website accessibility assessment to ensure our website continues to be compliant with Web Content Accessibility (WGAC) 2.1AA.
- The Userway digital accessibility program (now referred to as a 'Level Access Company') was reviewed to confirm we continue to meet the needs of our passengers allowing access to all online content.

3.0 COMMUNICATION (OTHER THAN ICT)

3.1 2024 COMMITMENTS

- We shared feedback and opportunities to improve services with all business partners, including ensuring all accessibility needs are managed with respect and consistent support.
- We provided consistent training and awareness of staff during onboarding to support all passengers with disabilities, including but not limited to, Disability Awareness Training and Sunflower Awareness Programs.
- We supported our internal employee communication platforms to share information and enhance opportunities to build YCD culture and community surrounding accessibility and inclusion.

3.2 2025 PROGRESS TO DATE

- We continue to maintain open communication with business partners, sharing all feedback, concerns and/or praise received. This communication with our business partners gives us an opportunity to discuss the information received to help make decisions on how best to respond and support passenger needs.

- We continue to maintain an extensive online training program referred to as the Canadian Airports Accessibility training. This is mandatory for all new staff to complete and pass prior to the start of their first shift. Additional onsite training is also available.
- Our Airline Operations Group (AOG), including but not limited to air carriers, baggage handlers, security screening staff, fuel suppliers and Nanaimo Airport Commission staff, meet bi-monthly, and the topics discussed include accessibility updates, observations, and feedback. This group discussion helps build and maintain the YCD culture around accessibility and inclusion.
- The Customer Service team meets every 6 weeks and the Blue Navigator volunteer team several times per year which are both great platforms to discuss experiences working with persons with disabilities and comments we hear at the time of travel. Accessibility has been added to both agendas as a topic for regular discussion.

4.0 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

4.1 2024 COMMITMENTS

- We ensured that our Requests for Proposals (RFP's) integrated accessibility requirements when creating RFPs for passenger facing services.
- We procured new equipment and signage, ensuring we consider colours, textures, and locations that meet the needs of those with disabilities.

4.2 2025 PROGRESS TO DATE

- We are currently creating an RFP for janitorial and custodial services that will integrate accessibility requirements into the agreement.
- No new equipment has been purchased however production of new signage has taken into consideration the needs of those with disabilities.
- We are relocating the groundside pet relief area to make it more accessible and convenient for all our passengers.

5.0 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

5.1 2024 COMMITMENTS

- We ensured awareness of accessibility features, information, programs, and services to both guests and passengers visiting YCD as well as employees working at YCD through the website, social media, internal and external media release.
- We committed to procuring new equipment, with particular attention paid to the placement of colours and other factors that may create barriers.
- The Emergency Planning Committee for tabletop and full-scale exercise scenarios committed to ensuring that people of all abilities would be included.

5.2 2025 PROGRESS TO DATE

- Our team at YCD continue to share awareness of our programs and services including any updates made, through social media and on our website. We also produce a monthly blog that is posted on our website as well as in a local magazine that allows us to reach a larger audience sharing information on our curbside assistance, sunflower lanyard program, escort passes, and all other services related to providing a barrier free experience at YCD.
- Recently, our wheelchair inventory has increased allowing us to maintain a larger supply in the main concourse of the terminal with easy access from the departure's entry. Passengers that had not pre-booked wheelchair assistance for their travel through the airport terminal now have the option to make that choice once they arrive onsite. Passengers requiring assistance boarding their flight continue to book through the air carriers as noted in the information shared on our website.
- The online booking program has been well received, and we have been very pleased to offer this stress-free option to our passengers requiring assistance.
- The Sunflower lanyard program has been well received and supported by all tenants, business partners, volunteers, and staff. The Air Canada team launched their commitment to the program in 2024 which has greatly increased the awareness of the lanyard in YCD. Lanyards are now available through our customer service team, volunteers, airport security, Air Canada, and security screening staff providing a more comprehensive support network for travelers with hidden disabilities and ensuring more consistent and comfortable travel.
- We are currently discussing the plans for our 2026 Live Exercise and developing a group of individuals with disabilities that may be available to participate.

6.0 TRANSPORTATION

6.1 2024 COMMITMENTS

- We explored modifications or replacements for existing parking ticket machines that offer improved accessibility features.
- We continually review parking and signage requirements based on the needs and numbers of passengers.

6.2 2025 PROGRESS TO DATE

- We completed a review of the parking kiosks and confirmed easy access to locations and heights that meets accessible needs. Software updates were completed making the kiosks more user friendly. Our Customer Service and Security team can also now accept payments of credit card and debit for long- and short-term parking, giving passengers that have physical or mental disabilities that require additional support, the option to speak with our staff in person to complete the process.
- We continue to conduct ongoing reviews of our accessible stalls, locations, and numbers, ensuring we are meeting the needs of our passengers with disabilities.

7.0 THE BUILT ENVIRONMENT

7.1 2024 COMMITMENTS

- We reviewed wayfinding signs to identify changes required to provide a seamless barrier free experience.
- Ongoing communication with an accessibility consultant to continue making improvements to be barrier free.
- Investigation into development of a plan to work with an Accessibility Committee to improve emergency procedures to be inclusive of people with disabilities.
- Integration of accessibility best practices criteria into built environment renovations.
- Researching installation of hearing loop systems at all check-in counters, service counters and counters at gates.

7.2 2025 PROGRESS TO DATE

- We discuss and review signage at our Customer Service team meetings, Blue Navigator volunteer meetings and AOG meetings ensuring we are maintaining clear direction and information for barrier free travel.
- We are currently discussing a review of Emergency procedures and evacuation plans to ensure they are inclusive of people with disabilities.
- We are currently in the developmental stages of adding a food service option to our departure lounge. Discussions around the layout include consideration of accessible needs. We have also been in discussion regarding management of these food services with a group that currently owns a Café that provides employment, training, and socialization opportunities for people with developmental disabilities in our own community.
- We are currently in conversation with Advanced Listening - Assistive Listening Systems regarding the installation of hearing loops.

8.0 CONSULTATIONS

For this progress report we consulted community members with disabilities, staff, business partners, airport volunteers and community groups. We have communicated with the following community support groups for insight and feedback:

- Autism Society of Central Vancouver Island
- Nanaimo Brain Injury Society
- Nanaimo Disability Resource Centre
- Nanaimo Supportive Lifestyles Program
- Special Olympics BC-Nanaimo
- Vancouver Island Vocational & Rehabilitation Services

Information was gathered over a 2-week period from May 9-23, 2025.

This included onsite meetings, tours, and consultations during our AOG meeting, Customer Service team meeting, and spring 2025 Blue Navigator volunteer meeting.

We also conducted an online survey allowing community members with lived experiences with disabilities an opportunity to share their feedback. It consisted of questions focused on accessibility including services at YCD, including parking, washroom access and supports, signage and built environment.

Autism Society Review

- May 9, 2025, we had the opportunity to provide a tour and consult with the Autism Society of Central Vancouver Island. They were able to provide valuable insight into the needs of autistic individuals, more specifically pertaining to those aged 3-12 years old with neurodivergent thinking.

8.1 FEEDBACK INFORMATON

YCD is committed to providing barrier free travel for all of our passengers. We welcome feedback from our guests, employees, business partners and members of the community to help us understand the needs of our passengers and to identify areas where we need to make improvements to provide a stress-free experience.

Our 2025 Online Accessibility survey provided valuable feedback on a wide variety of topics and the following results:

- 45% found the accessible parking and kiosks were clearly identified and conveniently located.
- 100% agreed that the airport terminal provides clear directions.
- 90% found the airport layout was easily accessible with ample seating and clear pathways.
- 82% found the washrooms appropriately equipped for passengers with disabilities.
- 82% were aware of and/or had used the Sunflower Lanyard program.
- 91% were aware of and/ or had called about the online curbside assistance program.

Additional feedback received included:

Information and Communications Technology (ICT)

- Concerns were noted with communication for the hearing impaired. We are currently in conversations with Advanced Listening regarding installation of 1-on-1 locations at select check-in counters, gates and our customer service desk and hope to install by fall of 2025.
- Suggestion that the Userway digital accessibility tool icon on the website be moved or at least mentioned on the accessibility page including direction to its location on the bottom left page. The icon could not be moved however messaging was added to direct passengers to the location to utilize the benefits

Communications (Other than ICT)

- Concerns were noted regarding physically challenged passengers and where they find information and assistance. We added additional information to our website to improve awareness that our customer service team and volunteer team are available 8am-10pm to give immediate assistance and to help educate our guests and passengers of the services and options

for arranging assistance. We have also created social media posts directing passengers to visit our website, utilize the accessible assistance online booking forms, call in advance or seek out the customer service team or blue Navigator volunteers when onsite.

- Concerns were brought forward with the airline websites and booking with accessible needs. Although arrangements ultimately may need to be dealt with directly through the airline bookings sites, based on their needs, we encourage passengers to reach out to our team by phone or in person to help walk through services available and how best to access the services they require. Additional training is planned for the customer care team to ensure their knowledge and use of the air carrier's websites to better be able to assist in these situations.

Procurement of Goods, Services and Facilities

- A comment was made regarding the vending machines being difficult for visually impaired guests. We understand the difficulties associated with this service for the visually impaired. The Connection Café is open 7am-7pm allowing the person-to-person option to make purchases. Our staff, volunteers, airport security and business partners are onsite and happy to assist. We are currently investigating what other options may be available.
- Suggestion was made to provide brochures offering breathing exercises which are beneficial to those with autism and/or anxieties of any kind. Our team is currently investigating the printing of the "Breath with Me" book as tool for this purpose.

Design and Delivery of programs and Services

- Concerns were noted regarding staff availability for assistance with physically challenged passengers. We encourage passengers to use the new online booking service that allows advance booking assistance. We are also looking at ways to better promote these services.
- Suggestion was that persons with invisible disabilities should be acknowledged. Our YCD team proudly support the sunflower lanyard program and have them readily available for advance or day of travel pickup. Air Canada also now offers the lanyards greatly increasing the support and knowledge of the program at YCD. Sunflower lanyard stickers are displayed in the terminal; Information is made available on our website, and our local magazine occasionally includes this information in our airport blog. We will continue to investigate ways to increase knowledge of the Sunflower Lanyards availability at YCD.

Transportation

- Suggestions were made to provide passengers with disabilities a specific location for drop off/pick up at the curb. Our team are investigating options to allow space to provide a designated location. In the interim we encourage passengers to use the online curbside booking forms which include signage to be placed curbside to reserve their parking location at the curb.
- Comments made in the survey prompted a review of the parking facilities and signage for the accessible stalls.

The Built Environment

- Suggestion to install automatic doors on main washroom in the check-in area. Signage was created to give direction to our guests to utilize the family / accessible washroom with automatic doors located approximately 20 metres away or the doorless entry washrooms in arrivals approximately 30 meters away. Will take into consideration when renovating the main washroom tentatively planned for 2027.

- Recommendation to add additional seating prior to entering security screening. Our team quickly responded to the request and added a second bank of chairs in the seating location. They are designated as priority for accessible and senior passengers.
- Concerns were noted regarding walkways from parking lots for passengers with accessibility needs. Signage is posted, and maps are provided on the website to encourage all passengers with accessible needs to park in the main parking lot or in designated location in the north and south parking areas where walkways are accessible and maintained at all times. Our team will review the website information to ensure we are providing accurate and clear information regarding parking options.
- Suggested that if space allows in the departure lounge, create a sensory space that provides a calming and safe environment for children with sensory-friendly objects. With limited space in our existing departure lounge, this will be noted to consider with future expansion plans.

9.0 EMPLOYMENT

9.1 2024 COMMITMENTS

- We joined other airports in accessibility compliance training under the Accessible Transportation for Persons with Disabilities Regulations (ATPDRs).
- We enhanced accessible customer service training for relevant employee groups.
- We continue to review training materials and transform the language and terminology used within our internal employee documents towards inclusive language to support a welcoming culture.

9.2 2025 PROGRESS TO DATE

- As part of our new employee onboarding and prior their start date, our staff must complete an extensive training program for accessibility including, but not limited to, the online Canadian Airports Accessibility training program. Additional onsite training is also available for customer service and airport volunteers.
- Annual reviews are conducted on internal documents to ensure we maintain inclusive language.

10.0 TAKING ACTION 2024 TO 2027

Through this plan, the Nanaimo Airport is committing to take actions to improve accessibility by addressing any current barriers for people with disabilities. Each year we will invite our guests, community, and business partners to share feedback to help assess the progress we have made as well as help with advance planning for future accessibility plans.

Our team at the Nanaimo Airport looks forward to achieving our vision to provide a positive, barrier and stress-free travel experience for all individuals within our community.