



CUSTOMER SERVICE MGMT (CSM) PROGRAM:



2026 ACCESSIBILITY PROGRESS REPORT

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TABLE OF CONTENTS

VERSION CONTROL	2
1.0 GENERAL	3
1.1 REGULATORY	3
1.2 CLASSIFICATION	4
1.3 ALTERNATE FORMAT(S)	4
1.4 FEEDBACK PROCESS	4
2.0 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)	4
2.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	5
3.0 COMMUNICATION (OTHER THAN ICT)	5
3.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	6
4.0 PROCUREMENT OF GOODS, SERVICES AND FACILITIES	6
4.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	6
5.0 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES	7
5.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	7
6.0 TRANSPORTATION	8
6.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	8
7.0 THE BUILT ENVIRONMENT	8
7.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS	9
8.0 CONSULTATION	9
8.1 CONSULTATION ACTIVITIES	10
8.2 FEEDBACK INFORMATON	10
8.3 KEY THEMES AND ACTIONS	11
9.0 EMPLOYMENT	12
9.1 COMMITMENTS	12
9.2 ACCOMPLISHMENTS AND CONTINUED PROGRESS	12
10.0 TAKING ACTION 2024 TO 2027	13

VERSION CONTROL

Revision	Effective	Changes	Prepared By	Approved By
0	2026-06-01	Original	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.

Under the Accessible Canada Act, we issued our first 3-year Accessibility Plan on June 1, 2024. On June 4, 2025, we published our one-year progress report highlighting all the accomplishments we had made that year. Today, June 1, 2026, we publish our second progress report sharing continued accomplishments in the 7 key focus areas and commitment to creating barrier free travel.

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.

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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 ✓ Complete
- June 1, 2025 – Progress Report ✓ Complete
- June 1, 2026 – Progress Report ✓ Complete
- June 1, 2027 – Updated Accessibility Plan

1.3 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, 2026 Progress report, or the feedback process can be provided. Please contact us at the mailing address, phone number or email outlined below in Section 1.4.

1.4 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)

We are committed to providing accessible and inclusive digital systems and communication tools that support all passengers, visitors, and staff.

The following actions, identified in the 3-year Accessibility Plan (June 1, 2024), were completed in the first year:

- Assessed Flight Information Display (FIDS) and Public Address (PA) systems and entered into an agreement with Simpleway to enhance integrated audio and visual messaging.
- Reviewed hearing loop systems and consulted with Advanced Listening regarding installation within the terminal.
- Maintained compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA.
- Evaluated and optimized the Userway website accessibility tool to improve access to online content.

2.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to enhance how information is delivered to ensure clarity, consistency, and accessibility, including:

- Implemented Simpleway Information Systems in October 2025, enabling improved audio and visual messaging at boarding gates and throughout the terminal, supporting passengers with visual and hearing disabilities. Future enhancements include expanded visual messaging, including emergency notifications.
- Completed the annual website accessibility assessment with Graphically Speaking, confirming continued compliance with WCAG 2.1 AA standards.
- Installed one-to-one hearing loops at key service locations, including check-in counters, boarding gates, and the customer service desk, delivering clear audio directly to hearing aid users and reducing background noise.



Figure 1: Hearing Loops Installed

3.0 COMMUNICATION (OTHER THAN ICT)

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Implemented mandatory accessibility training for all Nanaimo Airport Commission (NAC) staff and volunteers prior to their first shift, including Canadian Airports Council (CAC) accessibility training.
- Integrated accessibility as a recurring agenda item across key operational and stakeholder meetings, including Airline Operations Group (AOG), Customer Service Management (CSM), Blue Navigator Ambassador (BNA), and cross-departmental discussions in the Airport Operations (OPS), Regulations (REG), Finance (FIN) meetings, thereby strengthening collaboration and shared accountability.

3.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to strengthen accessibility through ongoing communication, training, and engagement across all areas of the organization.

- Maintained accessibility as a regular discussion topic in bi-weekly OPS-REG-FIN meetings, as well as in AOG, CSM, and quarterly Blue Navigator Ambassador meetings, supporting open dialogue and informed decision-making.
- Continued comprehensive onboarding training for staff and volunteers, including Accessible Transportation for Persons with Disabilities Regulations (ATPDR) training, with refresher wheelchair and mobility support training provided as required.
- Expanded Accessibility Tours for passengers with disabilities, their families, and community organizations, including educational facilities and service programs. These tours provide a guided, step-by-step overview of the airport journey, from arrival through to boarding, helping participants become familiar with processes and available supports.
- Increased efforts to promote Accessibility Tours within the community, with a focus on expanding outreach to local organizations, increasing participation, and strengthening support for persons with disabilities.

4.0 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Accessibility is integrated into procurement processes to ensure that all goods, services, and facility upgrades support a barrier-free environment for passengers, staff, and visitors.

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Incorporated accessibility criteria into Requests for Proposals (RFPs) for passenger-facing services to ensure inclusive design and delivery.
- Applied accessible design principles in signage procurement, including consideration of colour contrast, font size, texture, and placement.
- Completed facility improvements supporting accessibility, including the relocation of the outdoor pet relief area to provide improved barrier-free access.

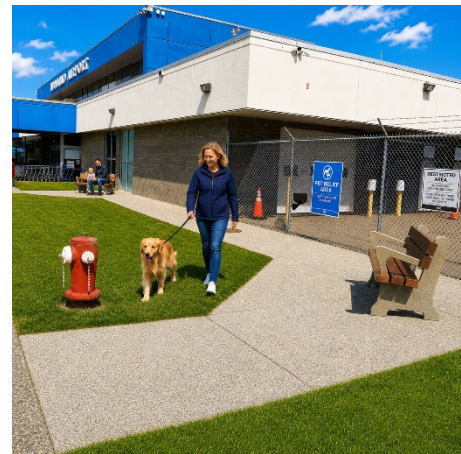


Figure 2: Barrier-Free External Pet Relief Area

4.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to prioritize accessibility in procurement decisions and infrastructure upgrades to improve navigation, safety, and the overall passenger experience.

- Installed new, front-facing wayfinding signage for arriving passengers, featuring larger fonts and high-contrast design to improve readability and ease of navigation.

- Upgraded LED lighting at both arrivals and departures entrances to the main terminal, enhancing visibility, safety, and overall accessibility.
- Replaced and improved directional signage in the arrivals area with clearer images, updated wording, and improved contrast, supporting intuitive wayfinding and reducing confusion for passengers.

5.0 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We are committed to delivering inclusive programs and services that are easy to access, clearly communicated, and responsive to the diverse needs of our passengers and community.

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Expanded communication and outreach through multiple channels, including the website, social media platforms, media releases, magazine blogs, and partnerships with accessibility-focused organizations.
- Promoted key accessibility services, including online booking for curbside assistance, accessibility tours, wheelchair support, escort pass options, and the Sunflower Lanyard Program.
- Procured equipment with accessibility considerations, including attention to colour contrast, sizing, and placement to reduce barriers.
- Integrated accessibility into emergency response planning, including tabletop and live training exercises, ensuring participation and consideration for individuals of all abilities.

5.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to enhance programs and services that improve comfort, confidence, and accessibility throughout the passenger journey.

- Included participants with disabilities in April 2026 live emergency response exercise, including a volunteer with cerebral palsy and others with mobility and hearing challenges. This provided a more realistic training environment and strengthened response readiness for diverse passenger needs.
- Continued promotion of the Sunflower Lanyard Program and online curbside assistance booking through Customer Service, social media outreach, and the Take 5 magazine airport blog.
- Introduced sensory kits for passengers experiencing sensory overload, including stress balls, dark glasses, and earplugs.
- Made Breathe with Me: Mindfulness for Emotion Regulation workbooks available through Customer Service and volunteers, offering practical tools to support emotional regulation, particularly for children.
- Partnered with Complete K9 Service Dog Training to host onsite tours and training sessions, allowing participants and staff to better understand the travel experience and potential barriers for passengers with service dogs.
- Expanded accessibility tours for passengers with disabilities, their families, and community organizations. These guided tours provide a step-by-step overview of the airport journey, from

arrival through security to the departure lounge, helping reduce anxiety and build familiarity. This past year we also included a tour for neurodivergent students from Claro Learning Centre, with continued efforts planned to expand outreach to additional organizations.

6.0 TRANSPORTATION

Accessible transportation is an essential part of the airport journey. At YCD, we are committed to providing transportation options that are accessible, flexible, and support individual choice.

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Conducted annual assessments of accessible parking stalls, directional signage, and pay parking kiosk locations to ensure ease of use and accessibility. Staff remain available onsite to assist with parking and transit-related needs, and ongoing improvements are informed by passenger feedback.
- Maintained collaboration with ground transportation partners to ensure services continue to meet the needs of passengers with accessibility requirements.

6.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to enhance accessibility, clarity, and support across transportation services.

- Reviewing and updating signage to improve visibility, clarity, and wayfinding for accessible parking areas.
- Enhanced training for Blue Navigator Ambassadors to better support passengers using parking systems and requiring additional assistance.
- Continued coordination with ground transportation providers to support accessible travel options, including car rental agencies offering vehicles with adaptive driving devices and hand controls, and taxi companies providing wheelchair-accessible vans available through advance booking.

7.0 THE BUILT ENVIRONMENT

We are committed to continuously improving the built environment at Nanaimo Airport to support ease of movement, comfort, and a barrier-free experience for all passengers.

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Reviewed wayfinding signage, accessible seating, and opportunities for low-sensory areas to improve overall passenger flow and accessibility.
- Engaged directly with accessibility groups, program organizers, and individuals with lived experience to inform ongoing improvements.

- Integrated accessibility as a standing topic in staff, volunteer, and business partner meetings, supporting collaboration and informed decision-making related to facility design, safety, and operations.
- Completed an assessment of hearing loop systems to support improved communication accessibility.

7.1 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to enhance the physical environment to better meet the needs of all passengers.

- Installed one-to-one hearing loops at key service locations throughout the terminal, including check-in counters, boarding gates, and the customer service desk, improving clarity for passengers using hearing aids.
- Continued planning for an accessible food service provider in the departure lounge, with discussions underway with an organization that supports employment, training, and opportunities for individuals with developmental disabilities.
- Ongoing review of ramp accessibility from the main parking lots to identify and implement potential improvements.
- Relocated the outdoor pet relief area to a more visible and accessible location south of the main entrance, opened in September 2025. The upgraded space includes wheelchair-accessible pathways, seating, and convenient proximity to the terminal.
- Completed an evaluation of accessible seating based on feedback from Blue Navigator Ambassadors, resulting in increased priority seating in the arrivals area and the addition of armrest-supported seating in the main concourse to better support passengers with mobility needs.

8.0 CONSULTATION

Ongoing consultation ensures our accessibility initiatives reflect the lived experiences and evolving needs of our community.

For this reporting period, we engaged with staff, volunteers, business partners, individuals with disabilities, and the following community organizations:

- Claro Learning Centre
- Complete K9 Service Dog Training
- 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

8.1 CONSULTATION ACTIVITIES

We used a variety of engagement methods to gather feedback and strengthen collaboration:

- Hosted guided accessibility tours for community groups, including students from Claro Learning Centre (serving neurodivergent children and youth). Participants experienced the full airport journey, from arrival and check-in to security screening and the departure lounge, while learning about available supports and services.
- Gathered input through ongoing staff and partner engagement, including OPS-REG-FIN, AOG, and CSM meetings.
- Collected frontline insights through quarterly Blue Navigator Ambassador meetings, where team members share feedback based on direct interactions with passengers with disabilities.
- Conducted a four-week online accessibility survey (April 8–May 8, 2026), inviting feedback from passengers, staff, volunteers, business partners, and community members. The survey focused on website accessibility, in-terminal information systems, awareness of the Sunflower Lanyard Program, facility accessibility, and accessible parking.
- Partnered with Complete K9 Service Dog Training to deliver two structured travel simulation sessions. Led by a certified trainer, participants and their service dogs experienced each stage of air travel, from arrival through to boarding. Additional sessions are planned.



Figure 3: Complete K9 Service Dog Training

8.2 FEEDBACK INFORMATION

Feedback is essential to identifying strengths, addressing gaps, and guiding continuous improvement across all areas of accessibility. We actively encourage input from passengers, staff, business partners, and the broader community.

Survey Highlights (2026 Online Accessibility Survey):

- 80% of respondents, including advocates and persons with disabilities, reported no barriers while travelling through YCD.
- 98% indicated public spaces are easily accessible.
- 90% experienced no issues using the website.
- 52% were aware of the Userway accessibility tool.
- 89% were aware of or had used the Sunflower Lanyard Program.
- 97% found departure lounge seating comfortable and accessible.
- 74% felt quiet and low-sensory spaces met their needs.
- 96% found accessible parking easy to locate.

The survey gathered feedback on website accessibility, terminal information systems, program awareness, facility accessibility, and parking.

8.3 KEY THEMES AND ACTIONS

Based on feedback received through consultation activities and survey results, the following priorities and actions have been identified:

Information and Communication Technologies (ICT)

- Increase awareness of the Userway website accessibility tool through staff engagement, internal communication, and social media outreach.
- Feedback confirmed that hearing loops and upgraded FIDS systems have significantly improved both audio and visual communication for passengers, staff, and business partners.

Communication (Other than ICT)

- Maintain clear, timely, and responsive communication when addressing passenger inquiries and requests for assistance.
- Continue strengthening a culture of accessibility across staff, volunteers, and business partners through training, collaboration, and regular discussion.
- Improve awareness of quiet and low-sensory spaces through enhanced signage and communication.

Procurement of Goods, Services and Facilities

- Continue planning for an accessible food service option in the secure departures area, with consideration for both accessible customer experience and inclusive employment opportunities.
- Recently installed wayfinding signage has improved navigation and received positive feedback for clarity, visibility, and ease of use.

Design and Delivery of Programs and Services

- Continue active promotion of the Sunflower Lanyard Program through social media, community partnerships, and internal communications to increase awareness.
- Positive feedback highlighted strong communication efforts, including outreach through the Take 5 magazine blog.
- Review baggage cart functionality, including consideration of brake systems to better support passengers with mobility needs.

Transportation

- Improve clarity and visibility of accessible parking signage for both short- and long-term parking; updated signage has been ordered and installation is underway.

- Increase the number of long-term accessible parking stalls closer to the terminal entrance to improve access and availability.
- Continue reviewing parking layout and directional signage to enhance wayfinding.
- Reinforce awareness that accessible ground transportation services, including wheelchair-accessible taxis and adapted rental vehicles, require advance booking.

The Built Environment

- Increased accessible seating, including additional arm-supported seating in the main concourse and designated priority seating in the arrivals area.
- Addressed washroom accessibility feedback; while structural limitations prevent the addition of power doors in certain areas, nearby accessible and doorless facilities are available, supported by improved directional signage.
- Identified and communicated available open seating options without armrests to better accommodate passengers travelling with service dogs.
- Continued to assess opportunities for enhanced low-sensory spaces; quieter areas with dim lighting and bench-style seating are currently available, with future sensory room options to be explored as part of long-term planning.
- Reviewed availability of charging stations in arrivals and confirmed current capacity is sufficient, while continuing to monitor future needs, including potential demand for electric wheelchair charging.

9.0 EMPLOYMENT

We are committed to fostering an inclusive workplace that reflects the diversity of the communities we serve. Our staff, volunteers, and business partners work together to create a supportive environment that promotes accessibility, respect, and equal opportunity.

9.1 COMMITMENTS

The following commitments, outlined in the 3-year Accessibility Plan (June 1, 2024), were completed within the first year:

- Maintained a comprehensive accessibility training program aligned with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).
- Enhanced customer service training for relevant employee groups, including a focus on diversity, inclusion, and accessible service delivery.
- Reviewed training materials and internal documents to ensure the use of inclusive language and to support a welcoming workplace culture.

9.2 ACCOMPLISHMENTS AND CONTINUED PROGRESS

We continue to strengthen inclusive employment practices and ensure accessibility remains a core component of our workplace culture.

- Maintained a high standard of accessibility training through onboarding programs for all staff and volunteers.
- Introduced the Nanaimo Airport Commission (NAC) Recruitment and Selection Policy (January 2026), which supports fair, transparent, and inclusive hiring practices. This policy aligns with the organization’s strategic goals and complies with applicable Human Rights legislation, including Section 13 of the Human Rights Code, R.S.B.C. 1996, c. 210.

10.0 TAKING ACTION 2024 TO 2027

We are committed to continuous improvement in accessibility and to removing barriers across all aspects of the airport experience.

Through this Accessibility Plan and Annual Progress Reports, Nanaimo Airport will continue to engage with passengers, employees, business partners, and the community to measure progress, identify priorities, and guide future actions.

Ongoing feedback will remain a key component of our approach, ensuring that our initiatives reflect the evolving needs of those we serve.

Nanaimo Airport remains dedicated to providing a safe, inclusive, and barrier-free travel experience, while working toward our vision of delivering a positive and stress-free journey for all members of our community.