



**Sydney Airport Authority**  
Accessibility Plan and Feedback  
Process  
2024-2027

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# Message from the Sydney Airport Authority

The Sydney Airport Authority (SAA) is a regional airport located in Sydney, Cape Breton, Nova Scotia. The SAA prides itself on providing quality, safe, secure, and sustainable air transportation services. We are committed to delivering accessible and inclusive service to all our airport travellers and community members.

The Sydney Airport is a gateway for Cape Breton Island and an economic engine that drives prosperity for our community. We continue to work towards shaping a more diverse and equitable environment for all, including our customers, employees, and communities. We recognize that an essential part of working towards an inclusive society is the ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities.

The SAA has prepared this Accessibility Plan to assist in meeting our requirements under the *Accessible Canada Act (ACA)* and the *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)*. This plan will serve as a roadmap for SAA employees, contractors, and others, to help our organization become more diverse and inclusive.

This Accessibility Plan was shared for review with senior management and our community-based Board members. The SAA senior management team will review the Accessibility Plan annually, update the Plan a minimum of every three years, and provide progress reports as required by legislation. At each stage of development and review of this Plan, we actively encourage input from those with lived experience as persons with disabilities.

The SAA will continue to use the Accessibility Plan as a resource to help us comply with accessibility and human rights legislation, and to meet our own organizational accessibility commitments and goals.

Myles Tuttle

Chief Executive Officer

Sydney Airport Authority

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## General

As part of our commitment to meeting our requirements under the *Accessible Canada Act (ACA)* and the *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)*, and as part of our goal to increase accessibility in our organization, the Sydney Airport Authority (SAA) has prepared this Accessibility Plan. We have also prioritized facility accessibility as a material topic in our Infrastructure planning.

To prepare this Accessibility Plan and to identify accessibility barriers and goals, the SAA has consulted with numerous employees and other stakeholders, including those who lived experience as persons with disabilities.

This Accessibility Plan and additional information about SAA accessibility services including an accessibility feedback form, are available online at:

[www.sydneyairport.ca](http://www.sydneyairport.ca)

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact the Sydney Airport Authority using any of the below methods. Feedback may be provided anonymously. If contact information is provided, acknowledgments will be sent within one business day, through the contact information provided or by the same way it was received.

The Sydney Airport Authority may notify the Canada Transportation Agency or other agencies of the contents of feedback received and corrective actions taken. Feedback will be reviewed and stakeholders engaged. The Accessibility Plan and Policies may be updated as a result, and revisions logged on the second page of this document.

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# Statement of Commitment to Accessibility

The Sydney Airport Authority (SAA) is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The SAA will ensure compliance with all applicable accessibility legislation by identifying, preventing, and removing barriers to accessibility. We will address all identifying, preventing, and removing barriers to accessibility. All accessibility needs will be addressed and requests to the best of our ability and in a timely manner.

## Executive Summary

There are various accessibility and human rights laws, regulations, standards, and policies in place across Canada. The purpose of the *Accessible Canada Act* (ACA) is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove and prevent barriers to accessibility in federally regulated organizations by 2040.

In April 2024, the SAA conducted an informal gap analysis review, including a review of SAA accessibility-related training and policies, stakeholder interviews, confirmed that the SAA is committed to working towards a more accessible and inclusive organisation. Feedback from employees, stakeholders and members of the public has been incorporated in the Accessibility Plan.

## Key Findings

SAA employees would benefit from increased coordination of accessibility efforts related to accessibility training and to share accessibility resources and information. This includes the need for greater awareness and clarity of both ACA and *Accessible Transportation of Persons with Disabilities Regulations* (ATPDR) accessibility goals and requirements, as well as SAA accessibility policies and procedures.

Creating a dedicated Accessibility Advisory Committee or identifying a key point of contact to address accessibility concerns would help ensure

increased knowledge and awareness. This also would help ensure that all SAA employees are compliant with ACA and ATPDR legislation, are aware of SAA policies and procedures, and are applying accessibility best practices in their roles and departments.

SAA interview participants made requests for additional information and resources on:

- Guidelines on how to ensure procurement of accessible goods, services, and facilities; and;
- How to ensure continued feedback from and collaboration with the disability community

## Strengths

- Leadership and support of accessibility and inclusion goals by senior management and decision makers
- Positive attitude of all levels of management and staff towards ensuring accessibility and inclusion in SAA services and facilities
- Numerous initiatives in place to ensure ongoing ACA and ATPDR compliance, including:
  - Updates to customer service and public information (posted on SAA Website)
  - Accessibility Policy (in development)
  - Accessibility Plan (posted on SAA website)
  - Accessibility Feedback Form and feedback process (including employee training on how to receive and address accessibility feedback); (in review)
  - ACA and ATPDR accessibility awareness training (including role-specific training for SAA employees and management teams); and
  - Collaboration and consultation with third-party accessibility organisations to provide reviews and audits of the SAA facility, website, policies, and procedures. (TBA)
- Additional initiatives being worked on / in development to ensure accessibility best practices, including:
  - Collaboration and consultation with various disability organizations and persons with lived experience identifying as a d/Deaf, disabled, or neurodivergent.
  - Increased engagement and collaboration with persons with disabilities and lived experience.
  - Initiative and plans to work towards changing the SAA workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.



## Challenges and Risks

The following items were identified as accessibility challenges or risks for the SAA:

- The need to ensure consistent communication and accessible customer service levels among both SAA employees and third-party vendors (related to level of awareness of accessibility barriers, ACA and ATPDR compliance requirements, SAA accessibility policies and procedures and use of SAA accessibility resources and supports);
- The need for a dedicated budget and resources for individual departments to increase accessibility and address SAA Accessibility Plan Departmental priorities;
- The need to increase and maintain involvement of the disability community regarding input and collaboration for accessibility and inclusion initiatives at the SAA;
- The need to ensure clear, visible SAA actions supporting accessibility as an SAA priority (through marketing, social media, employment, training, and participation in National Accessibility Week);
- Ensure the SAA Capital Project Plan references and contains consideration for accessibility in any of the plans or tasks (i.e., expansion of long-term parking lot). It is important to ensure that accessibility is considered at the planning and design stages of all SAA additions or changed to services and facilities.

## SAA Accessibility Services, procedures, and Facilities

The Sydney Airport Authority (SAA) is committed to meeting all applicable *Accessible Canada ACT (ACA)* and *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* compliance requirements and deadlines. This includes developing public accessibility policies and procedures related to customer service; developing, posting, and updating the Accessibility Plan; and providing progress reports by applicable deadlines.

SAA website content is provided in an accessible format and available in alternate formats upon request. An SAA Accessibility Policy and related information is available on the SAA website. Visit [www.sydneyairport.ca](http://www.sydneyairport.ca) for current information and procedures describing how to access SAA Services and facilities.

# ACA AND ATPDR Compliance

The following accessibility features provided by the Sydney Airport Authority (SAA) have been developed to help ensure *Accessible Canada Act* (ACA) compliance requirements are met.

- Accessibility Policy
  - An SAA Accessibility Policy that includes a clear statement of commitment and description of accessible services, as well as contact information for queries and accommodation requests, is available to the public on the SAA website and upon request.
- Accessibility Feedback
  - An accessibility feedback form and process for SAA - wide use has been developed and is available to the public on the SAA website and upon request.
  - SAA employees have been trained on the procedure for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services.
  - Outreach to SAA contacts with lived experience as part of the d/Deaf, disabled, and neurodiverse communities is ongoing.
  - Outreach to the broader community and invitations for feedback will be sought when updating SAA accessibility plans and progress reports.
- Emergency Information
  - Accessible emergency and safety information for visitors, as well as employees and contractors, has been developed and is available publicly and upon request.
  - Individual accommodation plans including emergency and evacuation procedures will be developed for employees who request support.
  - The terminal building fire alarm system included both audio tones and strobe lights.
- Information and Communication
  - The SAA continues to work towards ensuring that its website and its information services and content are accessible. This includes provision of public information in alternate formats upon request.
  - Third-party vendors that provide website development and support must commit to meeting current Web Content Accessibility Guidelines (WCAG), as required by the ACA.

- Accessibility is also considered when purchasing kiosks or approving vendor kiosks. Proposals for new kiosks, to be purchased by SAA or its vendors, are reviewed by the SAA Manager of Infrastructure to ensure accessible features are included. Approval to build is required. This included Parking kiosks, Canada Boarder Services Agency kiosks, and the individual airline check-in kiosks.
- Airline staff can provide automated public address messages and aircraft status in both audio and visual format.
- Facilities
  - A facility-wide universal design accessibility audit needs to be completed. The scope of the audit should include a detailed description of all accessibility issues related to the National building Code and related accessibility standards and legislation. The report should also include recommendations for improvements beyond compliance, related to best practices and industry standards.
- Employment
  - SAA employment practices require a review and if necessary updated to ensure accessible recruitment, hiring, retention, development, and accommodation request procedures.
- Training
  - Customer service training incorporating accessibility and accommodation information, including training on SAA assistive technology.
- Transportation
  - The SAA is committed to ensuring that any transportation it provides directly or indirectly is accessible, upon request.
  - All agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

## Provisions of CTA Accessibility-Related Regulations

The following CTA accessibility-related provisions apply to the Airport.

**Part 1: Requirements Applicable to Transportation Service Providers** Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

## Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2) (a), 226, 227, 229, 230, 231

The Airport ensures that it complies with or exceeds each of these accessibility-related requirements.

### Accessibility Features Beyond Compliance

The Sydney Airport Authority (SAA) goal is to achieve numerous accessibility goals that go beyond compliance. To achieve these goals, the SAA will:

- SAA to prepare and administer surveys to the public and employees to help identify barriers to address.
- Prior to the pandemic, the J.A. Douglas McCurdy Airport was the third airport in Canada to introduce Autism Aviators, a program designed to enhance the travel experience particularly for those on the autism spectrum. We look forward to reintroducing this program in 2024.
- Explore engaging external accessibility organizations to review and help ensure SAA's compliance status related to the *Accessibility Canada Act* (ACA).
- Explore engaging external accessibility organizations to perform a built environment facility audit and prepare an audit report. In addition to compliance requirements, explore prioritized recommendations related to best practices.
- Explore and participate in a Rick Hansen Foundation facility review.
- Passenger rights, as outlined in the Canadian Transportation Agency Passenger Terminal Accessibility Code (<https://oct-cta.gc.ca/eng/publication/passenger-terminal-accessibility>) as indicated on the SAA website., include consideration of accessibility barriers and address and describe services and accommodations available for individuals who identify as d/Deaf, disabled, and neurodiverse.

### Goals and Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within the Sydney Airport Authority (SAA) use various measures to identify, remove, and prevent accessibility barriers and to determine accessibility goals for inclusion in this Accessibility Plan.

## Identifying Barriers

To meet or exceed *Accessibly Canada Act (ACA)* and *Accessible Transportation for Persons with Disability Regulations (APTDR)* compliance requirements, the SAA is committed to working with its senior management team to gather and respond to public and employee feedback in identifying priorities to increase accessibility and inclusion. The SAA ensures that its efforts related to consultation and to preparation of this Accessibility Plan include persons with disabilities regarding input and review.

## Removing and Preventing Barriers

The SAA management and staff have identified the following goals and actions to remove identified barriers and prevent accessibility barriers related to essay a policies, programs, practices, and services. Barriers related to each accessibility goal were identified by employees and other consultation participants.

It is the goal of the sea to incorporate industry best practices while meeting the requirements of applicable accessibility legislation.

Key SAA contacts, identified as action owners in the tables below, are responsible for ensuring both ACA compliance requirements and the essay identified accessibility goals and initiatives are carried out through the legislative an SAA identified deadlines.

## Information and Communication Technologies (ICT)

The SAA is committed to making information at communications accessible to persons with disabilities. This includes A commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The SAA is also committed to making every effort to provide information in alternative formats requested by people with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Create an internal folder to post accessibility resources, to ensure that all Airport employees have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF	IT, Communications	June 2024, with annual status updates required.

documents).		
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG.	Communications	June 2024
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available.)	Communications	June 2024
Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.	Finance	Ongoing
Ensure that closed captioning is available in public information videos posted online.	Communications	Ongoing
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Communications	Ongoing
Review the accessibility of the Airport public	Communications	June 2024

address (PA) and sound system to ensure that announcements and information are clearly audible.		
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## Information and Communication (other than ICT)

Information and Communication (other than ICT) Airport management and staff are committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan annually. Reviewing the documents annually will help ensure that the Airport continues to work towards greater accessibility, diversity, and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce accurate and informative accessibility progress reports when required. In addition, any Airport policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Publish the SAA Accessibility Policy and Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-Level success criteria.	IT, Communications	June 2024, with annual status updates required.
Ensure that the SAA Website is reviewed and updated to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available)	Communications	June 2024
Ensure that the SAA Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Communications	June 2024

Ensure that currently facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public	Health & Safety, Emergency Management	June 2024
Review of SAA Accessibility plan and status of accessibility goals annually.	Human Resources, Senior Management	June 2024
Review existing SAA policies, diversity, and inclusion lands and develop and implement action plans to address identified barriers.	Human Resources	June 2024
Update the SAA Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Human Resources, Senior Management	June 2024, June 2027, as required.
Provide ACA progress reports based on stated deadlines in the ACA and notify the ACA and regulator when updated accessibility progress reports are published.	Senior Management	Annually, in interim years to Plan Updates, 2025, 2026, as required.
Increase marketing and promotion efforts to help raise awareness of accessibility services, features, and facilities available at the Airport.	Communications, Business Development	June 2024 and ongoing

### Procurement of Goods, Services, and Facilities

The SAA is committed to ensuring that, whenever possible, accessibility of goods, services, and facilities is considering when for procuring items and



services. Accessibility requirements will be included in SAA RFP's, service agreements, and other documents related to procurement.

## Design and Delivery of Programs and Services

The Airport is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. The Airport is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

Accessibility Goal	Action Owner	Target Completion Date
Share employee resources on how to create accessible programs and services.	Communications	June 2024, with annual status updates required.
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Communications	June 2024
Create an Airport Accessibility Policy to document our accessibility commitment and describe how to access Airport accessibility services, procedures, and facilities. Publish and maintain the Accessibility Policy on the Airport Accessibility page and share with Airport employees, tenants, and vendors.	Communications	June 2024
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include	Communications	Ongoing

current, accurate information.		
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Communications	Ongoing
Develop and promote “what to expect” content for travellers, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.	Communications	Ongoing
Develop scent-free initiatives and procedures where possible (for example, a Scent-Free Policy, guidelines for contracted cleaning services to use scent-free products)	Communications	June 2024

## Transportation

The SAA is committed to ensuring that any transportation it manages or controls will be accessible, upon request. Currently, management of transportation services is not an SAA area of operation.

Accessibility Goal	Action Owner	Target Completion Date
Review electric vehicle (EV) charging station and requirements and ensure similar service is available for accessible parking stalls.	Infrastructure	Ongoing

## Built Environment

The SAA committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers.

Accessibility Goal	Action Owner	Target Completion Date
Improve wayfinding signage to create a more accessible experience when navigating the facility	Infrastructure	Ongoing
Ensure that TTY (teletypewriter) and telephone relay services are available for public use.	Infrastructure / Development	Ongoing
Ensure that formal internal and third-party accessibility reviews are provided on all SAA design proposals and that barriers are addressed prior to approval of design and development of new SAA facilities.	Infrastructure	Ongoing

## Employment

The SAA providing clear and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessibility recruitment and selection process is, creating individualized workspace emergency response plans, and providing formal written accommodation and return-to-work plans. The SAA committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Review job descriptions prior to posting to ensure requirements or accurate and potential accessibility barriers are removed where possible.	Human Resources	Ongoing, with annual reviews
Include accommodation	Human Resources	Ongoing

request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.		
Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.	Human Resources	Ongoing, with annual reviews
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Human Resources	Ongoing required, with annual reviews.
Ensure emergency floor wardens and emergency response teams review and are aware of individual accommodation plans for individuals requesting support during emergencies or evacuations.	Human Resources, Safety	Ongoing
Update job offer letter an agreement, as well as employee orientation an onboarding material, to ensure content includes information on available accessibility	Human Resources, Legal	December 2024.

<p>supports and the accommodation request process.</p> <p>Update the initial employee self-identification form to be more inclusive and address broader access ability barriers.</p>		
<p>Ensure new technology, software, and process is implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.</p>	<p>Human Resources, IT</p>	<p>Ongoing</p>

## Training

The SAA is committed to ensuring that its employees and volunteers receive training on SAA accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or too SAA accessibility policies and procedures.

Accessibility Goal	Action Owner	Target Completion Date
<p>Provide resources and training on how to create accessible information and communication to all SAA content creators.</p>	<p>Communications</p>	<p>June 2024</p>
<p>Provide customer service training incorporating accessibility and accommodation information, including training on SAA assistive devices, to new customer service employees.</p>	<p>Human Resources</p>	<p>Ongoing, during onboarding period for new employees.</p>

Provide mental health first aid training to appropriate staff. (i.e. ARFF Qualified)	Safety	Ongoing
Provide employee training to help increase sensitivity and awareness all barriers, appropriate language use, the need for inclusion, unconscious bias, another content related to attitudinal barriers.	Human Resources	Ongoing
Provide “lunch and learn” sessions on accessibility and related diversity and inclusion topics (for example, training on use of various accessibility resource is; introduction of new accessibility features; inclusive communication and interviewing practices; planning accessible meetings or community events; presentations by guest speakers with lived experience).	Human Resources	Ongoing
Provide opportunities for employees to participate in training events, webinars, and conferences, to increase knowledge about accessibility resource is and best practices.	Senior Management	Ongoing

## Consultations

Since the Sydney Airport Authority (SAA) was established in 1997, it has been collaborating with, and welcoming and responding to feedback from, individuals who identify as d/Deaf, disabled, or neurodiverse. Feedback has been provided through comments provided in-person or online, through accessibility professionals with lived experience, and through invitations to broader community to provide feedback on SAA policies, plans, and procedures.

The SAA has initiated research and consultation efforts regarding how to best increase accessibility and inclusion at the SAA. Several priorities were established, including:

- Reviewing and ensuring compliance with regulations
- Updating and delivering Training
- Increasing outreach and engagement with the broader disability community.

## Where to find SAA Accessibility Policies, Plans, and Procedures

The following *Accessible Canada Act* (ACA) and accessibility policies, plans, and procedures are available on the SAA website.

- Accessibility Policy
- Accessibility Plan
- Accessibility Feedback Form

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 15 days of request. Request for Braille or audio format for content may require longer to arrange, however information will be provided in a timely manner as soon as possible.

## Glossary

**Accessible, Accessibility:** 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 full:

- 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 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 systematic policies or practices.

**Contractor:** an organization or individual contract by the SAA to provide services on behalf of the SAA

**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, an 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.

**Kiosk:** a self- service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessibility key US must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) *Accessible design for self-service interactive devices.*

**Service Animal:** animal for a person with a disability if:

- a) 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



- b) 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.