



# Prince George Airport Authority Accessibility and Inclusion Plan

## STATEMENT OF COMMITMENT

The Prince George Airport Authority (PGAA) is committed to treating all people in a professional and understanding manner to allow them to maintain their dignity and independence. Our organization believes in integration and equal opportunity for all users of the airport and it's working community. We are committed to meeting our required accessibility regulations by preventing and removing barriers through proactive approaches to understanding the diversity of accessibility needs.

## POLICIES

The PGAA will review all programs, services and new initiatives to ensure all accessibility and inclusion regulatory requirements are satisfied.

The PGAA will make information available in accessible formats that provide people with disabilities communication support in a way that considers their disability.

## ACTIONS

Action 1 - Establish Accessibility Working Group	
Initiatives/Actions	Expected Outcomes
Management to appoint an Accessibility and Inclusion Coordinator.  Management to establish an Accessibility and Inclusion working group.  Accessibility and Inclusion Coordinator to develop draft terms of reference for the working group, including purpose, timelines, and memberships.	Each area or division that serves the public should be represented on the working group if feasible.  Working group has detailed work plans, multi-year timelines.  Members participate in developing, implementing, and updating the Accessibility and Inclusion Plan.

## Action 2 - Offer and Provide Information in an Accessible Format on Request

Initiatives/Actions	Expected Outcomes
<p>Accessibility and Inclusion working group to develop a process for responding to requests for accessible supports and services.</p> <p>Accessibility and Inclusion Coordinator to communicate process to all staff by email.</p> <p>Working Group to communicate the availability of alternate formats on request, by including the active offer on all new documents.</p>	<p>Staff are aware of alternate formats and how to make them available to the public.</p> <p>All public documents created from January 2023 onward advertise the availability of alternate formats. Availability subject to possible delay depending on format requested.</p>

## Action 3 - Staff Awareness and Training

Initiatives/Actions	Expected Outcomes
<p>Management to confirm the organization's commitment to accessibility and inclusion in writing (email), endorse the commitment at meetings and communicate progress.</p> <p>Management to deliver accessibility and inclusion training/awareness program to all staff.</p> <p>Accessibility and inclusion Working Group to send email and make presentations to managers on accessibility legislation, expectations and resources available to ensure compliance.</p> <p>Management to acknowledge accessibility and inclusion achievements and share information with staff in organization newsletter and staff meetings.</p>	<p>Staff understands accessibility and inclusion and supports implementation of the plan.</p> <p>Information on progress on implementing PGAA's Accessibility and inclusion Plan is available to staff.</p>

<b>Action 4 - Monitor Progress</b>	
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>
<p>Accessibility and Inclusion Coordinator, with assistance from the working group, will track progress on challenges, and requests for accommodations with budgetary implications.</p> <p>Accessibility and Inclusion Coordinator to report semi-annually to Management.</p> <p>Future plans and budgets to be integrated into operational plans.</p> <p>Yearly audit to be performed internally or by qualified third party on current accessibility state and future goals.</p>	<p>Senior management is aware of progress on accessibility and inclusion compliance and considers future plans.</p> <p>Annual report includes a section highlighting progress on accessibility and inclusion.</p> <p>Accessibility and Inclusion Plan is posted on website and available in alternate formats.</p>

## **CONTACT INFORMATION**

### **General Information Requests can be made to the PGAA by Mail and In-person**

Prince George Airport Authority  
 10-4141 Airport Road  
 Prince George, British Columbia, V2N 4M6

**Phone:** 1.250.961.2400

**Fax:** 1.250.963.3462

**Email:** [service@pgairport.ca](mailto:service@pgairport.ca)

**Website:** [www.pgairport.ca/contact](http://www.pgairport.ca/contact)

If a person requests for an unlisted form of communication, the PGAA will work to determine how to meet their needs within a reasonable timeframe.