North Peace Regional Airport Accessibility Plan, 2024-2027

Message from Vantage Airport Group

Vantage Airport Group is an industry-leading investor, developer, and manager of airports and transportation infrastructure around the world. Since 1994, Vantage has been making airports more efficient, profitable, sustainable, and connected to the communities they serve, working with more than 30 airports in its 30-year history. Vantage's current portfolio includes four Canadian airports:

· John C. Munro Hamilton International Airport, Mount Hope, Ontario
· North Peace Regional Airport, Fort St. John, British Columbia
· Kamloops Airport, Kamloops, British Columbia
· Greater Moncton Roméo LeBlanc International Airport, Moncton, New Brunswick

We are committed to working together with each of our airport teams to create a more diverse and equitable environment for everyone, including airport visitors, employees, and local communities. We recognize that an essential part of working towards an inclusive society is an ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities.

George Casey
Chief Executive Officer
Vantage Airport Group

Message from North Peace Regional Airport

The North Peace Regional Airport has prepared this Accessibility Plan to assist in meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR). This Plan will serve as a roadmap for Airport employees, contractors, and others, to help our organization become more diverse and inclusive.

This Accessibility Plan was shared for review with Airport senior management and other stakeholders. The Airport senior management team will review the Accessibility Plan annually, update the Plan a minimum of every three years, and provide progress reports as required by legislation.

At each stage of development and review of this Plan, we actively seek and encourage input from those with lived experience facing accessibility barriers. The Airport welcomes and considers all ongoing feedback and consultation input as resources to help us meet our accessibility commitments and goals.

Stacy Smith, Managing Director
North Peace Airport Services Ltd.

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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA), the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-2019-244), and the *Accessibility Transportation Planning and Reporting Regulations* (SOR/2021-243), and as part of our goal to increase accessibility in our organization, the North Peace Regional Airport has prepared this Accessibility Plan.

To develop this Accessibility Plan and to identify accessibility barriers and goals, numerous employees and other stakeholders have been consulted, including those with lived experience as persons with disabilities.

This Accessibility Plan, additional information about Airport accessibility services, and an accessibility feedback form, are available online on the [Airport Accessibility page](#).

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact the Airport at:

Mailing Address
Stacy Smith, Managing Director
North Peace Airport Services
Box 6490
Fort St John, BC V1J 4H9

Email
info@yxj.ca

Phone
250-787-0426 (Monday to Friday, 8 am to 4 pm, excluding holidays)

Statement of Commitment to Accessibility

The North Peace Regional Airport is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The Airport will ensure compliance with all applicable accessibility legislation by identifying, preventing, and removing barriers to accessibility.

Accessibility Principles

In accordance with the *Accessible Canada Act* (ACA), the North Peace Regional Airport recognizes the six principles of accessibility and is committed to removing barriers to transportation when preparing our accessibility plans, feedback processes, and progress reports with the following principles in mind:

1. All persons must be treated with dignity regardless of their disabilities.
2. 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.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
5. 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.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.

Background

The purpose of the *Accessible Canada Act* (ACA) is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove, and prevent barriers to accessibility in federally regulated organizations by 2040.

The North Peace Regional Airport is considered a Class 3 airport by the Canadian Transportation Agency (CTA) and is required to comply with applicable CTA accessibility-related regulations. A Class 3 airport is a small private sector Transportation Service Provider (TSP) whose average number of employees in the current calendar year is 10 or more but fewer than 100.

The ACA requires that the Airport's accessibility plan addresses its policies, programs, practices, and services in a way that conforms to other regulations or laws that may apply to those entities. As a federally regulated entity, the Airport must follow both the *Accessible Canada Act* (ACA) Regulations and the Canadian Transportation Agency's (CTA) Accessible Transportation Planning and Reporting Regulations.

The Airport must notify both the Accessibility Commissioner (a member of the Canadian Human Rights Commission (CHRC)) and the Canadian Transportation Agency within 48 hours of publication of each version of its accessibility plan (including a description of its feedback process and progress report, where applicable).
In the notice, each airport must include:
- a hyperlink to the URL of the plan;
  OR
- for TSPs who do not communicate information to the public using a digital platform, the addresses of the publicly accessible business locations where a print copy of the accessibility plan is available.

TSPs should submit their notice to the CTA using the following email address: OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca.

Executive Summary

In March 2024, the Vantage Airport Group (Vantage) engaged AIM for Inclusion to assist in reviewing the accessibility policies, procedures, and plans for three of its Canadian airports. This included drafting customized Accessibility Plans and measurable goals and objectives for each airport. Project scope also included an initial gap analysis review, including a review of each Canadian airport's accessibility-related policies and procedures, and stakeholder interviews with Airport employees and key contacts.

To the extent possible during the consultation period, outreach included seeking input from persons with lived experience, with feedback and consultation efforts summarized in the Accessibility Plan.

Key Findings

Identifying and raising awareness about the role of a key accessibility contact at the Airport would help ensure increased knowledge and awareness about Airport accessibility services and procedures, as well as accessibility barriers and goals.

Strengths

- Leadership and support of accessibility and inclusion goals by senior management and decision-makers
- Positive attitude of all levels of management and staff towards ensuring accessibility and inclusion in Airport services and facilities
- Numerous initiatives are in place to ensure ongoing ACA and ATPDR compliance and accessibility best practices, including:
  - Updates to customer service and public information (posted on the Airport's public Accessibility page);
  - Updates to the Airport accessibility feedback process;
  - Updates to ACA and ATPDR accessibility awareness training (including role-specific training for Airport employees and management teams);
  - Creation of an internal accessibility resources folder to provide employees with access to practical accessibility tools and resources when designing and developing programs, services, and facilities;
  - Collaboration and ongoing consultation with various community organizations and committees addressing accessibility as a priority (for example, the Fort St. John Association for Community Living and the BC Northeastern Accessibility Committee);
  - Reviewing and updating procurement agreements with third-party vendors to ensure accessibility requirements are incorporated;
  - Plans to continue to increase engagement and collaboration with various disability organizations and with persons with disabilities and lived experience identifying as d/Deaf, disabled, or neurodivergent; and
  - Initiatives and plans to work towards changing the workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.

Challenges and Risks

The following items were identified as accessibility challenges or risks for the Airport:

- The need for a dedicated budget and resources to increase accessibility and address Accessibility Plan departmental priorities;
- The need to schedule, plan, prioritize, and assign resources to ACA, ATPDR, and ATPRR compliance requirements on an ongoing basis, incorporating frequent reviews of Accessibility Plan goals, status, and roadblocks; and
- The need to ensure clear, visible actions supporting accessibility as an Airport priority (through marketing and promotion, employment, training, participation in National AccessAbility Week, and other initiatives).

Airport Accessibility Services, Procedures, and Facilities

The Airport is committed to meeting all applicable *Accessible Canada Act* (ACA) and *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) compliance requirements and deadlines. This includes developing public accessibility policies and procedures related to customer service; developing, posting, and updating the Accessibility Plan; and providing progress reports by applicable deadlines.

Airport accessibility policies and website content are provided in an accessible format and available in alternate formats upon request. Visit the Airport Accessibility page for current information describing how to access Airport services and facilities.

ACA and ATPDR Compliance

The following accessibility items have been or are currently being developed by the Vantage Airport Group and the Airport to help ensure ACA and ATPDR compliance requirements are met or exceeded.

Accessibility Policy

An Accessibility Policy that includes a clear statement of commitment and description of accessible services, as well as contact information for queries and accommodation requests, is available to the public on the Airport website and upon request.

Accessibility Feedback and Complaint Resolution Process

The North Peace Regional Airport welcomes accessibility feedback, comments, and suggestions to assist us in increasing accessibility and inclusion in our services. Feedback can be provided in several ways.

An accessibility feedback form and process has been developed and is available to the public on the Accessibility page and is also available upon request. Feedback can also be provided by email at info@yxj.ca or by phone at 250-787-0426 (Monday to Friday, 8 am to 4 pm, excluding holidays).

Other than feedback indicated as anonymous, feedback will be acknowledged in the same way it was received or the preferred manner requested.

Airport employees have been trained on the procedure for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services.

Emergency and Safety Information

Safety information is provided in audio and visual format throughout the terminal building. Information is communicated over the public address system. During an emergency or evacuation, airport visitors are advised to follow directions provided by emergency personnel.

The terminal building fire alarm system includes both audio tones and strobe lights.

Accessible emergency and safety information for visitors is available publicly and upon request.

Individual accommodation plans including emergency and evacuation procedures are in place for employees who request support.

Information and Communication

The Airport continues to work towards ensuring that its website and its information services and content are accessible. This includes providing public information in alternate formats upon request. Requests for information in an alternate format (such as print, large print, braille, or audio information) can be met by contacting us at info@yxj.ca or by phone at 250-787-0426 (Monday to Friday, 8 am to 4 pm, excluding holidays).

Website accessibility checks are completed regularly to check whether the Airport website meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA guidelines.

Third-party vendors that provide website development and support must commit to meeting current Web Content Accessibility Guidelines (WCAG), as required by the ACA.

Accessibility is also considered when purchasing kiosks or approving vendor kiosks. Proposals for new kiosks, to be purchased by the Airport or its vendors, are reviewed to ensure accessible features are included. Approval to build is required. This includes parking kiosks, and individual airline check-in kiosks.

Boarding announcements are displayed on Inclusive Flight Information Display Screens (IFIDS) located throughout the Terminal Building.

Airline staff can provide automated public address messages and aircraft status information in both audio and visual format.

Facilities

The Airport works to ensure that all its facilities are accessible and help provide an inclusive travel and work experience. The Airport is compliant with built environment

accessibility requirements related to the National Building Code, local building codes, and related accessibility standards and legislation.

Wheelchair Access
North Peace Regional Airport is fully wheelchair accessible. Airlines operating out of the airport have wheelchairs available for passengers. Contact your airline to arrange access to a wheelchair.

Accessible Washrooms
Public washroom facilities are located in both pre-Security and post-Security areas and include wheelchair accessible stalls and infant changing tables.

Animal Relief Areas
Designated relief areas for service animals and pets are located pre-Security directly outside the Departures doors of the terminal building, and post-Security in the Hold Room, with visual signage including braille and tactile lettering.

Curbside Assistance
Curbside assistance is available from Departures curbside at the airport to check-in counters, and from baggage collection to Arrivals curbside. While this service is available upon request, we encourage you to book with us 48 hours in advance of your departure date to allow time for your requests to be fulfilled. If you need assistance, contact Terminal Services by phone at 250-793-7601 or by email at info@yxj.ca (Office hours are Monday to Friday, 8 am to 4 pm, excluding holidays).

If you are flying in or out of North Peace Regional Airport, it is important to contact your airline prior to travelling to let them know that you require special assistance. Airline representatives will be able to provide information on the use of wheelchairs, passenger escort services, and support with check-in and boarding processes, as well as arrival at your destination.

While the Airport does its best to accommodate all passengers, failure to pre-arrange assistance may result in a delay in service. We strongly suggest that you contact your airline at least 48 hours prior to travel to allow time for your requests to be fulfilled. We also recommend that travelers review their airline's check-in, cut-off and boarding time requirements prior to arriving at the airport. Contact information for airlines serving North Peace Regional Airport is available on the Airline & Charter page.

Employment
The Airport is committed to accessible and inclusive hiring practices. Airport employment practices are being reviewed and updated to ensure accessible recruitment, hiring, retention, career development, and accommodation request procedures.

Training
Customer service training incorporating accessibility and accommodation information, including training on Airport assistive devices, has been provided to customer service employees. All new employees are trained on how to provide accessible services

related to their role and responsibilities. Refresher training is also provided when required, as per the Airport's training plan.

Transportation

Accessible ground transportation is available at North Peace Regional Airport and in the city of Fort St. John. Taxis, and shuttles, including HandyDART, should be pre-arranged with the service provider ahead of time to ensure an accessible vehicle is ready to take you to or from the airport.

Ground Transportation Operators open doors for all clients, assist with loading and unloading luggage, and assist persons with disabilities and requesting support to provide access at the front of the line at their check-in desk inside the terminal.

For more information on ground transportation options, including reserving accessible vehicles from car rental companies serving North Peace Regional Airport, please visit the Airport's To & From page.

All new or renewal agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

A designated curbside Drop-off and Pick-up area is located in front of the airport terminal building and indicated by signage. No vehicle can be left unattended in these areas.

Our terminal parking facilities are fully accessible, with designated accessible parking spaces located close to the Airport Terminal Building. To use an accessible parking space, ensure your valid Accessible Parking Permit is displayed and clearly visible on the vehicle's sun visor or front dash. Up to thirty (30) minutes of complimentary parking is available with an Accessible Parking Permit (however, metered parking is excluded from this complimentary parking).

Provisions of CTA Accessibility-Related Regulations

The following CTA accessibility-related provisions apply to the Airport.

Part 1: Requirements Applicable to Transportation Service Providers

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

The Airport ensures that it complies with or exceeds each of these accessibility-related requirements.

Goals and Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives at the Airport use various measures to identify, remove, and prevent accessibility barriers and to determine accessibility goals for inclusion in this Accessibility Plan.

Identifying Barriers

In order to meet or exceed *Accessible Canada Act* (ACA) and *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) compliance requirements, the Airport is committed to working with its senior management team to gather and respond to public and employee feedback in identifying priorities to increase accessibility and inclusion. The Airport ensures that its efforts related to consultation and to preparation of this Accessibility Plan include persons with disabilities regarding input and review.

Removing and Preventing Barriers

Airport management and staff have identified the following goals and actions to remove identified barriers and prevent accessibility barriers related to its policies, programs, practices, and services. Barriers related to each accessibility goal were identified by employees and other consultation participants.

It is the goal of the Airport to incorporate industry best practices while meeting the requirements of applicable accessibility legislation.

Key Airport contacts, identified as Action Owners in the tables below, are responsible for ensuring that both ACA compliance requirements and Airport-identified accessibility goals and initiatives are carried out as per legislative and Airport-identified deadlines.

Accessibility goals are organized using the following categories:
- Information and Communication Technologies (ICT)
- Information and Communication (other than ICT)
- Procurement of Goods, Services, and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

Information and Communication Technologies (ICT)

The Airport is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Airport is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

By implementing features such as audio and visual announcements for flight schedules, digital signage, and tactile signage, the Airport seeks to increase inclusion in the travel experience. Providing clear and concise information in a format that is accessible to everyone can greatly enhance the communication experience for individuals with disabilities.

The Airport recognizes that the use of Inclusive Flight Information Display Systems (IFIDS) and accessible maps can assist individuals with disabilities in navigating their surroundings and accessing important information.

Accessibility Goal	Action Owner	Target Completion Date
Create an online location for employees to have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF documents).	Programs Coordinator	September 2024
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria.	Administration Officer	May 2024, with annual status updates, required
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria.	Administration Officer	Ongoing (with regular checks using automated reports)
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Manager of Operations	December 2024

Information and Communication (other than ICT)

The North Peace Regional Airport prioritizes training its employees and customer-facing staff, particularly Security personnel, on how to effectively communicate and interact with persons with disabilities. By providing education and resources on disability awareness, accessibility, and inclusive communication practices, we can ensure that our team members are equipped to communicate with respect and understanding.

North Peace Regional Airport is also a member of the Hidden Disabilities Sunflower Lanyard program. This program provides resources, identification cards, and lanyards for individuals who wish to participate in the program. These resources provide a discreet way to indicate to Airport staff that you might need more time or assistance when at the Airport.

Airport management and staff are committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan annually. Reviewing the documents annually will help ensure that the Airport continues to work towards greater accessibility, diversity, and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce accurate and informative accessibility progress reports when required.

In addition, any Airport policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Operations Manager	August 2024
Ensure that current facility emergency evacuation procedures are in place and available in an accessible format for employees and airport staff.	Operations Management	June 2024
Review the Airport Accessibility Plan and status of accessibility goals annually.	Senior Management	Annually
Update the airport Accessibility Plan a minimum of every three years, and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Senior Management	May 2024, May 2027
Provide ACA progress reports based on stated deadlines in the ACA, and notify the ACA and regulator when updated accessibility progress reports are published.	Senior Management	Annually, in interim years to Plan updates, 2025, 2026

Procurement of Goods, Services, and Facilities

The Airport is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considering when procuring items and services. Our procurement policies and procedures are dedicated to ensuring that persons with disabilities have full and equal access to Airport services.

We work closely with organizations that serve individuals with disabilities to identify barriers and develop strategies to remove them. Accessibility requirements will be included in Airport RFPs, service agreements, and other documents related to procurement.

Accessibility Goal	Action Owner	Target Completion Date
Review legal agreements regarding procurement of accessible goods, services, and facilities; ensure clear wording and procedures related to accessibility requirements in agreements.	Senior Management	Ongoing, when new or renewal agreements are established
Monitor third-party vendors to ensure they are meeting their commitments to provide accessible services. Review specific commitments to accessibility prior to making initial agreements, prior to contract renewals, and through occasional random service checks.	Management	September 2024 and ongoing

Design and Delivery of Programs and Services

The Airport is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. The Airport is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

Accessibility Goal	Action Owner	Target Completion Date
Coordinate with Airport team members and committee members to develop, promote, and deliver National AccessAbility Week awareness content annually.	Administration	Ongoing, with program delivery annually, during National AccessAbility Week
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Administration	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
Include accessibility feedback as part of ongoing department meetings, reviews, and discussions.	Senior management	Ongoing
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Managing Director	Ongoing
Develop and promote "what to expect" content for travellers, in accessible video and text format, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.	Administration, Operations Manager	June 2026
Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program, to provide a method for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport. Provide training and resources to airport employees, tenants, and third-party vendors to raise awareness about the Sunflower program and how to respond or assist appropriately.	Administration	June 2025

Transportation

The Airport is committed to ensuring that any transportation it manages or controls will be accessible, upon request. Currently, management and control of public transportation services is not an area of Airport operations.

Accessibility Goal	Action Owner	Target Completion Date
N/A		

Built Environment

The Airport is committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers.

Accessibility Goal	Action Owner	Target Completion Date
Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Operations	Ongoing
Ensure that accessibility reviews, including persons with lived experience where possible, are provided on all airport design proposals; ensure that any identified barriers are addressed prior to approval of design and development of new facilities (internal or for stakeholders). Reviews will be carried out to current and anticipated standards, as needed (for example, NBC 2020, CSA B651-18, B651-22).	Operations	Ongoing

Employment

The Airport is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans. The Airport is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews (where applicable).	Human Resources	Ongoing, with annual reviews
Ensure emergency response teams review and are aware of individual accommodation plans for employees with documented support requests during emergencies or evacuations.	Human Resources	June 2024
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Human Resources	Ongoing, when new job postings are provided

Accessibility Goal	Action Owner	Target Completion Date
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Human Resources	Ongoing
Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on the accommodation request process and available accessibility supports.	Human Resources, Legal	December 2024
Ensure new technology, software, and processes created for use by employees meet relevant accessibility guidelines or can be made available in an alternate format, upon request.	Human Resources, IT	Ongoing

Training

The Airport is committed to ensuring that its employees receive training on Airport accessibility policies and procedures.

All Airport employees are required to complete the Canada Transportation Agency accessibility for all training modules as part of their employment. Refresher training is provided when changes are made to accessibility legislation or to Airport accessibility policies and procedures.

Accessibility Goal	Action Owner	Target Completion Date
Provide customer service training incorporating Airport-specific accessibility information to customer-facing employees, including training on Airport assistive devices and services, and how to address accessibility feedback and accommodation requests.	Programs Coordinator	Ongoing, during onboarding period for new employees
Consider additional training opportunities for customer-facing employees and for managers (for example, mental health first aid training, training by local disability organizations).	Programs Coordinator	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
Consider employee training to help increase sensitivity and awareness of barriers, appropriate language use, the need for inclusion, unconscious bias, and other content related to attitudinal barriers.	Programs Coordinator	Ongoing
Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices.	Senior Management	Ongoing

Consultations

Background

The North Peace Regional Airport continues to welcome and respond to all feedback from airport visitors, employees and volunteers, and the broader community.

Development of this initial Accessibility Plan included input from interviews with airport representatives, as well as collaboration with Vantage Airport Group and local airport contacts to engage individuals with lived experience who identify as d/Deaf, disabled, or neurodivergent.

The airport received feedback and consultation input from various stakeholders, including:
- Airport employees and volunteers;
- Individuals with lived experience facing accessibility barriers (including individuals who had provided previous accessibility feedback, questions, complaints, or accommodation requests, and who had provided accompanying contact information); and
- Known community contacts, local disability organizations, and accessibility advocates; and the broader community (through media press releases and Airport website and social media announcements).

Input from management, stakeholder, and community consultations has been incorporated in this Accessibility Plan to develop specific goals and objectives assigned to airport departments.

How Accessibility Plan consultations took place

An accessible version of the draft 2024-2027 Accessibility Plan goals and measures to identify, remove, and prevent barriers and an accompanying consultation survey was made available for public review online and in alternate formats, upon request.

When consultations took place

The draft Accessibility Plan Goals and Measures to identify, remove, and prevent barriers, and accompanying feedback survey, were made available online for a two-week period (May 8 through May 21) on the Airport Accessibility page, with banner promotion included on the main website page. Additionally, airport members meet with the Fort St. John Association For Community Living (FSJACL) to conduct a facility assessment on April 11th 2024 and again on May 17th 2024 including board member with lived experience.

Consultation promotion and invitations to provide feedback

The Airport, in consultation with Vantage Airport Group, developed a Communications Plan:

- To promote the availability of the draft Accessibility Plan and various feedback methods, including an online survey;
- To raise awareness of proposed Airport accessibility goals;
- To invite feedback from persons with disabilities and the broader community through various methods, including invitations to direct contacts, local news, and social media announcements, and
- To help ensure input and suggestions from persons with lived experience and organizations serving persons with disabilities were considered, addressed, and included as Accessibility Plan goals where appropriate.

Announcements and invitations to provide feedback were posted in numerous places.

Announcements were made when the draft Accessibility Plan Goals and Measures were about to be posted, on the day the content was posted for review, and with at least one reminder during the scheduled review period, to encourage review feedback.

Communication methods included both internal communication channels (for employees and airport tenants and vendors) and public social media channels (including X (formerly known as Twitter), Facebook, LinkedIn, and Instagram).

Individuals and organizations directly invited to provide consultative feedback

The Airport targeted outreach to persons with lived experience and organizations serving persons with disabilities. This included distribution of direct email invitations and reminders of the upcoming draft Accessibility Plan Goals and Measures consultation deadline to individuals and organizations familiar with identifying and addressing accessibility barriers, including:

- Disability organizations and known accessibility advocates; and
- Airport business partners involved in previous accessibility reviews or audits at the Airport.

Number of review participants

Eleven (11) survey responses were received in the Accessibility Plan final draft review period (May 2024).

Airport consultation response

All consultation feedback was reviewed by Airport management. Responses were organized into the following categories.

1) Feedback already addressed in the current Accessibility Plan or not applicable to the airport (for example, feedback on air travel in general or on specific airline or travel experiences unrelated to the airport).

2) Feedback incorporated into the final Accessibility Plan (as clarifications or revisions, or as additional goals approved by the airport).

3) Feedback noted for ongoing tracking by the airport for future consideration (for example, certain concerns that could not be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant airport teams, for potential inclusion as future development goals).

4) Feedback forwarded to appropriate external organizations (for example, certain concerns related to responsibilities of airline operators or third-party vendors).

The Airport also responded directly to survey participants and contacts who provided Accessibility Plan review feedback, where contact information was provided.

Where to find Airport Accessibility Policies, Plans, and Procedures

Airport accessibility policies, plans, and procedures are available on Airport accessibility page.

For more information on Airport accessibility services or to request any of these documents in an alternate format, email us at info@yxj.ca. The Airport will make every effort to provide these documents in an alternate format, upon request.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as timely a manner as possible.

Contact Us

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