

GREATER MONCTON
ROMÉO LEBLANC
INTERNATIONAL AIRPORT



AÉROPORT INTERNATIONAL
ROMÉO-LEBLANC
DU GRAND MONCTON



Greater Moncton International Airport Authority

Accessibility Plan and Feedback Process | 2024-2027

Message from Vantage Group

Vantage 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, Dieppe, 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 Group

Message from the Greater Moncton International Airport Authority

The Greater Moncton International Airport Authority (GMIAA) 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 senior management and other Airport and community 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 organizational accessibility commitments and goals.

A handwritten signature in blue ink, appearing to read 'CB' followed by a horizontal line.

Courtney Burns, Chief Executive Officer
Greater Moncton International Airport Authority

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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.

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

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

Mailing Address

Manager, Terminal Operations
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

Statement of Commitment to Accessibility

The Greater Moncton International Airport Authority (GMIAA) 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. We are committed to providing an exceptional and inclusive experience for our employees, passengers, volunteers, and partners.

Background

There are various accessibility and human rights laws, regulations, standards, and policies in place across Canada.

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 Greater Moncton International Airport Authority 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 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. The project scope also included an initial gap analysis review, including a review of Vantage accessibility-related policies and procedures, and stakeholder interviews with Airport employees and key contacts. To the extent possible during the brief consultation period available, outreach included seeking input from persons with lived experience, with feedback and consultation efforts summarized in the Accessibility Plan.

Key Findings

It would be beneficial to identify and raise awareness about the role of a key point of contact for accessibility-related items at the Airport. Having a primary point of contact for addressing accessibility concerns would help ensure increased knowledge and awareness about accessibility services, barriers, and goals on an ongoing basis.

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 progress 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, including a dedicated email address, posting and promotion of an Accessibility Feedback Form, and updating employee training on how to receive and address accessibility feedback;
 - 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;
 - 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 and ATPDR 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 and procedures describing how to access Airport services and facilities.

The following accessible services and facilities are available from the Airport to help ensure that 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, will be available to the public on the Airport Accessibility page and upon request.

Accessibility Feedback and Complaint Resolution Process

The Airport has established an inclusive feedback and complaint resolution process which is documented on the Airport Accessibility page and described in detail in the Airport Accessibility Policy.

Accessibility feedback, complaints, and questions can be provided using various methods, including phone, email, and an online form available at [Airport Accessibility page](#).

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 Information

Accessible emergency and safety information for visitors, as well as employees and contractors, has been developed and is available publicly and upon request.

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

Emergency information is provided in both audio and visual format throughout the terminal building. Emergency information is communicated in both official languages over the public address system and on scrolling messages on monitors throughout the building. The terminal building fire alarm system includes both audio tones and strobe lights.

Information and Communication

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.

By implementing features such as audio and visual announcements for flight schedules, the Airport seeks to increase inclusion in the travel experience. Boarding announcements are displayed on the Airport Flight Information Display Screens (FIDS) located throughout the Terminal Building under the heading “status”. Airline staff can provide automated public address messages and aircraft status information in both audio and visual format in both official languages.

The Airport is also committed to making every effort to provide information in alternate formats requested. Requests for information in an alternate format (such as print, large print, braille, or audio information) will be responded to promptly. Further information is available in the Airport Accessibility Policy and on the [Airport Accessibility page](#).

Automated website accessibility checks are completed regularly to help ensure that the Airport website meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA guidelines.

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 by the Airport and relevant subject matter experts to ensure accessible features are included. Approval to build is required. This includes parking kiosks and individual airline check-in kiosks.

Facilities

The Airport is compliant with built environment accessibility requirements related to National Building Code (NBC 2020); local building codes; related accessibility standards and legislation (ACA and ATPDR). The Airport continues to work towards ongoing accessibility improvements beyond compliance, incorporating best practices and industry standards.

The Airport provides access to a range of accessible facilities and services, including:

- accessible washrooms,
- designated relief areas for service animals and pets, and
- on-site wheelchairs and curbside assistance.

Further information is available in the Airport Accessibility Policy and on the [Airport Accessibility page](#) or by contacting us by phone at (506) 856-5429 or by email at security@cyqm.ca.

Employment

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

The Airport is committed to ensuring that any transportation it provides is accessible, upon request. All agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

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.

Accessibility Features Beyond Compliance

The Airport has also achieved numerous accessibility goals that go beyond compliance.

- The Airport has completed several employee, passenger, and public surveys to help identify service barriers. Airport users accessing free on-site WiFi are prompted to complete a survey and this feedback is reviewed and addressed regularly.
- The Vantage Group engaged an external accessibility organization (AIM for Inclusion) to review the accessibility policies, procedures, training, and services for three of its Canadian airports, including the Greater Moncton International Airport.

- The Airport engaged an external organization (Rocket Marketing) in 2024 to review the Airport website and provide updates to increase accessibility of website format and content. In addition, Vantage Group uses an automated website accessibility checker to perform regular accessibility reviews of each of its four Airport's websites, to help identify barriers and priorities for team members to address.

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.

Accessibility Goal	Action Owner	Timeline
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).	Finance & Administration	Completed
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).	Commercial Development	Completed
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).	Commercial Development	Ongoing (with regular checks using automated website audit reports)
Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.	Commercial Development	Ongoing
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.	Finance & Administration	Ongoing
Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.	Communications, Finance & Administration	Ongoing
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Communications	Ongoing

Accessibility Goal	Action Owner	Timeline
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Commercial Development	In Progress
Update the accessibility page on the YQM website to include direct links to airline partner's accessibility information.	Commercial Development	November 2025

Information and Communication (other than ICT)

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	Timeline
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Commercial Development	Completed
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.	Emergency Response and Planning	In Progress
Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified.	Emergency Response and Planning	Ongoing
Review the Airport Accessibility Plan and status of accessibility goals annually.	Human Resources, 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.	Human Resources, Senior Management	May 2024, May 2027, as required

Accessibility Goal	Action Owner	Timeline
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.	Senior Management	Annually, in interim years to Plan updates, 2025, 2026, as required
Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.	Commercial Development	Ongoing

Procurement of Goods, Services, and Facilities

The Airport is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considered when procuring items and services. Accessibility requirements will be included in Airport RFPs, service agreements, and other documents related to procurement.

Accessibility Goal	Action Owner	Timeline
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	Finance & Administration, Senior Management	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	Timeline
Share employee resources on how to create accessible programs and services.	Commercial Development	Ongoing
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Commercial Development	Ongoing, with program delivery annually, during National

Accessibility Goal	Action Owner	Timeline
		AccessAbility Week
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.	Human Resources, Commercial Development	Complete
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Commercial Development	Ongoing
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Senior management	Ongoing
Develop and promote "what to expect" content for travellers, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.	Commercial Development	June 2026
Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program (or similar 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).	Commercial Development	Ongoing

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	Timeline
Provide resources to ensure that customer-facing airport employees are aware of the process of	Commercial Development	Ongoing

Accessibility Goal	Action Owner	Timeline
responding to public requests for information in alternate formats.		
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.)	Commercial Development	Ongoing
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).	Commercial Development, individual departments	Ongoing
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; and how to respond to or assist others appropriately, particularly persons who might have hidden disabilities.	Operations	Ongoing

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	Timeline
Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Commercial Development	Ongoing
Ensure that TTY (TeleTYpewriter) and telephone relay services are functioning and available for public use.	Facilities, Operations	Ongoing
Review the need for tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard.	Facilities, Operations	Regular reviews, 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.	Facilities, Operations	Ongoing
Review and ensure that all self-service kiosks owned, managed, or controlled by Moncton Airport provide accessible services or services are available in an alternate accessible format. [NOTE: A self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) <i>Accessible design for self-service interactive devices</i>.]	Commercial Development	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	Timeline
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Human Resources	Ongoing, with reviews prior to new job postings
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Human Resources	Complete
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Human Resources	Ongoing required, with annual reviews
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.	Human Resources, Occupational Health and Safety Committee	Complete
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.	Human Resources	Complete
Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Human Resources, Finance & Administration	Ongoing
Develop a recruitment accommodation policy outlining the accommodation process during recruitment.	Human Resources	April 2026
Partner with accessibility organizations for resources and best practices in supporting individual accommodation needs.	Human Resources	Ongoing
Develop and implement a scent free policy.	Human Resources, Commercial Development	January 2026

Training

The Airport is committed to ensuring that its employees and volunteers receive training on Airport accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or to Airport accessibility policies and procedures.

Accessibility Goal	Action Owner	Timeline
Provide resources and training on how to create accessible information and communication to all content creators.	Commercial Development	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.	Human Resources, Terminal Operations	Ongoing, during onboarding period for new employees
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 Committee, Human Resources	Ongoing

Consultations

Background

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

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

While still ensuring publication of the current Accessibility Plan by the June 1, 2024 deadline, efforts were made to seek feedback and invite 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).

The Airport recognizes that the consultation and review period for the current Accessibility Plan was shorter than initially intended, due to time and resource constraints in early 2024.

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 was made available for public review through various methods.

The Accessibility Plan Goals and Measures to Identify, Remove, and Prevent Barriers 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 Appendix

When consultations took place

The draft Accessibility Plan Goals and accompanying feedback survey were available during May 2024 (May 9 through May 22) on the Airport Accessibility page, with banner promotion included on the main website page.

Consultation promotion and invitations to provide feedback

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

- To promote the availability of the draft Accessibility Plan Goals 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, in both official languages.

Announcements were made when the draft Accessibility was about to be posted, on the day the Goals and Measures and survey were 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.

Number of review participants

Two survey and email responses were received during the Accessibility Plan Goals and Measures review period (May 2024).

Feedback Received

Two respondents provided feedback to the online survey. The specific comments and the actions taken because of that feedback are listed below.

Respondent	Date	Feedback	Response
#1	May 8, 2024	"This is not a good way to read your goals. It doesn't clearly tell me what you are planning to do. It hurts my eyes to look at."	The design of the template was changed immediately to allow for easier identification of information.
#2	May 9, 2024	In reference to the information listed in "Information and Communication (other than ICT)" section; "There is no completion target date on this one: "Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified."	The draft 2024-2027 Accessibility Plan and Feedback Process was updated to include a completion date of October 2024.

#2	May 9, 2024	“Will people with environmental disabilities be taken into consideration? Low scent, etc”	“Develop scent-free initiatives and procedures where possible (for example, a Scent-Free Policy, guidelines for contracted cleaning services to use scent-free products)” was added to the plan with a target date of June 2026.
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Airport consultation response

All consultation feedback was reviewed by both Airport management and AIM for Inclusion. 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 Accessibility Plan (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.

Where to find Airport Accessibility Policies, Plans, and Procedures and Current Feedback Procedure

Moncton 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.

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
- Braille

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](#).

Contact Us

Mailing Address

Manager, Terminal Operations
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

Glossary

Accessible: products, services, facilities, or environments that can be accessed, used by, or understood by all persons, including those with disabilities

Assistive Devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electric scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; and
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

Disability: any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society

Information: includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

Kiosk: a self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) *Accessible design for self-service interactive devices*.

Service Animal: an animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

Support Person: in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.

Plan Updates

Review Date	Employee Responsible	Revision
May 30, 2024	Renata Hardy	Creation of and publication of Plan
September 17, 2024	Renata Hardy	Update to title of Plan
May 29, 2025	Renata Hardy	Update to goals resulting from draft 2025 Progress Report feedback.

APPENDIX A: CONSULTATION SURVEY QUESTIONS

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.

Accessibility Goal	Target Completion Date
Create an online access location (e.g., employee information 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).	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 (or the most recent version of WCAG that is available in both English and French).	May 2024, with annual status updates.
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 (with quarterly checks using <i>AccessiBe</i> reports)
Ensure that the planning schedule for preparation of public documents includes timing for the creation of accessible versions of content (particularly public-facing documents such as annual reports, statements, and financial information).	In Place
Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.	November 2024
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
Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.	In Place
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	In Place

Accessibility Goal	Target Completion Date
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	December 2024

Did you find the accessibility goals listed in the Information and Communication Technologies (ICT) section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Information and Communication Technologies (ICT) section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Information and Communication Technologies (ICT) section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

Information and Communication (other than ICT)

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	Target Completion Date
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	September 2024
Accessibility Goal	Target Completion Date

Ensure that current facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public. Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified.	October 2024
Review the Airport Accessibility Plan and status of accessibility goals annually.	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.	May 2024, May 2027, as required
Provide ACA progress reports based on stated deadlines in the ACA and notify the ACA and regulator when updated accessibility progress reports are published.	Annually, in interim years to Plan updates, 2025, 2026, as required
Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.	December 2024, and ongoing

Did you find the accessibility goals listed in the Information and Communication (other than ICT) section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Information and Communication (other than ICT) section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Information and Communication (other than ICT) section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

Procurement of Goods, Services and Facilities

The Airport is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considered when procuring items and services. Accessibility requirements will be included in Airport RFPs, service agreements, and other documents related to procurement.

Accessibility Goal	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.	In place
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	December 2024
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).	September 2024 and ongoing
Review procurement agreements and accessibility clauses for third-party vendors re: providing accessible services, goods, facilities. Where possible, ensure specific accessibility requirements are included in RFPs and agreements with third-party vendors (for example, 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).	December 2024

Did you find the accessibility goals listed in the Procurement of Goods, Services and Facilities section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Procurement of Goods, Services and Facilities section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Procurement of Goods, Services and Facilities section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

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	Target Completion Date
Provide resources on how to create accessible information and communication to all online and print content creators.	August 2024
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Ongoing, with program delivery annually, during National AccessAbility Week, required
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Ongoing
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Ongoing

Accessibility Goal	Target Completion Date
Develop and promote “what to expect” content for travelers, in accessible video and text format, in both official languages, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.	June 2026
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).	June 2024 Ongoing
Provide additional training and resources to airport employees, volunteers, tenants, and third-party vendors to raise awareness about accessibility barriers, programs, and services available to remove or prevent barriers, and how to respond or assist others appropriately.	June 2025

Did you find the accessibility goals listed in the Design and Delivery of Programs and Services section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Design and Delivery of Programs and Services section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Design and Delivery of Programs and Services section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

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	Target Completion Date
Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Ongoing
Ensure that TTY (TeleTYpewriter) and telephone relay services are functioning and available for public use.	Ongoing
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 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.	Ongoing
Review and ensure that all self-service kiosks owned, managed, or controlled by Moncton Airport provide accessible services or services are available in an alternate accessible format. [NOTE: A self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) <i>Accessible design for self-service interactive devices</i> .]	Ongoing

Did you find the accessibility goals listed in the Built Environment section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Built Environment section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Built Environment section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

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	Target Completion Date
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Ongoing, with reviews prior to new job postings
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Ongoing, required
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 required, with annual reviews
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.	June 2024
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.	December 2024

Accessibility Goal	Target Completion Date
Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Ongoing

Did you find the accessibility goals listed in the Employment section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Employment section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Employment section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

Training

The Airport is committed to ensuring that its employees and volunteers receive training on Airport accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or to Airport accessibility policies and procedures.

Accessibility Goal	Target Completion Date
Provide resources and training on how to create accessible information and communication to all content creators.	December 2024
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, during onboarding period for new employees

Accessibility Goal	Target Completion Date
Consider additional training opportunities for customer-facing employees and for managers (for example, mental health first aid training, training by local disability organizations).	Ongoing
Provide 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.	Ongoing
Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices.	Ongoing

Did you find the accessibility goals listed in the Training section to be clear and understandable?

☐ Yes ☐ No

Do you think the goals in the Training section reflect actions that will help improve accessibility at the Airport?

☐ Yes ☐ No

If you responded 'No' to either question above about the Training section, have feedback about specific goals or would like to suggest additional goals related to this section, provide your feedback here.

Closing Questions

Do you have any other feedback or suggestions regarding the content or format of Moncton International's draft 2024-2027 Accessibility Plan?

Do you have any other comments or suggestions about how the Airport could provide more accessible and inclusive services?

All responses provided through the Accessibility Survey form are anonymous. The following two questions are also optional but may assist the Airport in responding to the feedback you have provided.

Do you identify as a person with a disability or someone facing accessibility barriers (e.g., d/Deaf, disabled, neurodivergent, a support person)?

☐ Yes ☐ No ☐ Prefer Not to Respond

Would you like a representative from the Moncton International Airport to follow-up with you in regard to your survey responses? If 'Yes', please provide your contact information and preferred method of communication.