



2024

Accessibility Plan and Feedback Process

Contents

- 1. Introduction..... 3
- 2. General Information..... 4
- 3. Information and Communication Technologies ..... 5
- 4. Other Communication Methods..... 5
- 5. Procurement of Goods, Services, and Facilities ..... 6
- 6. Design and Delivery of Programs and Services ..... 6
- 7. Transportation ..... 6
- 8. Built Environment..... 7
- 9. Accessibility Provisions in Canadian Transportation Agency Regulations ..... 7
- 10. Consultations ..... 7
- 11. Employment ..... 8
- Appendix A: Built Environment Action Plan – YSJ Accessibility Report Review and Action Plan ..... 8

# 1. Introduction

An accessibility plan is a plan that sets out a comprehensive roadmap that transportation service providers (TSPs) use to improve accessibility and describes the actions a TSP will take to prevent and remove barriers.

The Saint John Airport Inc., in adopting this accessibility plan, commits to adhere to the standards of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

## DEFINITIONS

Accessible Canada Act (ACA)

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Accessible Transportation Planning and Reporting Regulations (ATPRR)

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: The Accessible Canada Act defines a barrier as “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: The Accessible Canada Act defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation in society.”

## Principles of Accessibility

Section 6 of the ACA sets out a series of principles that must be recognized and followed when the requirements of the ACA are carried out.

TSPs should therefore act in accordance with the following principles when preparing their accessibility plans, feedback processes, and progress reports:

all persons must be treated with dignity regardless of their disabilities;

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;

all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;

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,

persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

For employment, YSJ commits to continue to **identify, remove barriers, and prevent new barriers from being installed.**

## 2. General Information

### Responsibility

The Director of Operations for YSJ is the designate to receive feedback related to accessibility.

### Providing feedback

The public can provide feedback through 3 different means, on both the feedback process and the accessibility plan, and can request an alternate format of the feedback process or accessibility plan be made available to them through large print, braille, electronic format, audio, or adaptable technology. Feedback on the feedback process or accessibility plan (other than anonymous feedback), will be acknowledged in the same manner in which it was received.

By sending a letter to the mailing address:

Director of Operations - Saint John Airport Inc.  
4180 Loch Lomond Road  
Saint John, NB E2N 1L7, Canada

By calling:

(506) 638-5555

By emailing:

[info@ysjsaintjohn.ca](mailto:info@ysjsaintjohn.ca)

If you want to provide anonymous feedback:

do not state your name or provide any other identifying information (for example, your email address or phone number).

do not include your return address on the envelope if you send feedback by mail.

### 3. Information and Communication Technologies

In order to identify and eliminate barriers, and to avoid creating new ones, YSJ has set up technological tools and procedures related to information and communication technologies.

- Audio and visual formats for public announcements in the terminal
- Accessible parking payment kiosks
- Accessible website (WCAG 2.1 Compliant)
- Information requests available through email

Airlines and staff who must make announcements are provided with the procedure for using the public address system, which includes steps in development to ensure that audio announcements are displayed bilingually on screens in the terminal.

### 4. Other Communication Methods

In addition to the technological means listed in the previous section, YSJ has other strategies to ensure respectful, accessible communications with persons with disabilities, as listed below.

Verbal communications which take the following into account:

Nature of the disability

Use of assistive devices

Information about the person's preferred form of physical assistance

Description of the services that YSJ can provide

Public announcements made inside the terminal:

Most of the announcements are pre-recorded and played several times

Messages that are not recorded must be clearly enunciated

Employees receive training based on their role and responsibilities, which includes guidance on interacting respectfully with persons with disabilities.

## 5. Procurement of Goods, Services, and Facilities

When procuring goods and implementing new services or opening new facilities, YSJ ensures that the process remains respectful of and accessible to persons with disabilities.

When procuring goods they must be checked to ensure compliance with accessibility standards.

When implementing new services, the impact on every step of the passenger journey must be checked, the staff on duty must be trained and everything must be accessible.

When procuring new facilities the impact on the passenger journey must be checked and it must meet accessibility standards.

Staff in charge of procuring goods, implementing new services, or procuring new facilities must ensure that all elements comply with accessibility standards.

## 6. Design and Delivery of Programs and Services

When designing and delivering new programs and services, YSJ ensures that the process remains respectful and accessible to persons with disabilities.

Staff are trained to provide physical assistance to persons with disabilities and support for efficient transportation of aides or service dogs. You can call in advance or book through the accessibility section of our website.

Check-in, boarding, and deplaning assistance is provided by trained airline personnel,

## 7. Transportation

The Saint John Airport (YSJ) is committed to providing a pleasant and accommodating travel experience to persons with disabilities. The terminal building is a one-level unit with curbside drop-off and pick-up along the front of the building. Clients can get to YSJ by private car, taxi, and public transportation and a curbside zone to drop off and pick up persons with disabilities is available near the terminal's main entrance.

Curbside Assistance can be provided by YSJ Security staff and can be arranged through the

Accessibility section of our website: <https://ysjsaintjohn.ca/accessibility/>

Public transit: For airport access to public transit, Saint John Transit meets accessibility standards: <https://saintjohn.ca/en/transit/accessibility>

## 8. Built Environment

The YSJ terminal was built to the National Building Code standards at the time. All new projects are built to the most current standards, which meet universal design requirements. The following elements in the terminal meet accessibility requirements:

- Signage in and around the terminal:
  - o Signage within reach in and around the terminal is being revised to contain embossed text.
- Washrooms:
  - o There are accessible stalls in all washrooms.
- Pet relief area:
  - o There are two pet relief areas in development at YSJ—one outside the terminal building near domestic departures and one in development in the secure area, near gate 1 (pending completion of current building renovation at this location).
- Parking lots:
  - o Reserved parking spaces for persons with disabilities are available in all YSJ parking lots and there are adapted walkways to reach them easily.

YSJ is planning additional consultations with CNIB and will publish updates in Appendix “A” of this document.

## 9. Accessibility Provisions in Canadian Transportation Agency Regulations

YSJ must comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), namely the following: Parts 1 & 4; Divisions 1 & 2; Schedule 1 - Section 23

## 10. Consultations

Before drafting its accessibility plan, YSJ consulted AbilityNB, a support and service organization for persons with disabilities. Further to this, AbilityNB completed a full site

audit for accessibility which YSJ is currently assigning timelines to each tagged deficiency or suggestion which will form part of the next plan revision as an appendix thereto.

Our website: <https://ysjsaintjohn.ca/> is also regularly audited by AccessiBE to ensure WCAG 2.1 compliance for all features.

## 11. Employment

YSJ is following the guideless of the ACA to identify, remove, and to prevent introducing barriers in employment.

YSJ is working to provide accessible employment opportunities and job postings. Requests to modify workspaces and job duties are reviewed by each case.

## Appendix A: Built Environment Action Plan – YSJ Accessibility Report Review and Action Plan

Currently under revision by a third party organisation and will be updated shortly with timelines.