

Windsor International Airport Accessibility Plan – Progress Report June 1, 2025

Introduction

The Windsor International Airport (YQG) is committed to ensuring all passengers and guests have a safe, barrier free experience during their visit. We firmly believe in an inclusive environment, where everyone who visits the airport can have a pleasant experience, and fully enjoy traveling or stopping by YQG.

Changing demographics, combined with an increasingly active community of people with disabilities, has inspired us to create and deliver more inclusive guest experiences that support people of all abilities.

We have published our Accessibility Plan on June 1st, 2024, which addresses many accessibility features that were identified in consultations with our community, in addition to those of relevant acts and regulations.

We will continue to consult with our accessibility community and update our Accessibility Plan accordingly. We will ensure that we prevent new accessibility barriers from arising and quickly address any existing barriers. Our Progress Report will showcase our ongoing efforts to provide a barrier free terminal to persons of all abilities.

Accessibility Principles

The Accessibility Plan and Progress Report at YQG has been developed with consideration of the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Responsibilities

Government agencies and other organizations are responsible for:

- Delivering services such as ground transportation (e.g., taxis and limousines), security screening, customs and border protection.
- Providing accommodations including assistance to passengers with disabilities when accessing transportation, security, customs and border protection services.

Our airline partners (aircraft and air carrier services) are responsible for:

- Providing mobility assistance and escorting passengers with disabilities through the check-in process, to the gate and on-board the aircraft, and vice-versa.
- Ensuring the proper stowage for mobility aids on aircraft and delivering those aids to passengers upon arrival.

Our retail partners are responsible for:

- Operating food and beverage services in an accessible manner.

Regulations

YQG must abide by several accessibility related acts, regulations, and standards. The Canada Transportation Act (CTA) includes requirements for the transportation of the persons with disabilities. We also follow the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). The ATPDR includes accessibility requirements for transportation service providers, which includes YQG. The Accessible Transportation Planning and Reporting Regulations (ATPRR) requires us to have a three-year Accessibility Plan.

YQG is also subject to the Accessible Canada Act (ACA), which ensures a barrier free Canada. The ACA focuses on the following areas so that any barrier that might affect a person with disabilities can be prevented or removed completely:

- a) Employment
- b) Built environment
- c) Information and communication technologies
- d) Communication, other than information and communication technologies
- e) The procurement of goods, services, and facilities
- f) The design and delivery of programs and services
- g) Transportation

Glossary

The following are important terms used throughout this Progress Report.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder people with disabilities full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

CTA: The Canadian Transportation Agency (CTA) is an independent, quasi-judicial tribunal and economic regulator.

ACA: Accessible Canada Act is a federal law that aims to find, remove and prevent barriers facing people with disabilities.

ATPDR: Accessible Transportation for Persons with Disabilities Regulations.

FIDS: Flight Information Display Systems.

Curbside: Area in front of the terminal building where passengers are picked up and dropped off.

CBSA: Canadian Border Services Agency

CATSA: Canadian Air Transport Security Authority

YQG: Your Quick Gateway Inc Windsor Airport

General

Should you require an accessible alternate format of the Accessibility Plan, Progress Report or the Feedback Process (e.g., print, large print, braille, audio format or an electronic format that is compatible with adaptive technology), please contact us by using the email, phone number, mailing address, feedback form or social media channels outlined on this page.



Email

Customer Service Coordinator Contact

info@yqg.ca



Phone number

519-969-2430 ext. 458



Mailing address

Customer Support Coordinator

3200 Cabana Rd. E, Unit 200

Windsor Ontario, N8V 0A1

Feedback Contact Form

519-969-2430 ext. 458

<https://flyyqg.ca/about/contact/#Form>

Feedback Process

If you have feedback about how YQG is implementing this Accessibility Plan, Progress Report and / or have feedback regarding any encountered barriers with YQG as a guest, traveller, or employee. Please contact us personally or anonymously, by using the email, phone or mailing address listed above.

Our feedback will be acknowledged in the same way it was received or the preferred manner it was received. Your feedback will be answered within 72 hours of receiving the feedback. The Customer Service Coordinator is the designated person to receive feedback on behalf of YQG.

Consultations

We fully support people with disabilities in the planning and operation of our facilities. We acknowledge the significance that consultations hold in our ongoing commitment to improving accessibility for our customers and employees. The following section includes a summary of consultations we had with different accessibility organizations, and people with lived experiences. These consultations were conducted between June 2024 – May 2025, via phone call, in person meetings/tours, or online video call.

Organizations:

- Hidden Disabilities Sunflower Program
- Windsor Accessibility Advisory Committee
- CNIB
- Canadian Hearing Society
- Family Respite Services
- Canadian Hearing Services

Persons with Lived Experiences:

- Persons who are blind, low vision, or have other vision disabilities
- Persons who have autism – their caregivers
- Persons who use a wheelchair or any other wheeled mobility device
- Persons who are deaf and hard of hearing
- Persons with learning disabilities

We will continue to engage with local disability advocacy groups and organizations to gain valuable insights and perspectives on accessibility. By working together, we can address specific challenges, gather diverse perspectives, and implement practical solutions to enhance the overall travel experience for passengers with disabilities.

We insist that the public and YQG employees/tenants provide feedback on our Accessibility Plan and Progress Report. We want to continually improve so we can provide a barrier free terminal for everyone. Under the “General” section provides information on how to provide feedback.

Information and Communication Technologies (ICT)

This section of the Progress Report will review the changes and enhancements that we have made to our terminal. We want to make sure that our information and communication technology products and services can be accessed and used by all. We know it is important that our passengers, including people with disabilities, can access what they need through our websites, communications, software and hardware.

What we've done:

- We have implemented visual announcements through our Flight Information Display System (FIDS)
- We have installed hearing loops at all our gates in the departures lounge, and at all airline check in counters

What we continue to do:

- Promote our curbside booking tool on our website
- Install proper signage with braille on new doors
- Keep our Accessibility page updated with any developments and future plans

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Communications, other than ICT

What we've done:

We continue to be committed to ensuring information is communicated in a way that best suits each individual. We understand that there are many different types of barriers that a person may encounter in an airport environment. We offer information in alternative formats, such as large print, audio formats, electronic formats and braille. If the person wishes to speak in a quieter location so that any information can be conveyed, we can accommodate that.

What we continue to do:

We continue to work with the Hidden Disabilities Sunflower Program. The Sunflower Lanyard provides a helpful identifier to airport staff to assist and support anyone with a hidden disability. We promote the Sunflower Program at every opportunity, whether it be through word of mouth, on our website, reaching out to the Customer Support Coordinator, or when we offer tours of the airport to different groups. If you have any questions about the Sunflower Lanyard program, please email the Customer Support Coordinator – contact info is in the “General” section.

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Training

What we've done:

We continue to provide accessibility training to our staff and offer the training to our tenants so we can identify and eliminate any barriers together. The training will help the staff understand the nature of a person's disability, and the best way to assist them and ensure a positive airport experience. The training is provided by the CTA. YQG employees who work with the public is mandated to take the training.

What we continue to do:

Ensuring all YQG employees take the CTA accessibility training. We encourage our tenants to take the training as well. We will also seek out more accessibility training so we can become more knowledgeable in assisting all our passengers.

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Procurement of Goods, Services and Facilities

Accessible purchasing at YQG includes everything from small, routine purchases to multi-year contracts. Our goal is to ensure the goods and services purchased are accessible by design, where possible, so that all travelers with disabilities can use them without adaptation.

What we've done:

We are always searching for new ways to improve how we conduct the procurement of goods, services and facilities. We will continue to consult different community partners to assist us on how we can improve. We keep accessibility at the top of our priorities for purchasing. We want to ensure that our vendors know that accessibility is important to us, and that accessibility is part of the process from the start.

What we continue to do:

We will focus on ensuring adaptability and flexibility in goods and services procured to support an accessible workplace and accessible programs and services.

When procuring new equipment, we will ensure that the textures, colours and placement of the new equipment will minimize any sensory challenges and improve ergonomics.

We will be updating our purchasing policy to address any accessible needs that need to be met.

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Transportation

We are proud to support accessible transportation options at YQG. We place great importance on providing clear signage, accessible facilities and seamless assistance for passengers with disabilities.

What we've done:

- Our parking lots have designated accessible parking spots nearby primary entry points
- We have accessible public transit options that include Transit Windsor Bus Stop in front of our terminal
- We've added information about taxi companies with accessible vehicles to our website

What we continue to do:

- Work with vendors to ensure our parking machines and parking equipment offer improved accessible features
- Continually work with our community partners for better insight on how our parking, and transportation options can improve

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Design and Delivery of Programs and Services

YQG is fully committed to ensuring the design and delivery of inclusive and accessible programs and services. Our commitment to the design and delivery of accessible programs and services is rooted in the belief that every individual should have the opportunity to travel with comfort, dignity, and independence.

What we've done:

- We have partnered with the Hidden Disabilities Sunflower Program to aid persons with disabilities. We want to assist everyone, and ensure they have a positive airport experience
- We provide tours to different community partners and advocacy groups. We want to help familiarize the airport experience to people who are unfamiliar with our airport and give insight on what we offer to assist the person along the way
- Installed more accessible seating close to all departures gates

What we continue to do:

- We promote our curbside assistance booking tool – we ensure that curbside assistance is provided from the front of the terminal to the check in counter
- Provide accessible seating throughout the terminal and departures lounge
- Accessibility of assistive equipment: We position equipment in easily accessible locations, ensuring passengers can readily request and utilize them as needed.

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Built Environment

YQG will work to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services

What we've done:

- We have replaced the carpeting in our departures lounge
- We have made plans to install an Indoor Animal Relief Area in our departures lounge – for the time being we have an outdoor airside animal relief area
- We consult with our community partners to help make any further improvements to our terminal and departures lounge
- We continue to take proposals for new self-service parking kiosks. This project will be deferred into 2026

What we continue to do:

- Work closely with our partners Canada Border Services Agency (CBSA) and Canadian Air Transport Security Authority (CATSA) to identify opportunities to better accommodate people with disabilities when traveling through security
- Ensure all existing accessible equipment, elevators, signs and markings are maintained and well kept
- We remain committed to addressing existing barriers and preventing new barriers in the built environment

Additional plans and initiatives will be updated on our 2026 Progress Report and 2027 Accessibility Plan.

Provisions of CTA Accessibility-Related Regulations

YQG strives to create a predictable, stress-free and enjoyable airport experience that passengers can trust. We are subject to our guests and following the guidance set out by Canadian Transportation Agency (CTA) regulations and work hard to meet and exceed provisions to deliver an enjoyable travel experience.

YQG is subject to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the provisions of these regulations that apply to it. Under the ATPDR, our obligations are to the following sections:

Part 1: Requirements Applicable to Transportation Service Providers

- Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17(a), 17(b), 17 (d), 17 (e), 18, 19(1), 19(2)(a), 19(2)(b), 19(2)(f), 20, 21, 22 and 23

Part 4: Requirements Applicable to Terminal Operators

- Sections 212(a), 214, 215 and 216.

We remain compliant with the requirements of the ATPDRs. We remain on target for each action that is set in our 2024-2027 Accessibility Plan. We strive to improve the accessibility within our airport, and to accommodate every person's needs. This Progress Report shows the steps that have been made to reach our ultimate goal of zero barriers. Achieving this goal is only possible with the help of our community partners, training, and consultations and meetings with persons with lived experience. As we move forward into a barrier free environment, each section of the Accessibility Plan and Progress Report will be the top priority of each project – it's our commitment to ensure that every passenger and visitor that enters YQG experiences a welcoming and safe accessible environment.