

Accessibility Plan and Feedback Process Progress Report 2026

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 Progress Report, we have partnered with community organizations that represent various groups with disabilities in New Brunswick via our Accessibility Advisory Group (AAG).

For instance, the audit completed by Ability NB will be reviewed by the AAG and they will make recommendations to the airport on how we can implement recommendation from the audit.

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 Report, 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) and the 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:

AAG: Accessibility Advisory Group

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.

CAC: Canadian Airports Council

CBSA: Canada Border Services Agency.

CNIB: Canadian National Institute for the Blind

CTA: Canadian Transport 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 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

Plan and Progress Report Alternate Format Availability

The public can request an alternate format of our accessibility plan, description of feedback process, and progress report on our website and through our office. 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. or in person at our office, the address is:

2570-Unit 22 Route 102
Lincoln NB E3B 9G1

Accessibility-Related Regulations

The FIAA is required to meet the applicable provisions of the Canadian Transportation Agency (CTA) requirements made under subsection 170(1) of the Accessible Canada Act (ACA).

The ACA which came into effect on July 11, 2019, and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) which came into effect on June 25, 2020, and the Accessible Transportation Planning and Reporting Regulations (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

Information and Communication Technologies (ICT)

The FIAA has engaged GoodMaps to scan the airport using LiDar technology and develop an App that will enable individuals with disabilities to navigate the airport via a mobile device. Information can be found at <https://goodmaps.com/>.

Good Maps has now been fully implemented - upon entering the airport from either entrance, look for the poster and scan the QR code.

Communication, Other Than ICT

The FIAA is currently reviewing a way to ensure that public announcements for safety and security are provided in audio and visual format.

Currently, public announcements relating to safety and security are made by Commissionaires, are audible in both English and French and, and use clear, concise and simple language adapted for those with learning disabilities such as ADHD or autism.

The visual format is still undergoing review.

The airport has fully implemented the Sunflower Program, and there has been a great uptake in the community. Details can be found at <https://hdsunflower.com/ca/>.

The airport is currently exploring the implementation of a Travel Rehearsal Program, a program aimed at supporting travellers with disabilities by providing an opportunity to practice and prepare for their journey ahead of their trip.

Training

Work with our AAG to determine practical training that aligns with the needs of the airport. I.e. Training conducted by persons with lived experience or a disability organization informed by persons with lived experience.

The online CAC training modules have now been fully adopted by the airport and the Schedule 1 (Section 23), Training Program Information, has been updated and submitted to the CTA.

The Built Environment

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 their 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.

The Audit assessed the following areas including but not limited to, for accessibility:

- entrances
- interior features
- washrooms
- wayfinding and signage
- emergency/ evacuation
- parking
- routes from parking
- exterior ramps

The FIAA in consultation with the AAG will review 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 end of 2026. This will address any gaps and put a timeline to correct short falls.

The following corrective actions have been undertaken:

- Purchase of new wheelchairs
- Installation of access ramp from the overflow parking

Procurement of Goods, Services, and Facilities

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.

Public tendering documents will include any relevant input from the AAG.

Lease agreements will include any relevant input from the AAG.

To be completed as tenders and leases are issued or renewed.

The Design and Delivery of Programs and Services

The FIAA will ensure that any new programs and services implemented at the airport will be in consultation with the AAG.

Review current services provided at the airport to ensure they are not putting barriers in place to accessible travel this will be in consultation with the AAG.

This is an ongoing process.

Transportation

The FIAA has ensured contracts with ground transportation providers at the airport address accessibility and all drivers are required to complete disability awareness training provided by the FIAA.

With consultation of the AAG, review all contracts with our ground transportation providers to ensure that accessibility is a priority.

The review process has been completed, and contracts have been updated to ensure accessibility is a priority.

The FIAA has worked with ground transportation providers, the city of Fredericton, and the community to ensure that ground transportation providers were able to acquire accessible vehicles to provide accessible transport, not just for the airport, but also the city.

Consultations

1. The CNIB has reviewed our website for accessibility and approved it for persons with visual disabilities.
2. Fredericton Airport has used a third party to conduct the consultation process. Ability NB conducted a review of the airport using their Accessibility 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.

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 report was updated in September 2024.

The review covered seven key areas at the airport and recommendations were made. Below is a list of the key areas.

Entrances

Interior Features

Washrooms

Wayfinding and Signage

Emergency/Evacuation

Parking

Routes from Parking to Entrance

3. The airport has also established an Accessibility Advisory Group (AAG) for the Fredericton Airport. This group currently consist of representation from local organizations to advise the airport on best practises with regards to accessibility in all aspects of our operations. The group will also help the airport decide what improvements could be made using the Ability New Brunswick review report.

The AAG was established to provide advice and recommendations to the FIAA on matters related to accessibility and inclusion. The group aims to ensure that all programs, services, and facilities are accessible to individuals with disabilities, promoting an inclusive environment.

The group had its first meeting on March 12, 2025, and consists of representation from:

- Ability NB
- Deaf and Hard of Hearing Services New Brunswick

- Inclusion New Brunswick
- Learning Disabilities Association of New Brunswick
- University of New Brunswick, and
- Vision Loss Rehabilitation.

Going forward, meetings will be conducted quarterly. The first meeting of 2026 was held on March 23, 2026 and the second meeting will be held on June 16, 2026.

Feedback Information

After communication with our customers via email and by phone, the FIAA implemented the Sunflower program which will help staff recognize individuals with hidden disabilities and be able to better understand their needs. Details can be found at <https://hdsunflower.com/ca/>.

The FIAA has received the following feedback from travelers and family members via phone and e-mail: <https://yfcfredericton.ca/wp-content/uploads/Accessibility-requests-and-concerns-Phone-email-2025-26-redacted-final.pdf>.

The AAG will review this feedback and make recommendations to the airport on what areas we should focus on and what priority.

AAG review of Ability NB's findings and their recommendations

Seating Area

Add a minimum of two designated wheelchair spaces in each seating area – To be completed in 2026.

Washrooms

Ensure spaces designated for wheelchair use are not less than 90cm wide to 152.2cm wide to permit a wheelchair to enter from a side approach, and not less than 120cm long where the wheelchair enters from the front or rear of the space – Currently under review.

Insulate the pipes under the washroom sinks to prevent a burn hazard – Currently under review. Required insulation to be installed in 2026.

Lower the soap dispensers to be no higher than 110cm above the floor – Currently under review. Additional dispensers to be installed where needed.

Provide a stall door that has a clear opening of at least 85cm when in the open wide position – Currently under review.

Ensure the stall door self-closes when at rest so it is not open more than 5cm – Currently under review.

Mount exterior pull handles horizontally with their centerline located 12cm to 22cm from the latch side – Currently under review.

Mount exterior pull handles 80cm to 100cm from the floor – Currently under review.

Mount coat hooks on the side wall of the stall – Currently under review, to be completed in 2026.

Lower coat hooks so they are mounted not more than 120cm from the floor – Currently under review.

Install emergency call buttons in the accessible stalls – Currently under review.

Universal Washrooms

Provide universal washroom doors that are at least 85cm wide, excluding any hardware, when in open position – Currently under review.

Ensure the pushing or pulling force of the washroom doors does not exceed 22N – Currently under review.

Provide toilet seats with a height of between 43cm and 46cm – Currently under review.

Provide a shelf or counter for medical supplies, purses, etc. that is no higher than 120cm in the nursing room – Currently under review.

Install signage with lettering size at least 2.5cm in height and posted above the emergency button to indicate that signal devices will be activated when the button is pushed – Currently under review.

Insulate sink pipes to prevent a burn hazard – Currently under review. Required insulation to be installed in 2026.

Lower mirrors to not more than 100cm from the floor – Currently under review.

Lower the soap dispenser to no higher than 110cm above the floor – Currently under review. Additional dispensers to be installed where needed.

Lower the hand dryer or towel dispensers to be no higher than 120cm from the floor – Currently under review.

Entrances

Installation of tactile walking surface indicators (TWSI) to indicate potential trip hazards IE stairs and ramps – Currently under review. Potential installation in 2026.

General

Assess need for cane detectable guards where there are swinging doors – Currently under review.

Post evacuation plans throughout the terminal that identify accessible evacuation routes and emergency features – Currently under review. Potential installation 2026.

Identify areas throughout the airport that could benefit from stronger colour contrasts – Will be reviewed during future renovations.

Have Ability NB and AAG review airport design plans or retrofit plans from the onset of design to ensure they meet all current accessibility codes and standards, where practical.

Conclusion

The Fredericton International Airport Authority (FIAA) is committed to providing an accessible and inclusive traveling experience for persons of all abilities

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.

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Document control

Document Title

Issue date

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Revision History

Date of revision	Revision description	Revision completed by
May 25, 2026	Yearly update	Perry Dyke

Distribution List

YFC Website	https://yfcfredericton.ca/our-airport/accessibility/
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