



2024

North Bay Jack Garland Airport Accessibility Plan and Feedback Process

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Airport Manager

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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,

Bryan Avery, A.A.E.
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 the 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.

General

To request an alternate form of the Plan and Feedback Process or for giving feedback, please use one of 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

Website:

On our www.YYB.ca website, we have a General Report Form that may be used for any feedback and the form is immediately emailed to all Airport Management.

On this “General Report Form” you may leave a name and email address for us to respond to your suggestions/comments or you may send the form without any personal information or any level of information you are comfortable with.

**Please note that if you would like a response, please include your personal contact information such as a mailing address, phone number or an email address for us to respond to and ensure that the email address does not contain any errors or we will not be able to respond.

If you would like to remain anonymous, please let us know or use the YYB Website General Form as detailed above as the website form can be sent without any person information being noted.

The North Bay Jack Garland Airport commits to providing our Accessibility Plan and Feedback Process in the following formats within 20 days of a request:

- **Print or Large print** (increased font size and clarity)
- **Electronic** (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

The North Bay Jack Garland Airport commits to providing our Accessibility Plan/Feedback Process in the following formats within 45 days of a request:

- **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)

Information and Communication Technologies (ICT)

ICT includes the accessibility of all telecommunication systems, computer systems and networks owned, operated or controlled by the Airport. This includes websites and mobile applications owned, operated or controlled by the Airport, as well as announcements made in the Terminal.

Our policies, programs, practices and services designed to identify, remove, and prevent barriers in ICT are as follows:

- Ensuring information made available in an electronic format is compatible with adaptive technology;
- Providing alternative means of communication in addition to telephone systems, such as our website, regular mail and email;
- Ensuring that our website is available to the public, accessible to all persons, including persons using adaptive technology;
- Public announcements, in the Terminal, are provided in audio formats in all passenger service areas inside the Terminal. These announcements can include information concerning fire alarms, evacuations, departure delays, and schedule or connection changes from the airlines.

Communication, other than ICT

In respect to non-ICT aspects of communication (not using technology), or stated differently, information about how we address communicating, in language that is informed, respectful and accessible to persons with disabilities our policies, programs, practices and services designed to identify, remove, and prevent barriers include:

- Training staff to be aware and cautious of spoken, written, signed, and other forms of communication.
- Ensuring that our staff, who interact with passengers in the course of carrying out their functions, take into account:
 - the nature of person's disability;
 - whether the person uses an assistive device to assist them to hear, see or communicate; and,
 - whether there are methods of communication that may be used by the person or that may assist with communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise and plain language;
- Seeking information from a person with respect to their preferred method of assistance when providing physical assistance;

- Engaging in a conversation with a person if they identify the nature of their disability when they contact the Airport directly, for the purpose of identifying their needs in relation to their disabilities and the services offered by the Airport in relation to those needs;
- Describing, if requested, the services that staff can provide to persons, and any conditions in respect of those services.
- Public signage and verbal announcements are of a good quality, in plain language, with clear enunciation and spoken slowly enough to be easily understood and repeated.

Procurement of Goods, Services and Facilities

Accessibility will be included as a criteria or a requirement for proposals of goods, services and facilities.

- In addition to including accessibility as criteria, our staff will consult persons with disabilities, where relevant, prior to investing in significant future purchases in order to evaluate accessibility from the perspective of persons with disabilities.
- Consulting persons with disabilities will help us establish the best accessibility criteria to assist with the removal of existing barriers, and avoid the creation of new or unforeseen barriers as existing barriers are removed with our progress.

Design and Delivery of Programs and Services

As an Airport, we are consulting persons with disabilities in the development of services directed to them, as well as in the development of training programs to support our services.

- As an Airport, we will be taking part in the City of North Bay's Advisory Committee in the near future: which would include representatives from the disability community, ideally providing representations of various disabilities and experience.
- This knowledge will help us build and update our training program for staff and contractors as well as give us insight on the best way to move forward for any programs and services that we currently provide or may provide in the future.

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 and Feedback Process, 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.

Transportation

- When the Airport enters into an agreement or arrangement with a service provider for the provision of ground transportation from the Terminal, we will ensure that the transportation is accessible to persons with disabilities. This includes taxis, limousines, or bus.
- We should ensure that the service provider provides rental vehicles that are equipped with hand-control systems if practicable, or continue to work with service providers to provide alternative transportation options.

Built Environment

The built environment refers to human-made structures, features, and facilities: As such we will identify, remove and prevent barriers in the following areas;

- Signage and wayfinding in and around the Terminal;
- Washroom accessibility;
- Entering and leaving public accessed airport buildings used to board and disembark from different modes of transportation as well as any equipment that may be necessary to facilitate this;
- Future consideration for service animal relief areas outside of the facilities; and,
- Access to accessible parking and an accessible path of travel to and from the Terminal and Administrative Building.

We currently have automatic doors on the main entrance, arrival and departure doors as well as two washrooms at the Terminal. The main doors of the Administration Building are also automatic.

Both the Terminal and the Administration Building have universal/gender neutral washrooms that provide a sensory sensitive option of paper towels instead of hand dryers.

Public transit and taxi access are curb free to the Terminal and Administration Building and we have several accessible parking spaces available at both buildings.

Provisions of CTA Accessibility-Related

In this section of our Accessibility Plan and Feedback Process, the Airport is required to set out a plan respecting the provisions of the CTA regulations made under the following:

The regulations that the CTA has made under ss. 170(1) of the Act are:

- [Personnel Training for the Assistance of Persons with Disabilities Regulations](#)

Employees and Contractors Who Interact with the Public

4. Every carrier and terminal operator shall ensure that, consistent with its type of operation, all employees and contractors of the carrier or terminal operator who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function in the following areas:

- (a)** the policies and procedures of the carrier or terminal operator with respect to persons with disabilities, including relevant regulatory requirements;
- (b)** the needs of those persons with disabilities most likely to require additional services, recognition of those needs, and the responsibilities of the carrier or terminal operator in relation to those persons, including the level of assistance, methods of communication and aids or devices generally required by persons with disabilities; and
- (c)** the necessary skills for providing assistance to persons with disabilities, including the role of the attendant, and the needs of persons with disabilities travelling with a service animal, including the role and the needs of that animal.

Time Limit for Completion of Training

8. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator who are required by these Regulations to receive training complete their initial training within 60 days after the commencement of their duties.

9. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator receive periodic refresher training sessions appropriate to the requirements of their function.

10. Every carrier and terminal operator shall keep its training program current by incorporating, at the earliest opportunity, any new information on procedures and services offered or any specific technologies introduced by the carrier or terminal operator to assist persons with disabilities.

Training Program Description

11. Every carrier and terminal operator shall keep available for inspection by the Agency and the general public a copy of its current training program prepared in the form set out in the schedule and containing the information required therein.

Consultations

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

The process included group discussions, phone interviews, and phone, email and website submissions. The main 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.

Future monitoring and reporting will be made through consultations with:

- The City of North Bay Municipal Accessibility Advisory Committee (MAAC)
- Airport Management
- Employees during Staff Meetings
- Occupational Health and Safety (OHS) Rep/Committee (as applicable)
- Security Guards and other service providers at the Airport
- Other external partners, as required, such as the Canadian Institute for the Blind (CNIB) and the Canadian Hearing Society

Decision-making concerning annual reporting will reside with the Airport Manager.

In future publications of the Accessibility Plan and Feedback Process the North Bay Jack Garland will provide more detailed information such as:

- whom we consulted
- the names of any disability organizations, advocates, or experts who participated
- the number of participants; however, names of other participants and their identified disabilities will be omitted to protect privacy
- when we consulted
- the dates or period of time during which the consultation(s) took place
- how we consulted
- a description of the consultation process and activities (for example, whether we used in-person events, virtual meetings, group discussions, digital surveys, or other means)
- what we consulted on
- description of questions asked and answers received
- specific details of how those questions and answers informed decisions made about our Accessibility Plan and Feedback Process