



McCURDY
SYDNEY
AIRPORT



Accessibility Plan and Feedback Process Progress Report 2025

General

Alternate Format(s)

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.

Mailing Address

Director, Business Development
Sydney Airport Authority
280 Silver Dart Way
Sydney, Nova Scotia, B1M 1B8

Email

fly.cyqy@gmail.com

Phone

902-564-7720



Feedback Process

If you wish to provide feedback on how the Sydney Airport Authority is implementing its 2024-2027 Accessibility Plan, please do so by the methods outlined above in addition to in person at the airport. The person responsible for receiving this feedback for CAA is the Director, Business Development. Upon receipt of feedback, we will acknowledge receipt in the same manner it was received, unless this feedback was submitted anonymously.

Anonymous feedback can be submitted by utilizing “Contact Us” tab on our webpage. This link for this method is:

[Contact - Fly YQY Sydney Airport](#)

Introduction

The McCurdy Sydney Airport (YQY) is a regional airport located in Sydney, Cape Breton, Nova Scotia. We pride ourselves on providing quality, safe, secure, and sustainable air transportation services. Our commitment extends to delivering accessible and inclusive service to all our travelers and community members.

As the gateway to Cape Breton Island, YQY serves as an economic engine, driving prosperity and growth for our community. We are dedicated to shaping a more diverse, equitable, and inclusive environment for all — including our customers, employees, and the broader community.

We recognize that building an inclusive society requires an ongoing commitment to identifying, removing, and preventing barriers faced by persons with disabilities. By prioritizing accessibility and equity, we strive to ensure that everyone has the opportunity to travel with dignity and confidence.

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 an Accessibility Plan as well as Progress Reports pertaining to the plan. They may be accessed at:

www.flyyqy.ca

Statement of Commitment to Accessibility

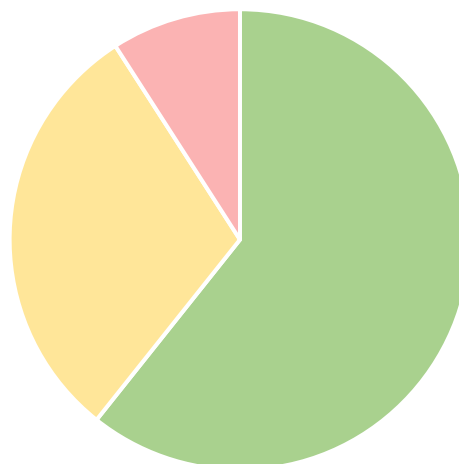
The Sydney Airport Authority (SAA) is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The SAA will ensure compliance with all applicable accessibility 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.

Progress at YQY

In our Accessibility Plan and Feedback Process 2024-2027, we included 24 commitments for the short-term and long-term over three years with the goal of removing barriers to accessibility at YQW for all. We are proud to report on our 2025 progress and recognize there is more work to be done.

- 20 of 33 (60.7%) accessibility goals have been completed for 2025.
- 10 of 33 (30.2%) accessibility goals are in progress with completion dates scheduled for 2025
- 3 of 33 (9.1%) accessibility goals are in progress with completion dates scheduled for 2026.

Accessibility Goal Completion



■ Complete ■ In Progress (2025 Completion) ■ In Progress (2026 Completion)

Information and Communication (ICT)

The Sydney Airport Authority has completed 0 of 2 accessibility goals pertaining to information and communication (ICT) for 2025. Airport management and staff are committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan and we understand that many of these are on-going, requiring regular review and changes if applicable.

Accessibility Goal	Status	Progress
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.	In Progress.	SAA Accessibility plan is published and website is on track to be fully WCAG compliant by the end of the year.
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)	In Progress.	Incorporated more features to increase the accessibility of our website – including a newly developed widget. Reviewed regularly

Communication (Other than ICT)

The Sydney Airport Authority has completed 6 of 6 accessibility goals pertaining to information and communication (other than ICT) for 2025. Airport management and staff are committed to maintaining and reviewing the Airport Accessibility Policy and Accessibility Plan and we understand that many of these are on-going, requiring regular review and changes if applicable.

Ensure that the SAA Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Complete.	Ongoing promotion
Ensure that currently facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public	In progress.	The YQY team is aware of this goal and activities to advance this goal will take place at a later date.
Review of SAA Accessibility plan and status of accessibility goals annually.	Complete.	Reviewed regularly
Review existing SAA policies, diversity, and inclusion lands and develop and implement action plans to address identified barriers.	Complete.	Reviewed regularly
Update the SAA Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Complete.	Next update: June 2027
Provide ACA progress reports based on stated deadlines in the ACA and notify the ACA and regulator when updated accessibility progress reports are published.	Complete.	Submitted for June 2025
Increase marketing and promotion efforts to help raise awareness of accessibility services, features, and facilities available at the Airport.	Complete.	The SAA continues to develop and promote activities with accessibility in mind including the addition of accessibility doors for easier terminal access and Autism Aviators.

Procurement of Goods, Services, and Facilities

The SAA is committed to ensuring that, whenever possible, accessibility of goods, services, and facilities is considered when 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 remains 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.

The Sydney Airport Authority has completed 3 of 7 of our accessibility goals pertaining to the design and delivery of programs.

We were proud this year to work with Autism Nova Scotia to bring back Autism Aviators, a mock travel day for people on the autism spectrum and their families to make the airport experience more comfortable.

Accessibility Goal	Action Owner	Target Completion Date
Share employee resources on how to create accessible programs and services.	Complete	Distributed to relevant staff
Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	In progress	The YQY team is aware of this goal and activities to advance this goal will take place in 2026.
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.	In progress	The YQY team is aware of this goal and activities to advance this goal will take place at a later date. We aim to have this completed by December 2025.
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated	Complete	Reviewed regularly

regularly to include current, accurate information.		
Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Complete	Reviewed regularly
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.	In progress	The YQY team is aware of this goal and activities to advance this goal. We aim to have this completed by December 2025.
Develop scent-free initiatives and procedures where possible (for example, a Scent-Free Policy, guidelines for contracted cleaning services to use scent-free products)	In Progress	The YQY team is aware of this goal and activities to advance this goal. We aim to have this completed by December 2025.

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.

The Sydney Airport Authority has completed all accessibility goals pertaining to transportation.

Accessibility Goal	Status	Progress
Review electric vehicle (EV) charging station and requirements and ensure similar service is available for accessible parking stalls.	Complete.	The airport currently does not have EV capacity but will be mindful of this goal when exploring it in the future.

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.

The Sydney Airport Authority has completed 1 of 3 of our accessibility goals pertaining build environment.

Accessibility Goal	Status	Progress
Improve wayfinding signage to create a more accessible experience when navigating the facility	In progress.	Due to terminal renovations, the deadline for this has been pushed to 2026.
Ensure that TTY (tele-typewriter) and telephone relay services are available for public use.	In progress.	The YQY team is aware of this goal and activities to advance this goal will take place at a later date.
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.	Complete.	To be reviewed on a regular basis. Our new front doors and surrounding area were discussed with community members to ensure that they increase accessibility.

Employment

The SAA is dedicated to 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.

The Sydney Airport Authority has completed 6 of 7 of our accessibility goals pertaining to employment.

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.	Complete.	Reviewed regularly.
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Complete.	Reviewed regularly.
Increase outreach and collaboration with disability organizations, recruitment	Complete.	Ongoing partnerships, including Autism Aviators program.

agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.		
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Complete.	Reviewed regularly.
Ensure emergency floor wardens and emergency response teams review and are aware of individual accommodation plans for individuals requesting support during emergencies or evacuations.	Complete.	Ongoing for new staff.
Update job offer letter an agreement, as well as employee orientation an onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process. Update the initial employee self- identification form to be more inclusive and address broader access ability barriers)	In progress.	The YQY team is aware of this goal and activities to advance this goal will take place at a later date. It should be noted that there was no hiring during this period.
Ensure new technology, software, and process is implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Complete.	Reviewed regularly.

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.

The Sydney Airport Authority has completed 3 of 6 of our accessibility goals pertaining to training

Accessibility Goal	Status	Progress
Provide resources and training on how to create accessible information and communication to all SAA content creators.	Complete	Reviewed regularly.
Provide customer service training incorporating accessibility and accommodation information, including training on SAA assistive devices, to new customer service employees.	Complete	Ongoing for new staff.
Provide mental health first aid training to appropriate staff. (i.e. ARFF Qualified)	Complete	Ongoing for new staff.
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.	In Progress	The YQY team is aware of this goal and activities to advance this goal will take place at a later date. We aim to have this completed by December 2025.
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).	In Progress	The YQY team is aware of this goal and activities to advance this goal will take place at a later date. We aim to have this completed by December 2025.

Provide opportunities for employees to participate in training events, webinars, and conferences, to increase knowledge about accessibility resource is and best practices.	In Progress	The YQY team is aware of this goal and activities to advance this goal will take place at a later date. We aim to have this completed by December 2025.
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Provisions of the CTA Accessibility-Related Regulations

The Sydney Airport Authority is required to meet the following provisions of the Canadian Transportation Act (CTA) regulations:

- Accessibly Transportation Planning and Reporting Regulations (ATPRR)
- Accessible Transportation for Persons with Disabilities Regulations
 - Part 1: Requirement Applicable to Transportation Service Providers
 - Part 4: Requirements Applicable to Terminal Operators

Feedback Information

The Sydney Airport Authority received feedback about five deficiencies identified within our initial accessibility plan publication from The Canadian Transportation Agency, in which the following corrective measures were implemented.

1. Formatting of the Accessibility Plan was changed to include headers “Communication other than ICT”, “Design and Delivery of Programs and Services” and “Provisions of the CTA accessibility-related regulations”
2. By adding a “general” heading, we designated and publicly identified the Director, Business Development as responsible for receiving feedback on behalf of the Sydney Airport Authority.

3. The plan was amended to allow feedback to be provided anonymously and other than anonymous feedback, receipt of acknowledgement will be provided in the same manner in which it was received. This is located within the “General” section of the accessibility plan.
4. The Accessibility Plan as well progress reports are now easily accessible on our website by way of a hyperlink from the home screen.
5. Renotified the agency with the updated plan which clearly shows the Plan and Feedback Process combined as demonstrated in the updated title.

Consultations

Since the Sydney Airport Authority 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.

This year we were proud to partner with Autism Nova Scotia for our Autism Aviators program. During the planning phases we discussed the many ways that airports can better facilitate a more positive travel experience for people on the autism spectrum.

On May 17, 2025, a total of 23 participants and their caregivers attended the Autism Aviators. This community engagement event offered insight into the travel process for people with autism and their caregivers. Through both informal, in-person discussions with attendees and the collaborative planning process with Autism Nova Scotia, several key insights were identified:

- **Person-Centered Accessibility:** Participants emphasized the importance of a person-centered approach to accessibility, highlighting that individualized solutions are more effective than one-size-fits-all strategies.
- **Sunflower Program Impact:** There was meaningful discussion regarding the Sunflower Program and its impact, particularly for travelers on the autism spectrum. We are continuing these conversations.
- **Narrative Tools:** It was recommended that a story specific to the McCurdy Sydney Airport be developed and featured on the airport’s website to help people on the autism spectrum follow the travel process from our airport.

We are currently developing a more formal feedback mechanism to better capture and evaluate participant input for future events.

For the following year, our airport aims to add more consultation partners including individuals that serve as advocates and experts representing the following types of disabilities:

- Physical Disabilities
- Visual Disabilities
- Cognitive Disabilities
- Neurological Disabilities
- Hearing Disabilities

Next Steps

McCurdy Sydney Airport will continue to collaborate with stakeholders to enhance accessibility initiatives and further strengthen training programs for passenger-facing staff, ensuring inclusive and respectful service for individuals with diverse accessibility needs. Ongoing feedback will play a central role in shaping and refining our Accessibility Plan, supporting our commitment to delivering a more inclusive travel experience for all passengers.