



Accessibility Plan & Feedback Process 2025 Progress Report

CHARLOTTETOWN



Departures Départs

1 General

Alternate format(s)

Accessible alternative formats (including print, large print, braille, audio, or electronic formats compatible with adaptive technology) of this Accessibility Plan, Progress Report or the Feedback Process are available upon request. Please contact Charlottetown Airport Authority (CAA) using the methods provided below.

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Feedback process

If you wish to provide feedback on how the Charlottetown Airport Authority is implementing its 2024-2027 Accessibility Plan, please do so by the methods outlined below in addition to in person at the airport. The person responsible for receiving this feedback for CAA is the Director, Regulatory Affairs. Upon receipt of feedback, we will acknowledge receipt in the same manner it was received. If you prefer to submit anonymously, we recommend using our website's [Contact Us](#) page.

Contact Us

[Online Contact Form \(external link\)](#)

2 Employment

Accessibility Initiatives	Planned Year	Status
Complete DEI Training for all CAA staff to prioritize accessibility and inclusivity in the organization.	2024 2025	Complete – In March 2024, all CAA staff and management successfully completed DEI training—provided by an external training provider—that focused on prioritizing accessibility and inclusivity within the organization.

3 Information and Communication Technologies (ICT)

Accessibility Initiatives	Planned Year	Status
Install above the counter hearing loop systems at airline check in counter, gate counter, and the Security Operations Centre (SOC).	2025 2026 2027	<p>In Progress – We have successfully procured new above-the-counter hearing loop systems for all new check-in counters as part of the Airport Terminal Building (ATB) expansion project, surpassing the initial goal of installing just one system. Installation is expected to be completed by late 2025. Hearing loops at the boarding gate counters will be part of the next phase of the expansion, with an expected completion date of 2027.</p> <p>We are looking to procure an extra above the counter hearing loop to place at the Security Operations Center- Install expected within 6 months.</p>
Investigate technologies to improve current visual paging system.	Ongoing	<p>In Progress – We have been exploring the potential of our current system and evaluating more robust technologies to enhance the visual paging system. This evaluation efforts led us to incorporate PA improvements into the Airport Terminal Building Expansion. Expected completion date 2026.</p>

4 Communications (other than ICTs)

Accessibility Initiatives	Planned Year	Status
Create a PDF Accessibility Map that clearly identifies the location of accessible features, facilities, and services throughout the terminal building.	2024 2025	Complete – An Accessibility Map detailing all accessible features, facilities, and services throughout the terminal has been completed and is now available on the YYG website. Future expansion plans will be integrated to ensure the map remains up-to-date with current and upcoming accessibility enhancements.
Add accessibility assistance signage in public areas (bathrooms, departures, and arrivals).	2024 2025	Complete – Accessibility assistance signage in public areas, including bathrooms, departures, and arrivals, was successfully completed in the summer of 2024, ensuring clear and inclusive navigation for all passengers.
Create social story to better prepare passengers to fly and make it accessible on the website.	2024 2025	In Progress – Expected to be complete by 2025 Q3.
Finish wayfinding project to enhance accessibility of the interior and exterior of the terminal building. Include accessible washroom signage.	2024 2025	Complete – The wayfinding project, aimed at enhancing accessibility both inside and outside the terminal building, has been finalized. This includes the addition of accessible washroom signage to ensure clear and inclusive navigation for all passengers. The design work for future growth, including the integration of accessibility considerations for wayfinding signage, is ongoing.

5 Procurement of Goods, Services and Facilities

Accessibility Initiatives	Planned Year	Status
Create an inclusive procurement policy and provide awareness and include in all future RFPs for passenger services and facilities to prevent the introduction of barriers.	2024 2025	Complete – In December 2024 inclusive procurement language was successfully incorporated into the YYG Administration Policy Manual. This update aims to raise awareness and ensure that all future RFPs for passenger services and facilities are structured to eliminate potential barriers, supporting the creation of an inclusive environment for everyone.
Review new or updated contracts to ensure all accessibility requirements are included to prevent the introduction of barriers.	Ongoing	In Progress – We are reviewing new and updated contracts to ensure all accessibility requirements are included to prevent the introduction of barriers. This will continue to be ongoing throughout 2027.

6 Design and Delivery of Programs and Services

Accessibility Initiatives	Planned Year	Status
Re-introduce dog therapy program to improve the overall passenger experience and offer emotional support to departing passengers.	2024 2025	In Progress – Expected to be complete by May 2025.
Provide sensory kits for use in the departures lounge post security.	2024 2025	In Progress – Our team is actively researching best practices, consulting with experts, and selecting appropriate items for the sensory kits. In the coming months, we will finalize the sensory kit contents, design the signage, and determine kit distribution locations throughout the departures lounge. We anticipate having the sensory kits implemented by 2025 Q2.

Implement Hidden Disabilities Sunflower program to allow persons with disabilities to voluntarily share that they have a disability or condition that may not be immediately apparent.	2024 2025	In Progress – CAA is now part of the Hidden Disabilities Sunflower Program, with the initiative set to launch on May 9, 2025.
Re-introduce autism aviators' program in partnership with Autism Society of PEI to welcome individuals with autism spectrum disorder and their families to the airport to experience airport processes.	2024 2025	Complete – In November 2024 CAA partnered with Autism PEI to welcome neurodiverse individuals and their families to the airport, offering them an opportunity to become familiar with airport processes in a supportive and inclusive environment, helping to reduce barriers to travel.
Passenger Experience Representative Program to assist all passengers during the peak travel season.	2024 2025	Complete – The inaugural Passenger Experience Representative Program, designed to assist all passengers during the peak travel season at Charlottetown Airport, was successfully rolled out in the summer of 2024. CAA will continue the program with kick off in the summer of 2025.
		Complete - An additional initiative was carried out to enhance passenger support for all, during which CAA management, employees, and airport staff received passenger experience training.
Introduce a new passenger facing Accessibility Training Program to increase inclusivity and ensure a positive seamless experience to all travellers.		Complete – In June 2024 we collaborated with the Canadian Airports Council and airports nationwide to create a National Accessibility Training Program, ensuring compliance with the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ADPTR) and enabling airport staff to deliver a consistent experience for all

		passengers, regardless of their destination.
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7 Transportation

Accessibility Initiatives	Planned Year	Status
Update accessible transportation providers list to ensure all options are available to travelling passengers.	2024 2025	<p>Complete – Companies have been contacted to verify their services, and the YYG website has been updated to reflect accessible transportation providers.</p> <p><u>Pat and the Elephant</u> <i>Charlottetown, PE</i></p> <p>A non-profit organization offering wheelchair van transportation throughout Prince Edward Island and the Maritime provinces, operating seven days a week. Pre-arrangement required.</p> <p><u>T3 Transit</u> <i>Charlottetown, PE</i></p> <p>The public transit system serving Charlottetown, Cornwall, and Stratford, offering accessible buses equipped with ramps and designated spaces for wheelchairs. Not available on all routes.</p> <p><u>Transportation West Inc.</u></p> <p>Provides accessible transportation for persons with mobility impairment, intellectual disabilities, and seniors. Buses are wheelchair accessible. Pre-arrangement required.</p>
Include taxi service providers to take the airport accessibility training program, to foster an environment that fully supports passengers with disabilities.		<p>Complete – As of May 2024 all taxi service providers who service CAA are required to complete the new Accessibility Training before obtaining their taxi permit to service YYG.</p>

8 Built Environment

Accessibility Initiatives	Planned Year	Status
Complete universal review in conjunction with Spinal Cord Injury PEI. Wheelchair users will be invited to participate as part of this review.	2024 2025	In Progress – The universal review, in collaboration with Spinal Cord Injury PEI, has been initiated. A meeting with Spinal Cord Injury PEI took place to discuss the scope and details of the accessibility review and the steps involved. We will be moving forward with the next steps in the universal review.
Add an additional designated wheelchair storage area in departures.	2025 2026	In Progress – This initiative is part of subsequent years and is currently being considered during the design phase of the terminal expansion. These elements will be carefully planned and integrated into the later stages of the project to ensure continued accessibility and inclusivity
Implement new pet relief area in the expansion of the post security area, ensuring that individuals with disabilities who rely on service animals can easily access necessary facilities during their travels.	2027 2028	In Progress – This initiative is part of subsequent years and is currently being considered during the design phase of the terminal expansion. These elements will be carefully planned and integrated into the later stages of the project to ensure continued accessibility and inclusivity
Ensure all new public washrooms that are updated/created during terminal expansion are accessible and include hands free amenities to ensure everyone can use restroom facilities more independently.	2027 2028	In Progress – This initiative is part of subsequent years and is currently being considered during the design phase of the terminal expansion. These elements will be carefully planned and integrated into the later stages of the project to ensure continued accessibility and inclusivity.
Include a nursing area in the expansion of the post security area to provide a	2027 2028	In Progress – This initiative is part of subsequent years and is currently being considered during the design phase of the terminal expansion. These elements will be carefully

private and comfortable space for parents.		planned and integrated into the later stages of the project to ensure continued accessibility and inclusivity
Create gender neutral washroom(s) as part of the terminal expansion.	2027 2028	In Progress – This initiative is part of subsequent years and is currently being considered during the design phase of the terminal expansion. These elements will be carefully planned and integrated into the later stages of the project to ensure continued accessibility and inclusivity
<p>Ensure all phases of the terminal expansion meet CSA B651:23 Accessible Design for the Building Environment and approve accessibility plans for each phase prior to construction. Initiatives include:</p> <ul style="list-style-type: none"> • Install a new elevator • Install wheelchair accessible check in counter • Install tactile walking surface indicators and rubber stair treads • Install accessible sidewalk ramp <p>All new bathrooms will be barrier free and accessible to all.</p>	Ongoing	In Progress – We are ensuring that each phase of the expansion meets CSA B651:23 Accessible Design for the Building Environment, prior to construction. Implementation of the different items will be ongoing throughout the expansion project.

9 Provisions of CTA Accessibility-Related Regulations

CAA is required to meet the following provisions of the Canadian Transportation Act (CTA) regulations:

- Accessible Transportation Planning and Reporting Regulations (ATPRR)
- Accessible Transportation for Persons with Disabilities Regulations
 - Part 1 - Requirements Applicable to Transportation Service Providers
 - Part 4 - Requirements Applicable to Terminal Operators

10 Feedback Information

Since the release of the Accessibility Plan in June 2024, feedback has been collected through the process outlined in Section 1. Below is a summary of this feedback, along with details on how it was addressed.

Feedback	Action
Date: August 1 st , 2024 Method: Online Contact Form Feedback: I would appreciate it if YYG would join the Hidden Disabilities Sunflower - Canada network.	Short Term: The CEO promptly responded to this feedback within 24 hours. Long Term: CAA implemented the Hidden Disabilities Sunflower program in Spring, 2025.

11 Consultations

As part of YYG's ongoing commitment to accessibility, a draft of this report and a consultation survey was conducted this year between February 10th and March 13th, to gather feedback from various organizations regarding the progress of our Accessibility Plan, the clarity of our communication, and any unintended barriers to accessibility at the airport. The results provided valuable insights into areas of strength and opportunities for improvement.

The following disability rights organizations participated as individuals that serve as advocates and experts representing the following types of disabilities.

Organization	Type of disability
Spinal Cord Injury (SCI) PEI	Physical Disabilities
Hear PEI	Hearing Disability
ResourceAbilities	All Disabilities
Autism Society PEI	Cognitive Disability

11.1 Summary of Accessibility Consultation Survey Results

1. Most respondents rated the airport's overall accessibility as neutral to satisfactory, with no significant negative feedback.
2. Responses varied, with most organizations selecting "Neither agree nor disagree" or "Agree" when asked about observed improvements.
3. All responding organizations agreed that CAA is applying a diverse and intersectional approach to accessibility.
4. Two organizations agreed that the airport is accessible to individuals with different disabilities and two were uncertain.
5. Ratings for implementation of the YYG Accessibility Plan ranged from "Satisfactory" to "Very Satisfactory".

11.2 Key Areas Identified for Further Improvement

Several organizations provided specific areas where further improvements could enhance accessibility:

1. Passenger Boarding Bridges
2. Signage – Additional Accessible signage
3. Curb Accessibility
4. Security Assistance & Sensory-Friendly Spaces
 - Suggested offering assistance during security screening and access to sensory-friendly areas with tools like noise-canceling headphones and weighted blankets.

11.3 Additional Feedback & Recommendations

11.3.1 Hearing Accessibility Initiatives

- Expressed strong support for the above-counter hearing loops initiative and requested involvement in pre-testing.
- Encouraged exploring technologies to improve visual paging and referenced improvements at Toronto Pearson Airport.
- Suggested requiring real-time captioning apps at airline check-in counters and service desks for enhanced communication, benefiting passengers with hearing loss and those with language barriers.
- Highlighted the importance of passenger-facing staff training on hearing loss and its intersection with other disabilities.
- Emphasized that service animals include hearing dogs, require consideration in pet relief area planning.

11.3.2 Autism-Specific Considerations

- Stressed the need for a person-centered approach rather than a blanket approach to accessibility solutions.
- Strongly supported Sunflower Program as a beneficial initiative for passengers with hidden disabilities.

11.4 Next Steps

YYG will review the feasibility of implementing the suggested improvements, engage with stakeholders to refine accessibility initiatives, and continue strengthening training for passenger-facing staff to ensure inclusive service for individuals with diverse accessibility needs.

This feedback will guide the continued development and implementation of YYG's Accessibility Plan to create a more inclusive travel experience for all passengers.