



Accessibility Plan and Feedback Process Progress Report 2026

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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.

For braille or an audio format it will be received within 45 days after the day that the request is received;

For any other format it will be received on or before the 20th day after the day that the request is 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 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 take pride in providing safe, secure, sustainable, and high-quality air transportation services while ensuring an accessible and inclusive experience for all travelers and community members.

As the gateway to Cape Breton Island, McCurdy Sydney Airport plays a vital role in connecting our community to essential services, economic opportunities, tourism, healthcare, education, and loved ones both within the region and beyond. We are proud to serve not only as a transportation hub, but also as a trusted community partner dedicated to fostering a welcoming, inclusive, and accessible environment for everyone who passes through our airport. This commitment extends to our passengers, employees, partners, and the broader community we proudly serve each day.

As we entered the second year of our Accessibility Plan, we leaned heavily on the guidance and insight of our community to help shape and strengthen our accessibility goals. Through open and candid conversations, meaningful engagement, and a willingness to broaden our perspective, we gained a deeper understanding of the barriers individuals may face and the opportunities we have to improve. These discussions continue to inspire and guide our efforts as we work toward creating a more accessible and inclusive airport experience for all.

We recognize that building a truly inclusive society requires ongoing collaboration, continuous learning, and meaningful action to identify, remove, and prevent barriers experienced by persons with disabilities. By prioritizing accessibility, equity, and inclusion in both our planning and daily operations, we strive to create an environment where every individual feels respected, supported, and empowered to travel with dignity, independence, and confidence. We remain committed to listening to our community, learning from lived experiences, and working together to build a more accessible future for everyone.

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:

[Accessibility Policy - Fly YQY Sydney Airport](#)

We are proud to share our Accessibility Plan and Feedback Progress Report for 2026 as part of our ongoing commitment to building a more inclusive, welcoming, and accessible environment for all members of our community. Over the past year, we have continued working toward the goals outlined in our Accessibility Plan while also identifying new opportunities to improve accessibility and enhance the overall passenger experience. Through collaboration with passengers, employees, community organizations, and accessibility advocates, we have gained

valuable insight into the barriers that individuals may face while travelling and within public spaces.

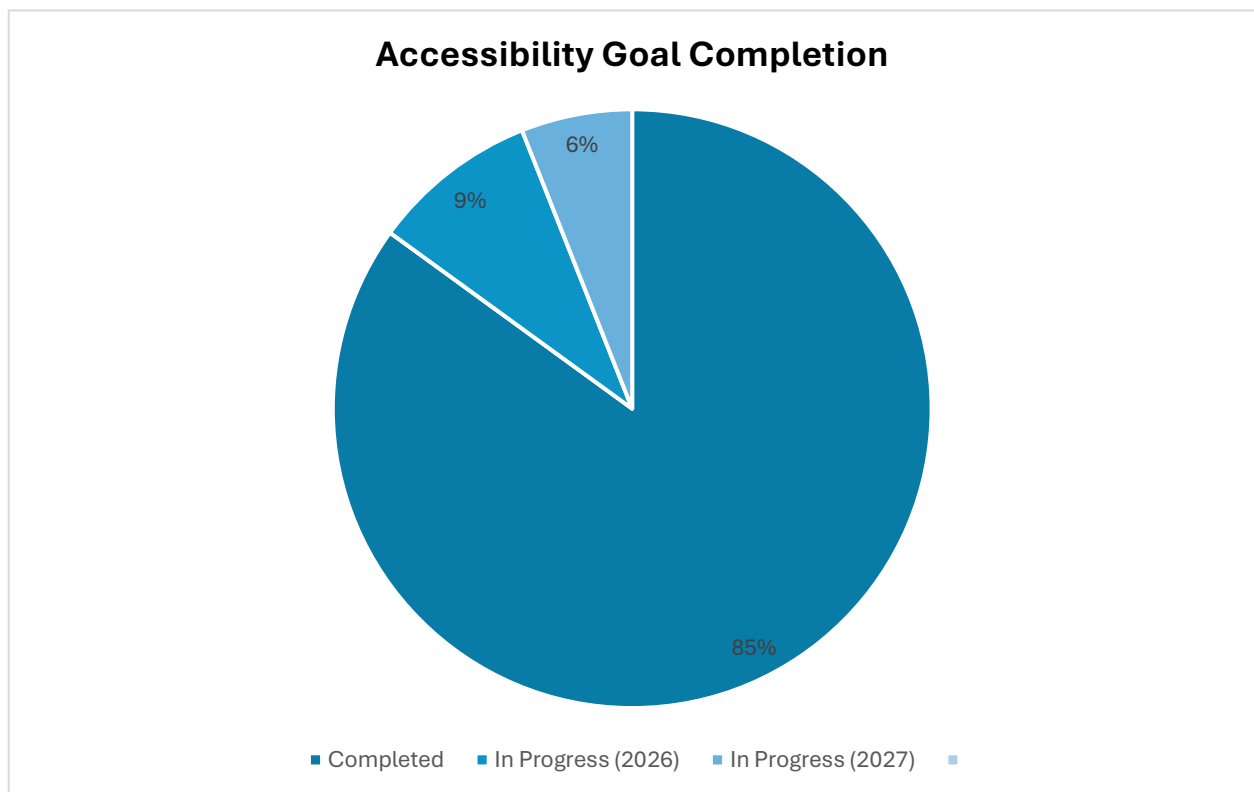
Statement of Commitment to Accessibility

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 23 commitments for the short-term and long-term over three years with the goal of removing barriers to accessibility at YQY for all. We are proud to report on our 2026 progress and recognize there is more work to be done.

- 28 of 33 (85%) accessibility goals have been completed for 2026.
- 3 of 33 (9%) accessibility goals are in progress with completion dates scheduled for 2026.
- 2 of 33 (6%) accessibility goals are in progress with completion dates scheduled for 2027.



The Sydney Airport Authority has completed 2 of 2 accessibility goals pertaining to information and communication (ICT) for 2026. 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 fully compliant.
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)	Complete.	Reviewed regularly.

Communication (Other than ICT)

The Sydney Airport Authority has completed 7 of 7 accessibility goals pertaining to information and communication (other than ICT) for 2026. 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
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Ensure that currently facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public	Complete.	The main level evacuation plan is in place and available in alternative formats at the security desk or by request.
Review of SAA Accessibility plan and status of accessibility goals annually.	Complete.	Reviewed regularly
Review existing SAA policies, diversity, and inclusion plans 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 2026.
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.

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 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 5 of 7 of our accessibility goals pertaining to the design and delivery of programs.

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.	Complete	The McCurdy Sydney Airport delivered a line up of National Accessibility Week activities for 2026 including therapy dogs, promoting Autism Aviators and encouraging feedback on our plan.
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.	Complete.	Reviewed regularly.

Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information	Complete	Reviewed regularly
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 in 2026.
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 in 2026.

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	Complete.	The airport currently does not have EV capacity but will be mindful of this goal when exploring it in the future.

service is available for accessible parking stalls.		
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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 2027.
Ensure that TTY (teletypewriter) 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 in 2027.
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.

We were honoured to take part in many conversations with local organizations who champion accessibility in the workplace and within hiring practices. This is reflective in the accomplishments we have seen in our own organization in this space.

The Sydney Airport Authority has completed 7 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.

<p>Ensure emergency floor wardens and emergency response teams review and are aware of individual accommodation plans for individuals requesting support during emergencies or evacuations.</p>	<p>Complete.</p>	<p>Ongoing for new staff.</p>
<p>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.</p> <p>Update the initial employee self- identification form to be more inclusive and address broader access ability barriers)</p>	<p>Complete.</p>	<p>Since our last progress report, all new employees were offered all material that includes information on accessibility support and accommodation.</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>Complete.</p>	<p>Reviewed regularly.</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.

The Sydney Airport Authority has completed 5 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.	Complete.	All members of the leadership team has received “Accessibility For All Training”
Provide “lunch and learn” sessions on accessibility and related diversity and inclusion topics (for example, training on use of various accessibility resources; 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	<p>The YQY team is aware of this goal and activities to advance this goal will take place at a later date.</p> <p>We aim to have this completed by December 2026.</p>

Provide opportunities for employees to participate in training events, webinars, and conferences, to increase knowledge about accessibility resources and best practices.	Complete.	Sydney Airport Authority staff have completed various training and webinars. This is ongoing.
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Additional Accessibility Initiatives

In addition to the commitments and objectives outlined in our Accessibility Plan, we have continued to pursue additional initiatives that support accessibility, inclusivity, and community well-being throughout the airport environment. These efforts reflect our ongoing commitment to creating a welcoming and supportive experience for all passengers, employees, visitors, and community members, including persons with disabilities and those with visible or invisible accessibility needs.

Recognizing that accessibility extends beyond physical infrastructure, we have focused on initiatives that foster dignity, comfort, independence, and confidence while travelling. One of these initiatives includes promoting our airline partners’ participation in the Hidden Disabilities Sunflower program. This program provides individuals with hidden disabilities the opportunity to voluntarily identify themselves as someone who may require additional time, patience, understanding, or support while navigating the travel experience. By promoting awareness of the program among staff and passengers, we aim to contribute to a more compassionate and inclusive airport environment where travellers feel acknowledged and supported.

We have also strengthened our community partnerships through collaboration with St. John Ambulance to introduce therapy dogs within the terminal. This initiative was implemented to help reduce stress and anxiety for passengers and visitors, particularly those who may find the airport environment overwhelming or challenging. As part of this program, we have welcomed a specially trained therapy dog that is equipped to support individuals with special needs and accessibility-related challenges. These visits have contributed positively to the passenger experience while reinforcing the importance of mental wellness, comfort, and emotional support within public spaces.

In support of travellers accompanied by service animals and other assistance animals, we also introduced a designated pet relief area within the airport. This addition provides a safe, clean, and accessible space for service animals and their handlers, helping to improve comfort and convenience for passengers during their journey. The introduction of this area reflects our recognition of the important role service animals play in supporting independence and accessibility for many travellers.

In addition to these efforts, we have continued to strengthen our relationships with community organizations that champion diversity, inclusion, and accessibility in the workforce. Through hosting site tours, participating in ongoing conversations, and collaborating on initiatives that promote equitable opportunities, we have worked to foster

a more inclusive and supportive workplace environment. These engagements have provided valuable opportunities to share best practices, learn from community partners, and further advance our commitment to creating a workplace where all individuals feel welcomed, respected, and empowered to succeed.

Collectively, these initiatives demonstrate our commitment to working collaboratively with community organizations, industry partners, and accessibility advocates to identify meaningful ways to improve accessibility beyond legislative requirements and formal planning commitments. We remain committed to continuing these efforts and exploring future opportunities that help foster a more inclusive, respectful, and accessible environment for everyone who uses our facilities.



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 has been collecting feedback about our Accessibility Plan since it was established. A summary of this feedback for 2026 is below:

Feedback	Action
<p>Date: March 12, 2026</p> <p>Method: Jotform Survey (online)</p> <p>Feedback:</p> <p>Need more room anymore than 3 people waiting for security clearance after the metal detector the line is backed up no room especially when some older people need room to get dressed again.</p> <p>Move it closer to the security entry door then this gives more room on the inside and there's lots of room on the other side of the wall before u enter</p>	<p>Short Term: Director, Business Development did a walk through and had a conversation with screening personnel and the Director, Infrastructure about possible solutions.</p> <p>Long Term: The SAA will be mindful of accessibility in all future built projects.</p>

Aside from accessibility feedback being able to be submitted on our website, we also created a form that is shared on our social media channels encouraging people to submit feedback and raise awareness of our accessibility plan, feedback process and progress.

Despite encouraging people to provide feedback, we recognize that we need to better engage members of our community. Over the next year we will be taking the following steps to encourage our community to provide their feedback:

- Leverage our social media platforms to actively promote our Accessibility Plan and empower passengers and community members to share feedback that drives continuous improvement.
- Integrating more accessibility awareness and feedback opportunities into all airport-hosted events and inside our terminal, ensuring travelers, partners, and visitors can easily learn about our Accessibility Plan and how to contribute input.
- Continuing to foster an ongoing culture of accessibility by proactively collaborating with airport staff, community partners, and key stakeholders to encourage meaningful dialogue, gather feedback, and advance inclusive experiences for all.

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 have continued our conversations with Autism Nova Scotia and are thrilled to partner with them again for Autism Aviators. We are working with the organization to develop a better feedback system after this year's event.

After reviewing our accessibility plan, feedback process and progress report we received the following feedback from Autism Nova Scotia:

“The Sydney Airport Authority’s accessibility plan demonstrates a meaningful commitment to better supporting autistic individuals by actively identifying and addressing barriers within the travel experience.

Their approach is strengthened through ongoing consultation with external organizations such as Autism Nova Scotia and the Rick Hansen Foundation, ensuring that lived experience and expert feedback are integrated into planning and improvements.

In addition, the use of public and employee surveys provides an important channel for gathering broad input on accessibility challenges, helping to highlight areas that may otherwise go unnoticed.

Programs such as Autism Aviators are another strong initiative, offering participants a simulated air travel experience that helps individuals on the spectrum become familiar with the airport environment, anticipate each stage of the journey, and feel more prepared and confident when travelling”

One area for further enhancement would be the implementation of more comprehensive staff training, including foundational education such as “What is Autism,” along with specialized approaches like Low Arousal or Safety Care. These behavioral crisis prevention and intervention frameworks would better equip staff to recognize signs of overstimulation and respond in ways that prioritize de-escalation, safety, and dignity, ultimately improving outcomes for both passengers and employees during challenging situations”



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

Looking ahead, McCurdy Sydney Airport remains committed to advancing accessibility across every stage of the passenger journey and strengthening relationships with community partners, accessibility advocates, and stakeholders. As we enter Year 2 of our Accessibility Plan, we will continue to build on the progress made to date by expanding accessibility initiatives, enhancing training opportunities for passenger-facing staff, and learning from the lived experiences and feedback shared by our community. These efforts will help ensure that all passengers feel welcomed, supported, and respected when travelling through our airport.

We recognize that accessible travel can have a meaningful impact on individuals, families, and the broader community by promoting independence, confidence, and connection. Ongoing feedback, collaboration, and engagement will remain central to shaping the future of our Accessibility Plan and guiding our efforts to create a travel experience that is inclusive, barrier-free, and responsive to the diverse needs of the communities we serve.

