



**Northwest Regional Airport**  
**Terrace-Kitimat**

**TERRACE-KITIMAT AIRPORT SOCIETY  
ACCESSIBILITY AND  
FEEDBACK PLAN**



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**Message**

The Northwest Regional Airport, Terrace-Kitimat (NWRA) has developed this Accessibility Plan in alignment with the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). This plan outlines our commitment to fostering a more inclusive and accessible environment for all passengers, employees, contractors, and visitors at the airport.

Our Accessibility Plan will be reassessed annually by NWRA, with updates occurring at least every three years to ensure we meet evolving standards and provide progress reports in accordance with legislative requirements.

Throughout the development and ongoing review of this plan, we will seek feedback from individuals with lived experience of accessibility barriers. We welcome input from our community and stakeholders, viewing it as an essential resource to help us achieve our accessibility goals and uphold our commitment to inclusivity.

Carman Hendry, Airport General Manager  
Northwest Regional Airport, Terrace-Kitimat

## Terms and Definitions

**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

**NWRA:** Northwest Regional Airport, Terrace-Kitimat; YXT (the Airport)

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

- 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
- 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.

## General

NWRA is committed to improving accessibility through prevention and removal of barriers. This plan is an outline of actions NWRA will undertake between November 1, 2024, and June 1, 2027.

The plan and its contents are guided by the following Principles of Accessibility:

1. All persons must be treated with dignity regardless of their disabilities;
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and,
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

This Accessibility Plan and additional information about Airport accessibility services, including an accessibility feedback form, are available online at <https://yxt.ca/accessibility-at-yxt-2/> . To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact NWRA.

### **Designated NWRA Accessibility Contact**

Brandie Correia  
Manager of Airport Terminal Services  
Northwest Regional Airport, Terrace-Kitimat  
(250) 635-2659 Ext.224  
[accessibility@yxt.ca](mailto:accessibility@yxt.ca)

### **Statement of Commitment to Accessibility**

NWRA is committed to fostering a safe, respectful, and welcoming environment for all individuals. We believe in promoting inclusion, equal opportunities, and independent access and participation for persons with disabilities. NWRA is dedicated to complying with all applicable accessibility legislation by identifying, removing, and preventing barriers to accessibility, ensuring that everyone can access and navigate our facilities with dignity.

**Feedback**

All feedback is welcomed and encouraged. In addition to Brandie Correia, Manager of Airport Terminal Services, individuals can also contact NWRA via our website, telephone, email, mail or in person at NWRA's Admin Office. Feedback can be submitted via our website link <https://yxt.ca/contact/>. The website link allows for feedback to be provided anonymously. We will acknowledge that we received feedback and will respond to it in the format in which we received it.

**Designated Recipient for Feedback**

Brandie Correia

Manager of Airport Terminal Services, Northwest Regional Airport, Terrace-Kitimat

**Mailing Address**

103-4401 Bristol Road

Terrace, BC

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**Phone**

(250) 635-2659 Ext.224

**Email**

[accessibility@yxt.ca](mailto:accessibility@yxt.ca)

**Feedback Alternate Formats**

To request an accessible alternate format of this plan or format to provide feedback process, please contact Brandie Correia, Manager of Airport Terminal Services, via one of the above methods, and NWRA will do our best to assist with your request in a timely manner.

### **Provisions of CTA Accessibility-Related Regulations**

The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) provides clear, consistent, and legally binding accessibility requirements for transportation service providers. The Canadian Transportation Agency (CTA) has established these regulations to support barrier-free transportation across Canada.

Northwest Regional Airport Terrace-Kitimat (NWRA) is subject to ATPDR provisions specific to terminal operators, including certain sections of Part 1 – Requirements Applicable to Transportation Service Providers, and Part 4 – Requirements Applicable to Terminal Operators.

Specifically, NWRA complies with the following ATPDR sections:

- Communication of Information to Persons with Disabilities  
Sections 4 to 9, 10(2), and 11 to 14
- Personnel Training for the Assistance of Persons with Disabilities  
Sections 15 to 23
- Services Requirements  
Sections 216 and 217
- Technical Requirements  
Sections 212 to 231

NWRA is committed to adhering to these provisions through ongoing review and improvement of our communication, training, services, and technical facilities to provide a fully accessible experience for all airport users.

## Consultations

YXT recognizes the critical role of consulting individuals with lived experience, support persons, and caregivers in developing and refining our Accessibility Plan. As part of our consultation process, we conducted an Inclusive Accessibility Feedback Survey targeted at airlines, tenants, employees, and lessees. This survey was aimed at gathering valuable insights into existing barriers, accessibility needs, and areas for improvement, allowing us to better understand and address accessibility challenges within our operations.

We value the input from all our stakeholders and are planning further engagement opportunities to keep our Accessibility Plan relevant and responsive to the needs of our community.

### Internal

#### Accessibility Feedback Survey

NWRA has conducted an Inclusive Accessibility Feedback Survey for all employees, tenants, airlines and contractors. This survey aims to gather valuable, anonymous feedback on any existing barriers, accessibility needs, and areas for improvement within our workplace. By inviting insights from those who experience our facilities daily, we strive to identify ways to enhance accessibility and inclusivity, ensuring a supportive environment for everyone at YXT.

This survey also offers an essential platform for feedback from individuals with hidden disabilities. By enabling anonymous responses, we hope to gain a comprehensive understanding of accessibility needs that may not be immediately visible, allowing us to address subtle or less apparent barriers. Through this inclusive approach, we ensure our accessibility efforts reflect the diverse needs of all at NWRA, fostering a more accessible and understanding workplace for everyone.

#### How It Works:

- Stakeholders can access and complete the survey online, ensuring ease of participation.  
<https://www.surveymonkey.com/r/NCRMDMP>
- No personal information, such as email or phone numbers, is required to maintain anonymity.

#### What We Do with the Findings:

- Responses are reviewed to identify patterns, barriers, or areas requiring attention.
- Insights gathered are used to inform actionable steps in improving accessibility across our facilities.
- Updates and improvements based on survey results will be communicated transparently to stakeholders.

### External

#### Accessibility Feedback Survey

NWRA has extended our Inclusive Accessibility Feedback Survey to gather valuable, anonymous feedback from all external stakeholders, including passengers, community members, and partners via our website and social media. Again, this survey aims to identify any barriers, accessibility needs, and opportunities for improvement throughout our facilities, ensuring that NWRA provides an inclusive, welcoming experience for all visitors to YXT.

#### Public Community Consultation

As part of our commitment to creating an inclusive and accessible environment at NWRA, we will be hosting a public community consultation to gather feedback on our Accessibility Plan. We value input from those with lived experience of accessibility challenges and welcome perspectives from all community members.

**Facility Assessment**

To ensure that NWRA meets and exceeds accessibility standards, we are planning to get a comprehensive facility assessment completed to address both internal and public accessibility needs. This assessment will review all aspects of our facilities, identifying barriers and opportunities for improvement in alignment with the Accessible Canada Act. By collaborating with our internal team, including employees and contractors, we will work to create accessible, inclusive workspaces and operational practices. Simultaneously, we will consult with external stakeholders, such as accessibility experts and community organizations, to ensure that our buildings and services are accessible to the public. This collaborative, holistic approach allows us to foster an inclusive, welcoming environment for everyone and continuously advance our accessibility commitments.

## **Focus Areas of Accessibility**

### **Employment**

NWRA employs a dedicated team of approximately 18 staff members who work in various roles, from front-line services to management. Our small but dynamic team is committed to fostering an inclusive, safe, and barrier-free workplace where every employee can thrive. We aim to build a workplace culture where all employees feel valued, supported, and empowered to succeed.

### **Current Practices**

NWRA's policies, programs, and practices are designed to identify, remove, and prevent barriers to employment. Current initiatives include:

- Disability Awareness and Airport Accessibility Training for all staff and contractors.
- Accommodation support for employees with both visible and hidden disabilities, as well as health conditions.

### **Barriers Identified**

- There is not a Discrimination, Harassment or Bullying Policy in place (Workplace Violence Prevention Policy only).
- There is not an Accommodation Policy in place.
- In job postings, there is no mention of Diversity, Equity, Inclusion, and Accessibility (DEIA) principles or guidance on the provision of accommodations during the recruitment process.
- There is no invitation to request alternative formats of job postings or alternative methods to submit job applications included in employment opportunity postings, representing a systemic barrier to accessibility.

### **Actions**

- Conduct a review of Human Resources policies to ensure they reflect NWRA's commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA). This review will help us identify areas to remove barriers and promote inclusivity, with findings guiding improvements to recruitment and employment practices for a diverse workforce.
- Develop an Equity, Diversity, and Inclusion Policy.
- Develop a Discrimination, Harassment or Bullying Policy (some content is already in the Collective Agreement).
- Develop an Accommodation Policy.
- Update Job Posting templates to incorporate inclusive language and accessibility details.

Through these actions, NWRA seeks to strengthen its commitment to a diverse and inclusive workplace where all employees can succeed and contribute fully.



**Information and Communication Technologies**

NWRA is committed to ensuring barrier-free access to information and communication technologies across our operations, including our website, telecommunications, computer systems, and public announcements. Our goal is to provide clear, accessible information to all individuals who interact with NWRA.

**Current Practices**

NWRA's ICT policies and practices are designed to identify, remove, and prevent accessibility barriers. Key initiatives include:

- Audio and visual formats for public announcements about schedule changes and gate assignments in all passenger service areas within the terminal (FIDS screens).
- Availability of email as an alternative communication option to phone systems.
- Ensuring electronic information is compatible with adaptive technology.
- Providing an accessibility section on NWRA's website for easy access to relevant information.

**Barriers Identified**

- Unsure of compliance with Web Content Accessibility Guidelines (WCAG 2.0) to ensure our website is accessible to all users.
- Unsure if the website is compatible or fully accessible with assistive technology like screen readers.

**Actions**

- Conduct a comprehensive review of our ICT policies to strengthen NWRA's commitment to accessible communication, identifying areas where accessibility can be improved.
- Develop a process to regularly test and update the website and digital platforms to ensure WCAG compliance, ability for assistive technology, and response to evolving accessibility standards.
- Expand the accessibility section on the website with detailed guides, resources, and FAQs to support diverse accessibility needs.

Through these initiatives, NWRA seeks to create an inclusive and accessible information environment, ensuring that everyone can interact with our digital resources with ease and confidence.

**Communication (Non-ICT)**

NWRA is dedicated to fostering respectful, accessible communication across all interactions, ensuring that all employees and contractors communicate with informed, accessible language when discussing our technologies, services, facilities, and programs. For communications without using technology, we utilize signage across the airport.

**Current Practices**

NWRA's policies ensure clear, respectful, and accessible communication for all stakeholders. Current practices include:

- Canadian Airports Accessibility Training course required for all NWRA personnel, developed in collaboration with accessibility experts and tailored to the airport industry.
- Use of plain language in website content, social media, and public-facing communications.
- Signage and braille in all accessible washroom stalls for clarity and usability.
- Assistance from Terminal Security Agents who provide verbal or written information about services and facilities and can connect customers to additional support as needed.

**Barriers Identified**

- No specific barriers were identified.

**Actions**

- Implement a review process for all public communications to ensure plain language standards are met, particularly in new content on the website and social channels.
- Expand accessibility training to cover advanced communication strategies, including awareness of hidden disabilities and non-verbal communication needs.
- Review airport signage and wayfinding to ensure consistency and comprehensive coverage of accessible features throughout the facility.
- Create an accessibility map that clearly identifies the location of accessible features, facilities and services throughout the airport.

Through these initiatives, NWRA is committed to fostering clear, accessible, and respectful communication for all who engage with our services and facilities.

**Procurement of Goods, Services, and Facilities**

NWRA ensures that accessibility is prioritized in the procurement of goods, services, and facilities, allowing us to meet the diverse needs of our airport customers.

**Current Practices**

To support accessibility in procurement, NWRA has implemented the following policies:

- Terminal Rental Vehicle operators are required to maintain accessible vehicle options for passengers with disabilities.
- NOTE: We do not have contracts in place with local taxi companies.

**Barriers Identified**

- There is no accessible procurement policy, technical requirements, or guidance established to be included in tender packages.

**Actions**

- Conduct regular reviews of contracted service providers to ensure accessibility commitments are consistently met.
- Develop accessibility standards for all future procurement contracts, ensuring they align with NWRA's accessibility objectives.

**Design and Delivery of Programs and Services**

NWRA is committed to designing and delivering programs and services that identify, remove, and prevent barriers, ensuring all passengers have a comfortable and accessible experience.

**Current Practices**

To achieve barrier-free program delivery, NWRA has established:

- A Curbside Assistance program for passengers needing extra support.
- An Accessibility Training program to educate staff and contractors.
- A Customer Feedback provision to gather input on accessibility-related concerns.

**Barriers Identified**

- Awareness surrounding the accessible services available could be increased.
- Persons with lived experience are not consulted during the design of programs, services, and products.

**Actions**

- Expand the Accessibility Training program to include updated best practices and new accessibility insights in collaboration with the Canadian Airports Council (CAC) nationwide plan.
- Develop a Barrier-Free Airport Terminal Tour program to assist with accessibility needs before travel.
- Participation in the Sunflower Hidden Disabilities program.
- Improve engagement with lived experience in the design of NWRA programs, services, and products to ensure they meet real accessibility needs.

**Transportation**

NWRA has developed policies and programs that remove barriers in transportation, ensuring all individuals can easily access NWRA's facilities and services.

**Current Practices**

NWRA's transportation policies are designed to support accessible travel, including:

- Contracts with service providers requiring accessible ground transportation from the terminal, such as taxis and rental vehicles.
- A Curbside Assistance program for passengers with disabilities.
- Wheelchairs are available upon request for customers who need them.

**Barriers Identified**

- Due to transportation shortages, accessible options like taxis and rental vehicles may not be consistently available during peak times, causing delays for individuals with disabilities who require immediate or scheduled assistance.

**Actions**

- Conduct regular assessments of ground transportation partners to ensure they meet accessibility standards.
- Improve curbside assistance availability to make the assistance as seamless as possible.
- Participation in the Sunflower Hidden Disabilities program to offer discreet assistance.

**Built Environment**

NWRA is dedicated to maintaining an accessible built environment, focusing on removing and preventing barriers within the terminal.

**Current Practices**

NWRA's approach to an accessible built environment includes:

- Clear signage throughout the terminal for easy navigation, including braille and visual cues
- Accessible washrooms with clear destination signage
- Designated service animal relief areas with appropriate signage
- Updated wayfinding to improve navigation at the airport
- Accessible parking spaces, curbside pickup/drop-off areas, and an accessible path of travel from parking to the terminal

**Barriers Identified**

- No specific barriers were identified.

**Actions**

- Conduct an accessibility audit of the terminal building to identify areas for improvement.

Through these focus areas, NWRA demonstrates its commitment to creating a barrier-free airport that welcomes and supports the needs of all passengers and stakeholders.

### **Three-Year Accessibility Goals and Action Plan (2024-27)**

To advance our commitment to accessibility and ensure compliance with the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), NWRA has outlined key goals for the next three years. These initiatives aim to foster an inclusive environment for all passengers, employees, contractors, and visitors at NWRA.

#### **Year 1 (2024-25)**

**1. Implement the Sunflower Hidden Disabilities Program**

Launch the Sunflower Hidden Disabilities Program, allowing travellers with non-visible disabilities to discreetly signal their need for assistance. This initiative will enhance the travel experience by helping staff identify and assist passengers who require additional support.

**2. Introduce Pre-Travel Accessibility Orientation Visits**

Establish pre-travel site visits, enabling passengers with specific accessibility needs to tour the airport in advance. These visits will help travellers familiarize themselves with the terminal layout and services, reducing travel stress for those with hidden disabilities, sensory sensitivities, or mobility challenges.

**3. Maintain Active Membership with the Canadian Airports Council (CAC)**

NWRA will continue its membership with the CAC, particularly within the Operational, Technical, and Regulatory Affairs (OSTA) Committee, to help shape Canada-wide accessibility goals. Through this collaboration, we aim to share best practices and contribute to initiatives that enhance accessibility standards across airports nationwide.

**4. Continuous Accessibility Training for Staff and Contractors**

Provide regular, comprehensive training on disability awareness and accessibility for all NWRA staff and contractors, incorporating best practices in collaboration with the Canadian Airports Council (CAC). This training will help staff understand diverse accessibility needs and apply effective support strategies.

**5. Annual Accessibility Plan Review and Feedback Collection**

Conduct annual reviews of the Accessibility Plan with input from employees, tenants, and passengers to ensure alignment with evolving accessibility standards. Feedback will be gathered through surveys and public consultations, enabling NWRA to adapt and improve its accessibility measures.

#### **Year 2 (2025-26)**

**1. Review Job Postings for Inclusivity**

Update job postings to incorporate inclusive language and accessibility information, ensuring that all NWRA employment opportunities reflect our commitment to diversity, equity, inclusion, and accessibility (DEIA).

**2. Internal Promotion of the Sunflower Hidden Disabilities Program**

Increase internal promotion of the Sunflower Hidden Disabilities Program to enhance understanding among staff and contractors. This will help cultivate an empathetic, proactive workplace culture, ultimately improving the travel experience for passengers with hidden disabilities.

**3. Enhance the Pre-Travel Site Visit Program**

Evaluate the effectiveness of the pre-travel site visits based on passenger feedback and explore opportunities to enhance the program. This may include adding virtual options, expanding hours, or integrating additional support tools for a smoother experience.

**4. Update Accessibility Standards in Building Specifications and Service Contracts**

Review and update building specifications and Requests for Proposals (RFPs) to ensure all new construction, renovations, and contracted services meet accessibility standards. This requirement will

ensure compliance with accessibility regulations and strengthen our commitment to a barrier-free environment.

**5. Update Accessibility Policies to Align with ATPDR Standards**

Conduct a review of policies and practices in alignment with ATPDR standards, focusing on integrating new technologies and accessibility needs. This will help NWRA stay current with regulatory standards and address any gaps identified in facility assessments.

**Year 3 (2026-27)**

**1. Complete ATPDR Compliance Updates**

Complete the initial three-year cycle by updating NWRA's accessibility practices to reflect any new regulatory requirements or advancements in accessibility standards. This update will ensure NWRA's ongoing compliance with ATPDR and continued commitment to accessibility.

**2. Expand and Promote Awareness of Accessibility Program Offerings**

Assess and potentially expand programs, such as implementing digital wayfinding solutions and enhancing barrier-free airport tours. These additional resources will further empower passengers with accessibility needs and reinforce NWRA's inclusive environment.

Through these actions, NWRA aims to set a high standard for accessibility and inclusivity within Canadian airports, ensuring that all