



Greater Moncton Roméo Leblanc International Airport Accessibility Plan and Feedback Process, 2024-2027 – **2025 PROGRESS REPORT**



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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-



2019-244), and as part of our goal to increase accessibility in our organization, the Greater Moncton International Airport Authority has prepared this Accessibility Plan Progress Report.

This Accessibility Plan Progress Report and additional information about Airport accessibility services, including an accessibility feedback form, are available online at <https://cyqm.ca/services/accessibility/>.

You can request an alternate format of our Accessibility Feedback and Progress Plan, and Progress Report, for example.

- Print or large print
- Electronic format
- Audio format

To request alternate formats of this report or to provide feedback, contact Renata Hardy, Manager, Human Resource:

Mailing Address

Manager, Human Resource
Greater Moncton International Airport Authority
12-777 Aviation Avenue
Dieppe, NB E1A 7Z5

Email

accessibility@cyqm.ca

Phone

General accessibility feedback, queries, accommodation requests, and alternate format requests (between 8 am and 4 pm AST, Monday to Friday) 1-506-856-5444, extension 6.

Information and Communication Technologies (ICT)

Accessibility Goal	Progress Update
Create an internal folder to post accessibility resources, to ensure that all Airport employees have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF documents).	Goal achieved. A folder accessible to all employees was created and its location shared with employees.



Accessibility Goal	Progress Update
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	Goal in Achieved. An updated version was published on the YQM website.
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	Ongoing. Website accessibility is audited annually. The January 2025 audit results confirmed that GMIAA website is accessible.
Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.	Ongoing. All new software purchases are reviewed for accessibility compatibility.
Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.	Goal achieved. Closed captioning is available in public information videos.
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Goal achieved. Alt-text is available on images posted.
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Goal in progress. The system is being reviewed.
Update the accessibility page on the YQM website to include direct links to airline partner's accessibility information.	Expected completion date: November 2025.

Information and Communication (other than ICT)

Accessibility Goal	Progress Update
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Goal achieved. Statement is posted on our public website.
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.	Goal in progress. A new evacuation plan was created and will be posted on the YQM accessibility page.



Accessibility Goal	Progress Update
Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified.	Ongoing. An accessibility plan was added to the evacuation procedures.
Review the Airport Accessibility Plan and status of accessibility goals annually.	Goal achieved. Plan and goals were reviewed with the Board.
Update the airport Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Ongoing. Initial plan and feedback process was created in 2024.
Provide ACA and ATPDR progress reports based on stated deadlines in the ACA and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.	Ongoing. Annual progress reports will be completed as per regulations and provided to ACA and ATPDR regulators by May 30 of each year.
Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.	Ongoing. Marketing efforts have been increased.

Procurement of Goods, Services, and Facilities

Accessibility Goal	Progress Update
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	Ongoing

Design and Delivery of Programs and Services

Accessibility Goal	Progress Update
Share employee resources on how to create accessible programs and services.	Ongoing. Employee resources have been saved to a common folder for referencing.
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Ongoing. Program will be delivered annually beginning in 2025.



Accessibility Goal	Progress Update
Create an Airport Accessibility Policy to document our accessibility commitment and describe how to access Airport accessibility services, procedures, and facilities. Publish and maintain the Accessibility Policy on the Airport Accessibility page and share with Airport employees, tenants, and vendors.	Goal Achieved. An Accessibility policy has been created and shared with employees and the public via our website.
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Ongoing. The website accessibility page will be reviewed annually, or sooner if required due to changes.
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Ongoing.
Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program (or similar method for travelers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport).	Ongoing. The program is promoted on our website and in newsletter updates to employees and the public. Marketing will be increased to further promote the program.

Transportation

Accessibility Goal	Progress Update
Provide resources to ensure that customer-facing airport employees are aware of the process of responding to public requests for information in alternate formats.	Ongoing. A standard operating procedure was created.
Review legal agreements regarding the procurement of accessible goods, services, and facilities. Ensure clear wording and procedures related to accessibility requirements are in legal agreements. (For example, ensure specific accessibility requirements are included in RFPs and agreements with third-party vendors, such as WCAG 2.1 AA for digital information; building code and built environment standards; accessibility standards for kiosks; provincial accessibility and human rights training for local employees.)	Ongoing. Agreements are reviewed and amendments made accordingly based on the Procurement requirements set forth in the Goals.
Monitor third-party vendors to ensure they are meeting their commitments to providing accessible services. Review specific commitments to accessibility prior to making initial agreements, prior to contract renewals,	Ongoing. Third-party vendors are being monitored, and future vendors will be required to



Accessibility Goal	Progress Update
and through occasional random service checks (for example, hand-held controls and adaptive driving devices available at Airport car rental vendors).	commit to improving accessibility.
Provide additional training and resources to airport employees, volunteers, tenants, and third-party vendors to raise awareness about: <ul style="list-style-type: none"> accessibility barriers. Airport programs (e.g., Sunflower Lanyard Program) and services available to remove or prevent barriers; and how to respond to or assist others appropriately, particularly persons who might have hidden disabilities. 	Ongoing

Built Environment

Accessibility Goal	Progress Update
Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Ongoing. Wayfinding outside has been completed. Internal wayfinding is in progress.
Ensure that TTY (TeleTYpewriter) and telephone relay services are functioning and available for public use.	Ongoing. This item has been added to the terminal check.
Review the need for tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard.	Ongoing
Ensure that accessibility reviews (including persons with lived experience) 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.	Ongoing



Employment

Accessibility Goal	Progress Update
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Ongoing. Job descriptions are updated to remove barriers before they are posted.
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Goal achieved. All job postings include information for accommodation requests.
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Ongoing. Requests will be addressed and reviewed annually, or as needed.
Ensure emergency response teams review and are aware of individual accommodation plans for employees, volunteers, and others with documented support requests during emergencies or evacuations.	Goal achieved. Onboarding process was updated to include this information. Individual accommodation plans will be reviewed with the OSH committee and Manager of Emergency Planning and Response.
Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.	Goal achieved. Offer letters and onboarding information have been updated to include accessibility supports.
Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Ongoing. New technology will be assessed to ensure it meets accessibility guidelines.
Develop a recruitment accommodation policy outlining the accommodation process during recruitment.	Expected completion date: April 2026.
Partner with accessibility organizations for resources and best practices in supporting individual accommodation needs.	Ongoing. Reach out will occur as accommodation requests are received.
Develop and implement a scent free policy.	Expected completion date: January 2026.



Training

Accessibility Goal	Progress Update
Provide resources and training on how to create accessible information and communication to all content creators.	Ongoing
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.	Ongoing. All new staff complete training. External provider delivered training to all employees.
Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices.	Ongoing

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.

Feedback Information

YQM has set up several ways for people to give feedback, compliments, complaints or suggestions. We welcome your feedback personally or anonymously on this plan and any other issues you encounter. Please share your feedback through any of the following methods. Our Human Resources Manager will respond promptly unless the feedback is submitted anonymously.

Number of review participants

Six survey responses were received during the draft 2025 Progress Report review period (March 24, 2025, to April 17, 2025).

Four participants provided multiple responses during the 2025 public consultation workshop held on April 14, 2025

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 general travel barriers or on specific airline or travel experiences unrelated to the Airport).
- 2) Feedback incorporated into the final 2025 Progress Report (as revised or new goals, approved by the Airport).
- 3) Feedback noted for ongoing tracking by the Airport for future consideration (for example, comments that could not be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant Airport teams, for potential inclusion as future goals).
- 4) Feedback forwarded to appropriate external organizations (for example, concerns related to responsibilities of airline operators or third-party vendors).

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

Feedback Received

Five respondents provided feedback in the form of comments on the online survey. The specific comments and the actions taken because of that feedback are listed below.

RESPONDENT	DATE	FEEDBACK	RESPONSE
#1	March 28, 2025	Regarding: "Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible."	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.



		Feedback received: "It's often difficult to hear the announcements, especially when the staff don't express themselves clearly in French."	
#1	March 28, 2025	Regarding: Promote awareness of the international Hidden Disabilities Sunflower Program (or a similar method) to discreetly indicate that travelers with invisible disabilities may need assistance or more time to complete tasks while traveling through the airport. Feedback Received: I didn't know about it and I wish I had.	Feedback incorporated into the final 2025 Progress Report.
#1	March 28, 2025	Regarding: Do you have any suggestions for new accessibility objectives for next year? Feedback Received: Improve the availability of your services in French, as it used to be. As a customer, it has been very disappointing that something so important has been neglected. Please prioritize French-language training for your employees	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.
#2	April 17, 2025	Regarding: Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information. Feedback Received: Define regularly	Feedback incorporated into the final 2025 Progress Report.
#3	April 15, 2025	Regarding: Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success Feedback Received: Post on social media to let public know about it	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.
#3	April 15, 2025	Regarding: Ensure that closed captioning is available in public information videos posted online, in the languages used in original content Feedback Received: Add sign language to be more inclusive	Feedback noted for ongoing tracking by the Airport for future consideration



#3	April 15, 2025	<p>Regarding: Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified</p> <p>Feedback Received: You can add light colors to a visible site to ensure that people who are hard of hearing are aware of any emergencies.</p>	Feedback noted for ongoing tracking by the Airport for future consideration
#3	April 15, 2025	<p>Regarding: Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods services and facilities</p> <p>Feedback Received: You can contact organizations in the Moncton area to discuss dates and collaborate to ensure everything is clear and inclusive.</p>	Feedback noted for ongoing tracking by the Airport for future consideration
#3	April 15, 2025	<p>Regarding: How satisfied are you with the overall accessibility improvements made this year?</p> <p>Feedback Received: Keep doing a great job</p>	Feedback already addressed in the current Accessibility Plan or not applicable to the airport
#4	March 25, 2025	<p>Regarding: Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.</p> <p>Feedback Received: How and where is it available for the public to access/see/understand?</p>	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.
#4	March 25, 2025	<p>Regarding: Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.</p> <p>Feedback Received: How will you know if the marketing has been effective? How did you choose what type of marketing strategy was appropriate for this specific topic?</p>	Feedback noted for ongoing tracking by the Airport for future consideration



#4	March 25, 2025	<p>Regarding: 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.</p> <p>Feedback Received: The involvement of persons with lived experience is non negotiable.</p>	Feedback incorporated into the final 2025 Progress Report.
#4	March 25, 2025	<p>Regarding: 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</p> <p>Feedback Received: What about existing employees?</p>	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.
#4	March 25, 2025	<p>Regarding: How satisfied are you with the overall accessibility improvements made this year?</p> <p>Feedback Received: Include persons with lived experience- create a volunteer board/council with community members and employees with lived experience to review and provide feedback in this plan.</p>	Feedback noted for ongoing tracking by the Airport for future consideration

Public Accessibility Workshop

Representatives from four organizations attended and provided feedback during the workshop on April 14, 2025, resulting in 19 recommendations. The specific comments and the actions taken because of that feedback are listed below. The following organizations and advocates participated in the workshop.

- NBCPD (New Brunswick Coalition for Persons with Disabilities)
- CCRW
- Ability New Brunswick
- PAL Airlines



RESPONDENT	DATE	FEEDBACK	RESPONSE
# 1	April 14, 2025	Update the terminal to remove physical barriers	Feedback noted for ongoing tracking by the Airport for future consideration
# 1	April 14, 2025	Improve internal process to remove physical barriers (picking up suitcases to put them on the belt, removing shoes during screening.	Feedback forwarded to appropriate external organizations.
#1	April 14, 2025	Increase training to staff and tenants to recognize the various types of disabilities and associated barriers	Feedback noted for ongoing tracking by the Airport for future consideration
Numerous	April 14, 2025	Update tenant contracts with stronger language to ensure everyone attends accessibility training	Feedback already addressed in the current Accessibility Plan or not applicable to the airport.
Numerous	April 14, 2025	Add sign language to communication options to passengers within terminal	Feedback noted for ongoing tracking by the Airport for future consideration
#1	April 14, 2025	Implement an Accessibility Navigator (i.e., accessibility kiosk, phone app) to provide more options for passengers with accessibility needs	Feedback noted for ongoing tracking by the Airport for future consideration
#1	April 14, 2025	Update accessibility page to include a link to airline partner's accessibility information	Feedback incorporated into the final 2025 Progress Report
#1	April 14, 2025	Update accessible parking spots with additional space for accessibility ramp	Feedback already addressed in the current Accessibility Plan or not applicable to the airport
Numerous	April 14, 2025	Increase communication and promotion of airport accessibility page	Feedback noted for ongoing tracking by the Airport for future consideration
#1	April 14, 2025	Start updating the terminal to prepare for the 2029 Canada	Feedback noted for ongoing tracking by the



		summer games to reduce as many barriers as possible	Airport for future consideration
#1	April 14, 2025	Increase promotion of participation in accessibility week.	Feedback already addressed in the current Accessibility Plan or not applicable to the airport
#1	April 14, 2025	Incorporate accessibility goals into the next strategy	Feedback already addressed in the current Accessibility Plan or not applicable to the airport
#3	April 14, 2025	Update the transportation section of accessibility plan and progress report to include the airport's commitment to ensuring partners and vendors are compliant with accessibility requirements and expectations	Feedback incorporated into the final 2025 Progress Report
#1	April 14, 2025	Improve internal wayfinding signage (lower height of signs, use high contrast colours, signage for accessible washrooms)	Feedback noted for ongoing tracking by the Airport for future consideration
#2	April 14, 2025	Remove visual barriers from internal communication (remove caps from documents, use high contrast colours, avoid swirly designs around letters, keep signage simple)	Feedback noted for ongoing tracking by the Airport for future consideration
#2	April 14, 2025	Create a policy to outline the accommodation process during recruitment.	Feedback incorporated into the final 2025 Progress Report
Numerous	April 14, 2025	Partner with accessibility organizations for resources and best practices for supporting individuals with accommodation needs	Feedback incorporated into the final 2025 Progress Report
Numerous	April 14, 2025	Create a scent-free policy earlier	Feedback incorporated into the final 2025 Progress Report



Consultations

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

The development of this Progress Report included input from consultation sessions as well as collaboration with local airport contacts to engage individuals with lived experience who face accessibility barriers.

Efforts were made to seek feedback and invite consultation input from various stakeholders, including:

- Airport employees;
- 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 Airport website and social media announcements).

Input from management, stakeholders, and community consultations has been incorporated in this Accessibility Progress Report, and to the Accessibility Plan and Feedback Process to develop specific goals and objectives assigned to airport departments.

How Accessibility Plan consultations took place

An accessible version of the draft 2025 Progress Report and an accompanying digital survey were available online and in alternate formats, upon request. A copy of the questions that were asked in this survey are included in the Appendix.

The members of the community, especially those that serve community members that face accessibility barriers, were invited to a workshop to review and discuss the draft 2025 Progress Report.

When consultations took place

The draft 2025 Progress Report and accompanying feedback survey were available from March 24, 2025, to April 17, 2025, on the Airport Accessibility page, with banner promotion included on the main website page.

A live workshop to review and gather feedback on the draft 2025 Progress Plan was hosted on April 14, 2025.

Consultation promotion and invitations to provide feedback

The Airport developed a Communications Plan:

- To promote the availability of the draft 2025 Progress Report and various feedback methods, including an online survey;
- To raise awareness of proposed Airport accessibility goals;
- To invite feedback from people with disabilities and the broader community through various methods, including invitations to direct contacts, and social media announcements, and
- To help ensure input and suggestions from people with lived experience and organizations serving people with disabilities were considered, addressed, and included as Accessibility Plan goals where appropriate.

Announcements and invitations to provide feedback were posted in numerous places, in both official languages.

Announcements were made when the draft 2025 Progress Report was about to be posted, on the day the survey was posted, 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 (Facebook, LinkedIn, and Instagram).

Information was also shared with Airport employees via email announcements and invitations to participate in the consultation.

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 survey consultation deadline to individuals and organizations familiar with identifying and addressing accessibility barriers, including:

- Members of the public who had previously reached out to the Airport with accessibility feedback, queries, or accommodation requests;
- Disability organizations and known accessibility advocates (both local and provincial); and
- Airport business partners involved in previous accessibility reviews or audits at the Airport.



YQM Airport Accessibility policies, plans, and procedures can be found on the [Airport Accessibility page](#).

For more information on Airport accessibility services or to request any of these documents in an alternate format, email us at accessibility@cyqm.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.

Feedback will be acknowledged and provided in the same manner in which it was received.

Feedback can also be provided anonymously through the online webform located on the [Airport Accessibility page](#).

APPENDIX A: CONSULTATION SURVEY QUESTIONS

Introduction

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-2019-244), and as part of our goal to increase accessibility in our organization, the Greater Moncton International Airport Authority has prepared this Accessibility Plan Progress Report.

This Accessibility Plan Progress Report and additional information about Airport accessibility services, including an accessibility feedback form, are available online at <https://cyqm.ca/services/accessibility/>.

We are committed to creating an inclusive and accessible environment for everyone. Below, you will find our accessibility goals along with the current progress updates. We value your input and would greatly appreciate your feedback on our progress so far. Your insights will help us continue to improve and ensure that our initiatives meet the needs of all individuals. Thank you for your participation and support.

How would you rate this progress update?

- Excellent
- Good
- Fair
- Poor
- Very Poor

Information and Communication Technologies (ICT)

Accessibility Goal	Progress Update
Create an internal folder to post accessibility resources, to ensure that all Airport employees have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF documents).	Goal achieved. A folder accessible to all employees was created and its location shared with employees.
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	Goal achieved. An updated version was published online.

Accessibility Goal	Progress Update
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	Goal achieved. Website accessibility is audited annually. The January 2025 audit results confirmed that GMIAA website is accessible.
Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.	Goal in progress. A standard operating procedure was created.
Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.	Goal in progress. All new software purchases are reviewed for accessibility compatibility.
Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.	Goal achieved. Closed captioning is available in public information videos.
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Goal achieved. Alt-text is available on images posted.
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Goal in progress. The system is being reviewed.

Information and Communication (other than ICT)

Accessibility Goal	Progress Update
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Goal achieved. Statement is posted on our public website.
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.	Goal in progress. A new evacuation plan was issued that incorporates accessibility barriers. A public version is to be shared once complete.
Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified.	Goal achieved. An accessibility plan was added to the evacuation procedures.
Review the Airport Accessibility Plan and status of accessibility goals annually.	Goal achieved. Plan and goals were reviewed with the Board.

Accessibility Goal	Progress Update
Update the airport Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Goal achieved. Initial plan and feedback process was created in 2024.
Provide ACA and ATPDR progress reports based on stated deadlines in the ACA and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.	Goal achieved. The 2025 progress report is in the process of completion, pending feedback.
Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.	Goal achieved. Marketing efforts have been increased.

Procurement of Goods, Services, and Facilities

Accessibility Goal	Progress Update
Review legal agreements regarding procurement of accessible goods, services, and facilities. Ensure clear wording and procedures related to accessibility requirements are in legal agreements. (For example, ensure specific accessibility requirements are included in RFPs and agreements with third-party vendors, such as WCAG 2.1 AA for digital information; building code and built environment standards; accessibility standards for kiosks; provincial accessibility and human rights training for local employees.)	Goal achieved. Agreements are reviewed and amendments made accordingly based on the Procurement requirements set forth in the Goals.
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	Goal is in progress and is expected to be complete by May 2025.
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 (for example, are hand-held controls and adaptive driving devices available at Airport car rental vendors).	Goal achieved. Third-party vendors are being monitored, and future vendors will be required to commit to improving accessibility.



Design and Delivery of Programs and Services

Accessibility Goal	Progress Update
Share employee resources on how to create accessible programs and services.	Goal achieved. Employee resources have been saved to a common folder for referencing.
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Goal in progress. Program will be delivered annually beginning in 2025.
Create an Airport Accessibility Policy to document our accessibility commitment and describe how to access Airport accessibility services, procedures, and facilities. Publish and maintain the Accessibility Policy on the Airport Accessibility page and share with Airport employees, tenants, and vendors.	Goal achieved. An Accessibility policy has been created and shared with employees and the public via our website.
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Goal achieved. The website accessibility page is regularly reviewed to ensure accuracy.
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Goal in progress.
Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program (or similar method for travelers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport).	Goal achieved. The program is promoted on our website and in newsletter updates to employees and the public.

Transportation

Accessibility Goal	Progress Update
N/A	



Built Environment

Accessibility Goal	Progress Update
Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Goal in progress. Wayfinding outside has been completed. Internal wayfinding is in progress.
Ensure that TTY (TeleTYpewriter) and telephone relay services are functioning and available for public use.	Goal achieved. This item has been added to the terminal check.
Review the need for tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard.	Goal in progress. Review is 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.	Goal in progress. Review is ongoing.

Employment

Accessibility Goal	Progress Update
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Goal achieved. Job descriptions are updated to remove barriers before they are posted.
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Goal achieved. All job postings include information for accommodation requests.
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Goal achieved. Requests will be addressed and reviewed annually, or as needed.
Ensure emergency response teams review and are aware of individual accommodation plans for	Goal achieved. Onboarding process was updated to include this information.



Accessibility Goal	Progress Update
employees, volunteers, and others with documented support requests during emergencies or evacuations.	Individual accommodation plans will be reviewed with the OSH committee and Manager of Emergency Planning and Response.
Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.	Goal achieved. Offer letters and onboarding information have been updated to include accessibility supports.
Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Goal in progress. New technology will be assessed to ensure it meets accessibility guidelines.

Training

Accessibility Goal	Progress Update
Provide resources and training on how to create accessible information and communication to all content creators.	Goal in progress.
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.	Goal in progress. All new staff complete training. External provider delivered training to all employees.
Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices.	Goal in progress.
Provide additional training and resources to airport employees, volunteers, tenants, and third-party vendors to raise awareness about: <ul style="list-style-type: none"> accessibility barriers; Airport programs (e.g., Sunflower Lanyard Program) and services available to remove or prevent barriers; How to respond to or assist others appropriately, particularly persons who might have hidden disabilities. 	Goal in progress.



Conclusion

How satisfied are you with the overall accessibility improvements made this year?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Do you have any suggestions for new accessibility goals for the next year?

Thank you

We sincerely appreciate you taking the time to provide your valuable feedback. Your insights are crucial in helping us improve and achieve our accessibility goals. Thank you for your support and contribution to making our environment more inclusive for everyone.



APPENDIX B: PUBLIC CONSULTATION PRESENTATION



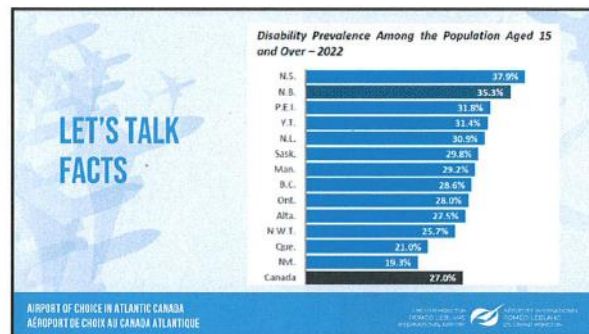
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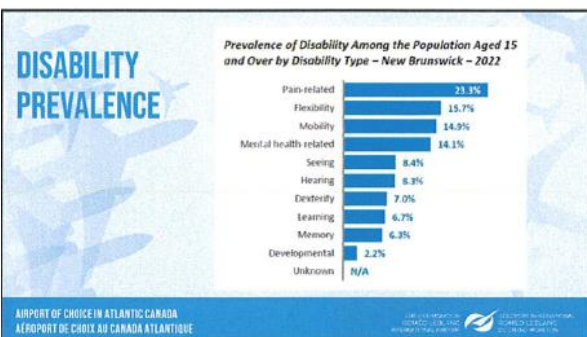
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DEVELOPMENT OF ACCESSIBILITY PLAN

- **June 2024** – GMIAA, with engagement from AIM, developed the 2024-2027 Accessibility Plan and Feedback Process
- Identification of goals for 2024 to 2027
- **April 2025**: update and review of goals
 - Feedback from the community, those with lived experience

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ACCESSIBILITY CATEGORIES

1. Information and Communication Technologies (ICT)
2. Information and Communication (other than ICT)
3. Procurement of Goods, Services, and Facilities
4. Design and Delivery of Programs and Services
5. Transportation
6. Built Environment
7. Employment
8. Training

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1. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

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ICT -GOALS

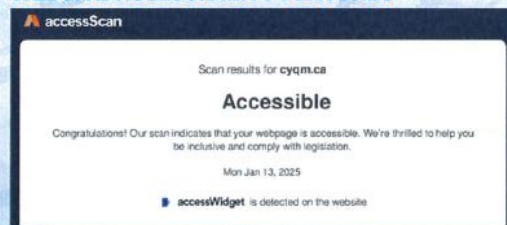
1. Internal folder for accessibility resources that employees can access and use as a reference. - **COMPLETE**
2. Publish the Airport Accessibility Plan online. - **COMPLETE**
3. Regular review of the Airport's website accessibility. - **COMPLETE**

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WEBSITE ACCESSIBILITY FEATURES

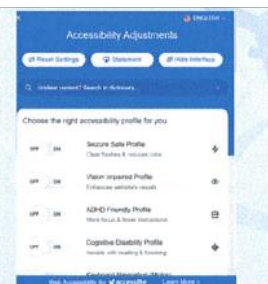


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WEBSITE ACCESSIBILITY FEATURES



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ICT –GOALS

4. Closed captioning availability in public information videos posted online. - **COMPLETE**
5. Alt-text on images available in public content posted online. - **COMPLETE**

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ICT –GOALS

6. Ensure that customer-facing airport employees are trained in responding to public requests for information in alternate formats. – **Goal In Progress**
7. New purchases for employee and customer software include accessibility requirements. – **Goal In Progress**
8. Review the accessibility of the airport public address (PA) and sound system to ensure that announcements and information are audible. – **Goal In Progress**

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ICT – YOUR FEEDBACK

Please share your feedback on the Information and Communication Technologies (ICT) 2025 progress

- Suggestions
- Recommendations
- Concerns

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2. INFORMATION AND COMMUNICATION TECHNOLOGIES (OTHER THAN ICT)

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OTHER THAN ICT –GOALS

9. Share the Airport Statement of Commitment to Accessibility within the organization and the public. **COMPLETE**
10. Emergency evacuation plans in place and available in an accessible format for employees and for members of the public. **Goal In Progress**
11. Review current emergency, safety, and evacuation information and develop a plan to improve access to barriers. **Goal In Progress**
12. Review the Airport Accessibility Plan and goals annually. **COMPLETE**

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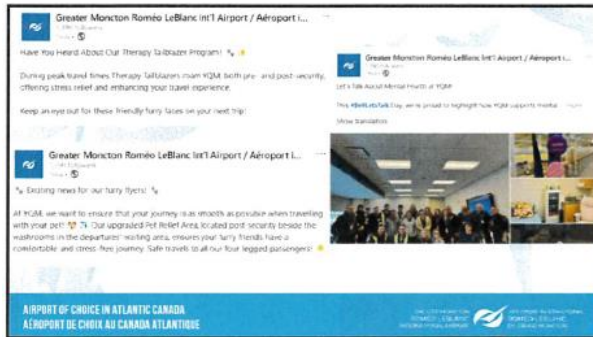
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OTHER THAN ICT –GOALS

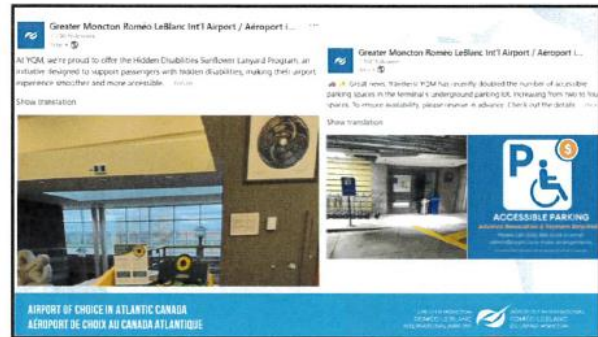
13. Update the airport Accessibility Plan at least every three years and notify the ACA-ATPDR regulators of published updates. **COMPLETE.**
14. Provide ACA -ATPDR progress reports within the required deadlines and notify the regulators of published updates. **COMPLETE.**
15. Increase marketing to raise awareness of accessible services, features, and facilities available at the Airport. **COMPLETE.**

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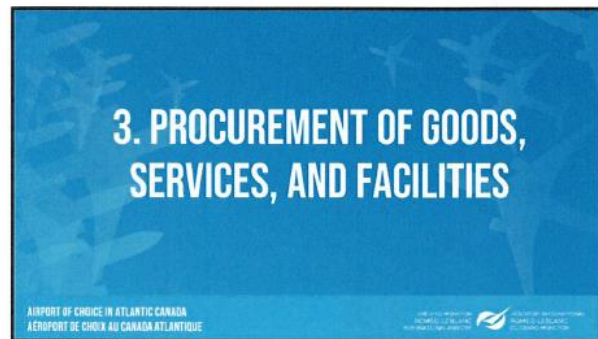
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4. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

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DESIGN AND DELIVERY- COMPLETED GOALS

- 19. Share employee resources on creating accessible programs and services. **COMPLETE.**
- 20. Create an Airport Accessibility Policy. **COMPLETE.**
- 21. Ensure the Airport website's accessibility page is updated regularly. **COMPLETE.**
- 22. Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program. **COMPLETE.**

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SUNFLOWER PROGRAM

Accessibility Features at YQM

Hidden Disabilities Sunflower Program

The Greater Moncton Roméo LeBlanc International Airport (YQM) is a proud supporter of the Sunflower. The Hidden Disabilities Sunflower is a simple tool that allows individuals to voluntarily indicate that they have a disability or condition that may not be immediately apparent. This discreet sign helps communicate that they may need a helping hand, understanding, or more time in shops, at work, on transport, or in public spaces. The program is supported by over 240 airports in more than 30 countries and 17 airlines worldwide.



Sunflower lanyards are available at our Information Desk or can be mailed to you if requested at least 7-14 days before your travel date by contacting us 508-856-5444 x 619 Monday to Friday, excluding holidays or via email at admin@yqm.ca. The team at YQM is trained to recognize the Sunflower and will ask how they can assist you.

For more information on the program, visit [Hidden Disabilities Sunflower](https://www.hidden-disabilities.ca)

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DESIGN AND DELIVERY OF PROGRAMS AND SERVICES- YOUR FEEDBACK

Please share your feedback on the Design and Delivery of Programs and Services 2025 progress

- Suggestions
- Recommendations
- Concerns

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DESIGN AND DELIVERY- COMPLETED GOALS

- 23. Coordinate with Airport team members to develop, promote, and deliver National Access Ability Week activities and awareness events annually. **Goal In Progress**
- 24. Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and work plans. **Goal In Progress**

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5. TRANSPORTATION

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6. BUILT ENVIRONMENT

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DESIGN AND DELIVERY- COMPLETED GOALS

- 19. Ensure that TTY (TeleTypewriter) and telephone relay services are functioning and available for public use. **COMPLETE.**
- 25. Review/improve wayfinding and signage to increase accessible navigation experience. **Goal in Progress**
- 26. Review need for tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard. **Goal in Progress**
- 27. Ensure airport designs consider accessibility barriers. **Goal in Progress**

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BUILT ENVIRONMENT - WAYFINDING SIGNAGE



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BUILT ENVIRONMENT - WAYFINDING SIGNAGE



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BUILT ENVIRONMENT - WAYFINDING SIGNAGE



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BUILT ENVIRONMENT- YOUR FEEDBACK

Please share your feedback on the Built Environment 2025 progress

- Suggestions
- Recommendations
- Concerns

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7. EMPLOYMENT

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EMPLOYMENT—COMPLETED GOALS

- 29. Update job postings to remove unnecessary accessibility barriers. **COMPLETE.**
- 19. Include accommodation request information and commitment to accessibility during the recruitment process. **COMPLETE.**
- 20. Ensure that employee accessibility and accommodation requests are addressed and reviewed regularly, and upon request by employees. **COMPLETE.**

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RECRUITMENT ACCESSIBILITY

Business Development Specialist

Greater Moncton International Airport Authority Inc. 6
777 Aviation Avenue, Dieppe, NB E1A 7Z5

From \$42.75 an hour - Permanent, Full-time

Apply now



How Can We Help You? Our Accessibility and Diversity Efforts

We are dedicated to fostering an inclusive and barrier-free work environment, beginning with our hiring process. If you require accommodation at any stage of the evaluation process, please email accessibility@ymiaa.ca to request specialized assistance. Please do not email your resume to this address, it is only checked for accessibility requests. All accommodation information will be kept confidential.

The Greater Moncton International Airport Authority (GMIAA) values the diversity of the people it hires and serves. At GMIAA, diversity means fostering a work place where differences are recognized, appreciated, respected, and responded to in ways that fully develop and utilize each person's talents and strengths.

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EMPLOYMENT—COMPLETED GOALS

- 29. Review individual accommodation plans for employees, volunteers, and others with emergency response teams. **COMPLETE.**
- 30. Update job offer letter and new employee orientation program to include information on available accessibility supports and the accommodation request process. **COMPLETE.**
- 31. Ensure new technology, software, and processes meet appropriate accessibility guidelines or are available in an alternate format. **Goal In Process**

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EMPLOYMENT—YOUR FEEDBACK

Please share your feedback on the Employment 2025 progress

- Suggestions
- Recommendations
- Concerns

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8. TRAINING

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TRAINING – IN PROGRESS GOALS

- 32. Provide resources and training on creating accessible information and communication to all content creators. **Goal In Progress**
- 33. Provide customer service training incorporating Airport-specific accessibility information to customer-facing employees. **Goal In Progress**
- 34. Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices. **Goal In Progress**

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TRAINING – IN PROGRESS GOALS

- 35. Provide additional training and resources to airport employees, volunteers, tenants, and third-party vendors to raise awareness about:
 - Accessibility barriers;
 - Airport programs (e.g., Sunflower Lanyard Program) and services available to remove or prevent barriers;
 - How to respond to/assist others appropriately, particularly persons who might have hidden disabilities.
- Goal In Progress**

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TRAINING – YOUR FEEDBACK

Please share your feedback on the Training 2025 progress

- Suggestions
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- Concerns

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NEXT STEPS

- Review feedback from today and incorporate it where possible.
- We encourage your ongoing feedback and recommendations.

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2025 PROGRESS GOALS SURVEY



ENGLISH



FRENCH

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