



Edmonton International Airport

2026 to 2029

# Accessibility Plan & Feedback Process

# Table of Contents

<b>General</b> .....	<b>3</b>
Alternate Format(s) .....	4
Feedback Process .....	5
About Our Accessibility Plan .....	6
Introduction .....	7
Continuous Learning .....	8
<b>Community Collaborations</b> .....	<b>9</b>
<b>Consultations</b> .....	<b>11</b>
Our Approach.....	12
Feedback from Persons with Disabilities.....	13
<b>Seven Focus Areas of Accessibility</b> .....	<b>18</b>
Information and Communication Technologies (ICT) .....	20
Communication, Other than ICT .....	22
Procurement of Goods, Services, and Facilities .....	24
Design and Delivery of Programs and Services .....	26
Transportation.....	28
Built Environment.....	30
Employment .....	32
<b>Provisions of CTA Accessibility-Related Regulations</b> .....	<b>34</b>

## Copyright Notice

Copyright © 2026. Edmonton Regional Airports Authority. All rights reserved.

*This document was created in partnership with O’Hara Aging + Accessibility, Left Turn Right Turn Ltd., and ABE Factors Inc. and is the property of Edmonton Regional Airports Authority and is protected under Canadian copyright law. No part of this publication may be copied, reproduced, stored in a retrieval system or transmitted in any form or by any means (including but not limited to electronic, mechanical, photocopying, recording, or other methods) without the prior written permission of the copyright holder. Unauthorized use or distribution may result in legal action.*



# General

# General

## Alternate Format(s)

Upon request, accessible alternate formats of the 2026 to 2029 Accessibility Plan and Feedback Process can be provided by contacting us at the mailing address, phone number, or email listed below, or through any other links provided in our Feedback Process.

We will ensure that your requested alternative formats are provided:

- Not more than 15 days after the day the request is received for:
  - Print
  - Large print
  - Electronic format that is compatible with adaptive technology intended to assist people with disabilities
- Not more than 45 days after the day the request is received for:
  - Braille
  - Audio format

## Appointed Contact Position:

**Manager of Passenger Experience**

**Email:**

[feedback@flyeia.com](mailto:feedback@flyeia.com)

**Telephone Number:**

780 890 8382

**Mailing Address:**

Manager of Passenger Experience  
1, 1000 Airport Road  
Edmonton International Airport, Alberta  
T9E 0V3 Canada

## Feedback Process

If you are a passenger at Edmonton International Airport (YEG) or one of our team members and you wish to share your feedback on YEG's implementation of the 2026 to 2029 Accessibility Plan, or to provide input on any barriers you have encountered at YEG, please contact us personally or anonymously.

You can do so by using the email, phone number, or mailing address outlined above, submitting an online feedback form on our website, or messaging us on social media.

We will acknowledge receipt of your feedback, unless you sent it anonymously. This confirmation will be sent via the same method used to receive your feedback.

The Manager of Passenger Experience is the designated person to receive, review, and keep a record of feedback on behalf of YEG. Your feedback may be actioned or explored while the current Accessibility Plan is in place or considered for a future Plan. Plans are developed and published every three years.

### Website Feedback Form:

[flyYEG.com/customer-feedback/](https://flyYEG.com/customer-feedback/)

### Social Media:

Facebook: [facebook.com/FlyYEG](https://facebook.com/FlyYEG)

Twitter: [x.com/flyYEG](https://x.com/flyYEG)

LinkedIn: [linkedin.com/company/edmonton-international-airport](https://linkedin.com/company/edmonton-international-airport)

Instagram: [instagram.com/fly\\_yeg/](https://instagram.com/fly_yeg/)

YouTube: [youtube.com/@FlyYEG](https://youtube.com/@FlyYEG)

For more information on accessibility at YEG, please visit our Accessibility page at:

[flyYEG.com/services/accessibility/](https://flyYEG.com/services/accessibility/)

*All communication records are kept for a minimum of seven years as required by the applicable Regulations.*

## About Our Accessibility Plan

In 2023, YEG published its first Accessibility Plan, followed by Progress Reports in 2024 and 2025.

This 2026 to 2029 Accessibility Plan builds on that foundation and sets out a clear, actionable roadmap to identify, prevent, and remove barriers over the next three years. We will publish annual Progress Reports over the following two years to outline our ongoing efforts and track progress across these commitments.

We developed this Accessibility Plan in accordance with the governing principles and regulations of the Canada Transportation Act and the Accessible Canada Act.

This Plan identifies our short and long-term commitments to improve accessibility at YEG now and in the future. Our commitments align with the following seven focus areas:

- Information and communication technologies (ICT)
- Communication (other than ICT)
- Procurement of goods, services and facilities
- Design and delivery of programs and services
- Transportation
- Built environment
- Employment



*Positive Exposures photo exhibit celebrating Autism Awareness Month*

## Introduction

It is my pleasure to introduce our 2026 to 2029 Accessibility Plan, an important milestone in our ongoing commitment to creating an Airport for Everyone. In 2025, YEG proudly welcomed 8.14 million passengers, reflecting the continued growth of our airport. With this growth comes an even stronger commitment to accessibility and to delivering an inclusive experience for all who travel through YEG.

Since our last Progress Report in June 2025, we have made meaningful progress across the organization. We enhanced digital accessibility by updating over 200 website images, hosted Autism Aviators Day in partnership with Air Canada and Autism Edmonton, and implemented a new procurement platform with built-in accessibility features.

We also introduced a new concierge desk post-security, increased accessible parking for employees, and updated our volunteer application process to include disability accommodation options. In addition, we contributed to two national research initiatives to inform future accessibility standards and celebrated ten years of our pet therapy program.

We are proud of this progress and motivated by the work ahead. Over the next three years, our priorities include developing an accessible web-based terminal map, installing new digital wayfinding displays, and publishing the YEG Guide to Travelling with Dementia. We will also launch a travel rehearsal program, build an accessible playground, explore the use of autonomous wheelchairs, and develop an employee journey map to highlight accessibility supports.

Creating a seamless and accessible travel experience is a shared effort. It is made possible through the collaboration and dedication of our YEG Accessibility Advisory Council, a group of people with lived experience or who



represent disability organizations, and the YEG Accessibility Advisory Committee, consisting of YEG team members, airlines, partners, and federal agencies. It is also possible thanks to disability organizations, and the valuable feedback of passengers. Together, we are building an airport where everyone feels welcome, supported, and confident.

I would like to extend a heartfelt thank you to the YEG Accessibility Advisory Council and the YEG Accessibility Advisory Committee for their ongoing commitment and insight. Your knowledge and leadership are essential in shaping both this Plan and our broader accessibility journey.

Accessibility is not simply a requirement; it is a responsibility and an opportunity. It reflects the values that guide how we welcome passengers, support our employees, and work together as a community. Together, we remain committed to building an Airport for Everyone.

*Carmen*

**Carmen Donnelly**  
Vice President of Passenger Experience  
& Terminal Operations

# Continuous Learning

Since the launch of our first Accessibility Plan, we have gained valuable insights that continue to shape our approach to accessibility at YEG. Through implementation, collaboration, and engagement with our community, we have learned that advancing accessibility is an ongoing process that requires curiosity, flexibility, and shared responsibility across our organization.

## Key Learnings

- The importance of being deliberate in seeking out feedback and creating meaningful invitations for others to share their perspectives.
  - Engaging with passengers, stakeholders, employees, and members of the disability community has helped us better understand lived experiences and identify opportunities for improvement.
  - These conversations have strengthened our work and reminded us that accessibility is most effective when it is informed directly by those it is intended to support.
- Delivering accessibility initiatives requires agility and flexibility.
  - As projects evolve and new insights emerge, it is important to make quick decisions. Adjusting plans in this way can lead to better outcomes.
  - Remaining responsive and open to change allows us to continuously improve the accessibility of the airport experience.
- Accessibility is not the responsibility of one team alone.
  - It is a shared commitment across YEG. From communications to the built environment, technology, and operations, accessibility often requires collaboration across many teams.
  - This has reinforced the importance of coordination and shared ownership across departments to ensure accessibility considerations are integrated into planning and decision-making.
- Thoughtful budgeting and resource planning are essential.
  - Accessibility initiatives often require contributions from multiple areas of the organization.
  - Planning for these resources helps ensure that accessibility can be meaningfully integrated into projects and long-term planning.



HIDDEN disabilities 

**De nombreux handicaps ne sont pas identifiables à première vue. Ils sont invisibles.**

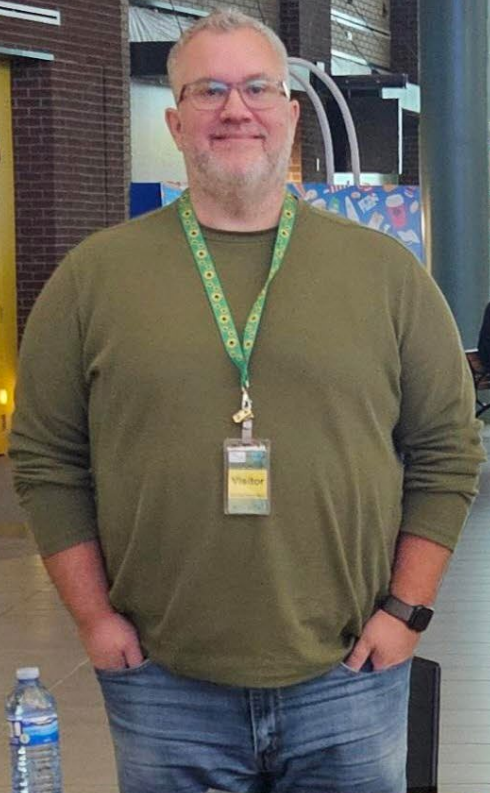
**Not all disabilities are visible. Some are not immediately apparent.**

Le cordon Tournesol indique que la personne qui le porte a un handicap invisible et peut avoir besoin d'aide, d'attention ou simplement d'un peu plus de temps.

The Sunflower indicates you may need extra time, patience or additional support.



Scannez pour plus d'informations  
Scan for more information



# Community Collaborations

# Community Collaborations

Community engagement is essential to us here at YEG. Throughout the year, we host and participate in a variety of events to promote accessibility awareness and engage meaningfully with our community. Here are a few highlights of our recent community engagements.

- Promoted awareness of our Sensory Room for World Autism Awareness Day with Autism Edmonton and shared information about the Hidden Disabilities Sunflower Lanyard Program to help more passengers feel supported.
- Marked World Down Syndrome Day with YEG team members wearing mismatched socks to champion inclusion and raise awareness.
- Celebrated National AccessAbility Week with an Accessibility Fair to promote awareness of accessibility services at YEG.
- Hosted a Service Dog Etiquette Workshop with CNIB, Edmonton Transit Service, Specialized Transit, and Dogs with Wings Assistance Dog Society to help Team Members build confidence and show respect when supporting passengers.
- Joined the Treat Accessibly event to share information about accessible airport services and help create a fun, inclusive Halloween experience, offering 1,000 treat options.
- Marked Hidden Disabilities Week by hosting a Hidden Disabilities Sunflower information table in the central hall. We encouraged passengers to learn about invisible disabilities and the services available at YEG.
- We partnered with CNIB during White Cane Week to host an awareness event. The event included an obstacle course that helped participants experience how white cane navigation works.
- Welcomed BollyWheels (an inclusive dance group) to Airport Workers Day, celebrating inclusion and sparking conversations about accessibility in our airport community.
- For Autism Awareness Month, partnered with Autism Edmonton to bring the Positive Exposure photography exhibit to the airport, celebrating human diversity and promoting inclusion throughout the terminal.



*BollyWheels performers at Airport Workers Day*



# Consultations

# Consultations

We are committed to ongoing engagement as we continue our journey as an Airport for Everyone. In developing this Plan, we consulted people with disabilities, advocacy partners, airport partners, and volunteers, and this Plan reflects the feedback we received.

## Our Approach

To inform this Accessibility Plan, we hosted three virtual consultation sessions facilitated by our accessibility partners, O'Hara Aging + Accessibility and Left Turn Right Turn.

Additionally, a survey was conducted with Volunteer Team Members to gather insights from those who often serve as a first point of contact for passengers with disabilities upon arrival.

Participants were invited to request accommodations or alternative formats in advance, and materials were shared in advance. Virtual consultation sessions included verbal descriptions, closed captioning, and multiple options to participate.

**In February 2026, consultation sessions were held virtually using Microsoft Teams:**

- Session 1: Passengers with Disabilities
- Session 2: Internal YEG Accessibility Advisory Committee
- Session 3: External YEG Accessibility Advisory Council (YAAC)

**Each session included a brief presentation followed by a feedback period. The agenda for each session included:**

1. Welcome Message
2. Areas of Responsibility
3. What is the Accessibility Plan 2026 to 2029?
4. Seven Key Focus Areas
5. Accessibility Achievements to Date
6. Feedback

**During the sessions, we asked questions to guide our discussion, such as:**

- Tell us your thoughts on the progress we have made so far.
- What strengths has YEG demonstrated in advancing accessibility and reducing barriers for people with disabilities?
- What initiatives do you think should be prioritized in the 2026 to 2029 Accessibility Plan?
- Using our passenger journey map, help us identify barriers for passengers with disabilities. Where do you think the most improvements could be made?

# Feedback from Persons with Disabilities

Our accessibility partners prepared a consultation summary outlining key findings and feedback on how YEG can better prevent, identify, and remove barriers for passengers with disabilities.

This summary was shared with internal departments and Plan authors to ensure lived experience informs our commitments and ongoing efforts. The following sections present key insights, including identified barriers and recommendations to better support people with disabilities and their support networks.

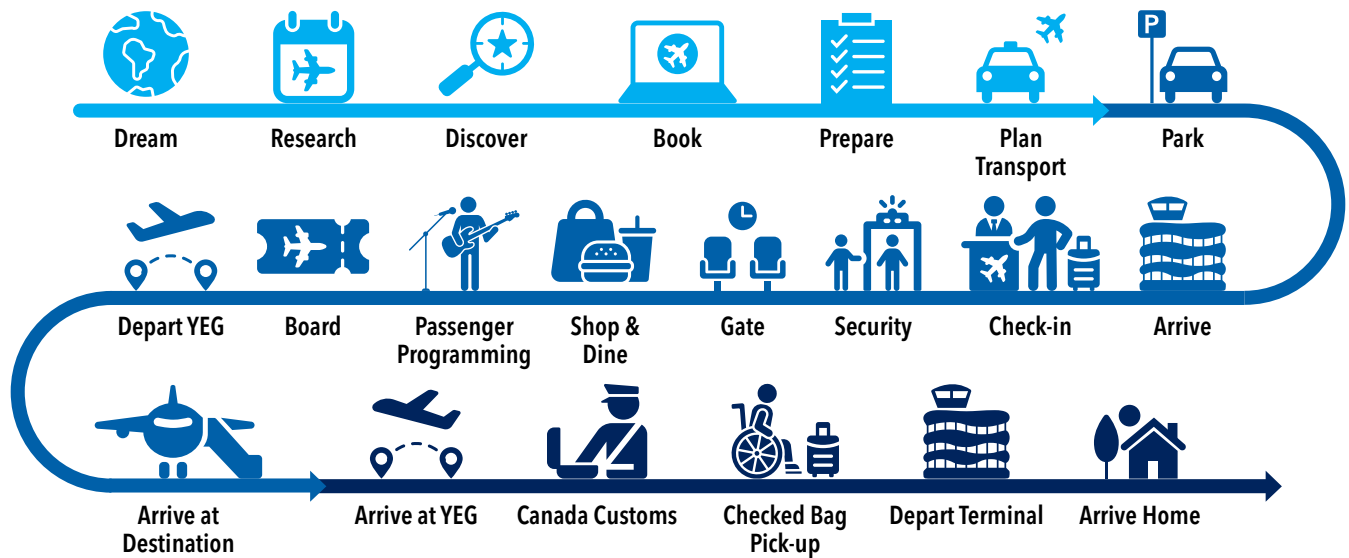


Figure 1. Passenger Journey Map

## Session 1 - Passengers with Disabilities

This focus group included eight passengers from across Canada with lived experience of disability, representing a range of backgrounds and lived experience, including:

- People who use wheelchairs or other mobility aids
- People who are d/Deaf or hard of hearing
- People who are blind or partially sighted
- People with speech-related disabilities
- People with mental health disabilities
- People who are neurodivergent, including people with autism
- People with invisible, chronic, and episodic disabilities
- People who use service dogs

## Key Themes and Highlights of Feedback Received:

- **Passengers desire an increased awareness of available accessibility services.** This is especially true for passengers who are unfamiliar with the airport or connecting through it.
- **Passengers want additional accessibility information online.** Additional information on the YEG website would help passengers understand what services and support are available before they arrive.
- **Smoother coordination between airport services are critical.** Passengers emphasized the need for more coordinated team handoffs. For example, from curbside assistance to airline mobility assistance. Recommendations include more continuous support, accurate wait times, and clear, consistent communication.



CNIB information table during White Cane Week.

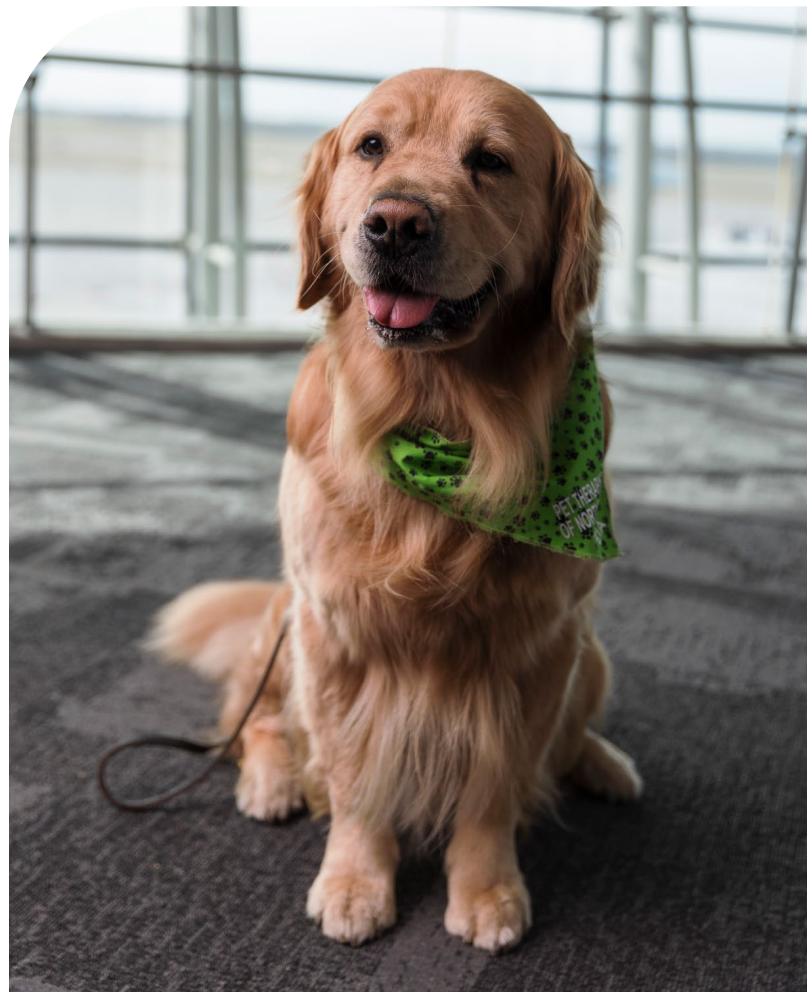
## Session 2 - Internal YEG Accessibility Advisory Committee

The Accessibility Advisory Committee includes 25 members from YEG teams, airlines, federal agencies, and partner organizations, including people with lived experience of disability and care partners. Representatives include:

- YEG Passenger Experience team members
- CATSA (Canadian Air Transport Security Authority)
- CBSA (Canada Border Services Agency)
- USCBP (U.S. Customs and Border Protection)
- Garda World
- YEG Volunteers
- YEG Facilities and Maintenance team members
- Air Canada
- Dexterra
- Flair Airlines
- KLM Airlines
- LAZ Parking
- WestJet

## Key Themes and Highlights of Feedback Received:

- **Passenger assistance processes could be improved.** Assistance requests are not always made in advance and may occur at different stages of the passenger journey; refining the process for this would be helpful.
- **Passenger congestion at peak times can create accessibility barriers.** There are gates at YEG that can become congested during boarding. Airlines and YEG are piloting improved signage and line management approaches to better support passenger flow.



*Airport Therapy Dog*

## Session 3 - External YEG Accessibility Advisory Council (YAAC)

The [YAAC](#) includes eight people with lived experience and two representatives from the Alzheimer Society of Alberta and Northwest Territories and Autism Edmonton. Lived experience represented includes:

- People who are blind or partially sighted
- People who are d/Deaf or hard of hearing
- People who use wheelchairs
- People who use service dogs
- People who are neurodivergent
- People with cognitive disabilities
- People with invisible, chronic, or episodic disabilities
- People with mental health disabilities

## Key Themes and Highlights of Feedback Received:

- **Participants value YEG's consultation methodology.** YAAC Members highlighted their positive experiences being consulted by YEG and noted their recommendations are often acted on quickly.
- **Wayfinding remains a priority for passengers.** Improved wayfinding, particularly in the parkade and other areas of YEG, was identified as a priority for passengers. Especially for people who are blind or partially sighted.



*Service Dog Etiquette Workshop*

## Volunteer Survey Feedback and Insights

The online survey was sent to our team of volunteers who often provide assistance to passengers with disabilities. The survey helped us to better understand passenger experiences, identify barriers, and inform improvements. Key themes from their feedback are summarized below.

### Improve accessible communication and signage

Incorporate braille into permanent signage (e.g., curbside assistance, lounges, service phones), provide accessible intercoms or call buttons, and ensure phones and kiosks are wheelchair accessible. Strengthen communication supports for passengers with hearing disabilities, including more effective delivery of critical updates such as gate changes.

### Increase awareness of accessibility services

Many accessibility services aren't widely known. Increase promotion of supports like curbside assistance, the concierge desk, the Sunflower Lanyard Program, and the Sensory Room. Continue to provide regular information sessions to make sure team members and volunteers understand available services and how best to guide passengers.

### Strengthen mobility assistance

YEG-owned wheelchairs and golf carts are valued by passengers. Continue improving coordination so passengers feel informed while waiting for assistance. Explore options for transporting mobility aids, such as walkers, to gates.



*Airport volunteers*



# Seven Focus Areas of Accessibility

# Seven Focus Areas of Accessibility

The Accessible Canada Act highlights seven key focus areas of accessibility as follows:

1. Information and communication technologies (ICT)
2. Communication (other than ICT)
3. Procurement of goods, services and facilities
4. Design and delivery of programs and services
5. Transportation
6. Built environment
7. Employment

Let's explore how YEG is working toward our vision of an Airport for Everyone across the seven key areas. The following sections highlight achievements, identified barriers and our ongoing commitments to improving accessibility.



YEG booth at Treat Accessibly

# Information and Communication Technologies (ICT)

YEG offers a large range of ICT, including our website, mobile applications, check-in kiosks, and digital flight information screens, among many other tools. As we introduce new technologies, it is critical that they are designed, tested, and implemented to be accessible and effective for all our passengers and team members.

## Achievements

- Enhanced digital accessibility by updating over 200 images on our website to meet accessibility standards and remove barriers.
- Began developing a comprehensive accessibility framework to address technology-related barriers. This aims to improve wayfinding and enhance the overall experience for passengers from the curb to the gate.
- Strengthened staff and partner training on accessible ICT and digital service delivery, such as supporting passengers using accessible kiosks, assistive listening devices, digital wayfinding tools, and accessible online information.
- Assessed and implemented effective assistive listening solutions at information desks, service counters, and gate areas. A trial of a hearing loop showed limited effectiveness due to outdated infrastructure, guiding us towards better alternatives.

## Barriers Identified

- The public address system is outdated and doesn't consistently integrate with assistive listening technologies, such as hearing aids or mobile accessibility tools, limiting access to information for some passengers.
- Balancing technology accessibility across different types of disabilities can be complex. Solutions that improve access for one group may unintentionally create barriers for another. Careful planning and consultation are required.

## Commitments Aimed at Removing and Preventing Barriers in ICT

In the short-term (2026), we plan to:

- Standardize all new eGate installations and future life-cycle upgrades of existing units for accessibility, while collaborating with airline partners to address operational challenges. We will begin piloting eGates in 2026 with airline partners.
- Set up two new accessible websites for Villeneuve Airport and the YEG+ loyalty program, ensuring both platforms meet accessibility standards and provide barrier-free digital experiences.
- Enhance the public address system by implementing upgrades informed by acoustic and intelligibility assessments. Intelligibility is how easy a communication is to understand. Particular attention will be given to acoustically challenging areas (e.g., check-in halls, security screening zones, and baggage claim) to make sure equitable access to audible information.
- Establish and maintain measurable performance targets for speech intelligibility, in line with applicable standards and best practices for airport environments.
- Incorporate assistive listening solutions in key passenger areas, such as hearing loop systems or equivalent technologies, to support passengers who use hearing aids or other assistive devices. These systems should be clearly identified through appropriate signage and integrated with the public address system where feasible.

- Provide communication in multiple ways by combining audible announcements with visual information systems, such as synchronized text displays on flight information screens or other passenger-facing digital signage.
- Implement centralized monitoring and control of the public address system to allow for real-time performance management, error detection, and consistent volume tuning across zones. Establish a program of periodic testing, turning back on, and maintenance to ensure ongoing compliance with accessibility objectives and to adapt to physical or operational changes.



### Story Sidebar: Accessible Kiosks

Our kiosks are accessible with improved reach, clearer on-screen guidance, and built-in accessibility features.

## Communication, Other than ICT

YEG delivers information through multiple channels, including its website, social media, and signage, beginning before arrival and continuing throughout the travel experience. Accessible, clear, and inclusive communication enables passengers to navigate their journey and supports effective operations for team members.

### Achievements

- Delivered strategic communications support for Autism Aviators Day with Air Canada and Autism Edmonton, helping families prepare for, and feel confident navigating, the airport journey.
- Led National AccessAbility Week communications and in-terminal activations in Central Hall, amplifying accessibility messaging and driving passenger engagement.
- Recognized Volunteer Appreciation Week with a dedicated blog and social content spotlighting the Ambassador program and the role volunteers play in supporting passengers across their journey.
- Celebrated 10 years of the Pet Therapy program through a targeted social campaign, highlighting passenger supports that reduce travel stress and improve the terminal experience.

### Barriers Identified

- Terminal maps have limited accessibility, as they are not interactive and do not consistently incorporate accessibility features.
- Variance in signage and wayfinding can create challenges for people with disabilities in understanding and navigating the airport.



*Socks for World Down Syndrome Day*

## Commitments Aimed at Removing and Preventing Barriers in Communication, other than ICT

In the short-term (2026), we plan to:

- Install four interactive digital displays in Arrivals and Departures areas. The displays will support interactive terminal maps with accessibility features, including walking distance, zoom, and information on accessible services.
- Support the Passenger Experience team to create a map that identifies accessible features, facilities, and services in the airport. In a phased approach, we will create a PDF version, a web-based version, and a version that is compatible with our new interactive digital displays.
- Support the People & Culture team to share information about accessibility and inclusion through internal communication platforms.

As ongoing commitments that we action each year or continuously, we plan to:

- Review our websites through automated website scans (every five days) and weekly platform reviews to ensure they remain compliant with WCAG standards and guidelines.
- Work with the Built Environment team to prepare a feasibility plan for implementing a consistent, airport-wide approach to signage and wayfinding.



### Story Sidebar: Social Story

In partnership with Autism Edmonton and Masami Takeda (a photographer with Autism), YEG created a printable Social Story. This document uses photos and plain language to walk passengers through the airport journey. People can review it before travelling to know what to expect and feel more prepared.

# Procurement of Goods, Services, and Facilities

Procurement at YEG supports accessible operations by sourcing goods, services, and facilities and managing over 500 vendors. This includes providing accessible ways to find procurement forms, documents, and opportunities, ensuring the accessibility of our purchasing platforms and systems, and increasing the visibility of diverse suppliers.

## Achievements

- Updated our procurement forms to improve accessibility by applying plain-language principles, ensuring screen-reader compatibility, and standardizing formats so suppliers can more easily access, complete, and submit required documentation.
- Improved our website to centralize procurement information, making it easier for suppliers to access required documents and opportunities.
- Implemented Bonfire, a procurement platform that meets web content accessibility guidelines, improving the accessibility of supplier interactions and submissions.

## Barriers Identified

- Identifying and engaging disability-owned and accessibility-focused suppliers may be challenging due to limited visibility; ongoing efforts are required to expand their participation in procurement processes.
- There is limited data available on those disability-owned and accessibility-focused suppliers who are currently working with us. Enhanced data collection could better support benchmarking and overall supplier diversity.

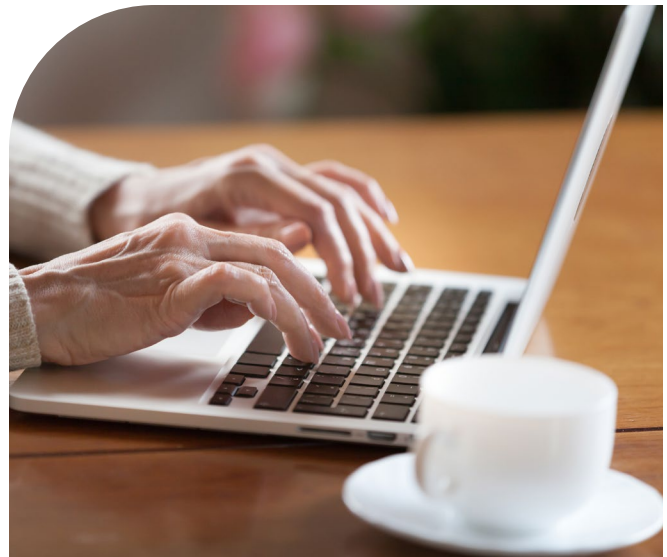
## Commitments Aimed at Removing and Preventing Barriers in the Procurement of Goods, Services, and Facilities

In the short-term (2026), we plan to:

- Explore opportunities to strengthen our requirements by integrating accessibility criteria into procurement processes, including identifying accessible and disability-owned suppliers.

In the medium to long-term (2027 and 2028), we plan to:

- Develop and implement approaches to collect, track, and report on procurement data related to accessibility, such as the number of disability-owned suppliers and the inclusion of accessibility requirements in procurement documents.



### Story Sidebar: New Accessible Form for Vendors

After consulting the YEG Accessibility Advisory Council, we learned the new vendor Word form would be difficult for people who are blind or partially sighted to complete independently. In response, YEG created a fillable PDF version that makes it easier to enter information without assistance.

# Design and Delivery of Programs and Services

Accessibility at YEG is brought to life through the design and delivery of our programs and services. We do this through collaboration with airlines and airport partners, engagement with our YEG Accessibility Advisory Council, and active participation in accessibility-focused events and research initiatives. These efforts shape the many programs and services we offer to support passengers with disabilities throughout their journey.

## Achievements

- Expanded the Airport Accessibility Committee to include additional airport partners and team members to strengthen oversight in identifying barriers and developing solutions.
- Refreshed the YEG Accessibility Advisory Council (YAAC) by adding two new community partners: Autism Edmonton and The Alzheimer Society of Alberta and the Northwest Territories.
- Led initiatives to build awareness and practical understanding. These initiatives are highlighted in the Community Collaborations section of this plan and include the Accessibility Fair during National AccessAbility Week, Guide and Service Dog Lunch and Learn, promotion of the Hidden Disabilities Sunflower Lanyard program, and activities with CNIB during White Cane Week.
- Delivered several presentations through the Active Aging Series to provide community members with an overview of YEG and the accessible services available to support their travel.
- Participated in two national accessibility research initiatives (Accessible Skies and the University of Ottawa's Universal Air Travel study). We shared YEG's operational insights, identified barriers, and contributed to evidence-based recommendations that aim to strengthen accessibility in airports across Canada.
- Published the Curbside Assistance phone number on the YEG website to make requesting support easier and more accessible for passengers.
- Added a post-security concierge desk to assist passengers and provide an additional pick-up location for Hidden Disabilities Sunflower products.
- Updated the volunteer application process to include options for disability-related accommodations to encourage an accessible volunteer experience.
- In response to feedback from our YAAC, our maintenance team has updated their safety protocols to ensure more accessible practices.

## Barriers Identified

- Coordination across multiple organizations, such as airlines, security, and service partners, can make the consistent delivery of accessible programs and services complex.
- Passengers may not always be aware of available accessibility programs and services, which can contribute to uncertainty and anxiety before and during travel.

## Commitments Aimed at Removing and Preventing Barriers in the Design and Delivery of Programs and Services

In the short-term (2026), we plan to:

- Author and publish the YEG Guide to Flying with Dementia in partnership with the Alzheimer’s Society of Alberta and the Northwest Territories to support passengers with dementia and their care partners. The guide will provide practical tips that reduce travel stress and improve the overall airport experience.
- Publish a printable Social Story, created in collaboration with a photographer with Autism to ensure improved accessibility for neurodivergent passengers.
- Develop a Travel Rehearsal Program for passengers with disabilities with booked travel who wish to preview and practice the airport passenger journey in advance of their travel date to reduce barriers.
- Create an Accessible Terminal Map and publish on our website to highlight accessible services in the terminal, allowing passengers to plan ahead prior to their travel date.
- Refresh the Nursing Room with new chairs and accessible tables to improve comfort and accessibility for passengers and care partners.

In the medium to long-term (2027 and 2028), we plan to:

- Assess the feasibility of an in-house accessible shuttle service, including golf-cart options. The service would aim to support passenger movement within the terminal, align with regulatory requirements, and coordinate with airline partners to ensure complementary mobility support.

- Create an accessible waiting area at Arrivals for passengers requiring assistance after exiting Canada Customs.
- Collaborate with Built Environment to design and build a new accessible and inclusive playground as part of the YEG Terminal Upgrades.



ACCESSIBLE SKIES

### Story Sidebar: Accessible Skies Research Project

YEG is proud to participate in the Accessible Skies Research Project to improve the airport experience for people with cognitive disabilities and their care partners. Through customer journey mapping, we’re learning directly from people with lived experience about barriers across the travel journey from curb to gate. Their feedback will guide practical improvements that make travelling smoother, more predictable, and inform future accessibility standards.

# Transportation

The travel journey begins well before passengers' board their flights. At YEG, transportation for passengers and team members includes access to and from the airport, parking and shuttle services, pick-up and drop-off areas, car rentals, public transit, and for-hire options such as taxis and rideshares. As we continue to deliver an Airport for Everyone, we are focused on improving feedback processes, ensuring accessible parking options for team members and passengers, and strengthening accessibility training requirements for contracted transportation providers.

## Achievements

- Established two dedicated transportation feedback channels ([taxicomplaints@flyeia.com](mailto:taxicomplaints@flyeia.com) and [feedback@flyeia.com](mailto:feedback@flyeia.com)) and committed to responding within two business days. These channels are supported by our [published feedback process](#) with accessible accommodation options.
- Reconfigured both employee parking lots to provide additional, larger accessible stalls, improving access and usability for team members who need them.
- Embedded the Hidden Disabilities Sunflower program in our parking contractor's onboarding, achieving 100% staff certification to strengthen consistent, informed support for passengers with hidden disabilities.
- Purchased two golf carts to support passenger movement within the hold room, making on-site transportation more convenient and available to passengers.

## Barriers Identified

- Accessibility knowledge and awareness vary amongst taxi services and other ground transportation service providers, impacting consistent accessibility services.
- Accessible parking stalls are marked with International Symbol of Access (ISA) pavement paint, but vertical signs are not consistently placed, which can make accessible stalls harder to locate from a distance.
- The shortage of accessible taxis can mean passengers with accessibility requirements may experience longer wait times.

## Commitments Aimed at Removing and Preventing Barriers in Transportation

In the short-term (2026), we plan to:

- Collaborate with NorQuest College to update and expand mandatory accessibility training for taxi providers. This aims to strengthen disability awareness and improve the quality of service for passengers.
- Explore opportunities to provide coloured-light indicators overhead of parking spaces to help passengers identify accessible spaces from a distance. The system can also collect parking-use data to support future decision-making.

In the medium to long-term (2027 and 2028), we plan to:

- Explore opportunities to implement autonomous, self-driving wheelchairs at YEG to support greater independence for passengers with disabilities and optimize staff resources for direct assistance where required.
- Explore the feasibility of purchasing and deploying more accessible shuttle buses to enhance mobility support for passengers.

As ongoing commitments that we action each year, we plan to:

- Update accessible parking infrastructure, such as paint and space sizes, as new construction or renovation projects start. This will ensure infrastructure exceeds legislated requirements and supports barrier-free access.

- Identify ways to enhance accessibility training for management teams of ground transportation service providers to ensure an accessible experience for passengers.
- Continue to partner with the City of Edmonton's Vehicle for Hire group, Alberta Transportation, and local taxi brokers to explore ways to address the shortage of accessible taxis.



### Story Sidebar: Sunflower Program in Action (LAZ Parking)

*"As more Team Members complete Sunflower training and proudly wear their lanyards, we're already seeing its positive impact. Recently, a customer recognized the Sunflower symbol on a staff member, asked for help, and requested a lanyard for her child. They were guided to the information booth and provided with support. Moments like this show how our training strengthens the customer experience and the inclusive environment we're committed to creating."*

– LAZ Parking

## Built Environment

YEG has been consistently taking meaningful steps to remove barriers and integrate accessibility into infrastructure projects both inside and outside the terminal. These efforts emphasize universal design, passenger access and flow, wayfinding, and improved barrier-free movement throughout the journey.

Improvements have meaningfully impacted circulation paths and flooring, enhanced wayfinding and signage, accessible seating and service counters, accessible art, universal washroom facilities, designated accessible passenger drop-off, and accessible parking enhancements.

As we move forward with this Plan, accessibility will continue to be embedded in planning, capital projects, and renovation initiatives across the airport. YEG will prioritize proactive design approaches that integrate accessibility considerations into all infrastructure planning and assessments, while continuing to consult with people with lived experience.

### Achievements

- Evaluated the effectiveness of assistive-listening systems at information desks, service counters, and gate areas to guide future implementation decisions.
- Improved audio support in offices for team members who are hard of hearing by installing presentation microphones.
- Installed tactile stickers on all digital self-serve kiosks to improve identification and ease of use.

### Barriers Identified

- Data provided by the hearing loop trial revealed limited effectiveness of existing hearing loops due to outdated infrastructure, informing the solutions of more suitable alternatives.
- Updating signage and wayfinding to maintain a consistent design across YEG is challenging due to size of the facility and the phased construction projects throughout the terminal's life.

### Commitments Aimed at Removing and Preventing Barriers in the Built Environment

In the short-term (2026), we plan to:

- Complete a costing analysis to install visual signal devices to improve emergency notification for people who are d/Deaf or hard of hearing with our ICT department.
- Develop a working plan with the YAAC to update emergency evacuation measures to improve accessible accommodations for people with disabilities.
- Work with the Communications team to prepare a feasibility plan for implementing a consistent, system-wide signage and wayfinding approach to improve navigation.
- Assess the existing audible warning signals at escalators and moving walkways to explore opportunities to improve the passenger experience, such as volume levels and announcement frequency.

- Enlist in an accessibility training series to help airport team members recognize common barriers and understand how YEG can identify and mitigate them as they arise.

In the medium to long-term (2027 and 2028), we plan to:

- Improve the visibility and ease of access to our accessible drop-off zone along the Departures Roadway through improved signage.
- Make accessible adjustments to the public address system based on the results of assessments aimed at enhancing speech clarity, sound distribution, and volume consistency, improving access to auditory information for passengers.
- Explore curbside enhancements by adding updated accessibility signage on exterior chrome pillars to support clearer wayfinding.
- As part of the YEG Terminal Upgrades:
  - Replace our current play structure with a new accessible play zone.
  - Improve access to the Arrivals D area for passengers moving toward baggage claim after deplaning.

As ongoing commitments that we action each year, we plan to:

- Maintain accessible routes and provide clear, accessible detour signage during all construction and renovation projects to ensure safe, barrier-free passenger movement.
- Update all passenger queueing areas to include cane-detectable posts that improve navigation and safety.
- Ensure public art installations incorporate accessible features or alternative formats and experiences.
- Incorporate or upgrade accessibility features across our office renovations, such as installing accessible door openers to support more inclusive workplace accommodations.

### Story Sidebar: A Brighter Airport Experience

Sometimes accessibility improvements start with a simple change. By replacing all LED lightbulbs throughout the terminal, we reduced glare and increased visibility, making it easier for passengers to see signage, pathways, and key service areas.

# Employment

At YEG, we are committed to fostering an inclusive workplace where all team members feel supported and valued. We deliver ongoing accessibility training and workshops, improve the accessibility of employee documents and internal communications, and encourage team members to support initiatives such as the Sunflower Lanyard Program. We are also strengthening our use of data to inform decision-making and developing a barrier-free employee journey map across the full employment lifecycle, from recruitment to offboarding.

## Achievements

- We delivered accessibility training workshops to equip YEG team members with the skills to better support passengers and team members with disabilities.
- We improved the accessibility of internal communications and job postings by standardizing templates, improving readability, and using accessible structure (e.g., headings and clear layouts) to support assistive technology and readability.
- We finalized the collective agreement using plain language and removed gendered terms to improve clarity and inclusivity for all team members.

## Barriers Identified

- More workforce data is needed to help People and Culture understand disability-related requirements and guide supports and planning.
- It can be challenging for team members working in operational environments to feel comfortable in sharing accessibility requirements. Continuing to build a culture of safety where disclosure feels safe is important.

- While many team member areas are accessible, some spaces, particularly within older infrastructure may still present barriers, such as narrow corridors, doors, washrooms, and routes during renovations.

## Commitments Aimed at Removing and Preventing Barriers in Employment

In the short-term (2026), we plan to:

- Develop a journey map for team members that outlines the employment experience from pre-hire through post-employment. The journey map will aim to identify barriers and improve accessibility across the full employee lifecycle.
- Encourage the use of 'I Support the Sunflower' ally email badges, pins, and lanyards. This aims to build a supportive and inclusive culture for team members.
- Conduct an internal audit to identify areas of success and opportunities for improvement within YEG's hiring practices. We will do this using the Accessible Recruitment Audit Tool developed by our partner accessibility consultants.

In the medium to long-term (2027 and 2028), we plan to:

- Use LifeMark’s annual accommodation data to identify baseline needs and potential barriers. LifeMark is a third-party accommodations facilitator used at YEG. Summaries will be shared through internal “Did You Know?” communications to build awareness and strengthen accessibility culture.
- Review and simplify the Short-Term Disability process to ensure it is easy to understand and navigate.
- Establish a process and tool for collecting and storing team member self-identification data. This will help us to better understand workforce requirements and support accessibility-related accommodations.
- Provide accessibility training for recruitment staff to improve the accessibility of hiring practices, strengthen inclusive recruitment, and support equitable candidate experiences.
- Develop accessibility tools and guides for team members and prospective candidates to support disability-related accommodations during interviews.

As ongoing commitments that we action each year, we plan to:

- Celebrate and communicate meaningful accessibility-related days such as White Cane Week and Guide Dog Awareness Day by sharing knowledge and encouraging team member participation.
- Share accessibility-related updates and events through the weekly company-wide newsletter. This enables the Passenger Experience Team to promote initiatives and increase awareness and participation.



### Story Sidebar: Volunteers Making Travel Easier

Our Volunteer Program is a huge benefit to passengers, enhancing the airport experience and providing an extra level of support. Volunteers roam the terminal and are ready to offer assistance, guidance, and resources, often right when someone needs them most.

*“I read about the Sunflower Program yesterday. I was flying today and decided to get a Sunflower pin at YEG. I stopped a volunteer named Eugene. Five minutes later, he was back looking for me and gave me a Sunflower pin. Thank you so much, Eugene.”*

– Passenger Feedback



# Provisions of CTA Accessibility-Related Regulations

# Provisions of CTA Accessibility-Related Regulations

From its roles as a Terminal Operator, Transportation Service Provider (TSP), and employer, YEG's Accessibility Plan and Feedback Process align with, and support compliance with, the Accessible Canada Act (ACA) and the Canada Transportation Act (CTA), which consider the following accessibility-related principles, provisions and regulations:

## Accessible Canada Act (ACA)

- Section 6, Principles
- Part 4, Duties of Regulated Entities - Regulated Entities in the Transportation Network, Accessibility Plans - Regulations Under the CTA, and Accessibility Plan - Regulations Under This Act
- Accessible Canada Regulations (ACR)
- ACR - Part 1, Planning, Feedback and Reporting - Accessibility Plans, Feedback Process, Document Retention
- Annexed Section 63 - Canadian Transportation Agency, Accessible Transportation Planning and Reporting Regulations (ATPRR)
- ATPRR - Accessibility Plans, Feedback

## Canada Transportation Act (CTA)

- PART V Transportation of Persons with Disabilities

### Additional Guides and Regulations:

- CTA Information Bulletin, Accessible Transportation Planning and Reporting Regulations (ATPRR) [Permits TSPs to publish one Accessibility Plan meeting both ATPRR and ACR]
- [Canadian Transportation Agency - Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\), Part 1 and Part 4 Divisions 1 and 2](#)
- [Government of Canada, Guidance on the Accessible Canada Regulations: Guidance on Accessibility Plans, 11 July 2022](#)
- [Government of Canada, Guidance on the Accessible Canada Regulations: Summary of Guidance on Accessibility Plans, 11 July 2022](#)

- [The Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations: A Guide on Accessibility Plans, 22 December 2021](#)
- [Canadian Transportation Agency, ACA and ATPRR: A Guide on Feedback Processes, 22 December 2021](#)

### **Agency notifications:**

Within 48 hours of publishing this Accessibility Plan and its Feedback Process to our website, the following agencies were notified and provided with a hyperlink:

- The Accessibility Commissioner
- The Canadian Transportation Agency

Should any edits or changes be made to this Accessibility Plan and its Feedback Process, the Agencies listed above will be notified upon re-publication.