



# North Bay Jack Garland Airport

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## **Accessibility Plan 2024**

Date Created: July 1, 2024

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Approved By:

Bryan Avery

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Airport Manager

August 9, 2024

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Date Approved

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# Message from the Airport Manager

The Canadian Transportation Agency has recently directed organizations to create an accessibility plan and publish it within 30 days of creation. The Act recognizes accessibility as a human right and sets a goal of a barrier-free Canada by 2040.

The North Bay Jack Garland Airport is committed to creating and fostering a culture of accessibility. In 2024, we reviewed any history of passenger suggestions and comments that were received through our website email, website general report form and phone calls, in regards to accessibility. We conducted employee interviews to help identify existing barriers and potential and met with several members of CATSA/Garda to talk about what other Canadian airports are doing and how we can implement similar concepts. Through this work, we have developed a Plan that is informed and proactive, a process that is inclusive and open to receive and incorporate feedback, as well as transparent oversight and reporting commitments.

This Plan identifies goals and specific actions to be taken over the next few years; it is a living document that will continue to evolve as we learn how to ensure our Airport is inclusive and barrier-free.

As we begin the actions identified in the Plan, we are committed to gathering feedback to learn, improve and update our Plan. We will update our Plan on an annual basis and we continue to allocate resources to feasible projects that help create a barrier-free environment.

As a Corporation, we are proud of the high level of accessibility that we have offered in the past and will strive to continue to offer a barrier-free Airport.

Sincerely,

A handwritten signature in black ink that reads "B. Avery". The signature is written in a cursive, slightly slanted style.

Bryan Avery, C.M.  
Airport Manager  
North Bay Jack Garland Airport Corporation

# The Accessible Canada Act and Regulations

For federally regulated organizations, the [Accessible Canada Act](#) was legislated in 2019 with the intent to achieve a barrier-free Canada by January 1, 2040. The Act benefits all Canadians, especially persons with disabilities, by proactively identifying, removing, and preventing barriers to accessibility in the following priority areas:

1. Customer Service
2. Employment
3. Information and Communication
4. Transportation
5. Design of Public Spaces

The Act is to be implemented in recognition of and in accordance with the following principles:

- everyone must be treated with dignity,
- everyone must have the same opportunity to make for themselves the life they are able and wish to have,
- everyone must be able to participate fully and equally in society,
- everyone must have meaningful options and be free to make their own choices, with support if they desire,
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect,
- persons with disabilities must be involved in the development and design of laws, policies, programs,
- services, and structures, and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

The Act defines what constitutes a ['barrier'](#). The legislation also defines what constitutes a ['disability.'](#)

A “barrier” is anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

“Disability” means 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.

The Act tasks federally regulated entities with three important requirements to support accessibility:

- Create three-year accessibility plans, in consultation with persons with disabilities, which set out how they will identify, remove, and prevent barriers to accessibility.
- Publish annual progress reports that describe how organizations are delivering upon their accessibility plans.
- Implement processes to collect, manage, and respond to feedback on accessibility, including accessibility plans and progress report.

The Act also establishes a framework for advancing accessibility through a combination of new and existing organizations and positions that administer and enforce the Act and monitor outcomes.

A summary of the [Accessible Canada Act](#) is available online.

The [Accessible Canada Regulations](#) operationalize the Act's accessibility planning and reporting requirements.

# Accessibility Statement

The North Bay Jack Garland Airport is committed to the intent of the Act of making Canada barrier-free by January 1, 2040. Through this initial, as well as successive, accessibility plans, the Airport will; identify, remove, and prevent barriers. We will work alongside our employees, tenants, business partners, accessibility working groups, and community members to create and implement these plans.

We are committed to creating and supporting inclusive, barrier-free, working environment to increase the participation of persons with disabilities.

## Feedback on the NBJG Airport Accessibility Plan

For giving feedback on the NBJG Airport Accessibility Plan please use the following;

### Mail:

Attn: Regulatory Compliance Manager  
50 Terminal St., Suite 1  
North Bay, Ontario  
P1B 8G2 CANADA

### Telephone:

705-474-3026 Ext. 5305

### Email:

[operations@yyb.ca](mailto:operations@yyb.ca)

### Website:

On our YYB.ca website, we have a General Report Form that can be used for any comments or suggestions, deficiencies, safety or safety management system observations or incidents and the form is immediately emailed to all Airport Management.

The North Bay Jack Garland Airport commits to providing our accessibility plan in the following formats within 15 days of a request:

- **Print**
- **Large print** (increased font size and clarity)
- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- **Audio** (a recording of someone reading the text out loud)
- **Electronic** (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

# Monitoring and Reporting

Monitoring and reporting to employees and the public will be on an annual cycle, as required under the Act.

Reporting will include an annual progress report to review achievements and revisions to the Accessibility Plan, as well as to report Plan feedback both from within and outside the organization.

Airport Management will coordinate the monitoring and reporting process and lead the development of the annual progress report.

Monitoring and reporting will be made through consultations with:

- Airport Management
- Employees during Staff Meetings
- Occupational Health and Safety (OHS) Rep/Committee (as applicable)
- Security Guards and other service providers at the airport
- External partners, as required

Decision-making concerning annual reporting resides with the Airport Manager.

## Consultations

The development of the Accessibility Plan is based on information and findings from internal and external consultations.

The process included group discussions, phone interviews, and phone, email and website submissions. The consultations took place from July 2023 – May 2024.

Through the consultation process, participants identified:

- Potential accessible barriers for physical workspaces, communications, training, technology, and digital access.
- Potential solutions to the identified barriers, challenges, and financial impacts.
- Short-term and long-term actions in priority areas were determined.

# Action in Priority Areas

## 1. Customer Service

**Create a culture of accessibility, where respect and inclusion are embedded in all aspects of the workplace, and where all employees are empowered and supported to achieve their full potential.**

- a. **Accessibility Training:** Continue to provide accessibility-learning opportunities to employees and continue to identify recommended and mandatory accessibility training in the Corporation's learning matrix.  
Lead: Regulatory Compliance Manager  
Timeline: Complete, Ongoing through the online Accessibility course within 90 days of hiring as well as repeat training every three years for all management and employees working directly with the public.
- b. **Non-Visible Disabilities:** Continue to provide training to Security staff in regards to supporting people with non-visible disabilities displaying sunflower lanyards.  
Lead: Regulatory Compliance Manager/Security Supervisor  
Timeline: Fall 2024, on-going
- c. **Continue to provide an accessibility forum available to all employees to raise concerns, provide feedback, consultations, and share lived experiences.**  
Lead: Regulatory Compliance Manager  
Timeline: Complete, Ongoing through the General Report Form on the YYB.ca website, Health and Safety Meetings, Open Door Policy and Staff Meetings.

## 2. Employment

Biases and barriers in the recruitment process lead to persons with disabilities being underrepresented in workforces and limiting the full participation of all employees; however, we have an excellent history in working with our employees and potential employees to ensure our recruitment process does not limit anyone.

We have a Terminal with automatic doors, lots of natural light, no stairs, accessible personal facilities/washroom, etc. We have an Administration Building with automatic/actuated front doors and a lift to allow those in wheelchairs to access the office area and accessible personal facilities/washroom, and adaptive workspaces. We also work with those employees that have reading disabilities to ensure they can successfully learn in order to be prepared to take job-related tests that would otherwise be only read/written.



**Continue to implement accessible practices to eliminate and prevent barriers to the recruitment, retention, and promotion of persons with disabilities.**

- a. Recruitment: Ensure recruitment and onboarding processes and documents are fully accessible and supports are clearly communicated.  
Lead: Airport Manager  
Timeline: Ongoing, applied to recruitment postings starting Fall 2024.
- b. Training for Recruiters: Provide training to all hiring managers to ensure an inclusive and barrier-free recruitment and onboarding experience for all candidates whenever possible.  
Lead: Airport Manager  
Timeline: Ongoing, applied to recruitment processes starting Fall 2024.
- c. Workplace Information: Provide workplace information in accessible formats including job descriptions, manuals, Standard Operating Procedures as well as personalized coaching or necessary accommodations to assist everyone in successfully learning new skills or take on more responsibilities.  
Lead: YYB Management  
Timeline: Ongoing, where practicable in administrative and operational environments.

### **3. Information and Communication**

We need to communicate in ways that ensure our messages are inclusive for all. This includes using plain language in our communications and consistently considering barriers to accessibility when selecting spaces and venues for meetings and gatherings.

The accessibility of the information and communication technology hardware and software has not been consistently assessed and optimized across our organization.

**Provide accessible technology to ensure that all staff have access to the tools and platforms needed to perform work.**

- a. IT Purchasing: Create an IT procurement checklist to ensure that the software and devices purchased meet accessibility requirements with adaptive technology where practicable.  
Lead: YYB Management (with the support of the Information Services Department of the City of North Bay)  
Timeline: May 2025
- b. Programing Accessibility: Assess the accessibility of current websites, software and devices to identify any barriers.  
Lead: YYB Management (with the support of the Information Services Department of the City of North Bay)  
Timeline: May 2025

**Ensure information is fully accessible: communication systems, processes, products, and services are designed and implemented in accordance with accessibility standards.**

- c. Employee Training: Provide accessible communication training to employees engaged in disseminating information, providing guidance, promote, and socialize best practices for events, gatherings, and group communications.  
Lead: Regulatory Compliance Manager  
Timeline: 2024
  - d. Announcements: Assess implementation of both audible and visual systems for the travelling public.  
Lead: Airport Manager/Regulatory Compliance Manager  
Timeline: Summer 2025
  - e. Consultation: Develop a process to ensure meaningful consultation with persons with disabilities. Incorporate accessibility best practices where possible in the design and delivery of programs and services.  
Lead: YYB Management  
Timeline: Fall 2024
- Details: We currently provide paper forms in each building for suggestions on Security, SMS, Health and Safety, deficiencies or accessibility observations/incidents as well as a General Report Form on our website that automatically emails directly to airport management.
- Equip Airport Management, Airport Security Guards, and Airport Administration with on-demand translation services utilizing CanTalk and mobile translation services in order to permit the travelling public and users alike to convey accessibility requests, and provide comments and feedback.  
Lead: Regulatory Compliance Manager  
Timeline: Completed
- f. Way-finding: Ensure future signage is created in bright, contrasting formats.  
Lead: YYB Management  
Timeline: Ongoing

## **4. Transportation**

The Airport is a regulated entity in the Transportation Network under the Canada Transport Act (CTA). The Act requires regulated entities to comply with any provisions made under subsection 170(1) of the CTA and the annexed Accessible Transportation for Persons with Disabilities Regulation (ATPDR).

**Ensure on-going compliance with relevant CTA regulations for accessible transportation. Identify and remove accessibility barriers for all travelling public.**

- a. Accessible parking- including cut curbs, automatic doors, accessible pickup and drop-off.  
Lead: Airport Manager and Regulatory Compliance Manager  
Timeline: Complete

- b. **Audit Internal Processes:** Continue to audit and assess policies and procedures (SOPs) for compliance with the CTA regulations for transportation of persons with disabilities.  
 Lead: Airport Manager and Regulatory Compliance Manager  
 Timeline: 2024 (ongoing)
  
- d. **Optional Transportation:** Offer several ground transportation providers to provide accessible transportation to and from the airport.  
 Lead: Regulatory Compliance Manager  
 Timeline: Complete, City bus makes frequent stops at Terminal doors direct telephone line for taxi available in the Terminal.
  
- Air Carrier Services and Responsibilities;** Continue to work with air carriers in order to ensure that they're able to provide accessible measures and processes as part of their transportation service delivery initiatives.  
 Lead: Regulatory Compliance Manager  
 Timeline: 2024 (ongoing)

## 5. Design of Public Spaces

Our physical workspaces meet all building codes; however, these standards do not mean all areas are accessible.

The procurement of barrier-free products and services, including adaptive and assistive technologies and devices, is currently done on a case-by-case basis. This potentially introduces variation in the accessibility of products and services and it is difficult to consistently apply relevant procurement best practices.

### **Create a space free of physical barriers to improve the environment for all employees, tenants and visitors.**

- a. **Revise the Airport's buildings and future capital projects to incorporate accessibility findings and recommendations.**  
 Lead: Airport Manager/Regulatory Compliance Manager  
 Timeline: spring 2025 (ongoing)
  
- b. **Parking: Provide easy/accessible parking machines and online payment options.**  
 Lead: Airport Manager/Regulatory Compliance Manager  
 Timeline: Completed

Details: Parking machines are accessible both inside the Terminal and outside in the parking lots. There is also a QR code posted for those requiring audible parking payment instructions as well as a Security Guard available to help anyone experiencing difficulty with the parking machines. Payment for parking can be done using an individual's smart-phone/device; using the individual's appropriate technology and format.

- c. Ensure availability of public accessibility friendly washrooms.  
Wheelchair accessible washrooms with grab bars, knee clearance below the sink currently available in the Administration Building across from Airport Manager's Office as well as in the Terminal both prior to screening and after screening.  
Lead: Airport Manager/Regulatory Compliance Manager  
Timeline: Completed
- d. Terminal accessible washroom on groundside to have automatic facets installed to ensure those with physical disabilities can use the facilities.  
Lead: Airport Manager/Regulatory Compliance Manager  
Timeline: Fall 2024
- e. Ensure at least one washroom remains "sensory friendly" without air dryers or auto-flush toilets or direct, bright lighting.  
Lead: Airport Manager/Regulatory Compliance Manager  
Timeline: Summer 2025
- f. Washrooms to be reviewed to ensure sinks are accessible to everyone.  
Lead: Airport Manager/Regulatory Compliance Manager  
Timeline: Fall 2024
- g. Washrooms to be reviewed to ensure all garbage disposals are an accessible height and large enough to dispose of an adult diaper in privacy.  
Lead: Regulatory Compliance Manager  
Timeline: Fall 2024
- h. Washrooms to be reviewed to ensure all dispensers are at an accessible height for all users.  
Lead: Regulatory Compliance Manager/Operations Manager  
Timeline: Continuous
- i. Install biohazard bins into washrooms, at a height accessible to users  
Lead: Regulatory Compliance Manager/Operations Manager  
Timeline: Fall 2024
- j. Install signage to identify accessible washrooms both pre and post security screening for public users, passengers, and employees.  
Lead: Regulatory Compliance Manager  
Timeline: Completed

**Ensure all employees, tenants and visitors have a safe environment.**

- k. Walking Hazards: Improve clear contrast markings and tactile walking surface indicators on stairs, curb ramps and depression curbs.  
Lead: Airport Management  
Timeline: Fall 2025, and inclusion in subsequent capital replacement initiatives  
Details: all stairs have contrasting colours/patterns to ensure those with visibility issues can clearly see the edge of stairs; however, ramps and curb depressions need indicators.

- l. Replace heavily damaged concrete at the Terminal entrance and Lot A parking lot.  
Lead: Airport Management  
Timeline: Fall 2025, and inclusion in subsequent capital replacement initiatives.
- Details: To address passenger complaints and prevent further injuries due to the poor condition of the walkways from Lot A to the Terminal and bus stop.
- m. Alarms: Ensure that smoke, fire, and other emergency alarms have visual as well as auditory alerts.  
Lead: Regulatory Compliance Manager  
Timeline: Completed
- n. Lighting: Ensure proper lighting to illuminate the building during regular use, evacuation/collection zone and to enhance safety during nighttime evacuations.  
Lead: Operations Manager  
Timeline: Completed
- o. Emergency Evacuation: Identify barriers for evacuating people with disabilities from buildings during a range of possible emergencies that require different response and update plans and policies accordingly.  
Lead: Regulatory Compliance Manager  
Timeline: Summer 2025
- p. Health and Safety Monthly Inspections: Incorporate an accessibility perspective into the investigation and identification of occupational safety and health.  
Lead: Regulatory Compliance Manager  
Timeline: May 2025
- q. Quiet/Safe Spaces: Identify a location and develop a design for a quiet/safe space with dimmable lights, and provide a low-sensory environment to support multi-faith practices and those with sensory issues.  
Lead: Airport Management  
Timeline: 2026, and inclusion in subsequent capital upgrade initiatives in the Terminal
- r. Family Safe Restrooms: Design family friendly/safe restrooms for nursing parents or those with toddlers.  
Lead: Regulatory Compliance Manager  
Timeline: For future consideration from a customer service standpoint.
- Details: Noted by passengers in person or on social media (not all accessibility related); complimentary strollers, luggage carts with baby seats for single parents travelling, warm, sterilized water for formula after screening, step stools for children in every restroom, breast-feeding areas with more privacy, family restrooms with door knobs that children can't open.