

# YQX Accessibility Plan – Progress Report

2025-2026



## **General**

### **Who can I contact to give feedback or ask questions?**

As a traveller, a member of the worker community, or an employee at Gander International Airport (YQX), if you would like to provide feedback about how YQX is implementing this Accessibility Plan or if you have encountered any barriers at YQX, please get in touch with us personally or anonymously using the email, phone number, or mailing address outlined above. Feedback can also be submitted through an online feedback form on our website or via direct messaging on social media (links provided below). Our feedback options give an acknowledgment of receipt and enable anonymous submission. The Manager of Security and Facilities is the designated person to receive feedback on behalf of YQX.

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**Twitter:**

[www.twitter.com/ganderairport](http://www.twitter.com/ganderairport)

## Alternate Formats

Upon request, an accessible alternate format (e.g., print, large print, Braille, audio format, or an electronic format compatible with adaptive technology) of this Accessibility Plan or the Feedback Process can be provided by contacting us at the mailing address, phone number, or email outlined below, or through any other links provided on this page.

## Information and communication technologies (ICT)

During the consultation stage of our Accessibility Plan, several opportunities were identified to enhance information and communication technologies. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

<b>Accessibility Goals</b>	<b>Target Date</b>
<b>Website and Social Media Platforms</b> <ul style="list-style-type: none"><li>• Explore options to integrate accessibility intelligence (AI) tools, so users can choose an option that works best for them, such as font and contrast adjustments and reading text to speech.</li><li>• Review and update website to meet Web Content Accessibility Guidelines (WCAG)</li><li>• Use alt text to provide text descriptions of images or videos posted online.</li></ul>	September 12, 2025 <b>Completed</b>  September 1, 2024 <b>Completed</b>  <b>Completed</b>

<p><b>Public Address (PA) and Sound Systems</b></p> <ul style="list-style-type: none"> <li>Review all audio systems to ensure announcements are clearly audible.</li> <li>Investigate the integration of visual displays into the PA system and all pre-recorded announcements.</li> <li>Investigate the integration of assistive listening technologies or hearing loop systems in all passenger and visitor areas.</li> </ul>	<p>December 1, 2024 Review completed. Changes have been made to the amplifier and PA inputs.</p> <p>February 1, 2025 Review completed. The project scope has been identified and is in the planning stages.</p> <p>February 1, 2025 Review complete. Will implement when the PA system is up for replacement</p>
<p><b>Self-serve kiosks</b></p> <ul style="list-style-type: none"> <li>Work with airline carriers and the Canada Border Services Agency (CBSA) to implement self-serve kiosks into their operations, that offer multilingual and universal signage to diversify the passenger experience</li> </ul>	<p>Ongoing This has been added to the discussion list for future infrastructure upgrades.</p>

**Communication, other than ICT**

During the consultation stage of our Accessibility Plan, several opportunities were identified to strengthen communication beyond ICT. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

<b>Accessibility Goals</b>	<b>Target Date</b>
<p>Website</p> <ul style="list-style-type: none"> <li>Ensure all GIAA accessibility programs and services are</li> </ul>	<p>September 12, 2025 <b>Completed</b></p>

<p>presented on the website and discoverable through the search option.</p>	
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>• Ensure all signage meets the accessibility standards, including font size, colour contrast, universal symbols and standard naming conventions</li> <li>• Ensure all washroom and destination signage is capable of being read through tactile characters, raised symbols and or braille.</li> <li>• Use inclusive terminology as a more universal language option.</li> </ul>	<p>December 5, 2026  <b>Completed during our Sense or Arrivals Project. Remiain 10% of Signage will be replaced at end-of-life cycle.</b></p> <p>September 1, 2024  Completed</p> <p>Ongoing  <b>Completed</b></p>
<p><b>Wayfinding</b></p> <ul style="list-style-type: none"> <li>• Create a PDF Accessibility Map that clearly identifies the location of accessible features, facilities and services through the airport.</li> </ul>	<p>December 1, 2024  <b>Completed during our Sense or Arrivals Project. Will continue to build on the new framework we have in place.</b></p>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide training to staff and airline partners to recognize and understand the nature of the person’s disability.</li> <li>• Provide training to staff and airline partners so that they are familiar with the programs offered at the GIAA.</li> </ul>	<p>February 1, 2027  <b>Ongoing</b></p> <p>February 1, 2026  Completed</p>

## Procurement of goods, services and facilities

During the consultation stage of our Accessibility Plan, several opportunities were identified to enhance the procurement of goods, services, and facilities. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

Accessibility Goal	Target Date
<p><b>Public Tendering and RFPs</b></p> <ul style="list-style-type: none"> <li>• Ensure all public tendering and RFPs are viewed with an accessibility lens and</li> <li>• Accessibility is integrated into the requirements.</li> </ul>	<p>Jan 14, 2025            Implemented. As an example, accessibility has been incorporated into the design of the new Cold Storage Facility.</p>
<p><b>Contracts</b></p> <ul style="list-style-type: none"> <li>• Review current contracts to establish if accessibility initiatives can be integrated before contract renewal.</li> <li>• Ensure managers understand how to evaluate accessibility requirements related to the procurement of goods and services.</li> </ul>	<p>October 1, 2024            Completed. It has been added as a requirement before the contract is renewed.</p> <p>September 1, 2024            Completed</p>
<p><b>Vendor Accountability</b></p> <ul style="list-style-type: none"> <li>• Ensure vendors are meeting their commitments to provide accessible services and to address accessible related</li> </ul>	<p>Going forward            To be reviewed on an annual basis.</p>

requests and complaints in a timely manner.	
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**Design and delivery of programs and services**

During the consultation stage of our Accessibility Plan, several opportunities were identified to enhance the design and delivery of programs and services. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

<b>Accessibility Goal</b>	<b>Target Date</b>
<p><b>Lanyard Program</b></p> <ul style="list-style-type: none"> <li>Partner with Halifax International to implement Autism Aviators, a familiarization program to help neurodiverse people walk through every step in air travel in a mock check-in experience.</li> <li>Implement the Hidden Disabilities Sunflower Lanyard Program, which provides those with invisible disabilities the option to self-identify and allows airport workers to offer additional assistance.</li> </ul>	<p>December 1, 2026</p> <p>December 1, 2024 Completed. Air Canada has implemented this program as part of their accessibility program.</p>
<p><b>Curbside Assistance</b></p> <ul style="list-style-type: none"> <li>Implement curbside assistance for passengers with disabilities through curbside signage, so passengers can call for service</li> </ul>	<p>December 5, 2025 Completed. New accessibility signage and drop-off parking was installed with posted contacts for assistance as part of our Sense or Arrivals project.</p>

<p>and be escorted to the check-in counter.</p>	
<p><b>Escort Passes</b></p> <ul style="list-style-type: none"> <li>Implement an escort program for passengers needing additional assistance so that support persons can follow through security to the departure gate. Passes can be issued by the airline as well as the Corp of Commissioners.</li> </ul>	<p>May 25, 2026</p> <p>While this was in place, a formal review and approval process has now been established for all air carriers operating out of YQX. The Airlines can issue a Passenger Escort Pass so the escort can assist the passenger through pre board screening and within the departures lounge.</p>

**Transportation**

During the consultation stage of our Accessibility Plan, several opportunities were identified to strengthen transportation. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

<b>Accessibility Goal</b>	<b>Target Date</b>
<p><b>Parking</b></p> <ul style="list-style-type: none"> <li>Review long-term and employee parking lots to ensure they have the required ratio of Accessible parking stalls</li> <li>Ensure accessible parking signage is prominent. Each stall is to be equipped with paint markings and signage.</li> </ul>	<p>October 28th, 2025</p> <p>Completed. Additional stalls have been created, including 2 passenger drop locations on the front curb.</p> <p>July 15, 2024</p> <p>Completed.</p>

## Built Environment

During the consultation stage of our Accessibility Plan, several opportunities were identified to strengthen the built environment. Several of these priorities, along with their anticipated timelines, were captured in the original plan.

This Progress Report outlines the progress made on those initiatives to date. The organization will continue to evaluate and prioritize action items over the coming year.

Accessibility Goal	Target Date
<b>Seating</b> <ul style="list-style-type: none"><li>Retrofit existing seating in domestic and departures to offer accessible options like raised seats and armless end chairs with embossed accessibility symbols.</li></ul>	December 5th, 2025 <b>Completed.</b>
<b>Acoustic paneling</b> <ul style="list-style-type: none"><li>Review installing acoustic panelling in open, noisier areas to reduce noise and vibration and provide a more calming environment.</li></ul>	Nov 1, 2026 <b>Currently under review to implement this year.</b>
<b>Accessible Doors</b> <ul style="list-style-type: none"><li>Retrofit existing accessible washrooms with occupancy notification systems.</li><li>Install additional power door operators on the second-floor hallway.</li></ul>	Ongoing  Ongoing
<b>Safety Features</b> <ul style="list-style-type: none"><li>Assess air terminal building to ensure all applicable stairs, ramps, and curbs have slip-resistant strips and or colour contrast type markings.</li></ul>	December 5 <sup>th</sup> , 2025 Safety measures have been implemented in the critical, high traffic areas. Additional measures are ongoing.

<ul style="list-style-type: none"> <li>Tactile attention strips will be installed on the International Lounge stairs (top and bottom) and identified anywhere else in the review.</li> </ul>	<p>October 1, 2026</p>
<p><b>Evacuation Equipment</b></p> <ul style="list-style-type: none"> <li>Review current equipment installed in emergency exit stairways to ensure they are up to date and relevant to persons who cannot independently navigate stairs.</li> </ul>	<p>August 15, 2024</p> <p>Reviewed by the OHS committee. Training and a live exercise to be held by airport staff and security annually.</p>

**Provisions of CTA accessibility-related regulations**

Gander International is committed to complying with the requirements outlined in subsection 170(1) of the CTA. The Accessibility Plan, published in 2024, outlines the measures being implemented to meet these obligations. This Progress Report provides an update on provisions that remain in progress. The tables below identify areas where compliance has not yet been fully achieved and detail the actions underway to resolve them.

<b>Accessibility Provisions</b>	<b>Target Date</b>
<p>Under the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations Act</i>, GIAA has a responsibility to provide its Employees and Contractors with training appropriate to the requirements of their function in the following areas:</p> <ul style="list-style-type: none"> <li>Who interacts with the public</li> <li>Who provides physical assistance</li> </ul>	<p>October 15, 2026</p> <p>Review complete. Although some informal training has occurred, no formal training has been conducted by an outside organization or group. Training records have not been well-documented. There will be greater emphasis on this moving forward.</p>

GIAA must also ensure the timely completion of training and provide regular refresher training.	
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## Feedback information

Within the 2025–2026 reporting period, feedback was received through the required process outlined in our Accessibility Plan and previous Progress Reports. While only two official comments were formally submitted, a significant amount of informal feedback was also received by front-facing staff, such as the Commissionaires, through day-to-day interactions with passengers and visitors. The feedback received is summarized below, along with an explanation of how it was reviewed, followed up on, and implemented in accordance with the Accessible Transportation Planning and Reporting Regulations (ATPRR).

Feedback	Status
<p>During the renovation of the arrivals hall, the airport temporarily utilized a secondary baggage hall for arriving passengers. This temporary change in arrival location caused confusion for members of the public waiting to meet incoming passengers.</p> <p>While temporary signage was installed throughout the terminal to help direct the public, it became apparent that the signage did not fully meet the needs of all passengers and visitors.</p>	<p><b>Complete</b></p> <p>The Manager of Security and Facilities received reports from Commissionaires and airline agents that members of the public were experiencing difficulties navigating the temporary wayfinding changes within the terminal.</p> <p>Upon review, it was determined that the temporary signage consisted primarily of standard letter-sized paper with small font and limited use of symbols or visual aids. While the terminal’s permanent wayfinding system was undergoing upgrades to improve accessibility compliance, the temporary signage had not initially</p>

	<p>been evaluated through the same accessibility lens.</p> <p>In response, new temporary signage was produced with larger, clearer text, improved placement at appropriate viewing heights, and increased frequency throughout the terminal building to better assist passengers and visitors navigating the temporary arrivals process.</p>
<p>A website submission was received on January 7<sup>th</sup>, 2026, regarding the two elderly stranded passengers.</p> <p>The passengers were left in wheelchairs in the arrivals hall, without food, travel (to and from the hotel) or other assistance. They arrived on a diverted flight</p>	<p><b>Completed</b></p> <p>The Commissionaires responded to the passengers once it was identified that no family members or airline representatives were available to assist them.</p> <p>Upon review, the passengers were cared for by the Commissionaires; however, responsibility for assisting the passengers rested with the airline managing the diversion. There were two diversions that evening, and only a small airline crew was available to support the affected passengers.</p> <p>While the situation was unfortunate, greater efforts will be made in the future to ensure passengers requiring assistance are identified and prioritized as quickly as possible.</p>
<p>Feedback was received on May 17th regarding a passenger on a domestic flight who was unable to board the aircraft without the use of a wheelchair.</p>	<p><b>In Progress</b></p> <p>The ground handlers advised airline staff that they were uncomfortable performing the transfer. Airline staff</p>

<p>During the boarding process, the ground handlers advised airline staff that they did not feel they had adequate training to safely perform the passenger transfer.</p>	<p>subsequently completed the transfer and assisted the passenger onto the aircraft.</p> <p>The ground handling supervisor was notified of the incident and has initiated additional training with staff to ensure they are confident and competent in performing similar passenger transfers in the future.</p>
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## Consultations

There has been significant progress toward achieving our accessibility goals during the 2025 reporting period. Improvements completed by GIAA in 2025 include enhanced wayfinding, accessible curb front parking, curbside assistance signage, a pet relief area for service dogs, and digital flight information signage at the gates.

GIAA will continue working toward its accessibility goals throughout 2026 by implementing additional improvements and reviewing existing services and infrastructure. We remain committed to engaging airport partners, stakeholders, the travelling public, and persons with disabilities to ensure we stay on the right path toward a fully accessible and inclusive facility. To support this effort, we have launched a public survey and planned a focus group session for June 4<sup>th</sup>, 2026. Results of these consultations will be made public and included in our Progress report.