



# Prince George Airport Authority Accessibility Plan & Feedback Process

## The Prince George Airport Authority – Accessibility Plan and Feedback Process

### General

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 requirement under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

We recognize that accessibility is an ongoing and central element of being an inclusive organization. We've developed this Accessibility and Inclusion Plan to continue improving our accessible and inclusive mindset and practices. Change takes time, and this plan will guide us in our efforts to improve accessibility at the Prince George Airport over the coming years.

### Feedback Process

Our commitment to inclusion and accessibility incorporates a feedback process so that employees and members of the community can share their ideas and input with us. Feedback can be provided anonymously; other forms of feedback will be acknowledged in the same way it is received. If you require support while providing feedback, let us know, and we will do our best to meet your needs.

To provide feedback on accessibility, use one of the contact methods listed below.

- Email: [service@pgairport.ca](mailto:service@pgairport.ca)
- Phone: 1-250-963-2400 ext. 2414



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- Mail:  
Attention: **Geoffrey Stocks**, PGAA Accessibility  
Prince George Airport Authority Administration  
10-4141 Airport Road  
Prince George BC  
V2N 4M6
- Social Media:  
Facebook: <https://www.facebook.com/FlyYXS/>  
Instagram: <https://www.instagram.com/flyyxs/>
- Video relay service (VRS): [Canada VRS](#)
- You may also submit feedback via our feedback form located on our Accessibility page on our website:  
<https://www.pgairport.ca/passenger-information/accessibility/accessibility-plan-feedback-process/>

## Alternate Formats

You can use the contact information listed above to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: **print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.** We will provide the format you ask for as soon as reasonably possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

## Consultations

**The PGAA participates in the Rick Hansen Foundation Certification (RHFA) program for support with ongoing improvements in accessibility for the Airport. Our Accessibility Plan was reviewed by the Spinal Cord Injury Group of British Columbia and feedback was submitted to the PGAA.**



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On December 4<sup>th</sup>, 2023, consultation with Spinal Cord Injury BC was held online to discuss the plan and how to move forward with development. The PGAA asked specific questions about proper language, available formats and critical barriers to focus on first. Discussion about our RHFAC certification was also held and the barriers that were identified during that audit were noted. Nancy Harris, the Regional Development Liaison, was able to bring the plan back to the team for review and feedback. Once the feedback was received by the Spinal Cord Injury team it was reviewed by the PGAA, changes were made, and the plans development was completed.

On November 4, 2024, the PGAA engaged the Spinal Cord Injury BC team to review our re-formatted plan. Consultation was primarily done through email communication, however video and in person consultation was an option. After consultation some minor edits and language was changed. Spinal Cord Injury BC concluded their review of the plan on November 14, 2024.

Once the PGAA had developed the plan it was submitted for review to the group before publishing publicly. The PGAA's website has a communication request section for the public to submit their comments regarding the Accessibility Plan. These comments will be reviewed, and necessary action will be taken.

## Areas in Section 5 of the Accessible Canada Act

### Employment

**Barrier 1:** Our current number of job applicants and employees hired with disabilities is lower than labour market availability.

**Actions:**

- Enhance the careers section of our website to increase visibility among Canadians with disabilities and signal our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.



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**Barrier 2:** Employees with disabilities experience lower feelings of inclusion.

**Actions:**

- Review human resources policies with an inclusion and accessibility lens.
- Review and centralize existing accessibility and accommodation-related resources for employees and develop new resources as needed.
- Continue to support our employee resource group for employees with disabilities and their allies to deliver programming to reduce stigma and improve inclusion.

## The Built Environment

**Barrier 1:** Some spaces within the office and terminal may limit the mobility of employees and visitors with disabilities.

**Actions:**

- Update heavy doors with power operation, install kick plates.
- Implement high-priority recommendations from previously completed third-party reviews of our facilities (Rick Hansen Foundation).

**Barrier 2:** Additional accessibility features are needed to help persons with disabilities independently and comfortably navigate through the airport, particularly over long distances, or to manage sensory/information overload.

**Actions:**

- Engage with airline employees, airport security and ground handlers to ensure that adequate mobility and guidance assistance is provided through the airport segment of the customer's journey.
- Identify possible spaces that can accommodate customers with disabilities related to sensory/information processing.
- Explore possible enhancements to independent navigation.



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## Information and Communication Technologies

**Barrier 1:** IT employees lack awareness in how to best support and adapt their work for persons with disabilities and employees experiencing barriers. This impacts IT's ability to best support persons with disabilities and those experiencing barriers.

**Actions:**

- Train IT employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.
- Deliver and promote end-user training on using accessibility features on all available programs.
- Develop and promote guidance and training documents for persons with disabilities.
- Develop accessibility guidance checklists and documents for employees that are building or procuring information technology.

**Barrier 2:** The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of organizers and attendees to participate meaningfully.

**Actions:**

- Review the technology used in common conference, learning and meeting spaces to ensure that it meets a high level of accessibility and respects all legal and policy requirements.

## Communication (Other than Information and Communication Technologies)

**Barrier 1:** We can make improvements to facilitate timely communication of key information with customers who are deaf, or manage hearing issues, or who are blind, or manage vision issues.

**Actions:**

- Continue communications that consider customers with disabilities in a variety of ways, including through accessibility services on our website, accessibility services





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within the terminal, providing alternate forms of documents, and making accessible gate and boarding announcements.

**Barrier 2:** Sign language, captioning and accessibility tools are not available for meetings and events.

## **Actions:**

- Assess the feasibility of providing sign language training for teams where employees who are deaf or managing hearing issues work.
- Examine how to make meetings, townhalls, and employee events more accessible.
- Develop a toolkit for how to hold accessible and inclusive meetings.

## The Procurement of Goods, Services and Facilities

**Barrier 1:** Existing procurement practices and suppliers may not consistently meet accessibility requirements.

## **Actions:**

- Continue to evaluate current procurement policies, processes, and tools to improve accessibility.
- Identify suppliers who can provide accessibility services (for example, plain language writers/editors/translators, Braille, digital, audio, captioning, descriptive video, and sign language interpretation).

**Barrier 2:** Accessibility considerations are not fully embedded in the Airport Authority's procurement framework and tools

## **Actions:**

- Embed accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services that will abide by the requirements of the Accessible Canada Act.



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## The Design and Delivery of Programs and Services

**Barrier 1:** Currently there is no standard approach for ensuring all programs, processes and services have taken accessibility into account.

### Actions:

- Insert accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services that will abide by the requirements of the Accessible Canada Act.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

**Barrier 2:** Need for additional training for our employees and airport terminal tenants to enhance certain services, including their delivery, such as boarding and deplaning assistance, safe handling of mobility aids, and individualized briefings to customers with hearing and sensory requirements.

### Actions:

- Reinforce awareness and continued implementation of our internal accessibility policies.
- Accessibility training to all employees who make decisions or develop policies or procedures related to accessibility.
- Assess ways to promote employee awareness regarding accessibility.
- Promote awareness of existing policies and procedures.

## Transportation

**Barrier 1:** Improve efficiency and comfort of mobility and guidance assistance through airports.

### Actions:



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- Work towards improving facilities and comfort of waiting areas before security.
- Assess the establishment of waiting area after security.
- Assess how to reduce wait times and number of transfers during mobility and guidance assistance at airports.
- Enhance customer independence while still receiving assistance based on their needs and preferences.
- Improve, where feasible, the efficiency and availability of preboarding processes and transfer methods for customers with disabilities.

## Provisions of CTA Accessibility-Related Regulations

- The Prince George Airport is subject to the Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42).

## Conclusion

- 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.
- The PGAA will publish progress reports on the implementation of our accessibility plan yearly.
- The PGAA's Accessibility and Inclusion Coordinator, with assistance from the working group, will track progress on challenges, and requests for accommodations with budgetary implications.
- The Accessibility and Inclusion Coordinator will report semi-annually to Management.
- Future plans and budgets will be integrated into operational plans.
- A Yearly audit will be performed internally or by qualified third party on current accessibility state and future goals.