



YQG Accessibility Plan 2024-2027 and Feedback Process



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Accessibility Statement

Welcome to the Windsor International Airport (YQG). 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.

Executive Summary

The purpose of this Accessibility Plan is to outline each action that YQG will take to enhance accessibility. Our Accessibility Plan will enable direction to remove and prevent barriers that may affect our patrons. The period for which this Accessibility Plan will go into effect is June 1, 2024 until June 1, 2027. Every three years we will have an updated Accessibility Plan.

Our Accessibility Plan will include improvements that have been established with future enhancements and considerations.

Glossary

The following are important terms used throughout this Accessibility Plan.

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.

Accessibility Principles

The Accessibility Plan 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

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.

Employment



The Employment component of this Accessibility Plan has been designed according to the requirements of Accessible Canada Act, focusing on the obligations arising from that legislation at all stages of the employment process. YQG has developed this component of the Accessibility Plan as a framework for its further actions in the area of accessibility.

YQG has already made a commitment to employment practices that help overcome barriers for people with disabilities. This is a continuous process and is being implemented over time. This Accessibility Plan is part of YQG's ongoing efforts to identify, eliminate and prevent barriers to accessibility for people with disabilities. It will be developed and updated periodically to reflect current legislation and regulations.

What we have done:

To achieve our goal of a diverse and inclusive workplace, the company has implemented the following practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Our accessible hiring practices include accessibility statements on our job postings and accommodations during interviews.
- An elevator is available for easy access to offices on the second floor.
- Employment equity and diversity: YQG complies with the Employment Equity Act, which aims to ensure fair representation of four designated groups: women, visible minorities, persons with disabilities and Indigenous peoples. YQG is expanding its vision from employment equity to a commitment to diversity, inclusion and adaptation of its workplaces to welcome and retain the best and brightest talents. All employees enjoy the same benefits and opportunities for advancement based on their competencies, regardless of differences.
- When specific needs are identified for an employee, the company will conduct an analysis so as to implement reasonable accommodation to the situation and promote full integration of people with disabilities.
- Reduced-mobility parking spaces are available for employees who possess a valid accessibility parking permit.

The company remains committed to addressing existing barriers and preventing new barriers in employment.

YQG understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. We encourage people from designated and under-represented groups to apply for our positions.

What we plan to do:

2024-2025: Create and post our Accessibility Plan on our company website.

2024-2025: Review equity, diversity and inclusion policies applying to disabilities, and continue to reiterate YQG's commitment to accessibility for people with disabilities from the recruitment stage and throughout employment.

2024-2025: Review and update all forms and documents pertaining to reasonable accommodation requests.

2024-2026: Re-evaluate job posting procedures and pre-hire testing protocols to prevent imposing undue barriers to hiring, and continue reiterating YQG's commitment to inclusion and accessibility in the workplace for people with disabilities.

2024-2027: All new construction projects with an impact on the built environment and the physical work environment will give priority to incorporating accessible features as appropriate.

Training

What we have done:

2024 Implemented CTA accessibility training for employees assisting passengers.

What we plan to do:

2024 - 2027 All new YQG employees will be required to take accessibility training within the first 60 days of employment. All current YQG employees will be required to take the CTA accessibility training over the next 60 days and will be required to take the accessibility training every 3 years.

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.

To identify and prevent any obstacles that may exist, **we are committed to:**

- Evaluating our built environment to determine its level of accessibility and to design a standardization plan where possible.
- Identifying and addressing accessibility criteria in any new design or renovation.

What we've done:

The company has implemented the following services to identify, remove, and prevent new and existing barriers in relation to the built environment:

- Entrance ramp located at the front of the building.
- Regularly maintained elevator.
- Automatic door openers.
- All washrooms are clearly marked, including braille signage, and have accessible toilets.
- We have accessible seating available for passengers and visitors throughout the terminal and in the departure lounge.
- Installed new TV screens at each gate to provide more information to passengers.
- We have two conveniently located animal relief areas.

The Company remains committed to addressing existing barriers and preventing new barriers in the built environment.

What we plan to do:

- Ensure that all future renovations, expansions, or construction projects for YQG facilities adhere to recognized accessibility design standards and guidelines.
- Incorporate accessible features and consider universal design principles to create inclusive spaces for all individuals.
- We will continue working with our partners Canada Border Services Agency (CBSA) and Canadian Air Transport Security Authority (CATSA) Protection to identify opportunities to better accommodate people with disabilities when travelling through security.
- We continue to seek ways to design with accessibility in mind. In particular, we plan to incorporate more sensory-friendly spaces and measures to minimize distraction.

- We are mindful of the need for quieter spaces throughout all terminals that can be used to relieve sensory overstimulation and better support one-to-one communication needs.
- We will further engage with people with lived experience, so we can assess lighting levels and other important design aspects to ensure we have the best possible design for our guests.
- YQG is seeking proposals for a new self-service parking kiosk and our plan is to replace parking kiosks by 2025.
- We are working to replace carpeted areas that impede mobility aids, and requires additional effort to move suitcases. We plan to review flooring solutions to make it safer for passengers.



Animal Relief Area at YQG

Information and Communication Technology (ICT)

As society relies more and more on sharing and communicating information digitally, we will work to make sure that accessibility is considered from the start of every project. 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 everyone, including people with disabilities, can access what they need through our websites, communications, software and hardware.

What we've done:

- Information on critical developments that are time sensitive, effects available services, or may impact the health, safety, and security of airport users are posted as an alert on our website and on our social media page. In the terminal, we provide audible announcements through our public address (PA) system. We provided flight information and health, safety, and security information in both audio and visual formats.
- In 2023, we introduced a new online curbside booking tool option for curbside assistance.
- Braille signs have been put in place outside washroom walls.

What we plan to do:

- We are currently working to provide visual announcements through our Flight Information Display System (FIDS).
- YQG is planning to install hearing loops in our departures lounge.
- We will continue to keep our website accessibility page updated.



Communications, other than ICT

Effective communication requires a good understanding of what types of barriers an individual with a disability may encounter in the airport environment.

YQG is committed to ensuring that information is communicated in a way that best suits the individual. This means offering information in alternative formats, such as accessible electronic formats, large print, audio formats, braille, providing information in clear and concise sentences. Additionally, this means asking a person if they like to speak in a quieter location.

What we've done:

- In 2023, YQG has introduced the Hidden Disabilities Sunflower Program. The Sunflower lanyard provides a helpful identifier to airport staff to assist and support anyone with an invisible disability.

What We're Working to Improve:

- In 2024, and ongoing, we will increase awareness about our Hidden Disabilities Sunflower Program so guests know it is available and that everyone working at YQG knows how to recognize and effectively serve guests wearing the Sunflower lanyards.
- We will make our training program available to airport partners to build awareness for how to appropriately adapt their service by giving guests extra time, help or support during their travel experience.
- To improve how we communicate with both passengers and airport staff, YQG has focused on putting together training that addresses these barriers. This will help staff understand the nature of a person's disability, the types of barriers, as well as whether a person may use an assistive device to assist in hearing, seeing, or communicating.



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:

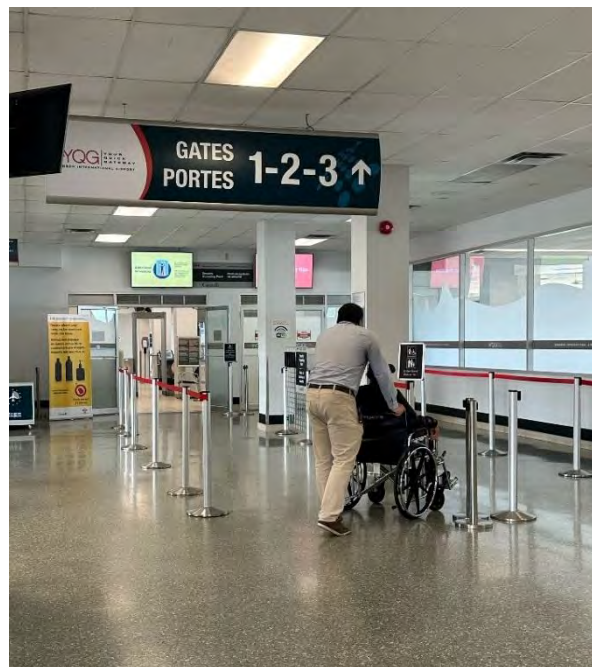
Accessibility is prioritized during our purchasing process so that our vendors know that it is important to us. In our ongoing effort to procure accessible goods, services and facilities, we want to know that accessibility is part of the process from the start.

What We're Working to Improve:

New technology is continually emerging. With this in mind, we will continue to consult community partners on universal accessibility and will involve them in the early planning stages to receive the benefit of their ideas.

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 pay particular attention to textures and colours and the way equipment is placed within the airport, to minimize sensory challenges and improve ergonomics.



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:

- Accessible parking - parking lots have designated accessible parking spots nearby primary entry points
- Public transit - accessible public transit options include Transit Windsor Bus stop in front of our entrance/exit.

What We're Working to Improve:

- Exploring modifications or replacements for existing parking ticket machines that offer improved accessibility features.



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.

Common challenges can include physical barriers in airport facilities, communication barriers, limitations in the availability of assistive devices, and inadequate staff training in disability awareness and assistance. By working to address these challenges, we will enhance the overall travel experience for passengers with disabilities.

What we've done:

- Accessibility of assistive equipment: We position equipment in easily accessible locations, ensuring passengers can readily request and utilize them as needed.
- We have accessible seating available for passengers and visitors throughout the terminal and in our departures lounge.
- Curbside assistance - we ensure curbside assistance is provided from the curb to the check-in counter for passengers with disabilities.

What We're Working to Improve:

- We will stay up-to-date with accessibility guidelines and best practices established by relevant authorities and organizations. By proactively staying informed about the evolving accessibility standards, we can continuously enhance our services and maintain our commitment to providing an inclusive travel experience.



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. During the development of our accessibility plan, we actively sought input from individuals with disabilities who have firsthand experience utilizing our services.

We have consulted with the Windsor Accessibility Adversary Committee. Its membership represents different backgrounds, abilities and disabilities that offer many perspectives to improve accessibility for Windsor residents. We have consulted with the committee virtually on April 30, 2024, where they reviewed our plan, and we held an in-person event on June 11, 2024, where some committee members toured our facility to give their suggestions and recommendations.

We have done in house events for families of persons with Autism to tour the airport and make recommendations. We have also reached out to local offices of CNIB and Canadian Hearing Society. Their invaluable insights have played a pivotal role in shaping the foundation of this plan.

YQG has partnered with the Hidden Disabilities Sunflower Program which provides a helpful identifier to airport staff to assist and support anyone with an invisible disability.

We have had a virtual meeting with Canadian Hearing Services to discuss our Accessibility Plan and our new Hearing Loop.

By continuing to engage in meaningful conversations and expanding our outreach efforts, we are determined to further advance our accessibility initiatives and ensure that the diverse needs of the people who rely on us are effectively met.

What we've done:

- YQG has consulted with accessibility groups along with members of the public, to assist with our Accessibility Plan.

What We're Working to Improve:

- 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.

General

Alternate format(s):

Should you require an accessible alternate format of the Accessibility Plan 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@ygg.ca



Phone number

519-969-2430 ext. 458



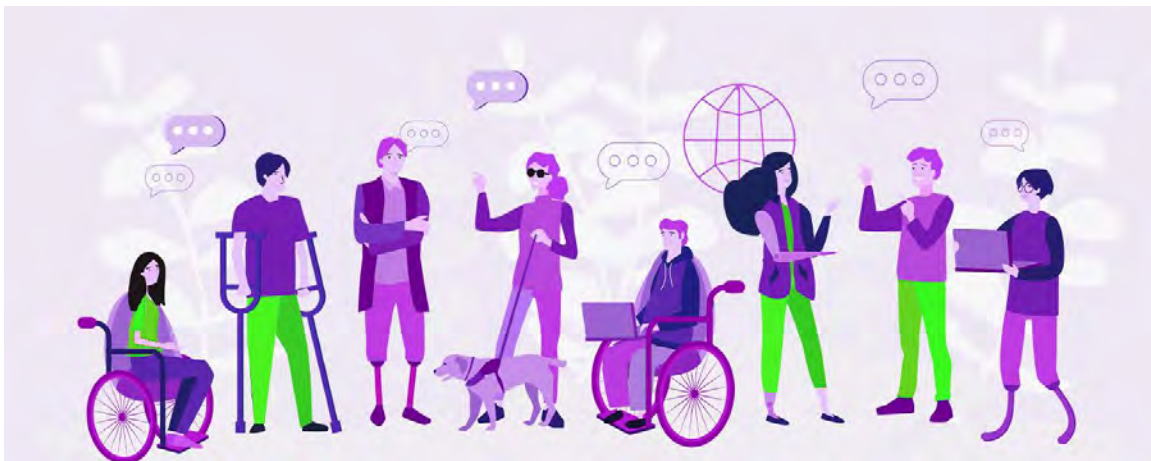
Mailing address

Customer Support Coordinator
3200 Cabana Rd. E, Unit 200
Windsor Ontario, N8V 0A1

Feedback Contact Form

519-969-2430 ext. 458

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



Feedback Process

If you have feedback about how YQG is implementing this Accessibility Plan, and / or have feedback regarding any encountered barriers with YQG as a guest, traveler, 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.