



ST. JOHN'S
International Airport Authority

St. John's International Airport Authority
Accessibility Plan – Progress Report

June 1, 2025

Revised: October 23, 2025

General

As part of the St. John's International Airport Authority's ("SJIAA" or "the Airport") 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, SJIAA prepared an Accessibility Plan and Feedback Process in May 2024.

To develop this Plan and to identify accessibility barriers and goals, numerous stakeholders were consulted, including SJIAA employees and partners, persons with disabilities, and others with lived experience facing accessibility barriers. This Progress Report is an update on the progress SJIAA has made within its Plan, as of May 31, 2025.

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

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The purpose of the Accessible Canada Act (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.

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.

Principles

SJIAA will ensure this Progress Report is carried out in recognition of, and in accordance with, the following principles as outlined in the ACA:

- a) all persons must be treated with dignity regardless of their disabilities;
- b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e) laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their

environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;

f) persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and

g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Community Consultation

Working with a professional accessibility organization for the development of our three-year accessibility plan, we consulted extensively with the accessibility community and persons with disabilities, and the feedback received informed the Accessibility Plan and this Progress Report.

We will continue to consult with the accessibility community as we implement accessibility initiatives in the following areas:

- a) employment;
- b) information and communication technology;
- c) communication;
- d) procurement of goods, services, and facilities;
- e) design and delivery of programs and services;
- f) transportation;
- g) training

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.

Feedback Process

As we continue to implement our Accessibility Plan and with the implementation of this Progress Report, we are open to all feedback and have comprehensive means to receive input from the public.

In-Person

At the SJIAA Visitors Information Centre (VIC), located on the first floor outside of Arrivals

Email

accessibility@stjohnsairport.com

Mailing Address

St. John's International Airport Authority c/o Chair, Accessibility Committee
100 World Parkway, Box 1 Airport Terminal Building
St. John's, Newfoundland and Labrador, Canada A1A 5T2

Telephone

709-758-8582 (local); 866-758-8581 extension 1 (toll-free)

Feedback can be provided anonymously and will be acknowledged in the manner in which it was received.

The designated person responsible for receiving this feedback for SJIAA is the Director, Business Development and Marketing.

Feedback Information

Since the publication of the Accessibility Plan in June of 2024, feedback has been received through a required process as described above. This feedback is provided below along with an explanation of how it was followed up and implemented as required by the ATPRR.

Feedback	Status
In November 2024, feedback was received regarding the treatment of a passenger on the Autism spectrum at pre-board screening along with suggested training programs.	SJIAA spoke with the individual who expressed concern and had several follow-up conversations to inform the individual about the policies, practises, and opportunities for improvement. SJIAA also spoke with the Autism

Feedback	Status
	Society of Newfoundland and Labrador and Coalition of Persons with Disabilities – Newfoundland and Labrador about this incident and how to improve the pre-board screening experience.
In April 2025, feedback was received regarding an outside film production temporarily blocking access of end elevator for an individual travelling with mobility needs.	SJIAA spoke with the production team in a debrief, and the issue will be brought to our internal accessibility committee to ensure future contracts mitigate this risk.
In May 2025, feedback was received regarding accessibility language in SJIAA’s ground transportation contract.	SJIAA confirmed that language is in the contract ensuring provision of service capable of accommodating persons with disabilities to the satisfaction of the Authority, as per the public ATPDR Regulations. The language also includes requirements to meet accessibility needs of passengers, and references applicable training requirements.
In May 2025, feedback was received to consider registration and certification in the Rick Hansen Foundation Accessibility Certification(RHFAC) program.	SJIAA committed to researching the program and evaluation potential rating and certification.
In May 2025, feedback was received regarding blocked accessible seating the main terminal food court area.	The site was inspected by SJIAA, and corrective measures shared with our team and third party cleaning contractor to ensure

Feedback	Status
	non-fixed seating does not impede access to designated accessible areas.

Publication of the Progress Report

This Progress Report is published on the SJIAA website in a format that meets the requirements of Level AA conformance that are set out in the Web Content Accessibility Guidelines (WCAG). A new progress report will be prepared by June 1st, 2026, and will publish a new plan for June 1st, 2027.

This Progress Report is also available to any person who requests it in the following alternative formats:

- Alternate print;
- Large print;
- Plain text;
- Electronic formats;
- Braille;
- Audio format

Most format requests can be provided within 20 days. Requests for braille or audio format may require longer to arrange, however information will be provided in as timely a manner as possible. We will make every effort to clarify with the requestor what they specifically require regarding font sizes, text style, etc.

Information and Communication Technologies (ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in information and communication technologies were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
<p>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).</p>	<p>September 2024 (for initial creation) and Ongoing (for content updates)</p>	<p>Complete. An online folder has been created and resources are added and/or updated as necessary.</p>
<p>Publish the Airport Accessibility Plan and Feedback Process 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</p>	<p>May 2024, with annual status updates, required</p>	<p>Complete. SJIAA's Accessibility Plan meets WCAG 2.1 AA criteria.</p>

Accessibility Goal	Timeline	Status
WCAG that is available in both English and French)		
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	Ongoing, with automated monthly checks	Complete. Automated monthly audits are reviewed with the results confirming SJIAA’s website is accessible.
Ensure that the planning schedule for preparation of public documents includes time to review accessibility of content (for example, annual reports).	September 2024	Complete. Ensuring accessibility of content is part of the planning schedule.
<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>	Ongoing	In Progress. Any new software being considered must include an accessibility features review.

Accessibility Goal	Timeline	Status
Ensure that closed captioning is available for public information videos posted online, in the languages used in original content.	Ongoing	In Progress. No public information videos have been posted since the Accessibility Plan creation, but is a requirement if posted.
Ensure that emergency, safety, and security announcements are provided in clear, accessible audio and visual formats.	December 2024	Complete. Accessible audio and visual format messages are added to the public address announcement system.
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	March 2025	Complete. All systems reviewed to ensure information is clear. Regular review process began in Q1 of 2025.
Review the content, frequency, volume, and clarity of pre-recorded and automated announcements, to identify accessibility barriers.	March 2025	Complete. Annual review process began in Q1 of 2025.

Communication (other than ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in information and communication (other than

ICT) were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Provide resources to ensure that customer facing Airport employees are aware of the process to respond to public requests for information in alternate formats.	September 2024	Complete. SJIAA’s Accessibility Plan, including contact information for the designated person responsible for feedback, is available to all employees.
Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	September 2024	Complete. Airport Statement of Commitment to Accessibility is posted on SJIAA’s website.
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for both employees and members of the public.	December 2024	In Progress. Emergency Response and Planning team have engaged an engineering firm and other third-party vendors to produce plans.

Accessibility Goal	Timeline	Status
Review existing Airport policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers.	Ongoing, when policies and procedures are created or updated	In Progress. Barriers are addressed when policies and procedures are created or updated.
Regularly review and update the status of the Accessibility Plan and Feedback Process goals.	Annually, at minimum	Complete. This is a standing agenda item at all Accessibility Committee meetings.
Update the Airport Accessibility Plan and Feedback Process a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	May 2024, May 2027, as required	Complete.

Accessibility Goal	Timeline	Status
<p>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 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)</p>	<p>March 2025 and Ongoing</p>	<p>Complete. Promoting accessibility services available at the Airport is included in SJIAA’s social media planning.</p>
<p>Provide progress reports on Accessibility Plan and Feedback Process goals, based on stated ACA deadlines, and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.</p>	<p>Annually, in interim years to Plan updates, 2025, 2026, as required</p>	<p>In Progress. Progress Reports will be published and submitted by the required deadline.</p>
<p>Encourage broad Airport departmental representation and participation on the Accessibility Committee.</p>	<p>Ongoing</p>	<p>Complete. Internal Accessibility Committee has representation from all departments.</p>

Accessibility Goal	Timeline	Status
Review Branding Guidelines to ensure accessibility criteria is included and update where necessary.	December 2025	To be completed by stated timeline.
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).	June 2025	To be completed by stated timeline.

Procurement of Goods, Services, and Facilities

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in the procurement of goods, services, and facilities were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Review new legal agreements regarding procurement of accessible goods, services, and facilities to ensure clear wording and procedures related	Ongoing, when agreements are created or updated	Ongoing , when agreements are created/updated

Accessibility Goal	Timeline	Status
to accessibility requirements		
Ensure that an updated procurement and purchasing plan includes accessibility requirements.	December 2025	To be completed by stated timeline.
Monitor third-party vendors, tenants, and contractors to ensure that commitments to provide accessible services are being met. Review accessibility commitments prior to agreement and contract renewals, and through occasional random service checks.	September 2024 and ongoing	Ongoing. Accessibility commitments are stated in all agreements and contracts. Service check implementation program development is ongoing.

Design and Delivery of Programs and Services

Throughout the initial consultation process for the Accessibility Plan, opportunities for the design and delivery of programs and services were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Coordinate with departments and collaborate with local contacts to develop, promote, and deliver National AccessAbility Week awareness activities annually.	Ongoing, with program delivery annually, during National AccessAbility Week	Complete. SJIAA promotes National AccessAbility week annually.
Ensure that the Airport’s Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Ongoing	Complete
Review the scope and purpose of a new Community Consultative Stakeholder Group	December 2024	Complete. Scope, purpose, and terms of reference finalized. Community Consultative Stakeholder Group to be established in 2025.
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.	December 2026	To be completed by stated timeline.
Review and consider methods for travellers	June 2025	In Progress. SJIAA has enrolled in the Hidden

Accessibility Goal	Timeline	Status
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).		Disabilities' Sunflower Lanyard Program, and continues to consult with stakeholders on other means to improve accessibility.
Review and consider options for Airport-wide systems for travellers and visitors with low vision (for example, GPS options, such as Be My Eyes).	December 2025	To be completed by stated timeline.
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 for flight information changes, Canadian Video Relay Services).	December 2025	To be completed by stated timeline.

Transportation

Accessibility Goal	Timeline	Status
N/A		

Built Environment

Throughout the initial consultation process for the Accessibility Plan, opportunities for built environment were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Review and improve wayfinding and signage to create a more accessible experience when navigating the Airport environment. Include a review of entrance and exit signage to and from Airport from main roads.	December 2025	In Progress. Scope of an improved wayfinding and signage project is underway. New entrance and exit signage to and from the airport is part of the ongoing parking lot renovation project.
Ensure that TTY (tele-typewriter) and telephone relay services are available and functioning for public use.	Ongoing	Complete. All services are functioning for public use. Regular review process began in Q1 of 2025.

Accessibility Goal	Timeline	Status
Where public spaces have been identified as a potential hazard, ensure that Tactile Attention Indicators (TAIs) are installed.	Ongoing, when relevant areas are new or redeveloped	In Progress. Installed 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>	Ongoing	In Progress. Accessibility reviews are provided on all airport design proposals when relevant areas are new or redeveloped. This was part of the planning for the ongoing parking lot renovation project, and feedback gathered was incorporated.
Review the Airport Tenant Design Manual to ensure that accessibility guidelines are addressed.	December 2024	In Progress. Revisions to the Tenant Design Manual are ongoing and external consultations will be held to ensure accessibility guidelines are addressed.
Review Airport terminal seating to ensure that designated accessible seating options, with accessible transfer area, are available. Seating area review will include public areas,	September 2024	In Progress. Seating is reviewed and reconfigured when relevant areas are new or redeveloped.

Accessibility Goal	Timeline	Status
seating at Airport boarding gates, areas located near personnel, and seating within view of announcement screens.		
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); 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).	October 2025	Complete. This was included in the scope of work for the parking lot renovation project.
Incorporate tactile elements (e.g., braille or raised lettering) in all regulatory warning areas.	Ongoing	In Progress. Review underway to determine all required locations.
Incorporate accessible design recommendations for existing washrooms (for example, grab bars on	December 2025	To be completed by stated timeline.

Accessibility Goal	Timeline	Status
urinals), where possible.		
Incorporate universal design recommendations in planning and development priorities for renovated and new washrooms, where possible.	Ongoing	In Progress , when relevant areas are new or redeveloped.
Review customer service and check-in counters throughout the Airport to identify areas where accessible counters may be required.	July 2025	In Progress . Review complete and 25% of check-in counters are scheduled for Fall 2025 installation, with more scheduled for 2026.
Ensure that all planning and development priorities incorporate accessible counters (including requirements for tenants, such as car rental agency and food service counters).	Ongoing	In Progress , when relevant areas are new or redeveloped.
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,	Ongoing	In Progress , as new employees are hired. The orientation program, including for contracted third-party employees, has been revised to include accessibility items.

Accessibility Goal	Timeline	Status
and organized physical spaces).		

Employment

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in employment were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible	Ongoing, when positions are posted	In Progress. Recruitment practises have been revised with recent job competitions.
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Ongoing	In Progress. Accommodation practises are currently being reviewed in accordance with SJIAA’s revised recruitment policy.

Accessibility Goal	Timeline	Status
Increase outreach and collaboration with disability organizations, to increase promotion of employment opportunities in the disability community	Ongoing	In Progress. Internal discussions and external stakeholder meetings are ongoing to develop a framework.
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during performance reviews.	Ongoing	In Progress. A well-established process and employee supports are in place to accommodate requests. These topics are being added to the 2025 performance reviews.
Ensure emergency response and planning teams review and are aware of individual accommodation plans for employees requesting support during emergencies or evacuations.	September 2024	Complete. Employee accommodations review complete, and evacuation plans update to accommodate employees requesting support.
Ensure that full-scale emergency planning training exercises incorporate a review of accessibility supports and accommodation requests.	December 2025	Complete. All full-scale emergency exercises now incorporates a review of accessibility supports and accommodation requests.
Update the SJIAA onboarding and orientation program to	December 2024	Complete. Onboarding and orientation

Accessibility Goal	Timeline	Status
ensure opportunities to request employee policies are available and accommodation requests are addressed.		programs have been revised.
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.	June 2025	Not complete.
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.	December 2026 and Ongoing	To be completed by stated timeline.

Training

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in training were noted. Some of these

initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies. Additional initiatives will be included in our next Accessibility Plan, starting in 2027.

Accessibility Goal	Timeline	Status
Provide customer service training to new customer service employees, ensuring accessibility and accommodation information and training on Airport assistive devices is incorporated	June 2026	To be completed by stated timeline.
Develop an SJIAA training plan to address training requirements for all Airport employees and contracted service providers (as per Schedule 1 of the ATPDR).	December 2024	Complete. Plan developed with all SJIAA employees and several contracted service providers completed having completed training.
Collaborate with local disability organizations, accessibility organizations, and individuals with lived experience to increase employee awareness and understanding of legislative requirements, Airport	Ongoing	In Progress. SJIAA is in regular communication with a range of external stakeholders to enhance accessibility offerings.

Accessibility Goal	Timeline	Status
policies and procedures, and impact of identifying, removing, and preventing accessibility barriers.		

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.

Consultations

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 Progress Report by the June 1, 2025 deadline, efforts were made to seek input and invite consultation feedback from the broader community.

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

We appreciate the time spent during these consultation sessions and would like to thank all of those involved. The consultations with persons living with disabilities, organizations, and experts that were completed in preparation for this Progress Report provided context for the accessibility enhancements and barriers to be rectified based on CTA requirements.

The list of those consulted, some of whom chose to remain anonymous, is captured below and represents all individuals who were engaged for consultation, without giving specific names. However, every lived experience, expert, and organization consultation has been thoroughly and carefully recorded, dated, and documented. The feedback from those who contributed helped to identify barriers, as well as proposed accessibility upgrades that could be considered throughout the airport in all aspects of information, technology, communications, procurement, design and delivery of programs and services, transportation, the built environment, and employment for persons with a range of disabilities.

These consultations were conducted in May 2025, with feedback being provided through written responses to posed questions as well and in-person discussions regarding the airport experience. 15 individuals participated in the consultations.

Direct contact and invitations to provide feedback that were consulted include the following:

- 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) including Coalition of Persons with Disabilities

Newfoundland and Labrador, Autism Society of Newfoundland and Labrador, Epilepsy Newfoundland and Labrador, Newfoundland and Labrador Stuttering Association, Canadian Hard of Hearing Association – Newfoundland and Labrador Chapter, Newfoundland and Labrador Association of the Deaf, Cerebral Palsy Association of Newfoundland and Labrador, Learning Disabilities Association of Newfoundland and Labrador, Newfoundland and Labrador Down Syndrome Society, Newfoundland and Labrador Brain Injury Association, Inclusion Canada – Newfoundland and Labrador Chapter, People First Newfoundland and Labrador, Schizophrenia Society of Newfoundland and Labrador, Spinal Cord Injury Newfoundland and Labrador, Canadian National Institute for the Blind (CNIB) – Newfoundland and Labrador Chapter, Amyotrophic Lateral Sclerosis (ALS) Newfoundland and Labrador, and Parkinson Society Newfoundland and Labrador;

- Airport business partners involved in previous accessibility reviews or audits at the Airport.

Conclusion

SJIAA recognizes the importance of all passengers having access to safe, efficient, and equitable air travel. SJIAA also recognizes that an essential part of ensuring an inclusive society is an ongoing commitment to identifying, removing, and preventing barriers, and our three-year Accessibility Plan, along with this Progress Report, serves as a roadmap for the organization and its employees, partners, and stakeholders.

Thank you to all those involved in the consultation, preparation, and publication of this document.