



St. John's International Airport Authority Accessibility Plan, 2024-2027

Message from St. John's International Airport Authority

St. John's International Airport Authority ("SJIAA" or "the Airport") connects Newfoundland and Labrador with the world. We seek to provide safe, efficient, and accessible air transportation services at the most easterly airport and city in North America.

People and culture are the foundation on which our services are built, and we are committed to offering an exceptional airport experience for all. Our actions are motivated by our values of service and connection which respects diversity, equity, accessibility, and inclusion. We prioritize the physical and psychological health, safety, and well-being of everyone at the airport.

We recognize that an essential part of working towards an inclusive society is an ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities. One of our strategic goals is to develop an accessibility strategy that reflects the organization's commitment to support the full participation and inclusion of persons with disabilities. This 2024-2027 Accessibility Plan will serve as a guiding document for Airport employees, partners, and others, to help our Airport community become more diverse and inclusive.

This Plan was shared for review with SJIAA senior management and all staff, our Accessibility Committee, and internal and community stakeholders. The SJIAA senior management team will review the Accessibility Plan annually, update the Plan a minimum of every three years, and provide progress reports as required by legislation.

At each stage of development and review of this Plan, we actively sought input from those with lived experience facing accessibility barriers. The Airport will use this feedback and this Accessibility Plan as resources to help us comply with accessibility and human rights legislation and to achieve our mission while meeting our accessibility commitments.

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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA), the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), and the *Accessible Transportation Planning and Reporting Regulations* (ATPRR), and in keeping with our goal to increase accessibility within our organization, the St. John's International Airport Authority ("SJIAA" or "the Airport") has prepared this Accessibility Plan.

To develop this Plan and to identify accessibility barriers and goals, numerous stakeholders have been consulted, including SJIAA employees and partners, persons with disabilities, and others with lived experience facing accessibility barriers.

To request information in an alternate format, provide accessibility feedback, or make an accommodation request, please contact SJIAA at:

In Person

The SJIAA Visitor Information Centre (VIC), located on the first floor outside of Arrivals. VIC staff can respond to or direct accessibility-related questions and feedback.

Mailing Address

Chair, Accessibility Committee
St. John's International Airport Authority
Box 1, Airport Terminal Building
100 World Parkway
St. John's, NL A1A 5T2

Email

accessibility@stjohnsairport.com

Phone

Direct: 709-758-8582
Toll free: 866-758-8581, extension 1

Statement of Commitment to Accessibility

St. John's International Airport Authority (SJIAA) is committed to providing a safe, welcoming, and accessible environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. SJIAA will continue to work to ensure compliance with all applicable accessibility legislation and to identify, prevent, and remove barriers to accessibility. We are motivated by service and connection which respects diversity, equity, accessibility, and inclusion.

Background

The purpose of the ACA is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove, and prevent barriers to accessibility in federally regulated organizations by 2040.

SJIAA is considered a Class 3 small private sector Transportation Service Provider (TSP) by the Canadian Transportation Agency (CTA). As an airport whose average number of employees in the current calendar year is 10 or more but fewer than 100, SJIAA is required to comply with CTA accessibility-related regulations for a Class 3 airport.

The ACA requires that the Airport's Accessibility Plan addresses its policies, programs, practices, and services in a way that conforms to other regulations or laws that may apply to such entities. As a federally regulated entity, the Airport must follow both the *Accessible Canada Act* Regulations and the Canadian Transportation Agency's *Accessible Transportation Planning and Reporting Regulations*.

The Airport must notify both the Accessibility Commissioner (a member of the Canadian Human Rights Commission (CHRC)) and the CTA within 48 hours of publication of each version of its Accessibility Plan (including a description of its feedback process and progress report, where applicable).

In the notice, each airport must include:

- a hyperlink to the URL of the plan; or

- for TSPs who do not communicate information to the public using a digital platform, the addresses of the publicly accessible business locations where a print copy of the accessibility plan is available.

TSPs should submit their notice to the CTA using the following email address:
OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca.

Executive Summary

In March 2024, SJIAA engaged Human Space to assist in reviewing its accessibility policies, procedures, and plans. This included drafting a customized Accessibility Plan and measurable goals and objectives for the Airport. The gap analysis included a review of accessibility-related policies and procedures, built environment design plans, an initial facility accessibility review, and stakeholder interviews with Airport employees and key contacts. Where possible, this included seeking and including feedback and consultation input from persons with lived experience.

Key Findings

Increased clarity and awareness of the role of a key point of contact for accessibility responsibilities would help ensure that Airport employees are compliant with ACA and ATPDR legislation, are aware of Airport policies and procedures, and are applying accessibility best practices in their roles and departments.

Enhancing the role of a dedicated SJIAA Accessibility Committee and identifying a key accessibility contact would help raise awareness of and confirm accessibility as a priority among Airport employees and for the public.

Airport interview participants provided comments, feedback, and questions in the following areas:

- How to raise awareness of existing and planned accessibility features and services for travellers and employees;
- How to ensure continued and increased feedback from and collaboration with the disability community;
- How to increase awareness of and remove barriers to employment opportunities for people with disabilities; and

- How to establish and maintain accessibility guidelines for various SJIAA departments, for both the Airport and its partners, to ensure efforts are made to procure accessible goods, services, and facilities.

Strengths

- Leadership and support of accessibility, diversity, and inclusion goals by senior management and decision-makers
- Positive attitude of all levels of management and staff towards ensuring accessibility and inclusion in Airport services and facilities
- Numerous initiatives in place to ensure ongoing ACA and ATPDR compliance, including:
 - Updates to customer service and public information to raise awareness about Airport accessibility features and services (both online and at the Airport);
 - Updates and renewed training related to the Airport accessibility feedback process (including creation and promotion of a dedicated email address, and updated employee and Visitor Information Centre training on how to receive and address accessibility feedback);
 - Planned updates to ACA and ATPDR accessibility awareness training (including role-specific training for Airport employees and management teams); and
 - Plans to increase consultation with Airport partners and third-party accessibility organizations (to provide ongoing feedback and collaboration input regarding Airport facility plans, website Accessibility page content, and accessibility-related procedures).
- Numerous initiatives are in place towards ensuring accessibility best practices, including:
 - Creation of an internal accessibility resources folder to provide employees with access to practical accessibility tools and resources when designing and developing programs, services, and facilities;
 - Collaboration and consultation with various disability organizations and persons with lived experience facing accessibility barriers; and
 - Initiatives and plans to continue to work towards changing the workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.

Challenges and Risks

The following items were identified as accessibility challenges or risks for the Airport:

- The need for a dedicated budget and resources for individual departments to increase accessibility and address Accessibility Plan departmental priorities;
- The need to ensure clear, visible actions supporting accessibility as an SJIAA priority (for example, through marketing and promotion, employment and training opportunities, participation in National AccessAbility Week, and other initiatives); and
- The need to ensure consistent communication and accessible customer service levels among SJIAA employees, partners, and third-party vendors, tenants, and contractors, related to:
 - level of awareness of accessibility barriers;
 - ACA and ATPDR compliance requirements;
 - Airport accessibility policies and procedures; and
 - availability and use of Airport accessibility resources, services, and supports.

Airport Accessibility Services, Procedures, and Facilities

The Airport is committed to meeting all applicable ACA and ATPDR compliance requirements and deadlines. This includes developing public accessibility policies and procedures related to customer service; developing, posting, and updating the Accessibility Plan; and providing progress reports by applicable deadlines.

Airport accessibility policies and website content are provided in an accessible format and available in alternate formats upon request. Visit the SJIAA [Accessibility page](#) for current information and procedures describing how to access Airport services and facilities.

ACA and ATPDR Compliance

The following accessibility items have been developed by the SJIAA to help ensure ACA and ATPDR compliance requirements are met.

Accessibility Policies

SJIAA accessibility policies related to public services, procedures, and facilities are described on the SJIAA [Accessibility page](#). Information includes a clear statement of commitment and description of accessible services, as well as contact information for queries and accommodation requests. Information is available in alternate formats, upon request.

Information and Communication

SJIAA is committed to ensuring that its website and all publicly posted information is provided in an accessible format and available in alternate formats, upon request.

Website Accessibility

Automated website accessibility checks are completed regularly to verify that the Airport website meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA guidelines. Any accessibility issues identified are addressed promptly.

Third-party vendors that provide website development and support must commit to meeting current WCAG guidelines.

Accessibility is also considered when purchasing kiosks or approving vendor kiosks. Proposals for new kiosks, to be purchased by the Airport or its vendors, are reviewed by the Accessibility Committee and relevant subject matter experts to ensure accessible features are included. This includes parking kiosks and individual airline check-in kiosks.

Airline staff can provide automated public address messages and aircraft status information in both audio and visual format in both official languages.

Accessibility Feedback Process

An accessibility feedback form and process has been developed and is available to the public on the SJIAA website and upon request.

(<https://stjohnsairport.com/contact/customer-feedback-form/>)

Other than feedback indicated as anonymous, feedback will be acknowledged and addressed in the same way it was received or the preferred manner requested.

SJIAA employees and VIC staff are trained on procedures for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services.

Community outreach and consultation with Airport contacts with lived experience facing accessibility barriers (including persons identifying as d/Deaf, disabled, neurodivergent, or support persons) is ongoing.

Increased efforts for community consultation (for example, additional methods of providing input, broader outreach, extended consultation periods) are planned when updating future Airport accessibility plans and progress reports.

Emergency Information

For any security-related questions or concerns, visitors are advised to call the general Airport automated phone line at (709) 758-8500 (and press 7 when prompted).

Individual accommodation plans including emergency and evacuation procedures are in place for employees who request support. Emergency and safety information for visitors, as well as employees and contractors, is being reviewed and updated to ensure information is accessible and available upon request.

Emergency, safety, and security information is provided in audio format throughout the terminal building. The terminal building fire alarm system includes both audio tones and strobe lights.

Curbside Assistance Program

The SJIAA Curbside Assistance Program is documented in Standard Operating Procedure 3000-SOR-021.001 (Security and Operational Response).

Curbside assistance is available at all times that the Airport is operating. Assistance is provided for passengers requiring accessibility support as they navigate between terminal curbside and airline counters. This service includes assisting passengers with their wheelchair or mobility device and their baggage. Assistance by guiding is also available upon request.

For departing passengers, vehicles can park or drop off passengers curbside in the marked accessible parking spot by Departures. A Curbside Assistance sign is displayed. Departing passengers may request a wheelchair either:

- Directly from the airline they are travelling with;
- From Airport Security using the Curbside Assistance request process described on the SJIAA [Accessibility page](#) or by contacting Security at 709-758-8510 to request curbside assistance. Security personnel responsible for curbside assistance have additional training related to how to provide support to persons with disabilities.

For arriving passengers, individual airlines provide access to wheelchairs to passengers exiting the aircraft and requesting a wheelchair upon arrival at the Airport.

Facilities

SJIAA is reviewing recent built environment audit results and reports including facility accessibility observations at the Airport. This includes a recent 2024 report listing accessibility issues and recommendations in relation to CSA B651-18 (Accessible design for the built environment) and other technical requirements of the ATPDR.

Service Animals

The Airport is committed to welcoming people with disabilities who are accompanied by a service animal in all SJIAA facilities open to the public.

Employees are trained how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Any passengers and visitors who are accompanied by service animals must adhere to Airport rules. Service animals must be leashed and under the care and control of their owner at all times.

Service animals also must be properly identified, with the owner able to provide proper credentials upon request. SJIAA employees may request documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

Travellers need to refer to individual airlines they are travelling with to determine specific rules and regulations for travelling with service animals, support animals, or pets.

Animal Relief Areas

There are several designated pet relief areas for individuals travelling with a service animal or pet. Animal relief areas are located outside near the main entrance and in the terminal, in the renovated Gate area (between Gate 7 & 9). Each area is identified by signage indicating “Pet Relief Area.”

Employment

Airport employment practices have been reviewed and updated to ensure accessible recruitment, hiring, retention, development, and accommodation request procedures.

Training

Customer service training incorporating accessibility and accommodation information, including training on Airport assistive devices, has been provided to all Airport customer service employees.

Transportation

All Airport agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

Provisions of CTA Accessibility-Related Regulations

The following CTA accessibility-related provisions apply to the Airport.

Part 1: Requirements Applicable to Transportation Service Providers

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

The Airport ensures that it complies with or exceeds each of these accessibility-related requirements.

Accessibility Features Beyond Compliance

The Airport has also achieved numerous accessibility goals that go beyond compliance.

Accessible passenger areas

SJIAA employees conduct monthly terminal walks to improve all aspects of the travel experience. Accessibility items are reviewed as an ongoing part of these terminal walks and considered during follow-up management and accessibility discussions as needed.

Current accessibility features, services, and facilities for passengers include the following:

- Wireless Internet zones are provided with flexible and accessible seating, lighting, and signage.
- Accessible charging stations for electronics are available throughout the Departures lounge.
- Accessible bank machines are available in the Terminal Building. Two are available on the first floor in the atrium area, between the escalator and Jellybean Harbour. The third is in the Departures Lounge, across from Gate 9.
- An accessible Quiet Room is provided for all those who would like to access a quiet space.
- Braille continues to be added to passenger-facing signage throughout the Airport passenger areas, including washrooms and regulatory areas.

Tours and introductions to the airport experience

- In 2022, SJIAA, in partnership with the Autism Society of Newfoundland and Labrador, developed sensory initiatives to help familiarize travellers with the Airport experience. A social story about travelling, entitled My Airport Journey, was created to document and describe the entire airport experience, from the first step into the terminal to boarding the aircraft.
- In-person Airport tours can be arranged upon request. For more information, or to book a tour, please contact 709-758-8756 or accessibility@stjohnsairport.com.

Outreach for ongoing accessibility feedback

- To help guide efforts to ensure a positive airport experience, SJIAA connects directly with our passengers and other visitors to our Airport in several ways, including participation in the Airport Service Quality Survey. This survey measures passengers' level of satisfaction every quarter, regarding 36 service elements at the Airport (including parking facilities, wait times at Security, cleanliness and passenger experience at the Airport Terminal Building).
- The Airport engaged an external organization (Human Space) to review its status related to ACA and ATPDR compliance requirements. The organization assisted SJIAA in updating accessibility policies, procedures, and plans.
- The Airport performs regular website accessibility audits and uses an automated accessibility tool that regularly checks website accessibility based on WCAG standards and identifies barriers for team members to address.

Goals and Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives at the Airport use various measures to identify, remove, and prevent accessibility barriers and to determine accessibility goals for inclusion in this Accessibility Plan.

Identifying Barriers

In order to meet or exceed ACA and ATPDR compliance requirements, the Airport is committed to working with its senior management team to gather and respond to public and employee feedback. This feedback helps the Airport identify priorities which will increase accessibility and inclusion. The Airport ensures that its consultation efforts include persons with disabilities.

Removing and Preventing Barriers

With feedback from various stakeholders and consultation efforts with persons with lived experience, SJIAA management and staff have identified the following goals and actions to remove and prevent accessibility barriers related to its policies, programs, practices, and services.

Key SJIAA contacts, identified as Action Owners in the tables below, are responsible for ensuring that both ACA compliance requirements and Airport-

identified accessibility goals and initiatives are carried out as per legislative and Airport-identified deadlines.

Information and Communication Technologies (ICT)

SJIAA is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Airport is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Create an online folder for employees, to post and maintain accessibility resources, to ensure that all Airport employees have access to information on how to create information in accessible formats (for example, accessible Word, PowerPoint, and PDF documents, with clear language and appropriate terminology).	IT (folder creation), Business Development and Marketing (BDAM) and individual departments (content updates)	September 2024 (for initial creation), and Ongoing (for content updates)
Publish the Airport Accessibility Plan online, ensuring that each published version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	IT, BDAM	May 2024, with annual status updates, required
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or the	IT, BDAM	Ongoing, with automated

Accessibility Goal	Action Owner	Target Completion Date
most recent version of WCAG that is available in both English and French).		monthly checks
Ensure that the planning schedule for preparation of public documents includes time to review accessibility of content (for example, annual reports).	BDAM	September 2024
<p>Ensure that new software purchases (for employee or public use) include accessibility requirements where possible.</p> <p>Ensure accommodation procedures or alternate formats are in place to provide similar access where software accessibility is not possible.</p>	IT	Ongoing
Ensure that closed captioning is available for public information videos posted online, in the languages used in original content.	BDAM	Ongoing
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	BDAM	Ongoing
Ensure that emergency, safety, and security announcements are provided in clear, accessible audio and visual formats.	IT	December 2024
Review the accessibility of the Airport public address (PA), sound, Flight Information Display System (FIDS), and digital display systems to ensure that both audible and text announcements and information are clear.	IT, BDAM	March 2025

Accessibility Goal	Action Owner	Target Completion Date
Review the content, frequency, volume, and clarity of pre-recorded and automated announcements, to identify accessibility barriers.	IT, BDAM	March 2025
Address any accessibility barriers identified regarding pre-recorded and automated announcements.	IT, BDAM	December 2025

Information and Communication (other than ICT)

SJIAA management and staff are committed to maintaining and reviewing the Airport Accessibility Plan annually. These annual reviews will help ensure that the Airport continues to work towards greater accessibility, diversity, and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce accurate and informative accessibility progress reports when required.

In addition, any Airport policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Provide resources to ensure that customer-facing Airport employees are aware of the process to respond to public requests for information in alternate formats.	BDAM	September 2024
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	BDAM	September 2024

Accessibility Goal	Action Owner	Target Completion Date
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public.	Emergency Response and Planning	December 2024
Review existing Airport policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers.	Chief Privacy Officer	Ongoing, when policies and procedures are created or updated
Regularly review and update the status of the Airport Accessibility Plan goals.	Accessibility Committee	Annually, at minimum
Update the Airport Accessibility Plan a minimum of every three years, and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Accessibility Committee	May 2024, May 2027, as required
Provide progress reports on Accessibility Plan goals, based on stated ACA deadlines, and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.	Accessibility Committee	Annually, in interim years to Plan updates, 2025, 2026, as required
Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport. Include a review of signage, Accessibility page	BDAM	March 2025 and Ongoing

Accessibility Goal	Action Owner	Target Completion Date
information, and employee training regarding communication of Airport accessibility services (for example, expedited Security line access, availability of an accessible Quiet Room, animal relief areas, availability of Airport tours, upon request)		
Encourage broad Airport departmental representation and participation on the Accessibility Committee.	Senior Leadership Team (SLT)	Ongoing
Review Branding Guidelines to ensure accessibility criteria is included and update where necessary.	BDAM	December 2025
Develop SJIAA scent-free initiatives and procedures where possible (for example, SJIAA Scent-Free Policy, guidelines for contracted cleaning services to use scent-free products).	SLT	June 2025

Procurement of Goods, Services, and Facilities

SJIAA is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considered during the procurement process. Accessibility requirements will be included in Airport RFPs, service agreements, and other procurement-related documents.

Accessibility Goal	Action Owner	Target Completion Date
Review new legal agreements regarding procurement of accessible goods, services, and	SLT	Ongoing, when agreements

Accessibility Goal	Action Owner	Target Completion Date
facilities to ensure clear wording and procedures related to accessibility requirements.		are created or updated
Ensure that an updated procurement and purchasing plan includes accessibility requirements	SLT	December 2025
<p>Monitor third-party vendors, tenants, and contractors to ensure that commitments to provide accessible services are being met</p> <p>Review accessibility commitments prior to agreement and contract renewals, and through occasional random service checks.</p>	SLT	September 2024 and ongoing

Design and Delivery of Programs and Services

SJIAA is committed to providing its programs and services in ways that respect the dignity and independence of persons with disabilities. We are committed to ensuring that the Airport provides people with disabilities with integrated and equitable services and access to our goods and services, in the same place and in similar ways as other members of the public.

Accessibility Goal	Action Owner	Target Completion Date
Coordinate with departments and collaborate with local contacts to develop, promote, and deliver National AccessAbility Week awareness activities annually.	Accessibility Committee, BDAM	Ongoing, with program delivery annually, during National

Accessibility Goal	Action Owner	Target Completion Date
		AccessAbility Week
Ensure that the Airport’s Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	BDAM	Ongoing
Review the scope and purpose of a new Community Consultative Stakeholder Group	BDAM	December 2024
Develop and promote accessible “what to expect” content for travellers. This content is intended to enhance the public’s understanding and comfort level with the travel process and available support services at Airport.	BDAM	December 2026
Review and consider methods for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport (for example, the international Hidden Disabilities’ Sunflower Lanyard Program).	Accessibility Committee	June 2025
Review and consider options for Airport-wide systems for travellers and visitors with low vision (for example, GPS options, such as Be My Eyes).	Accessibility Committee	December 2025
Review and consider options for Airport-wide systems for travellers and visitors who are d/Deaf or hard of hearing (for example, sign language announcements, notification methods	Accessibility Committee	December 2025

Accessibility Goal	Action Owner	Target Completion Date
for flight information changes, Canadian Video Relay Services).		

Transportation

SJIAA is committed to ensuring that any Airport-managed transportation will be accessible, upon request. However, management and control of transportation is not a current area of Airport operations. Third-party tenants who provide ground transportation services are required to provide accessible services, as noted in applicable SJIAA agreements.

Accessibility Goal	Action Owner	Target Completion Date
N/A		

Built Environment

SJIAA is 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.

Accessibility Goal	Action Owner	Target Completion Date
<p>Review and improve wayfinding and signage to create a more accessible experience when navigating the Airport environment.</p> <p>Include a review of entrance and exit signage to and from Airport from main roads.</p>	Infrastructure	December 2025

Accessibility Goal	Action Owner	Target Completion Date
Ensure that TTY (tele-typewriter) and telephone relay services are available and functioning for public use.	ICT	Ongoing
Where public spaces have been identified as a potential hazard, ensure that Tactile Attention Indicators (TAIs) are installed.	Infrastructure	Ongoing, when relevant areas are new or redeveloped
<p>Ensure that accessibility reviews, including persons with lived experience where possible, are provided on all airport design proposals.</p> <p>Carry out reviews to current and anticipated standards, as needed (for example, NBC 2020, CSA B651-18, B651-23).</p>	Infrastructure	Ongoing
Review the Airport Tenant Design Manual to ensure that accessibility guidelines are addressed.	Infrastructure	December 2024
Review Airport terminal seating to ensure that designated accessible seating options, with accessible transfer area, are available. Seating area review will include public areas, seating at Airport boarding gates, areas located near personnel, and seating within view of announcement screens.	Infrastructure	September 2024
Review the short-term/long-term/car rental/public parking lots refurbishment plan to ensure accessibility considerations are incorporated (for example, accessible ramp only (no stairs);	Infrastructure	October 2025

Accessibility Goal	Action Owner	Target Completion Date
accessible kiosks; more accessible rental car location; accessible seating areas; monitoring of temporary barriers; and inclusion of accessible two-way emergency communication in parking lots).		
Incorporate tactile elements (e.g., braille or raised lettering) in all regulatory warning areas.	Infrastructure	Ongoing
Incorporate accessible design recommendations for existing washrooms (for example, grab bars on urinals), where possible.	Infrastructure	December 2025
Incorporate universal design recommendations in planning and development priorities for renovated and new washrooms, where possible.	Infrastructure	Ongoing
Review customer service and check-in counters throughout the Airport to identify areas where accessible counters may be required.	Infrastructure	July 2025
Ensure that all planning and development priorities incorporate accessible counters (including requirements for tenants, such as car rental agency and food service counters).	Infrastructure	Ongoing
Ensure that Airport employees and contracted maintenance and security team members are aware of the need to identify, remove, and prevent temporary accessibility barriers (to maintain safe, clean, and organized physical spaces).	Health and Safety	Ongoing

Employment

SJIAA is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans. The Airport is also committed to informing all employees of policies and procedures that support employees with disabilities.

An ongoing SJIAA priority is to foster a dynamic, inclusive, and engaged workforce. This priority encompasses various facets, including talent development, diversity, inclusion, and employee well-being.

Accessibility Goal	Action Owner	Target Completion Date
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Human Resources	Ongoing, when positions are posted
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Human Resources	Ongoing
Increase outreach and collaboration with disability organizations, to increase promotion of employment opportunities in the disability community.	Human Resources	Ongoing
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during performance reviews.	Human Resources	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
Ensure emergency response and planning teams review and are aware of individual accommodation plans for employees requesting support during emergencies or evacuations.	Emergency Response and Planning, Human Resources	September 2024
Ensure that full-scale emergency planning training exercises incorporate a review of accessibility supports and accommodation requests.	Emergency Response and Planning	December 2025
Update the SJIAA onboarding and orientation program to ensure opportunities to request employee policies are available and accommodation requests are addressed.	Human Resources	December 2024
Review and update the SJIAA Code of Business Conduct and Ethics to ensure content includes plain language and is available in accessible and alternate formats.	Privacy Officer, Legal	June 2025
Implement and increase awareness of DEI strategies across the organization. Provide ongoing employee training opportunities to help increase sensitivity and awareness of barriers, appropriate language use, the need for inclusion, unconscious bias, and other content related to attitudinal barriers.	Human Resources	December 2026 and Ongoing

Training

SJIAA is committed to ensuring that relevant stakeholders receive training on Airport accessibility policies, procedures, and plans relevant to their roles and

responsibilities. Refresher training is provided when changes are made to accessibility legislation or to SJIAA accessibility policies and procedures.

Accessibility Goal	Action Owner	Target Completion Date
Provide customer service training to new customer service employees, ensuring accessibility and accommodation information and training on Airport assistive devices is incorporated.	Human Resources, BDAM	June 2026
Develop an SJIAA training plan to address training requirements for all Airport employees and contracted service providers (as per Schedule 1 of the ATPDR).	Health and Safety	December 2024
Collaborate with local disability organizations, accessibility organizations, and individuals with lived experience to increase employee awareness and understanding of legislative requirements, Airport policies and procedures, and impact of identifying, removing, and preventing accessibility barriers.	BDAM	Ongoing

Consultations

Background

SJIAA welcomes and responds to community and traveller input in numerous ways throughout the year. Accessibility feedback has been gathered through comments provided in person or online, through consultations with persons with lived experience, and through invitations to the broader community to provide feedback on airport accessibility policies, plans, and procedures.

Within the time available to ensure review and publication of the Accessibility Plan by the June 1, 2024 deadline, efforts were made to seek input and invite consultation feedback from the broader community.

Development of this Accessibility Plan included interviews with SJIAA department representatives, as well other stakeholders and contacts. Consultations included outreach to individuals with lived experience facing accessibility barriers.

Individuals and organizations directly invited to provide consultation feedback

SJIAA made efforts to ensure direct outreach to persons with lived experience and organizations serving persons with disabilities. This included direct email invitations and reminders of the upcoming draft Accessibility Plan consultation deadline to individuals and organizations familiar with identifying and addressing accessibility barriers. Direct contact and invitations were shared with:

- Persons who had previously reached out to the Airport with accessibility feedback, queries, complaints, or accommodation requests;
- Disability organizations and known accessibility advocates (both local and provincial); and
- Airport business partners involved in previous accessibility reviews or audits at the Airport.

How Accessibility Plan consultations took place

An accessible version of the draft SJIAA Accessibility Plan Goals and Measures to Identify, Remove, and Prevent Barriers was shared online for public review. The draft goals were accompanied by an accessible survey, with both closed-ended and open-ended questions, and with the option to provide feedback anonymously or to request a response and include contact information.

The Accessibility Plan Goals and Measures and an accompanying digital survey were available online and in alternate formats, upon request.

The ongoing SJIAA accessibility feedback methods remained available as options to provide consultation feedback (for example, email, phone, and online comments form).

When consultations took place

The draft Accessibility Plan Goals and Measures and accompanying survey were available for a three-week period (May 3 through May 21) on the SJIAA Accessibility page, with banner promotion included on the main website page.

Consultation promotion and invitations to provide feedback

SJIAA, in consultation with Human Space, developed a Communications Plan:

- To promote the availability of the draft Accessibility Plan and various feedback methods, including an online survey;
- To raise awareness of proposed airport accessibility goals;
- To invite feedback from persons with disabilities and the broader community through various methods, including invitations to direct contacts, local news, and social media announcements; and
- To help ensure input and suggestions from persons with lived experience and organizations serving persons with disabilities were considered, addressed, and included as Accessibility Plan goals where appropriate.

Announcements and invitations to provide feedback were posted in numerous locations, in both official languages.

Public announcements were made several times throughout the consultation process.

- Media releases were shared prior to the review period, to announce that draft SJIAA Accessibility Plan development was underway and that public review of the Goals and Measures would be upcoming. This initial announcement included details of the consultation format, with an invitation to provide accommodation requests or requests for information in an alternate format.

- Website and social media announcements, as well as email invitations to Airport contacts, were shared when the draft Accessibility Plan Goals and Measures and accompanying consultation survey were posted on the Accessibility page.
- A reminder message and emails were shared a week prior to the end of the Accessibility Plan Goals and Measures consultation period.

Communication methods included both internal and direct communication channels (for example, emails for employees; Airport partners, tenants, and vendors; and known community contacts) and public social media channels (including X (formerly known as Twitter), Facebook, LinkedIn, and Instagram).

Consultation response

During the SJIAA Accessibility Plan Goals and Measures consultation review period (May 2024), the following responses were received and reviewed by SJIAA:

- 42 online survey responses
- 7 email responses
- 1 phone response

Many consultation respondents chose to self-identify (optionally and voluntarily) as individuals with lived experience facing accessibility barriers (including individuals who identified as d/Deaf or disabled, support partners, or older adults).

All consultation feedback was reviewed by both Airport management and Human Space.

Consultation input was organized into the following categories:

- 1) Feedback already addressed in the current Accessibility Plan (wording of content was clarified where needed).
- 2) Accessibility barriers or comments not related to Airport services or facilities (for example, feedback on general travel barriers, or specific travel experiences unrelated to the Airport).

- 3) Feedback incorporated into the final Accessibility Plan (as clarifications or revisions of draft goals, or as new or expanded goals approved by SJIAA).
- 4) Feedback noted for ongoing tracking by SJIAA for future consideration (for example, comments unable to be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant management teams, for consideration as possible future goals).
- 5) Feedback forwarded to appropriate external organizations (where relevant, the Airport communicated concerns or barriers related to responsibilities of airline operators, Airport tenants, partners, or third-party vendors).

SJIAA responded directly to all survey participants and consultation contacts who provided Accessibility Plan review feedback, where contact information was provided.

Where to find Airport Accessibility Policies, Plans, and Procedures

Airport accessibility policies, plans, and procedures are available on the SJIAA website's [Accessibility page](#).

For more information on Airport accessibility services or to request accessibility policies, plans, or procedures in an alternate format, email us at accessibility@stjohnsairport.com or call us at 709-758-8582 (direct) or 866-758-8581, extension 1 (toll-free). The Airport will make every effort to provide these documents in an alternate format, upon request.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as timely a manner as possible.

Contact Us

Mailing Address

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Glossary

Accessible: products, services, facilities, or environments that can be accessed, used by, or understood by all persons, including those with disabilities

Assistive Devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electric scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; and
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

Airport Partner, Contractor, Vendor: an organization or individual with an agreement in place with the SJIAA to provide services at the Airport or on behalf of the Airport

Disability: any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society

Information: includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

Kiosk: a self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017) *Accessible design for self-service interactive devices*.

Service Animal: an animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, because of visual indicators such as an identifying vest or harness worn by the animal; or

- b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

Support Person: in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.