

**Reporting Period:** November 1, 2024-May 31, 2025

This report provides an update on the progress made towards the goals and action items outlined in NWRA's Accessibility and Feedback Plan for the period from November 1, 2024, to May 31, 2025. The plan, developed to ensure NWRA's compliance with the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), sets out clear objectives for improving accessibility and fostering an inclusive environment for all passengers, employees, contractors, and visitors.

### **Key Progress and Achievements**

#### **Consultations:**

##### **Internal:**

- **Survey:**
  - An internal accessibility survey was circulated in early 2025 to gather staff and contractor perspectives. To date, we have received 18 responses offering valuable perspectives. From the collected data, some key findings emerged, each highlighting specific accessibility challenges or opportunities. These findings will assist in guiding our next steps as we work to enhance inclusivity and ensure a more accessible environment for all team members. The survey remains open and is reviewed on a monthly basis to ensure timely consideration of new input.

##### **External:**

- **Survey:**
  - A public-facing survey is on-going and promoted through NWRA's website and local accessibility organizations. Feedback collected from this survey to date has been included alongside the internal results noted above. The survey remains open and is reviewed on a monthly basis to ensure timely consideration of new input.
- **Public Community Consultation**
  - On May 15, 2025, a stakeholder engagement meeting was held in the Rio Tinto Board Room, located on-site at NWRA. The purpose of the meeting was to gather input on accessibility needs and challenges from individuals with lived experience of disability, to inform the development of our Accessibility and Feedback Plan.

The meeting was attended by two representatives from Spinal Cord Injury BC, along with seven local residents who have a range of disabilities. Their perspectives provided valuable insight into current barriers and opportunities for improvement across our facilities and services.

While the discussion was productive and informative, we acknowledge that no individuals with visual disabilities were in attendance. To ensure our plan reflects the needs of all community members, we will be reaching out to organizations and individuals with expertise in visual impairments to gather further input.

Overall, the meeting was a success.

- **Facility Assessment:**

- On May 15, 2025, NWRA completed a full accessibility audit of the terminal with the Regional Development Liaison of the Spinal Cord Injury B.C. and individuals with disabilities in the local community. This was conducted to ensure that all built infrastructure, signage, and facilities met accessibility standards, with actionable improvements made as needed. We are currently waiting for the report to be delivered by the Regional Development Liaison of the Spinal Cord Injury B.C. and reviewing any identified concerns or room for improvement.

**Year 1 Goals:****1. Implementation of the Sunflower Hidden Disabilities Program**

- Status: In progress.
- Details: NWRA is looking into establishing the Sunflower Hidden Disabilities Program to assist passengers with non-visible disabilities. This program allows passengers to discreetly signal their need for assistance by wearing a Sunflower lanyard or badge.
- Next Steps: To finalize the research, order supplies, prepare marketing materials and plan a launch date.

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

- Status: In progress.
- Details: NWRA is preparing to establish Pre-Travel Site Visits for passengers with specific accessibility needs to tour the airport in advance. This initiative is designed to reduce travel stress for individuals with hidden disabilities, sensory sensitivities, and mobility challenges.
- Next Steps: The planning of this program is well underway. We expect to launch the program on August 31, 2025, with evaluations conducted after the first year to assess effectiveness and make adjustments.

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

- Status: Ongoing.
- Details: NWRA remains an active member of the Canadian Airports Council (CAC), participating in the Operational, Technical, and Regulatory Affairs (OSTA) Committee. This collaboration helps shape national accessibility standards and best practices. NWRA continues to deliver the CAC country-wide training program to all staff and contractors. This course is made available to all aerodrome service providers as well including air carriers. This course was prepared and published in 2023. and has put NWRA on the list of airports to
- CAC put together an Accessibility Roadmap Working Group, outline priority and collective action items. We have signed up to receive the updates and work on adopting possibly suggestions brought forward.
- Next Steps: Continued participation with CAC and Accessibility initiatives and the potential for leveraging industry-wide insights to enhance NWRA's practices.

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

- Status: Ongoing.

- Details: NWRA has provided regular Accessibility Training for all staff and contractors as noted above. This training, developed in collaboration with accessibility experts and the CAC, covers disability awareness, customer service, and airport accessibility services.
  - Next Steps: Continue with initial and recurrent training for all staff and contractors.
- 5. Annual Accessibility Plan Review and Feedback Collection**
- Status: Ongoing.
  - Details: NWRA continues to gather feedback from employees, tenants, and passengers via surveys and consultations. The feedback collection process is ongoing, with results from the first quarter of 2025 already integrated into action plans for improvement.
  - Next Steps: Continue with surveys and public consultations. Work towards developing an Accessibility Feedback Committee, which includes community members with disabilities.

### **Challenges and Barriers Identified**

- **Ground Transportation:**  
NWRA is still in the process of addressing the issue of inconsistent availability of accessible ground transportation (e.g., taxis and rental vehicles) during peak times. At present, no formal agreements are in place with service providers.
  - Action: Ongoing discussions with local providers to establish agreements and ensure a reliable supply of accessible transportation options.
- **Web Accessibility:**  
While NWRA is committed to maintaining an accessible website, there is still uncertainty about full compliance with Web Content Accessibility Guidelines (WCAG 2.0).
  - Action: A comprehensive review and audit of the website for WCAG 2.0 compliance will take place in 2025, followed by updates and training for content creators.

### **Conclusion**

NWRA has taken meaningful steps toward advancing accessibility in line with the Accessible Canada Act and ATPDR regulations. Over the reporting period, we conducted broad internal and external consultations to assist in guiding our next steps and improvements.

Initiatives such as the Sunflower Hidden Disabilities Program, Pre-Travel Accessibility Visits, and enhanced staff training have made notable progress, and we remain engaged with national efforts through the Canadian Airports Council. Key challenges, including accessible ground transportation and web compliance, are actively being addressed.

Looking ahead, NWRA is committed to ongoing dialogue with our community, continuous training, and inclusive policy development. We will continue working to ensure all travelers, staff, and stakeholders feel supported and welcomed at every stage of their journey.