

Accessibility Plan and Feedback Process

Fredericton International Airport Authority Inc.

Aéroport international de

Fredericton

International Airport

YFC

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General

Introduction

The Fredericton International Airport Authority (FIAA) is committed to providing an accessible and inclusive traveling experience for persons of all abilities. In preparing this plan, we have addressed items that were identified in consultation with Ability New Brunswick (Ability NB) and Canadian National Institute for the Blind (CNIB), in addition to those of relevant acts and regulations. Ability NB has developed a comprehensive audit process with consultation with other organization and people with lived experience.

To prepare this Accessibility Plan, we engaged with Ability NB and any outstanding areas that warrant improvement have been prioritized for prompt completion. For instance, the audit completed by Abilities New Brunswick helped to identify accessibility initiatives that can further reduce barriers in the air terminal building; we have included these initiatives in this plan and aim to implement those remaining in the future.

We will continue to consult with the community and update our Accessibility Plan, as outlined in the applicable acts and regulations, to prevent new barriers from occurring, and where possible, quickly address any existing ones.

This plan, and our commitment herein, reflect our ongoing efforts to provide an accessible air terminal building to contribute towards a barrier-free Canada.

Overview

The FIAA is subject to accessibility regulations in the Canadian Transportation Agency (CTA) under subsection 170(1), which includes the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Accessible Transportation Planning and Reporting Regulations (ATPRR).

The ATPDR includes accessibility requirements for transportation service providers. The FIAA is also subject to the Accessible Canada Act (ACA), which was established in 2019 as an Act to ensure a barrier-free Canada.

The purpose of the ACA is to identify and remove barriers and prevent new barriers in the following areas:

- Employment
- The built environment
- Information and communication technologies
- Communication, other than information and communication technologies
- The procurement of goods, services, and facilities
- The designs and delivery of programs and services
- Transportation

There are provisions for accessibility regulations in the ACA under section 63, which includes the ATPRR.

The ATPRR requires regulated transportation entities to prepare a three-year accessibility plan.

Principles

The FIAA will ensure this Accessibility Plan is carried out in accordance with, the following principles as outlined in the ACA:

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

- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Definitions

The following definitions and acronyms apply to this Accessibility Plan:

ACA: Accessible Canada Act.

Airside: Restricted area of the airport beyond passenger security screening i.e., gates, apron, runway, etc.

ATPDR: Accessible Transportation for Persons with Disabilities Regulations.

ATPRR: Accessible Transportation Planning and Reporting Regulations.

Assistive Device: Any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Barrier: 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.

CBSA: Canada Border Services Agency.

Curbside Zone: An area that is located outside of an air terminal building where passengers are picked up or dropped off and that is owned, operated, leased, or otherwise controlled by the air terminal building operator.

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.

FIDS: Flight Information Display Systems.

Accessibility Plan Availability

This plan is available on our website and through our office. The public can provide feedback and or request an alternate format at the following:

You can reach our office from our website at: <https://yfcfredericton.ca/> or call us at (506) 460-0950. We are also available via email at Info@yfcfredericton.ca. Also, we are available in person at the following address:

2570-Unit 22 Route 102

Lincoln NB

E3B 9G1

Accessibility Plan Feedback and Feedback Process Contact

Feedback can be provided anonymously, and it will be replied through the same manner it was received. The contact for feedback is the Human Resources and Administration Manager for the Fredericton International Airport Authority:

Perry Dyke

Manager of Human Resources and Administration
Fredericton International Airport Authority Inc.
22-2570 Route 102
Lincoln NB E3B 9G1

Website feedback form: <https://yfcfredericton.ca/report-an-accessibility-concern/>

Phone: (506) 460-0922

E-mail: dykep@YFCFredericton.ca

Notice of Compliance with Accessibility Related Provisions.

Notice of compliance requirement for Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

The Accessible Canada Act which came into effect on July 11, 2019, and the ATPDR which came into effect on June 25, 2020, and the ATPRR which came into effect on December 13, 2021, apply to Fredericton International Airport Authority Inc. (FIAA).

The FIAA is subject to the following parts/sections of the ATPDR:

1. Part 1
2. Part 4, Division 1 and 2
3. Schedule 1, Section 23

Consultations

The Fredericton International Airport is partnering with Ability NB to assist with the reviewing and updating of this Accessibility Plan and Feedback Process, as well to build out training that is reflective of inclusiveness, dignity, and independence.

CNIB reviewed our website for accessibility and approved it for persons with visual disabilities. Fredericton Airport has used a third party to conduct the consultation process. Abilities New Brunswick conducted a review of the airport using their Review Tool. Their Review Tool was developed with the expertise of a technical team, which consists of representatives with lived experience, architects, engineers, various government entities, occupational therapists, and other disability organizations, such as Inclusion NB. The results of the review will enable the airport to identify gaps in accessibility. This information will be use in our plan to ensure we continually remove barriers going forward. The airports Accessibility plan and Feedback Process was reviewed and endorsed by Abilities New Brunswick Executive Director Haley Flaro.

This assessment tool reviews employer sites and provides specific recommendations for innovative designs, modifications and adaptations that would enable more businesses to hire people with a disability and attract a new customer base. Recommendations will reflect best practice standards in universal and barrier-free design, accessibility legislation, regulations, and relevant human rights. The review tool will also include funding sources and links to agencies that assist with the hiring and recruitment of persons with a disability. The review looked at our facility and reviewed all interior and exterior spaces and features and provided extensive feedback on any improvements that could be made to reduce obstacles for anybody with disabilities.

The Review was conducted on September 12 and 13, 2023 by Wendy Scott and Melika Belliveau of Ability New Brunswick. A PDF of the confidential review with a detailed list of recommendations was received by Fredericton Airport on November 9, 2023. This report is being used to help develop barrier-free access to the traveling public.

The review covered seven key areas at the airport and recommendations were made below is a list of the key areas and some but not all of the recommendations that were made.

Entrances

- Install tactile signage at entrances that complies with Section 8.0 of the Accessibility Tool.
- Use the International Symbol of Access to identify the location of the accessible entrances.

Interior Features

- Colour contrast interior doors from the surrounding walls or surfaces.
- Install ceiling or floor materials that will buffer sound, so it is not unduly amplified.
- Provide a sensory-friendly environment that has limited background noise.

Washrooms

- Provide colour contrast between the walls and floor.
- Install tactile signage with braille to indicate the accessible stalls.

Wayfinding and Signage

- Position signage to avoid shadow areas and provide a glare-free surface.
- Provide audio signs that are automatic or can be manually activated when needed.

Emergency/Evacuation

- Provide a plan for when the elevator does not operate.
- Clearly identify emergency hallways or corridors as accessible evacuation routes on the evacuation plan.

Parking

- Provide designated parking spaces that are at least 750cm long.
- Provide tactile graphics on the keys of ticket or payment machines equipped with a keypad.

Routes from Parking to Entrance

- Where possible, provide acoustic locator signals for the crosswalk.
- Provide a route that is well-drained to prevent accumulation of water, snow and ice in the short-term parking area.

The Airport has engaged Abilities New Brunswick in conjunction with other agencies to establish an advisory committee for the Fredericton Airport. This committee will consist of persons with lived experience and members of local organizations to advise the airport on best practises with regards to accessibility in all aspects of our operations. The committee also will help the airport decide what improvements could be made using the Ability New Brunswick review report.

After communications with some of our customers with hidden disabilities the FIAA implemented the Sunflower program that will help staff recognize people with hidden disabilities to be able to better understand their needs. [Supporting people with non-visible disabilities \(CA\) \(hdsunflower.com\)](https://hdsunflower.com).

Accessibility-Related Regulations

The FIAA is required to meet the applicable provisions of the CTA requirements made under subsection 170(1) of the CTA. The following section includes a summary of what actions we are completing and those which we have executed to comply with these regulations.

Information and Communication Technologies (ICT)

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>Provide information to visitors and passengers in an alternate format and a variety of methods.</p> <p>Requirements:</p> <p>Information about any transportation-related service or facility available to the public should be available in the following formats:</p> <p>a) If the information is made available in electronic format, the format is compatible with adaptive technology that is intended to assist persons with disabilities.</p> <p>b) If the information is made available only in paper format, it is made</p>	<p>1. Review all communication methods used by the public. Is it available:</p> <ul style="list-style-type: none"> a. with adaptable technology? b. in large print? c. in braille? d. in electronic format? e. in audio format? 		<p>X</p>	<p>All communications to the public are available in the following formats:</p> <ul style="list-style-type: none"> • Adaptable technology • Large print • Braille on request • Electronic format
	<p>2. Ensure the airport’s website is updated to include wording regarding the available communication formats and how to access them.</p> <ul style="list-style-type: none"> a. Email b. Phone c. Online comments 		<p>X</p>	<p>The website was reviewed by CNIB, and the report indicates that the site complies.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>available, on request, in large print, in braille or in an electronic format.</p> <p>c) if the information is made available in audio format, it is made available, on request, in a visual format.</p>				
<p>Telephone System</p> <p>Requirements:</p> <p>If a transportation service provider makes a telephone number available to the public that may be used to make travel reservations or obtain information about the provider’s transportation-related services or facilities, it must:</p> <p>(a) offer to persons who are deaf or have any other hearing impairment, or who have a communication impairment, the option of doing those things by means of an email or a third party’s telephone relay or video relay service.</p> <p>(b) publish, in every instance that it publishes a telephone number that may be used to do those things, along with that telephone number, a</p>	<p>1. YFC currently offers the following formats for contacting the airport:</p> <ul style="list-style-type: none"> • Mail • Phone • Online form 		<p>X</p>	

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>description of how a person may access the services referred to in paragraph (a), including the transportation service provider’s email address and the third party’s telephone number for telephone relay or video relay service.</p>				
<p>Website</p> <p><u>Requirements:</u></p> <p>If a transportation service provider makes a website available to the public that may be used to access a client account, travel itinerary, travel schedule or trip status, to obtain contact information for the transportation service provider, to make or modify a reservation or to check in, it must:</p> <p>(a) offer to persons with disabilities the option of doing those things by means of a communication system that does not require the use of a website, such as by means of a telephone, an email or a third party’s telephone relay or video relay service.</p>	<p>Note: The YFC’s website does not have the capabilities described in the requirement.</p>			<p>Not Applicable</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>(b) publish, in every instance that it publishes the address of the website that may be used to do those things, along with that website address, a description of how a person may access the services referred to in paragraph (a), including the transportation service provider's telephone number and email address and the third party's telephone number for telephone relay or video relay service.</p>				
<p>Develop and publish the following information in a variety of formats.</p> <p>The following information must be published, including on the website:</p>	<p>a) The website accessibility section needs to be updated with the notice.</p>		<p>X</p>	
	<p>b) The services offered are currently listed on the website and should be updated as services are added or changed.</p>		<p>X</p>	<p>The website is continually reviewed to ensure information is current.</p>
	<p>c) The website needs to be updated with the complaint resolution services.</p>		<p>X</p>	

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
c) The complaint resolution services that it offers and how a passenger may access those services.				

Communication, Other Than ICT

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>Communication Requirements for Terminal Operators</p> <p>A terminal provider must publish, including on its website, information about the services or facilities available at the terminal for persons with disabilities, including information about:</p> <p>a) the curbside zone, including where the curbside zone is located and how to request assistance to or from the curbside zone.</p>	<p>a) Fredericton International Airport Authority’s (YFC) accessibility section of the website indicates that it provides curb to counter accessibility with the Corp of Commissionaires.</p>		<p>X</p>	

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
b) ground transportation from the terminal that is accessible to persons with disabilities, including whether a vehicle that is capable of carrying a non-folding or non-collapsible mobility aid is available. c) the location of designated areas for service dogs to relieve themselves. d) transportation between facilities within a terminal that is accessible to persons with disabilities. e) wheelchair and electric cart services.	b) Clarification on the website is needed in the accessibility section regarding availability of accessible ground transportation.		X	
	c) A map is included in the accessibility section of the YFC website to determine locations for service dog relieving areas.		X	
	d) Review transportation between facilities within a terminal.		X	
	e) Update wording on YFC website regarding availability of wheelchairs and electric cart services.		X	
Public Service Announcements inside Terminals	1. Review public announcements related to departures and gates. 2. How are they currently made? 3. Are they provided in audio and visual formats?		X	Flight information is published on monitors/screens. Flight information is announced on the Public-Address system in both French and English.

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
				The Commissionaires are located at ground level, next to security screening areas, and are available for information or assistance.
Public Announcements for Safety and Security	1. Review public announcements related to safety or security that are made inside the terminal.		X	Fire alarms are both audible and visual.
	2. How are they currently made?		X	Public announcements are made in both English and French. Audible and by Commissionaires. The visual format is ongoing the review will be complete by 2025.
	3. Are they provided in audio and visual format?	X		Fredericton International Airport has personnel on-site 24 hours per day, 7 days per week to provide assistance.
Communication with persons with disabilities <u>Requirements:</u> Members of personnel who interact with passengers must consider the	1. Review and if required, update the Training Plan.		X	Training Plan developed By the Canadian Airports

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>following when communicating with persons with disabilities:</p> <p>a) The nature of the disability, particularly if the person is blind or deaf or has any other visual or hearing impairment or if the person has a communication impairment.</p> <p>b) Whether the person uses an assistive device to assist them to hear, see, or communicate.</p> <p>c) Whether there are methods of communication that may be used by the person or that may facilitate communication with the person such as augmentative or alternative communication system, sign language or clear, concise, and plain language.</p>	<p>2. Implement the training plan to appropriate individuals, regarding communicating with and assisting persons with disabilities.</p> <p>3. Ensure the training includes the consideration of the appropriate methods for communicating based on the nature of the disability. Ensure the training complies with the requirements of principles, content, assistance, and governance.</p>			<p>Council for Canadian airports.</p> <p>The program is self-guided online videos and reading material with a testing component. All initial training will be completed within <u>60</u> days after the commencement of their duties.</p> <p><u>Target groups:</u></p> <p>(a) Employees and contractors who interact with the public.</p> <p>(b) Employees and contractors who provide physical assistance.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>b) The different types of barriers that may hinder equal access to transportation services for persons with disabilities.</p> <p>c) The various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including:</p> <ul style="list-style-type: none"> i. The type of assistance that they must provide to persons with disabilities, and ii. the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by or may facilitate communication with persons with disabilities such as augmentative or alternative communication system, sign language or clear, concise and plain language. <p>d) Communication with persons with disabilities in accordance with the communication requirements noted above and how to interact with them in a</p>				<p>3. Inclusive Customer Service</p> <ol style="list-style-type: none"> 1. Introduction to inclusive customer service 2. Providing assistance: Mobility accessibility 3. Providing assistance: Visual accessibility 4. Providing assistance: Auditory accessibility 5. Providing assistance: Cognitive accessibility 6. Providing assistance: Communication accessibility 7. Summary <p>4. Curbside Assistance</p> <ol style="list-style-type: none"> 1. Introduction to curbside assistance 2. Providing curbside assistance: Mobility accessibility 3. Providing curbside assistance: Visual accessibility 4. Providing curbside assistance: Auditory accessibility

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>manner that respects their autonomy and dignity.</p> <p>e) The role of a support person.</p> <p>f) The role and needs of a service dog.</p>				<p>5. Course Conclusion</p> <p>1. Summary 2. Final quiz 3. Resources https://copa.myabsorb.ca?KeyName=CACTraining</p>
<p>Physical Assistance Training</p> <p>If personnel may be required to provide physical assistance to a person with a disability in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training on how to:</p> <p>a) seek information from the person with respect to their preferred method of assistance and any other measures that may require their safety and their comfort.</p> <p>b) maneuver mobility aids through doors and on irregular</p>	<ol style="list-style-type: none"> Review and if required, update the modules and content of the training program. Work with Ability NB review and determine mobility measures and training that aligns to the needs of persons with disabilities. Review practical training options that include scenarios, safety techniques and usage of any available equipment or processes at Fredericton International Airport, so that staff 		<p>X</p>	<p>CAC Training Module online.</p> <p>Engage Ability NB to conduct practical training for staff in 2024.</p> <p>Through CAC training Modules online.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>and multi-level surfaces, steps, curbs and elevators.</p> <p>c) transfer the person between their own mobility aid and a mobility aid provided by the transportation service provider and between a mobility aid and the person’s passenger seat, including performing appropriate lifting techniques to perform various types of transfers of the person with maximum consideration for their dignity, safety and comfort.</p> <p>d) guide and orient a person whose impairment affects their mobility; and</p> <p>e) assist a person who has limitations in balance, agility or coordination that affect their mobility.</p>	<p>are comfortable and familiar with using and accessing supports.</p>			
<p>Training on Handling Mobility Aids</p> <p>If a member of personnel may be required to handle mobility aids in the course of carrying out their functions, they must receive training that provides an adequate</p>	<p>1. Working with Ability NB reviewed the various types of mobility aids and those commonly used by individuals with disabilities.</p>	<p>X</p>		<p>CAC Training covers some types of mobility aids.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>level of knowledge and skills to carry out those functions, including training with respect to</p> <p>a) the different types of mobility aids; and</p> <p>b) the requirements and appropriate methods for transporting and storing mobility aids, including the disassembling, packaging, unpackaging, and reassembling of mobility aids.</p>				
<p>Training on Using or Assisting with Special Equipment</p> <p>If a member of personnel may be required to use, or to assist a person with a disability in using, any special equipment in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions.</p> <p>Examples of special equipment:</p> <p>a) a telecommunication device for persons who are deaf or who</p>	<p>2. Review practical training options that include scenarios and usage of any available equipment or processes at the Fredericton International Airport, so that staff are comfortable and familiar with supporting individuals that may require the support of mobility aids.</p>	<p>X</p>		<p>Set up training with Ability NB 2025.</p>
	<p>3. The only specialized equipment we deal with is the lift for the tower second floor.</p>		<p>X</p>	<p>Commissionaires are trained to use the lift.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>have any other hearing impairment;</p> <p>b) a lift, ramp and any other level change device;</p> <p>c) an on-board electrical power supply.</p> <p>d) a device for the connection of on-board auxiliary respirator systems;</p> <p>e) an on-board entertainment system that is accessible to persons with disabilities;</p> <p>f) an automated self-service kiosk that is accessible to persons with disabilities.</p>				
<p>Training Governance</p> <p>Initial Training:</p> <p>A transportation service provider must ensure that a member of personnel has completed training suitable to the requirements of their functions within 60 days after the day on which that member assumes those functions.</p>	<ol style="list-style-type: none"> Develop a support or buddy program where a trained staff member or contractor is teamed up with a new employee or contractor, until the individual has successfully completed the required training. Talk with Commissionaires and ensure that they team people up when required. 		<p>X</p>	<p>Initial Training will be provided within 60 days after the day on which the person assumes their job functions.</p> <p>Corp of Commissionaires work in teams.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>Supervision of Untrained Personnel:</p> <p>Until a member of personnel has completed the training that is suitable to the requirements of their functions, the transportation service provider must ensure that they carry out their functions under the direct supervision of a person who has completed that training.</p> <p>Refresher Training:</p> <p>A transportation service provider must ensure that members of personnel who have received training that is required by this Part also receive, at least once every three years, refresher training that is suitable to the requirements of their functions.</p> <p>Duty to Inform Personnel:</p> <p>If a transportation service provider introduces any new policy, procedure or technology with respect to persons with disabilities or offers any new transportation-related service or facility to assist</p>	<p>2. Any new policy, procedures, or technology with respect to persons with disabilities will be communicated and rolled out to all applicable staff within <u>60</u> days of approval of the new policy and/or procedures.</p>		<p>X</p>	<p>Refresher Training will be completed every two years.</p>
	<p>3. All newly implemented technology will be trained on before being available to the public to ensure it is fully supported.</p>		<p>X</p>	<p>Recurring training is tracked through our Training tracking system (Vortex). It notifies the FIAA human resources manager 90 days prior to training being refreshed.</p>
	<p>4. The CAC has developed an airport specific training program that consults with persons with disabilities.</p>		<p>X</p>	<p>The Plan was reviewed by Ability NB. Further changes and updates will be reviewed on a continual basis.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>persons with disabilities, the transportation service provider must, as soon as feasible, inform members of personnel of that new information, unless it is not relevant to the requirements of their functions.</p> <p>Consultation:</p> <p>A transportation service provider must consult persons with disabilities in the development of each training program and the principal teaching methods.</p>				

Employment

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>We are committed to providing accessible employment opportunities beginning at the recruitment stage and throughout the remaining stages of employment.</p>	<p>1. Provide customizable and barrier-free workstations for employees with a range of disabilities.</p>		X	<p>The requirements to provide accessible workspaces are looked at on a person-by-person basis.</p>
	<p>2. Provide accessibility accommodations for employees with a range of disabilities.</p>		X	<p>Job descriptions will be tailored when required.</p>

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
	3. Ensure all personnel are informed about any new and updated policies and procedures.		X	

The Built Environment

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>The Fredericton International Airport Authority (FIAA) completed renovations of the airport terminal building in 2021. In 2023, the FIAA engaged Ability NB to audit the facility, using there newly established audit tool that was developed with the expertise of a technical team, which consists of representatives with lived experience, architects, engineers, various government entities, occupational therapists, and other disability organizations, such as Inclusion NB.</p>	<p>The Audit assessed the following areas for accessibility:</p> <ul style="list-style-type: none"> • entrances • interior features • washrooms • wayfinding and signage • emergency/ Evacuation • parking • routes from parking • exterior ramps 	X		<p>The FIAA is reviewing the audit findings and will put a corrective action plan in place to address gaps in our ability to provide barrier free access to travel by 2025. This will address any gaps and put a timeline to correct short falls.</p>

Procurement of Goods, Services, and Facilities

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
<p>Procurement refers to the act of purchasing, including the overall evaluation process leading up to the purchase. The procurement of goods, services and facilities can include purchasing equipment (e.g., lifts, wheelchairs, or aircrafts and rail cars), putting contracts or arrangements in place for the provision of services (e.g., ground handlers who package, load and unload mobility aids, ground transportation service providers, such as taxi drivers, who provide service to and from terminals), and for specifications and requirements related to newly built or renovated terminals and any related facilities.</p>	<p>All public tendering documents will be reviewed with a lens of accessibility to prevent barriers.</p>	<p>X</p>		<p>To be completed as tenders are issued and leases are renewed. Will be updated by 2026.</p>
	<p>Lease agreements will be reviewed to with a lens of accessibility to prevent barriers.</p>	<p>X</p>		

The Design and Delivery of Programs and Services

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
The FIAA, will ensure that any new programs and services implemented at the airport will be consulted on with persons or groups with lived experience.	Review current services provided at the airport to ensure they are not putting barriers in place to accessible travel.	X		This will be completed by 2025.

Transportation

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
The FIAA will insure those contracts with transportation providers at the airport address accessibility.	Review all contracts with our ground transportation providers to ensure that accessibility is a priority.	X		Review will happen on an ongoing basis as contracts are renewed.

Accessibility Plan Feedback and Feedback Process

Current policies, programs, and practices	Steps/Action Plan	Ongoing	Complete	Outcomes
Develop a process for collecting feedback related to the implementation of the accessibility plan and any encountered barriers.	1. Review current process for collecting feedback.		X	Information is to be entered into our vortex system for tracking.
	2. Implement accessibility related feedback into the current process.		X	
	3. Review ability to collect feedback via multiple methods (phone, email, online and in-person).		X	Feedback can be given through Email, Phone, website, and in person.
	4. Develop a process and templates for collecting, responding, and tracking all feedback related to accessibility.		X	The Form on our website is recorded in vortex.
	5. Train staff and managers on the process for responding to feedback related to accessibility.		X	Through Ability NB audit process. We got feedback with regards to our built environment.

Plan Updates

This plan will be updated, at minimum once per year or when changes occur.

Review Date	Employee Responsible	Revisions
February 2023	Perry Dyke	Updated language and items completed.
May 17, 2023	Perry Dyke	Updated language and items completed.
February 2024	Perry Dyke	Updated language and items completed.
March 2024	Perry Dyke	Added reference to the Ability NB Accessibility Audit.
September 2024	Perry Dyke	Implement suggestions from Canadian Transportation Agency.