



# YVR Accessibility Plan 2023-2025

## Year Two Progress Report





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# About Beyond Accessibility

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In 2023, Vancouver International Airport | Aéroport International de Vancouver (YVR) published Beyond Accessibility, our comprehensive 3-year Accessibility Plan that builds upon YVR's longstanding efforts to provide a welcoming, inclusive and accessible travel experience for individuals of all ages and abilities. We have embarked on a journey of inclusion and new ways of ensuring YVR is accessible to everyone. Co-developed with input from the airport's community partners, the plan seeks to broaden perspectives, enhance services and explore new ways to go beyond regulatory requirements. This approach marks a shift from 'doing the right thing' to 'doing the smart thing,' by prioritizing strategic innovation in accessibility initiatives.

Beyond Accessibility adheres to the seven provisions outlined in the Canadian Transportation Agency's Accessible Transportation for Persons with Disabilities Regulations and outlines our accomplishments, insights from public consultation, input from the community, collaboration with airport partners and guidance from accessibility consultants. Additionally, our plan includes areas earmarked for improvement. Meaningful access is our path to a world-class experience for all.

At YVR, we are proud to play a leadership role in accessibility and one of our top priorities is providing an accessible airport for everyone. Our purpose is to serve our community and the economy that supports it. We are more than an airport, YVR is a platform for our community to connect and thrive as we work together to co-create a more accessible and inclusive future for everyone. Our airport is located on land that

is the traditional, ancestral and unceded territory of the Musqueam people. We are privileged to walk alongside the Musqueam as we work together, pursuing opportunities that strengthen our partnership and community.

In 2024, YVR served 26.2 million travellers, implemented several operational improvements and increased our collaboration with government and airlines to build resilience and deliver a more efficient, predictable travel experience. This included delivering accessibility programs and initiatives that meet the diverse needs of travellers and employees. In 2025, YVR was named Best Airport in North America at the Skytrax World Airport Awards in Madrid, Spain.

"Serving our community is at the heart of what we do. We are committed to listening and learning from those with lived experiences to invest in services that prioritize accessibility at every touchpoint, remove barriers and create more opportunities for everyone to fully take part in all aspects of the YVR experience. We continue to make progress toward becoming a truly inclusive and accessible airport that reflects the diversity of our community. This report highlights those efforts."

— Tamara Vrooman, President & CEO,  
Vancouver International Airport |  
Aéroport International de Vancouver

# At YVR, We All Belong

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Ensuring YVR is a place where we all belong does not happen by accident, it must be deliberate. The collective decisions we make every day will influence our ability to deliver an authentic experience for everyone. This is why we need to transition beyond accessibility to an authentic guest experience. We do not want anyone to feel they must change to fit in; we want everyone to feel they belong.

Our commitment to Beyond Accessibility will follow these simple principles:

- Mirroring the community we serve
- Delighting guests and enabling business success
- Partnering with communities to champion accessibility and address inequalities
- Creating an environment where all employees feel welcome, feel heard and thrive

We aspire to provide a world-class experience for all, and meaningful access is integral to our journey. We will achieve this by working with community partners, consulting people with disabilities and creating a network of individuals and groups who work together to deepen accessibility and inclusivity values, developing a shared understanding of barriers while improving access for everyone.





# Year Two Progress Report

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This report provides an overview of what we achieved in the second year of our three-year plan and what we will continue to progress for next year and beyond. The report highlights key actions within each of the seven provision areas.

The Year Two Progress Report assesses the implementation of accessibility initiatives outlined in the plan and shares progress on actions accomplished during our second year to improve accessibility for people of all abilities. YVR believes in transparency in our efforts toward reaching our accessibility goals, demonstrating accountability and fulfilling accessibility commitments.



# About YVR

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## Our Purpose

YVR exists to serve our community and the economy that supports it.

## Our Accessibility Mandate

We developed our airport-wide three-year Accessibility Plan to create a welcoming environment that reflects people of all abilities and supports the needs of travellers, guests and all airport employees. It's an ongoing mandate of inclusion and continual improvement, as reflected in this progress report.

## Our Accessibility Mandate in Action

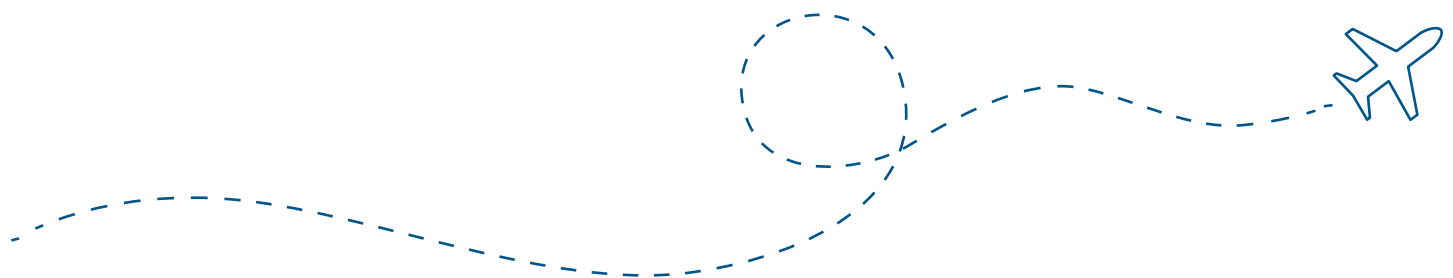
We aim to meet the highest standard of accessibility and inclusion, making sure our airport operates efficiently and respects people with disabilities, allowing everyone to maintain their dignity and independence.

We foster a culture where employees' unique contributions and insights are valued and respected, and where employees feel empowered to guide and influence our passenger experiences by removing and preventing barriers to accessibility. This in turn creates the driving force for our long-term sustainability and success.

We will go above and beyond the regulatory requirements set by the Accessible Transportation for Persons with Disabilities Regulations and the Canadian Transportation Agency.

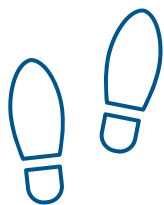
## Our Aspiration

Meaningful access is our path to a world-class experience for all.



# Our Pillars

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## Leadership

- Accessibility and inclusion are part of everything we do.
- We are proactive and are at the forefront of innovation.
- We create environments where everyone is welcome and can take part.
- We always strive to exceed regulatory requirements.



## Engaged Community

- Our plan is deeply rooted in listening closely to our guests, community partners, employees and community.
- Together, we will co-create our plan to deliver the best experience for everyone.
- We will continue to create community partnerships to help us evolve our services and develop new programs that make travel better for all.



## Design

- The inclusive design of our airport reflects ease of use and the needs of our guests, employees and the community we serve.
- Our design is universal, welcoming and evolving so that we deliver meaningful access for all our guests.
- Our design is forward-looking and drives value for our guests



## Experience

- We create an experience that fosters accessibility and inclusion across the entire journey.
- We create workplaces, environments and services that respect individuals' choice, autonomy, dignity and independence.
- We want everyone to have the opportunity to fully take part in all aspects of the YVR experience.





General

# Feedback Mechanism Process and Contact Information

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Serving our community is at the heart of what we do. Listening closely to our customers and engaging with our community is one of the key pillars of our Accessibility Plan. By listening to our customers, employees and community partners, and responding to their suggestions, we are designing an airport with their needs at the forefront and evaluating our impact based on their lived experiences.

YVR has established several ways for people to share feedback, compliments, complaints or suggestions. Feedback on this plan or any barriers encountered can be submitted personally or anonymously through the five methods below. Our 24/7 Guest Experience team will acknowledge receipt of your feedback and follow up with you directly to take action and maintain anonymity.

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## Appointed Contact Position: Senior Accessibility and Inclusion Specialist

At YVR, everyone is accountable for creating an accessible experience. We want to ensure that our guests have 24/7 access to information about accessibility. Our appointed contact is the Senior Accessibility and Inclusion Specialist.

### Telephone Number

**Direct:** 604-207-7077

**TTY (TTD):** 604-207-7070

### Mailing Address

PO Box 44638

YVR Domestic Terminal RPO

Richmond, BC, V7B 1W2

### Email

[customercallcentre@yvr.ca](mailto:customercallcentre@yvr.ca)

### Contact Us

[yvr.ca/en/contact-us](https://yvr.ca/en/contact-us)

### Feedback Form

[yvr.ca/en/passengers/accessibility-at-yvr/feedback](https://yvr.ca/en/passengers/accessibility-at-yvr/feedback)

### Alternate Formats

Please contact us for accessible formats of our Accessibility Plan or this progress report. This document is available in print, large print, braille, audio format, plain language or electronic format.





# Provisions of Canadian Transportation Agency Accessibility-Related Regulations



# Provisions of Canadian Transportation Agency Accessibility-Related Regulations

YVR strives to create a stress-free and enjoyable airport experience that passengers can trust. We are subject to our guests and following the guidance set out by Canadian Transportation Agency regulations, and we work hard to meet and exceed provisions to deliver an enjoyable travel experience.

YVR is subject to the Accessible Transportation for Persons with Disabilities Regulations and the provisions of these regulations that apply to it. Under the Accessible Transportation for Persons with Disabilities Regulations, our obligations are to the following sections:

## Part 1: Requirements Applicable to Transportation Service Providers

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

## Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225(1), 225(2)(a), 226, 227, 228, 229, 230 and 231







Built Environment



# Built Environment

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Our inclusive airport design is built to reflect universal design, ease of use and the needs of the community we serve. Our built environment spans 378,255 square meters. This includes accessible areas throughout the entire journey, from wayfinding and curbside areas to washrooms and beyond.

YVR has had an Accessibility Certified Gold rating since 2018 from the Rick Hansen Foundation – a rating system to measure the accessibility of buildings and sites. We were the first airport to complete the assessment and were one of the highest-rated buildings at the time, receiving 93 out of 100 points. We follow the Canadian Standards Association,

B651- Accessible Design for the Built Environment, which provides requirements for built environments. We are committed to continuing to consult with external universal design experts and people with lived experience to ensure the built environment provides meaningful access and meets the needs of people with disabilities in both the workspace and public space.

YVR has designed our own universal access design requirements, which include design guidelines for meaningful access and designs that go beyond code. These design guidelines are required for all new construction at YVR and for our tenants.



# Built Environment

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## What We Have Achieved

- Added three quiet spaces at Domestic and U.S. post-security locations, equipped with new furniture with sound-dampening materials designed for such spaces. The quiet spaces serve as designated areas to support guests who may experience sensory sensitivities, anxiety, or other neurodiverse needs.
- Updated braille and tactile signage throughout the airport at the curbside, meeting spaces and nursing pods to improve navigation access to information for people who are blind or partially sighted. Signs have been installed at various locations to assist with passenger pick-up.
- Added intercom buttons and new seating benches for easier curbside assistance for guests. Assistance can be arranged through our 24/7 Customer Call Centre or by our staff, who proactively greet and assist guests upon arrival with tasks like finding a baggage cart, offering navigation support or assisting guests with accessibility requests or needs.
- Added numbered signage decals on terminal curbside doors to improve location identification and navigation for guests. The new signs include floor level indicators to help guests find pick-up, drop-off and meeting spots easily.
- Widened the crosswalk on Domestic Level 1 to enhance pedestrian flow and improve safety for passengers travelling between the terminal and the parkade. Additionally, we widened the curbside sidewalk on Domestic Level 2 and installed new bollards for added safety and security, creating a more inclusive, barrier-free access to the airport.
- Upgraded our Domestic Terminal security screening checkpoint (ABC North) with high-efficiency Canadian Air Transport Security Authority Plus screening lanes and equipment, increasing capacity by 40 per cent. Travellers can now pass through security screening at this checkpoint without removing liquids, aerosols, gels or large electronics, ensuring a faster, smoother and stress-free experience.
- Installed two designated indoor animal relief areas at International Arrivals (Level 4) and Domestic Arrivals (Level 2) for guests travelling with service animals and pets.
- Installed new curb cuts on Domestic Levels 1, 2 and 3 to improve the accessibility of our ground transportation spaces. New curb cuts on Domestic Level 1 support Gateway Valet services.
- Conducted an elevator audit to assess conditions and signage. The goal is to improve elevator signage with a design system that follows best wayfinding practices, aligns with YVR standards and meets accessibility requirements.
- Installed new charging stations at Gates 50 – 52 to provide guests with easy access to charging units, enhancing the overall experience at the gates.
- Added a horizontal strip of yellow circular decals at two heights on the glass panels in both Domestic exit areas. These decals improve visibility, making the glass easier to see and helping guests with low vision navigate safely.



# Built Environment

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## What We Are Focusing on Next

- Continuing our multi-year project to advance the design and installation of push-button door openers throughout the airport, including in existing washrooms and key travel routes. Finalizing the design will allow us to strategically implement additional push-button door openers in future phases, ensuring a more accessible and seamless experience for everyone. Progressing design stages for the Domestic Arrivals nursing room and Changing Places washroom.
- Reviewing wayfinding signage to identify areas for enhancement, ensuring clarity and ease of navigation for all passengers.



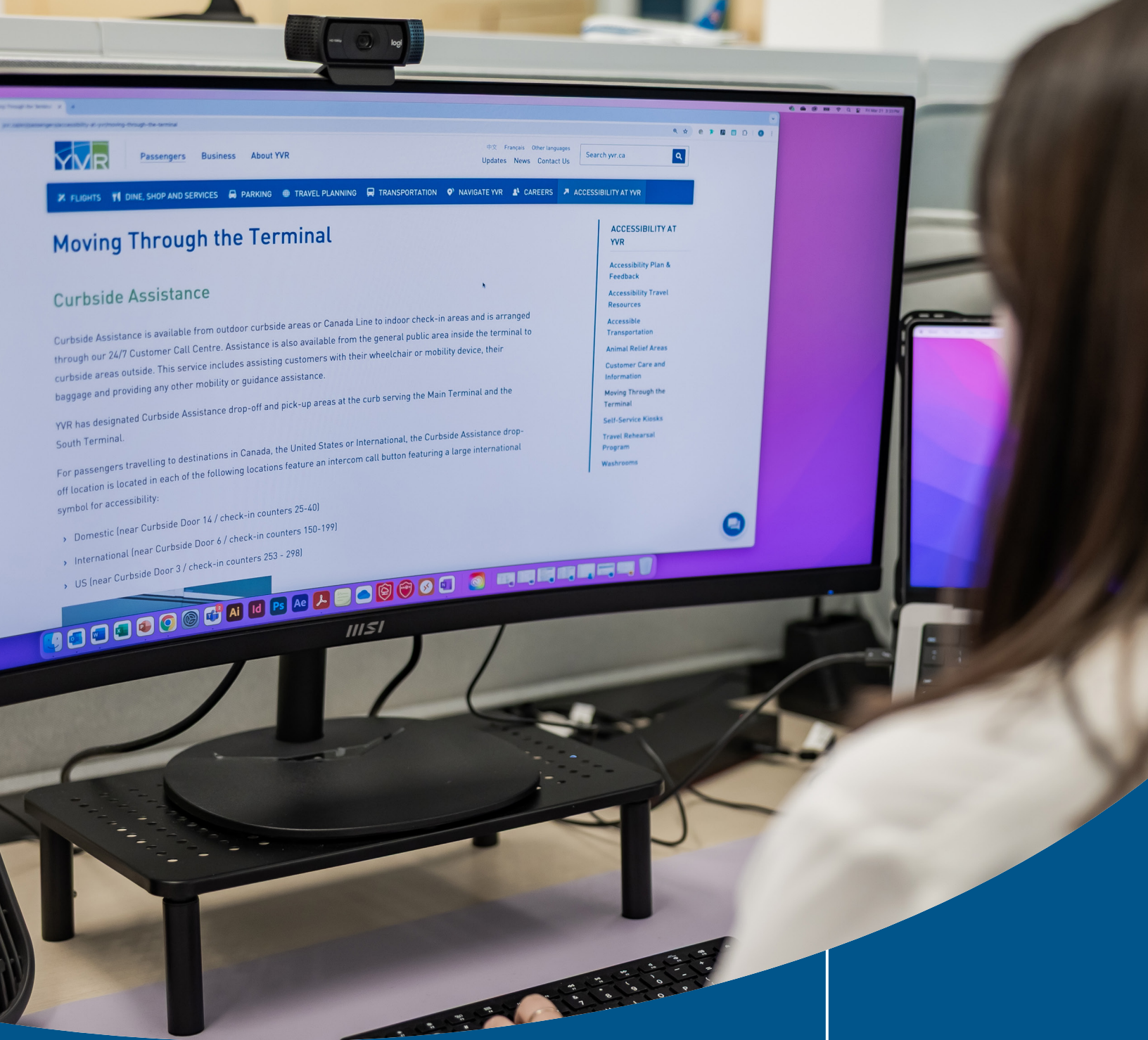
# Built Environment

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## What We Are Focusing on Next (continued)

- Remaining committed to modernizing our Information Counters to enhance accessibility and service excellence. We have created a new design, which includes a movable height counter for both staff and guests. This design will be used for new Information Counter installations.
- Making further enhancements to our security screening checkpoints by upgrading the screening technology to Computed Tomography (CT) devices. We are planning this upgrade at four checkpoints in 2025, allowing travellers to keep more items in their bags, such as not needing to remove liquids or laptops, ensuring a faster, smoother and stress-free experience.
- Enhancing the airport with additional charging outlets, providing travellers with greater charging access and convenience. Exploring opportunities to expand these features in more locations throughout the airport.
- Undergoing design for an outdoor animal relief area at the Domestic Terminal.
- Undertaking a design process for the Domestic Terminal modernization of check-in processes through the installation of self-serve bag drops and an improved check-in layout to optimize passenger throughput.
- Researching future flooring solutions to consider a “path within a path” design to determine the best approach to make it easier for everyone to navigate the airport. This review will assess flooring surfaces, such as carpet and hard surfaces, to study and evaluate future design options.
- Undergoing a request for proposal (RFP) process for new self-serve parking kiosks to further modernize the parking experience, including new accessibility features.





# Information and Communication Technologies (ICT)

# Information and Communication Technologies (ICT)

YVR is committed to delivering an inclusive digital experience to ensure we are meeting the communication needs of people with disabilities. Our website is WCAG-AA 2.1 compliant and designed to meet accessibility requirements, ensuring that our web content is accessible to a wide range of people with disabilities, including persons using adaptive technology. A qualified third-party service provider regularly monitors and audits our website to ensure it is compliant. We consult people with disabilities about their specific needs and preferences for accessing information to ensure that the information is provided in a format with our guests in mind and that it is compatible with their adaptive

technologies. This can include screen readers, text-to-speech software and other tools that make it easier for people with disabilities to read and understand electronic information.

At YVR, people are at the centre of the airport's digital transformation. For YVR's Innovation Hub, this means elevating how the airport serves all employees, guests and the community at large. YVR's Innovation Hub will run parallel in supporting the Accessibility Plan through digital optimization and future-proofing the airport by testing and trialing new and innovative technologies to provide the best service to all guests.





### Our Story: Invictus Games

YVR played a pivotal role in supporting the Invictus Games Vancouver Whistler 2025, ensuring a welcoming, safe and seamless travel experience for competitors, their families and friends, and staff. This accomplishment was made possible through collaboration and dedication that extended well beyond YVR. Working closely with the Invictus Games Vancouver Whistler 2025 organizing committee, YVR was able to identify the needs of participating countries, providing direction to all involved stakeholders.

The entire airport community came together, including airlines, ground handlers and agencies. Our airline partners and ground handlers delivered dedicated services tailored to the unique requirements of the event, and our agency partners Canada Border Services Agency and Canadian Air Transport Security Authority were integral to providing an expedited travel journey. We conducted practice runs with Universal Coach Line buses equipped with accessible lifts, ensuring smooth processes of designated pick-up and drop-off areas.

To further enhance the experience for the Invictus Games Vancouver Whistler 2025, YVR introduced additional measures, including two temporary quiet spaces in its Arrivals area, additional autonomous pods by A&K Robotics to assist passengers with mobility needs, increased staffing to assist

with equipment and baggage, and the movement of specialized and adapted sports gear. Airport Authority staff demonstrated exceptional commitment, with operations leads designing specialized arrival and departure processes, while over 120 staff members volunteered their time to take part in additional accessibility training before personally greeting the delegations arriving and departing from YVR. Additional staff invested time to welcome the nations. Musqueam members also greeted inbound travellers, creating an incredible atmosphere inside the airport and helping to celebrate the incredible recovery journeys of the competitors.

The collective contributions of everyone involved resulted in an extraordinary few days at YVR that were not only accommodating but also engaging and memorable for everyone involved.



# Information and Communication Technologies (ICT)

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## What We Have Achieved

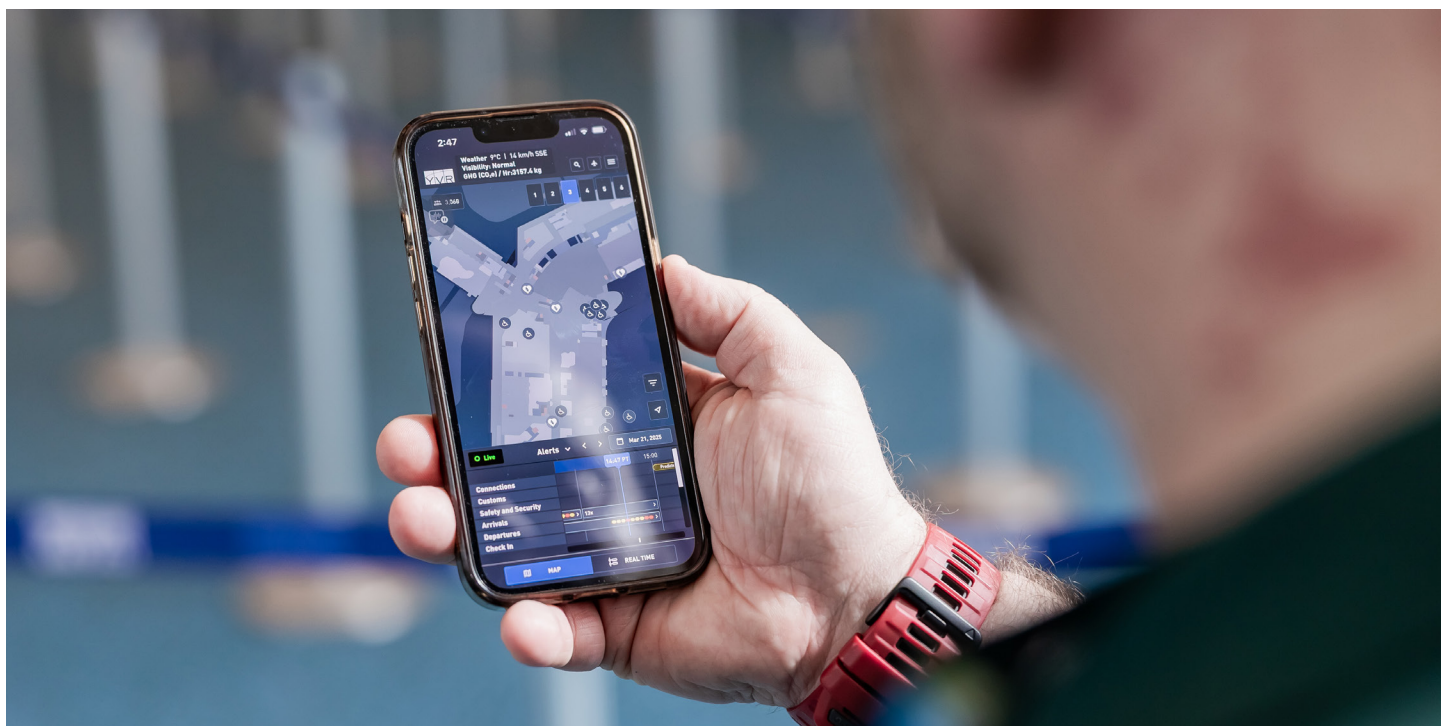
- Conducted lived experience testing on our website with our curbside assistance booking form, interactive mapping and survey forms to ensure our public information complies with current requirements and is accessible to use.
- Integrated YVR's mobility assistance program wheelchairs and visualizing to our Digital Twin. Through this integration, data helps our team with the efficient collection of wheelchairs, capacity planning and ensuring we are maintaining wheelchair availability in various locations to meet guest needs to optimize operational efficiency.
- Improved our website with a new, dedicated travel information hub, featuring dropdowns for departing, arriving and connecting passengers. Users can visit [yvr.ca/travelplanning](https://yvr.ca/travelplanning) or click "Plan Your Travel" on our homepage for easy access.
- Conducted an extensive research project to improve our website through surveys, user interviews and community workshops. Insights on content challenges and usability issues are helping guide major website enhancements for a better online experience.
- Improved the online user experience by removing an accessibility overlay tool from our website that was unintentionally creating barriers for users with disabilities. This change enhanced site navigation and screen reader compatibility, resulting in a more seamless, inclusive experience for all users.
- Improved wayfinding at the International Arrivals on Level 4 by increasing font size and contrast for better readability, enhanced French translations and adding walking times on display screens for real-time travel estimates. These updates make navigation clearer and more intuitive, ensuring a smoother journey travelling and connecting in the airport.
- Improved the public announcement system in the Domestic Terminal, excluding Pier C, by upgrading audio intelligibility for clearer announcements on boarding, passenger service announcements and emergency messages. This improves sound quality and ensures more effective communication for guests.

# Information and Communication Technologies (ICT)

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## What We Are Focusing on Next

- Ensuring our digital communication options provide a great user experience and conducting lived experience user testing of our website to learn and create a roadmap of improvements from a digital experience lens.
- Nearing completion on our interactive mapping tool for guests to plan travel within the airport with ease. New features include point-to-point navigation view and the ability to search points of interest.
- Working on improving our public announcement system for clearer, more consistent communication, whether announcements are made by YVR or airline staff. Improvements include standardizing sound levels and message frequency and reducing unnecessary paging for a quieter, more enjoyable guest experience.
- Adding sign language videos to our website accessibility page to improve information for the Deaf community.
- Exploring the addition of live chat on our website to provide alternative communication options.
- Establishing an accessibility incubator concept to evaluate and refine innovative trials, features and applications, enhancing overall user experience and accessibility.







Communication, other than ICT



# Communication, other than ICT

Our team uses best practices for interacting with people with disabilities at all points during the travel experience. Our staff are trained in how to best serve people with disabilities in a manner that is informed, respectful and accessible to everyone.

YVR's training program was designed with leaders in the field of accessibility and inclusion possessing practical knowledge and lived experience. Our training ensures that employees understand the key training principles, proper language, communication and helping techniques needed so we can best support people of all abilities. We believe everyone deserves equally effective communication that understands and accommodates their needs.

## Our Story – Airport Council International Accreditation

YVR received Airports Council International's (ACI) highest level of accreditation at the ACI Airport Service Quality (ASQ) Forum at ACI World's Customer Service Experience Summit and Exhibition in Atlanta on September 24, 2024. The Accessibility Enhancement Accreditation (AEA): Level 3 recognizes our work in providing an accessible, safe and inclusive airport experience for passengers, visitors and airport workers.

The Level 3 achievement recognizes progress in becoming a truly inclusive airport, driven by our three-year Beyond Accessibility plan. ACI pointed to our new inclusive sign language boarding messaging, ongoing engagement with our community, travel rehearsal programs, our curbside

greeting program and autonomous self-driving pods as examples of next-level commitment to creating a seamless terminal experience for all.



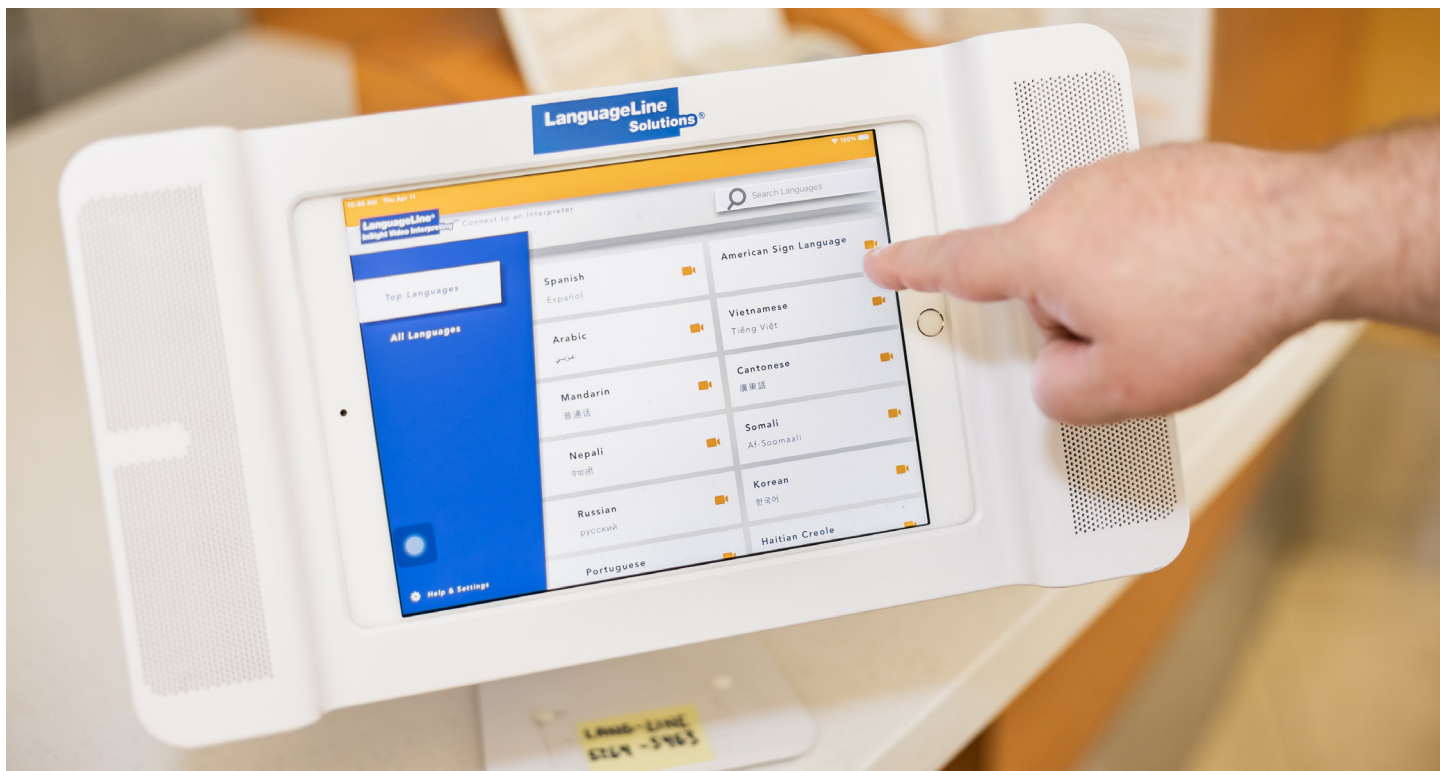
# Communication, other than ICT

## What We Have Achieved

- Installed 27 assistive listening devices at check-in counters in all sectors, including South Terminal, and employee meeting spaces. These areas provide support to individuals who are Deaf or hard of hearing as the listening devices transmit sound directly to hearing aids or cochlear implants equipped with a telecoil, reducing background noise and enhancing audio clarity.
- Improved customer service call menu options by moving the curbside assistance option to the top of the menu list, making it faster and easier for guests who need mobility support to access assistance.
- Engaged with members of the Deaf and hard of hearing community to gather insights on accessible phone alternatives to better support guest needs.

## What We Are Focusing on Next

- Exploring alternative accessible phone options to enhance communication access for guests who are Deaf and hard of hearing.





## Procurement of Goods, Services and Facilities



# Procurement of Goods, Services and Facilities

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Accessibility is at the forefront of all our procurement processes. We review and follow guidelines to ensure we meet universal design requirements in all procurement of goods, services and facilities. We incorporate universal design principles in all requests for proposals, including design, contracts, purchases, emergency planning and operations. We consult with external universal design experts and engage with our community partners on new designs, services or purchases of equipment and tools.

## What We Have Achieved

- Purchased two Eagle Lifts to support the Invictus Games Vancouver Whistler 2025, our partners and assist participants.
- Purchased a passenger boarding ramp for South Terminal, equipped with a canopy

cover to shield passengers from weather conditions. The ramp allows for access for all passengers with its adjustable slope and pivoting bridge that lays over existing aircraft stairs and provides a faster, more comfortable means of boarding and deplaning.

## What We Are Focusing on Next

- Purchasing an Ambulift, a specialized vehicle equipped with a lifting platform designed to assist passengers with reduced mobility in boarding and deplaning aircraft, particularly when jet bridges or other accessible options are unavailable.
- Continuing to follow accessibility guidelines to minimize barriers and improve guest experience when procuring any new equipment for the airport.
- Continuing to review additional equipment options that will enhance accessibility at YVR.



### Our Story: A&K Robotics Autonomous Pod Trial

The new autonomous pod technology, developed by Vancouver-based A&K Robotics, is designed to provide another option for passengers who may need assistance when travelling through the airport.

The new self-driving pods represent an important step forward for accessibility at the airport, helping ensure people of all ages and abilities can independently navigate our terminals. Whether it's someone with varying mobility and guidance needs, someone using crutches, an expectant mother or someone whose knees just don't feel as they used to, these pods will give them more freedom to reach their gates and access airport services with greater independence.

YVR stands as the single largest building in British Columbia. In our International Terminal alone, it is approximately 650 metres from the security screening checkpoint to the last boarding gate. While there are a number of moving walkways, we are always looking for new and innovative ways to support travellers in making their way to their gate as well as the shops, restaurants and amenities along the way.

The pods have integrated real-time mapping software that enables passengers to accurately and intuitively understand where they are within the airport. We have conducted trials with employees, members

of the accessibility community and travellers. This phased approach helps to ensure the pods are safely integrated into the airport environment. It also provides an opportunity for our teams to work closely with A&K Robotics to solicit feedback that will help evolve and adapt the form and function of the pods to meet the unique needs of our travellers. We also showcased the self-driving pods during the Invictus Games to assist passengers.

Our work with A&K Robotics is taking place through the Integrated Marketplace program. YVR is the first testbed for this initiative, which is delivered by Innovate BC and allows us to support the development and implementation of made-in-B.C. solutions that benefit YVR and our community as well as local businesses.







## Design and Delivery of Programs and Services



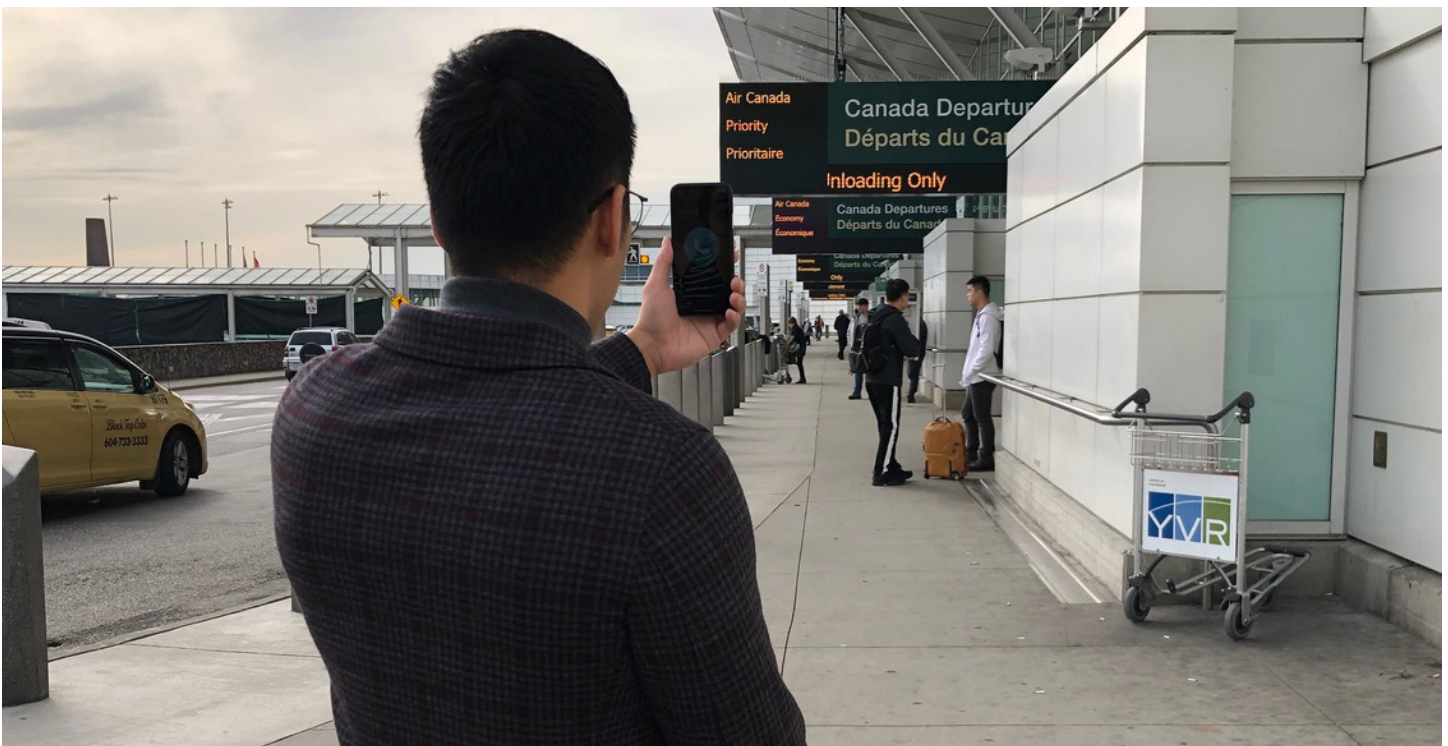
# Design and Delivery of Programs and Services

We want everyone to have a great airport experience where guests feel welcomed and comfortable, leaving satisfied and eager to return for future journeys. Our wide range of service programs are readily available to assist passengers with information and our team strives to create an unrivaled experience for our guests.

Our teams are here to help and are stationed at information counters along our curbs and throughout the terminal to provide assistance. Our in-house Guest Experience team is available 24 hours a day, seven days a week. We currently have 380 Green Coat volunteers, who have been providing services since 1989. These teams are often the first point of contact when guests arrive at YVR and are passionate about creating a welcoming and positive experience. In the past two years, we've added over 100 Green Coat volunteers to our team.

We've made accessibility a top priority by ensuring our Green Coat volunteers and the Guest Experience team take part in specialized accessibility training facilitated by presenters who often bring lived experience to better support our diverse guests. We remain committed to evolving our training to ensure all travellers feel welcomed and supported.

We're also building awareness of our programs and services to create an equitable, respectful and barrier-free airport for everyone. This includes engaging with community partners, external accessibility and inclusion consultants, internal teams and service providers, including airlines, Canadian Air Transport Security Authority, U.S. Customs and Border Protection and Canada Border Services Agency in co-creating the design and delivery of our programs and services.



# Design and Delivery of Programs and Services

## Our Story: The Travel Rehearsal Program

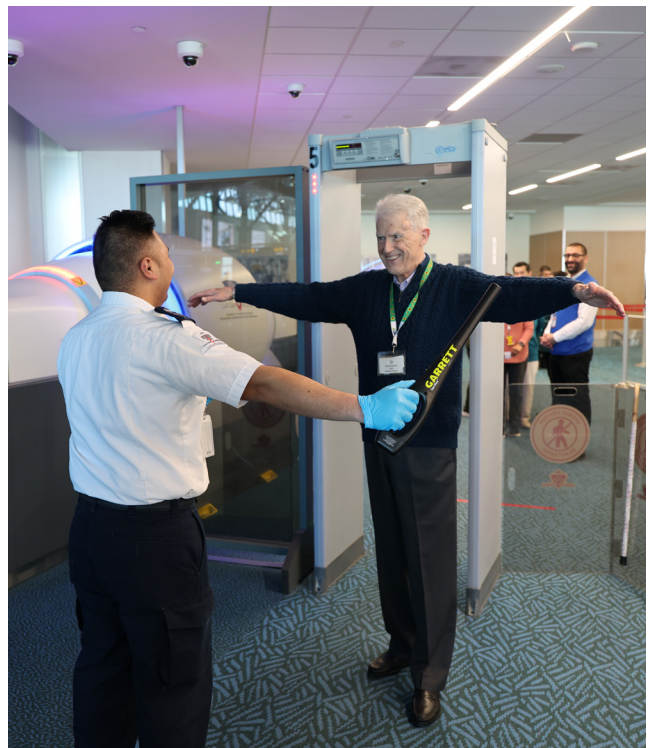
The Travel Rehearsal Program was launched on May 31, 2024, with its first booking made in mid-June 2024. Since then, we have successfully conducted more than 35 rehearsals. July was our busiest month, with 10 rehearsals held in that month alone. The program allows us to showcase the accessibility features available at YVR and helps to eliminate barriers to air travel.

Led and facilitated by members of our Guest Experience team and Green Coat volunteers, YVR's Travel Rehearsal Program brings together many airport partners, including Canadian Air Transport Security Authority, Canada Border Services Agency and U.S. Customs and Border Protection, to offer an opportunity for guests with disabilities or diverse needs to visit the airport before their scheduled travel so they can learn what to expect and plan for their upcoming trip. This initiative aligns with YVR's goal of ensuring that travel is inclusive, accessible and enjoyable for all guests.

Thanks to training from our community partners – Pacific Autism Family Network, Alzheimer Society of British Columbia and Universal Access Design – we are enhancing awareness among our facilitators, equipping them to better support individuals and families through their upcoming travel journey.

We have received a wealth of positive feedback from guests who participated in the Travel Rehearsal Program. Below is a comment from one participant:

“YVR’s Travel Rehearsal Program exceeded my expectations. It was obvious that a lot of planning, work and coordination is involved. Every employee and volunteer needs to be recognized for the outstanding job they did. My daughter feels less anxious of the procedure through the airport. She says she knows now what to expect. She feels like she can do this.” - Travel Rehearsal participant



# Design and Delivery of Programs and Services

## What We Have Achieved

- Provided 20,892 assists since launching the Curbside Greeting Program in December 2023, including 352 sighted guidance supports. Remarkably, 95 per cent of these were unplanned, highlighting the guest experience team's ability to adapt and respond in real time.
- Piloted a Personalized Accommodation Report during a travel rehearsal for neurodiverse individuals and their families, in partnership with the Pacific Autism Family Network (PAFN), AIDE Canada and the Canadian Air Transport Security Authority. This report helps guests share their specific needs with security staff, making the screening process more comfortable. The rehearsal gave participants a chance to practice going through security in a low-stress setting and helped PAFN test a resource that could boost confidence and improve accessibility for neurodiverse travellers.
- Partnered with Spinal Cord Injury BC, Air Canada, the Canadian Air Transport Security Authority and Canada Border Services Agency to offer a travel rehearsal for people with spinal cord injuries. The rehearsal covered the full airport experience – from arrival to check-in, security screening and reaching the departure gate – to help build confidence and comfort with travelling through the airport. They saw demonstrations of the Eagle Lift and aisle chair, and took part in info sessions led by our partners, with time to ask questions.
- Launched the individual Travel Rehearsal Program during the 2024 National AccessAbility Week to provide an opportunity for passengers with booked travel to rehearse the various airport steps before their flight.
- Introduced autonomous self-driving pods with A&K Robotics to conduct a trial period.
- Expanded our partnership with the St. John Ambulance Therapy Dog Program, which supports our Less Airport Stress Initiative. The number of therapy dog visits has doubled, and visits now occur daily instead of three times a week, sometimes with up to three dogs at a time. Guests and staff have shared positive feedback, highlighting the program's calming benefits.





# Design and Delivery of Programs and Services

## What We Have Achieved (continued)

- Continued offering Aira services for people who are blind or partially sighted, allowing them to connect with trained agents for help navigating the airport. Aira access is free at YVR with unlimited usage. In 2024, there were 164 minutes of usage.
- Continued supporting the Hidden Disabilities Sunflower program, which helps guests with hidden disabilities discreetly identify themselves for extra support from airport staff. In 2024, we distributed over 3,000 sunflower lanyards. Sunflower lanyards and stickers are available at all Information Counters.
- Collaborated with the Terminal Operations team on developing an operational contingency plan for partial or complete elevator failure, affecting the flow of passengers travelling through the International to Domestic transfer and security checkpoint.
- Held emergency planning exercises where we invited people with disabilities to participate and help test and evaluate our emergency response. The exercises highlighted the need for additional training on how to communicate effectively with people with disabilities.
- Welcomed a Canadian Air Transport Security Authority initiative that improves support for travellers. Canadian Air Transport Security Authority introduced new customer service roles at security checkpoints to enhance the travel experience. These staff members engage with passengers, offer assistance to those who need support, and if requested, accompany them through screening, help with belongings and explain the process.





# Design and Delivery of Programs and Services

## What We Are Focusing on Next

- Creating guidelines to reduce repeated paging announcements, aiming for a quieter terminal and better passenger experience.
- Continuing to provide accessibility tours to community partners, including our first tour partner since 2013, Spinal Cord Injury BC, to help individuals be prepared, confident and comfortable with their travel experience at YVR. We are exploring the opportunity to develop new tour programs and travel support tools.
- Exploring ways to improve overall guest transportation in the terminal, including curbside assistance, wayfinding signage improvements and contingency plans for unexpected disruptions that may affect the overall experience.
- Assessing airport seating regularly to ensure we have available seating at intervals throughout the journey.







Transportation

# Transportation

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All YVR parking facilities include designated accessible parking spots for people with disabilities (with a valid permit) to provide extra parking width and proximity to facilities. Our accessible drop-off spaces at the departure level offer a 15-minute window for people who need extra time. YVR has agreements with several service providers to provide accessible transportation to and from the terminal. This includes taxis, shuttle service to the South Terminal and jetSet, and Value Long Term parking lots, the Canada Line and car rentals. We also offer curbside assistance for guests regardless of how they arrive or plan to depart.





# Transportation

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## What We Have Achieved

- Introduced 30 minutes of free parking to encourage pick-ups and drop-offs away from the terminal, helping manage curbside traffic and reduce congestion. Effective November 13, 2024, this change enhances accessibility by providing more convenient options for passengers.
- Improved curbside signage with braille and tactile for courtesy shuttles, taxis and ride app pick-up locations.
- Communicated with taxi and rideshare providers about Guide Dog Access Awareness Month, raising awareness on proper guide dog etiquette, the rights of guide dog handlers, the laws that protect them and the importance of equal access.
- Issued a notice to taxi and rideshare providers about the updated locations of the curbside assistance intercom buttons near the accessible drop-off locations.
- Engaged with ground transportation providers to ensure a seamless and supportive experience for guests, including building awareness of drop-off locations and service animal regulations.
- Updated operational procedures to permit the use of accessible curbside stalls on all levels for pick-up and drop-off of passengers with accessibility needs. New signage in the International Arrivals area clearly marks these locations, making them easier to find.

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## What We Are Focusing on Next

- Engaging with ground transportation providers to ensure awareness for wheelchair anchor points for passenger and guest safety.
- Continuing to enhance the new online curbside assistance booking tool, providing guests an additional convenient option to request support. Through valuable insights from lived experience user testing, we've identified opportunities for improvement and are actively refining the form to ensure it meets accessibility requirements and is easy to use.
- Improving signage visibility and accessible parking markings, and evaluating future options to enhance and optimize pick-up/drop-off areas.
- Evaluating options to support guests travelling long distances throughout the airport.



## Consultations



# Consultations

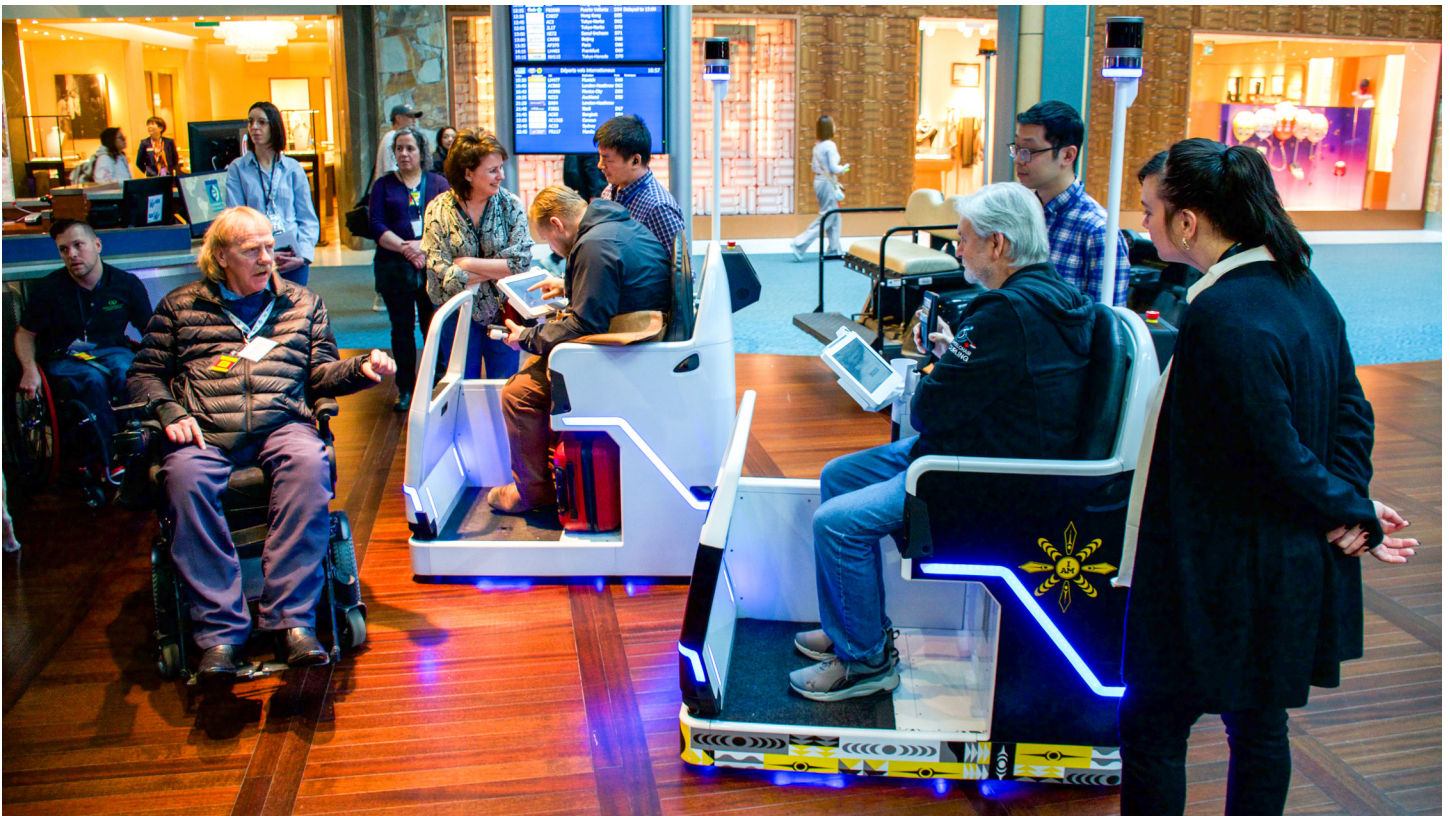
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YVR fully supports the “nothing about us, without us” philosophy to include people with lived disability experience in the planning and operation of our facilities. From our professional accessibility consultants to our community partnerships and journey mapping, we continue to work directly with the community of people with disabilities to design the best airport experience for everyone.

Consulting with community partners is key to ensuring our programs and services are meaningful to our guests. Involving our guests and community is instrumental to ensuring YVR is barrier-free and delivering leading services and solutions for everyone.

“YVR walks the talk. A lot of organizations like to talk a big game about what they do for accessibility, but they are actually consulting with members of the community who these initiatives actually directly affect. It’s nice to see that our voices are being listened to and heard.” – Community Partner feedback

Through our consultation activities in 2024 and 2025, YVR has received generally positive feedback from our community and airport partners regarding our accessibility initiatives. We remain committed to ongoing engagement with these groups on an annual basis to drive continuous improvement in the years ahead. Detailed information on the engagement activities conducted can be found in Appendix B, Consultations.



# Consultations

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## What We Have Achieved

- Conducted an online accessibility survey from February to August 2024, gathering 273 responses to 16 targeted questions. Key recommendations included implementing specialized training programs, enhancing signage and visual aids, and increasing awareness of available services at YVR. Results found that terminal and guest experience have the greatest impact, followed by security and customs, then dining and shopping.
- Held an engagement session with the Terminal Working Group on March 6, 2025. The Terminal Working Group includes leadership representatives from airport partners, including Canadian Air Transport Security Authority, Canada Border Services Agency and various airlines. Four accessibility-related questions were asked to 26 members in attendance. Key feedback themes included focusing on improving transportation options within the airport, strengthening coordination between different service providers to ensure smooth transitions for passengers needing assistance and exploring improvements to communication such as manual pages, wayfinding signs and visual aids.
- Hosted an in-person airport tour with our community partners on March 7, 2025. Moving through the airport, participants provided informal feedback at various destination points, offering valuable perspectives on the accessibility features and potential areas for improvement. A total of 13 participants attended the tour, representing nine community partners. Key feedback themes included removing plastic covers from stanchion wayfinding signs to reduce visual glare, suggestions to enhance use of quiet rooms for all guests, suggestions to improve access to nursing pods and feedback on newly installed braille signs at curbside.
- Hosted a virtual session with our community partners on March 13, 2025. During the session, we shared more details about actions achieved and in progress within accessibility plan, as well as an overview of the feedback collected during the in-person tour. Participants were asked the same two questions within each of the seven provision areas of the plan. The session was attended by 10 participants from nine community organizations. Key feedback themes included enhancing clarity around responsibility for accessibility equipment like Eagle Lifts, strengthening promotion about airport accessibility features, increasing quiet spaces and supporting commercial partners to adopt accessible payment terminals.



# Consultations

## What We Have Achieved (continued)

- Conducted an employee survey from March 5 to March 12, 2025. The survey was available online via YVR's internal intranet. The survey consisted of 13 accessibility-related questions. A total of 50 responses were received. Key feedback themes included accessibility service coordination between YVR staff and airline staff, support for more accessibility equipment post-security and support for strengthening collaboration between YVR and its airport partners.
- Engaged with the Return on Disability Group to gather new insights on disability-related trends.
- Conducted monthly check-ins with the accessibility consultants to review ongoing initiatives, address barriers and ensure alignment with inclusive design best practices.
- Participated in the monthly Canadian Airport Council accessibility working group with other Canadian airports to drive consistency on accessibility related efforts.



# Consultations

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## What We Are Focusing on Next

- Ongoing engagement with airport partners.
- Continuing to engage with our community partners in our ongoing projects, initiatives and training. Our community partners representing people with disabilities include:
  - Alzheimer Society of British Columbia
  - Canucks Autism Network (CAN)
  - Canadian Mental Health Association (CMHA)
  - Canadian National Institute for the Blind (CNIB)
  - Cerebral Palsy Association of British Columbia
  - Pacific Assistance Dogs Society (PADS)
  - Pacific Autism Family Network (PAFN)
  - Parkinson Society British Columbia
  - Return on Disability Group
  - Rick Hansen Foundation
  - Spinal Cord Injury BC (SCI BC)
  - United Way British Columbia
  - Universal Access Design
  - Wavefront Centre for Communication Accessibility





# Employment

# Employment

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People are core to our business and critical to our strategy – both our direct employees and the employees of our business partners on Sea Island. We continue working to align our values, behaviours and employee value propositions so that we can create a workforce reflective of our diverse community and a working environment that supports multi-generational needs and adapts to the changing expectations of how we work. We strive for a culture in which everyone is seen, has a voice and is heard. Our Diversity, Inclusion & Belonging Integrated Strategy recognizes that our strategic workstreams cannot succeed, and our values cannot be lived, if we exclude the wrong people.

YVR strives to create a workplace that embraces the rich diversity of the community we serve, aligned with the critical values from which flow from laws like the Pay Equity Act, human rights codes and the Canadian Charter of Rights and Freedoms. We value the contributions of all employees and are committed to employment equity and the strategic advantages of diversity, inclusion and belonging. By being more inclusive and supportive of diversity, we can draw on a wider field of excellence across the region. We support the Employment Equity Act and take measures to ensure fair employment practices and treatment of employees across our organization. We aim for all practices to be integrated and embedded into our culture and behaviours.

We welcome employment applications from all qualified candidates, including women, Indigenous peoples and people with disabilities. We encourage applicants to self-identify with a designated group(s) to support our team with becoming more diverse. Applicants can ask for accommodations throughout the selection process and while working at YVR. We share postings with our partners to increase opportunities for diverse groups, including internships and summer students.

If you need support applying online, please contact us at 604-303-3152 or [careers@yvr.ca](mailto:careers@yvr.ca)

YVR has a process in place for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability. The employee is responsible for showing the need for accommodation to the manager or Human Resources contact. We consider the accessibility needs of employees during any employment process, including performance management, career development and redeployment. The Human Resources team aids managers and employees in developing suitable accommodation plans where requested.



# Employment

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## What We Have Achieved

- Provided a platform for voices to be heard, for cultures and communities to be celebrated, and for genuine connections to be made while reinforcing our careers through Employment Resource Groups (ERGs). The following six ERGs are supported: Women, Disabled, Indigenous, Racialized, Black and 2SLGBTQI+ workers.
- Conducted a company-wide workspace refresh built upon inclusivity and accessibility that featured wheelchair accessible workstations, noise management innovations, leading ergonomics and braille and tactile signage, and fulfilled YVR's commitment to accessibility and our long-term workplace goals.
- Collaborated with Paper Planes Cafe which supported 22 neurodivergent trainees, who collectively completed over 4,500 hours of hands-on training. Ten trainees secured employment and nine pursued further education or training, highlighting the impact of a strong work readiness model. The growing network of employers, including Emelle's Catering, Gnubees and YVR, has been instrumental in creating real-world opportunities for participants. With certifications like Serving It Right and Food Safe Level 1, trainees are entering the workforce more confident and prepared.
- Upgraded an employee space by installing a push-button door opener, enhancing accessibility and ease of use for staff.
- Provided various accessibility and inclusion trainings. This included actioning Beyond Accessibility training enhancements, such as arrivals onboard training program presentations, tours and interactive activities involving new and current team members from across YVR. The training included an introduction to accessibility and inclusion. In addition, YVR also received additional training from a variety of community partners, such as:
  - Alzheimer Society of British Columbia – Dementia Friendly Training
  - Canadian Airports Accessibility Training – online learning
  - Canadian National Institute for the Blind – Blindness, Sight Loss, and an Empowered Workplace
  - Pacific Autism Family Network – Autism Awareness Training
  - Rick Hansen Foundation – Accessibility Professional Network Conference and Webinars
  - Universal Access Design – Disability Awareness Training – Respectability and Ramping Minds
  - World Parkinson Coalition, with Parkinson Society British Columbia and PD Avengers – Parkinson Ready Program

# Employment

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## What We Are Focusing on Next

- Optimizing the employee accommodation process and sharing success stories to encourage more accommodations and disability disclosure to drive positive performance.
- Continuing to track and target disability as a valued characteristic of potential members for YVR's Board of Directors.
- Continuing to track and target the percentage of our workforce with disabilities compared to the labour market availability of disabled workers.
- Integrating disability in our strategic approach to diversity and inclusion along with other equity groups such as women, racialized people, Black people, Indigenous peoples and members of the 2SLGBTQI+ community.

### Our Story: Disability Inclusion Business Council

YVR proudly contributed to the Disability Inclusion Business Council this year, which recently concluded its mandate with a report, Bridging the Gap – Report on Disability Inclusion in Canadian Workplaces. Tamara Vrooman, President & CEO at YVR, and members of our People and Culture team shared best practices and barriers through this innovative project from the Government of Canada, helping to develop inclusive workplace strategies in the report. We are encouraged by the promising practices and resources emerging to build towards a barrier-free Canada, especially in the workplace. These efforts led to the creation of the Canadian Business Disability Inclusion Network, marking a major step in promoting workplace inclusivity across Canada.





A B C



Canada Connections  
Correspondances –  
Canada



D E



Connections  
Correspondances

Canada Connections						14:30
Scheduled	Actual	Flight	Destination	Gate	Remarks	
12:45	WESTJET	WS112	Calgary	B14	Delayed to 15:45	
15:40	WESTJET	WS118	Calgary	B18		
15:45	WESTJET	AC7784	Edmonton	C43		
15:55	WESTJET	AC216	Calgary	C44		
16:10	WESTJET	AC8163	Victoria	C34		
16:15	portair	PD308	Toronto	B22		
16:40	WESTJET	AC120	Toronto	C49	Delayed to 17:00	
16:45	WESTJET	WS120	Calgary	B13		
16:45	flair	F8808	Calgary	B20		
17:00	WESTJET	WS3107	Terrace	B24		
17:00	WESTJET	AC244	Edmonton	C45		
17:15	WESTJET	4N562	Whitehorse	B27		
17:20	WESTJET	AC8060	Kamloops	C33		

Correspondances Canada						14:30
Actual	Comments	Flight	Destination	Gate	Remarks	
17:25	WESTJET	AC122	Toronto	C50		
17:45	WESTJET	WS3297	Prince George	B23		
17:45	WESTJET	WS122	Calgary	B16	En retard à 20:05	
17:50	WESTJET	WS3183	Victoria	B25	En retard à 18:20	
17:55	WESTJET	AC222	Calgary	C42		
18:00	WESTJET	WS354	Kelowna	B17		
18:00	WESTJET	AC8165	Victoria	C35		
18:10	WESTJET	AC8345	Prince George	C41		
18:15	WESTJET	WS174	Edmonton	B15		
18:30	WESTJET	AC272	Kelowna	C48		
18:35	WESTJET	WS124	Calgary	B14		
18:55	WESTJET	AC8039	Nanaimo	C34		
18:55	WESTJET	AC224	Calgary	C43		

USA Departures						14:30
Scheduled	Actual	Flight	Destination	Gate	Remarks	
14:30	WESTJET	UA387	AC4490	Los Angeles	E75	Departed
14:58	flair	AS2347	Portland	E86	Pre-Boarding	
15:00	WESTJET	UA1230	AC3132	San Francisco	E74	Boarding
15:30	WESTJET	UA2085	AC3185	Denver	E76	
15:30	DELTA	DL3764	Seattle	E88		
15:50	WESTJET	AC8766	San Diego	E85		
15:55	flair	F81876	Las Vegas	E73	Delayed to 16:10	
16:25	WESTJET	AC1060	Las Vegas	E80		
16:35	WESTJET	WS1698	Los Angeles	E78		
16:59	flair	AS3350	Seattle	E86		
17:00	WESTJET	AC319	Honolulu	E81		
17:10	WESTJET	AC8556	Portland	E83		
17:25	WESTJET	AC8806	Seattle	E87		

USA Departures						14:30
Scheduled	Actual	Flight	Destination	Gate	Remarks	
17:30	WESTJET	WS1790	Las Vegas	E75		
17:35	WESTJET	AC537	Maul	E79		
18:00	WESTJET	AC378	Denver	E76		
18:05	WESTJET	WS1874	Lihue	E74		
18:25	WESTJET	WS1852	Maul	E77		
18:30	WESTJET	AC8946	San Francisco	E82		
19:15	WESTJET	UA1083	NH5494	San Francisco	E78	
19:25	DELTA	DL3887	Seattle	E88		
19:33	flair	AS3417	Seattle	E86		
20:55	DELTA	AC560	Los Angeles	E77		
20:55	WESTJET	AC8650	Portland	E85		
21:00	WESTJET	AC8810	Seattle	E87		
22:30	jetBlue	B6604	New York-JFK			



Feedback Information

# Feedback Information

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YVR is committed to providing everyone with a smooth and seamless airport experience. Our plan and ongoing progress are deeply rooted in listening closely to our guests, community partners, employees and community.

We introduced our online accessibility survey to gather feedback from individuals with disabilities based on their airport experiences at YVR over the past three years. The insights collected through the survey will play a crucial role in guiding us toward enhancing the airport experience for every passenger.

We welcome feedback from guests, employees, business partners and the public to help YVR become more accessible and inclusive. Feedback can be submitted by telephone, TTY, email, in-person and web form. A service request number is issued each time feedback is received to ensure that we can track and address it.

YVR acknowledges all feedback in the manner it is received. We follow up with the appropriate teams and airport partners to address feedback, where necessary. Below is a summary of the feedback received within each provision area:

## Built Environment

- Suggestion to add push-button door opener for washrooms.
  - We are progressing our multi-year project to advance the design and installation of push-button door openers throughout the airport.
- Suggestion to add tactile floor guides.
  - We will explore tactile floor indicators in the future but first need to determine appropriate design and location areas.
- Suggestions for improved wayfinding, including signs.
  - We improved wayfinding at the International Arrivals on Level 4 by increasing font and contrast for better readability and added more tactile and braille signage for curbside areas for taxi pick-ups, ride-share, passenger pick-ups and courtesy shuttle pick-ups.
- Suggestion for curbside assistance intercoms to be positioned closer to the curb.
  - We have relocated the curbside assistance intercom to be positioned closer to the curb at the Domestic Terminal and added two new intercoms at International and U.S. curbside locations.
- Suggestion to add a tactile sign outside the nursing pod door.
  - We added tactile and braille signage on all nursing pods.



## Feedback Information (continued)

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### Information and Communication Technologies (ICT)

- Suggestion for online form for curbside assistance.
  - We are developing the online curbside assistance booking tool.
- Lack of visual cues to accompany audio alerts for boarding zones at gates for deaf passengers.
  - We have sign language boarding messaging on all gate information display screens across the airport and paging announcements in both audio and visual format.

### Communication, other than ICT

- Suggestion to add hearing loop to all airline gates.
  - We added hearing loops to 27 check-in counters.
- Complaint about loud, ongoing announcements throughout the terminal.
  - We are working on improving our public announcement system, including standardizing sound levels and message frequency and reducing unnecessary paging.

### Procurement of Goods, Services and Facilities (None)

### Design and Delivery of Programs and Services

- Request for increased modes of transport/assistance for long walks in terminal.
  - We are trialing autonomous transport pods.
  - We added walking times on display screens to give real-time estimates to boarding gates to help guests understand distances within the airport.
  - We ensure there is sufficient seating that is available along the journey path.
  - We have increased our inventory of wheelchairs.
- Lack of awareness of Hidden Disabilities Sunflower Program lanyards/mobility needs in terminal.
  - Sunflower lanyards and stickers are available at all Information Counters. We will continue to promote and share information about the Hidden Disabilities Sunflower Program through YVR's website, social media channels and with YVR staff.

## Feedback Information (continued)

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### Transportation

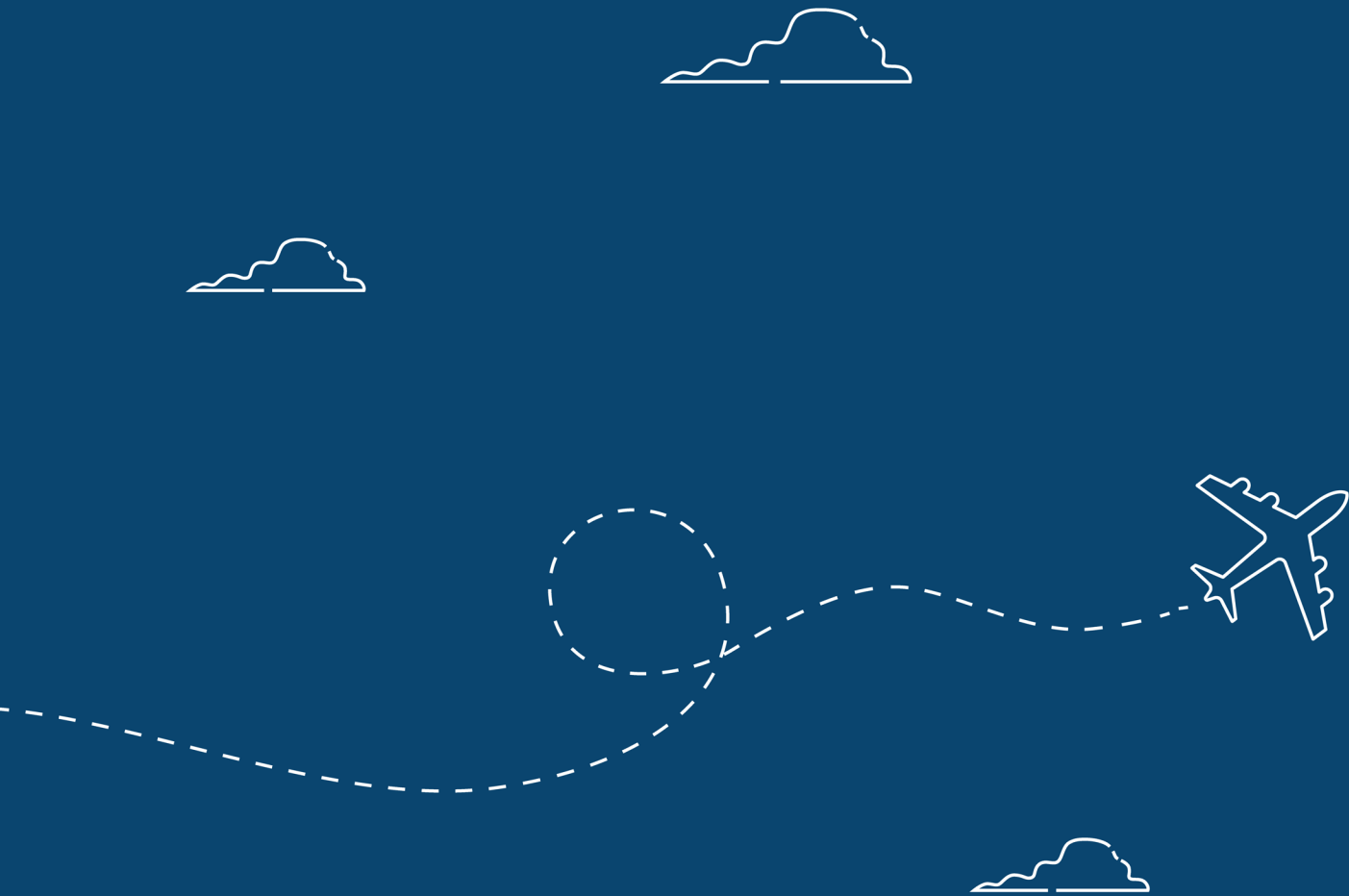
- Complaint about accessible drop-off/pick-up zones blocked or used by unpermitted vehicles.
  - We introduced 30 minutes of free parking to help manage curbside traffic and reduce congestion.
  - We updated operational procedures to permit the use of accessible curbside stalls on all levels for pick-up and drop-off of passengers with accessibility needs.
  - We updated our drop-off area by wrapping the curbside bollards in blue with a high-contrast international symbol of access. This change makes it easier for drivers and passengers to identify accessible drop-off and pick-up spots.

### Employment (None)

### Airport Partners

- Guest feedback with airport partners.
  - We continue to strengthen our collaboration with airline partners to improve the consistency and quality of our services. This includes feedback on providing mobility assistance providing mobility assistance, luggage assistance and reducing passenger wait times.
- Lack of recognition of Hidden Disabilities Sunflower Program posed challenges with airport staff.
  - We continue to work closely with our airport partners to emphasize the importance of familiarizing staff with the Hidden Disabilities Sunflower Program and recognizing the sunflower lanyards and stickers on guests.
- Suggestions for training opportunities.
  - Shared Disability Awareness Training with partners.





## Appendix A – Terminology

# Appendix A – Terminology

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## **The Accessible Canada Act**

The Government of Canada consulted with Canadians from July 2016 to February 2017 to find out what an accessible Canada means to them. On June 20, 2018, the Government introduced Bill C-81, *An Act to ensure a barrier-free Canada (the Accessible Canada Act)* in Parliament. The Accessible Canada Act received Royal Assent on June 21, 2019, and came into force on July 11, 2019.

## **Accessible Transportation for Persons with Disabilities Regulations**

The Accessible Transportation for Persons with Disabilities Regulations requires that YVR have policies, programs and services in place to support the Canadian Transportation Agency accessibility-related regulations following the Accessible Transportation for Persons with Disabilities Regulations and the Accessible Canada Act. YVR will update its Accessibility Plan every three years, publish yearly progress reports and conduct feedback processes.

## Appendix A – Terminology (Continued)

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### Universal Design Principles

Providing a facility that is universally accessible is a priority for YVR. All new or altered facilities that form part of the travel process must follow the current National Building Code of Canada and the Canadian Transportation Agency's "Code of Practice: Passenger Terminal Accessibility." This code of practice applies universal design principles and specifically requires that new construction meet the requirements of Canadian Standards Association (CSA) B651. The most stringent code requirements will apply.

When renovating existing facilities or where there are other significant limitations on the facility, the permits group will facilitate a discussion on what measures can be taken to make sure that the principles of the universal access manual are met.

The principles of universal design are summarized:<sup>1</sup>

- **Equitable Use:** The design is useful and marketable to people with diverse abilities.
- **Flexibility in Use:** The design accommodates a wide range of individual preferences and abilities.
- **Simple and Intuitive Use:** Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration level.
- **Perceptible Information:** The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- **Tolerance for Error:** The design decreases hazards and the adverse consequences of accidental or unintended actions.
- **Low Physical Effort:** The design can be used efficiently and comfortably with minimum fatigue.
- **Size and Space for Approach and Use:** Proper size and space are provided for approach, reach, manipulation and use regardless of the user's body size, posture or mobility.

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<sup>1</sup> The Centre for Universal Design has developed guidelines to go with the seven principles.



# Appendix A – Terminology (Continued)

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## Principles of Accessibility

Section 6 of the Accessible Canada Act sets out a series of principles as follows:

1. All persons must be treated with dignity regardless of their disabilities.
2. 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.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they want, regardless of their disabilities.
5. 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.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

## Key Terms

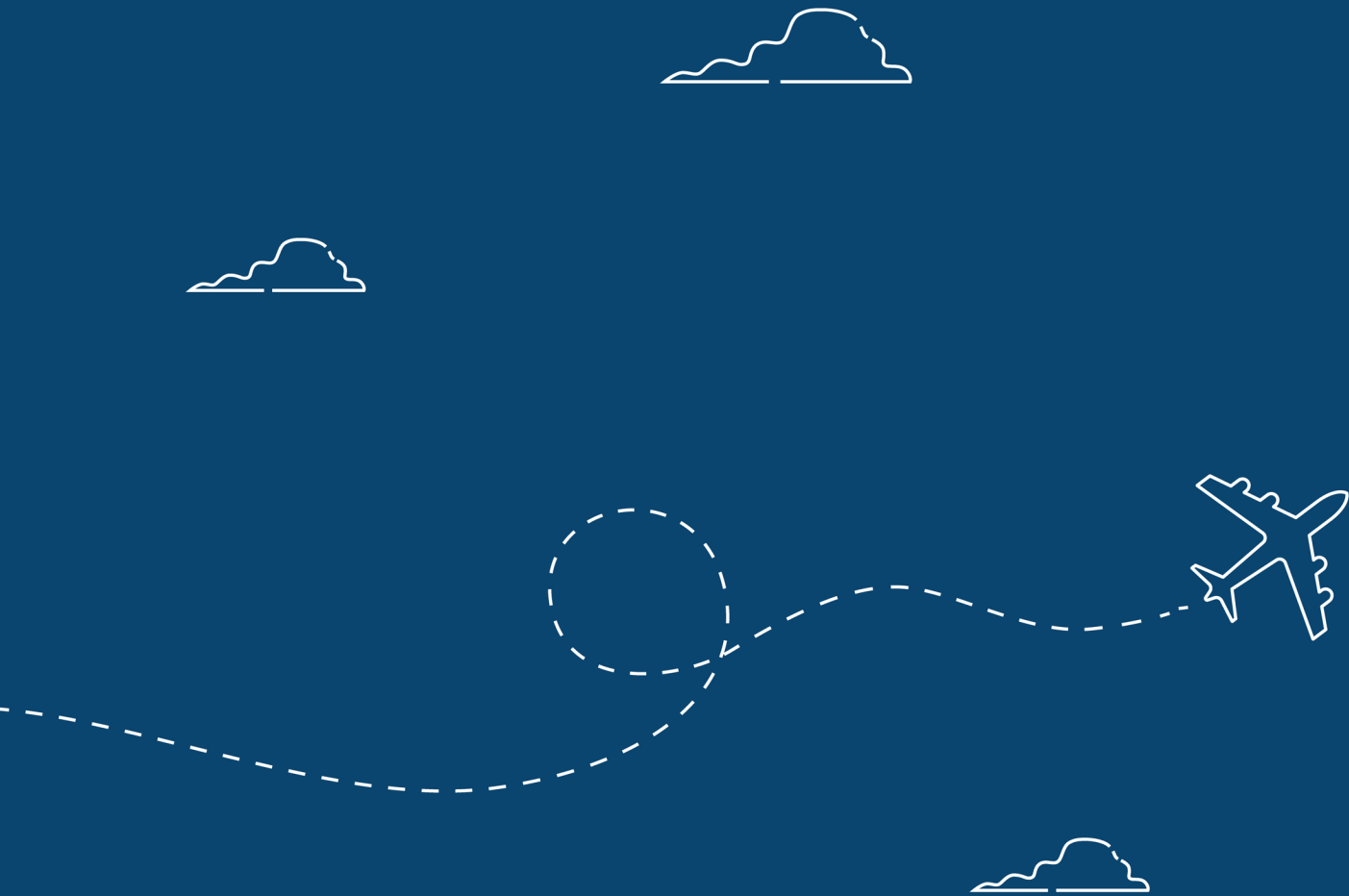
As defined by the Accessible Canada Act:

### Barrier:

“means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

### Disability:

“means 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.”



## Appendix B – Consultations

# Appendix B – Consultations

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This appendix provides a more detailed account of the consultation activities that YVR conducted in 2024 and 2025, including questions asked to participants.

## **Online public survey from February 2024 to August 2024**

The survey consisted of 16 questions and was designed to capture feedback from travellers about their recent experiences with Vancouver International Airport, both online and in-person. It covered key touchpoints of the passenger journey, from visiting the airport's website, to transportation to and from the airport and in-terminal processes, including check-in, baggage handling, security, dining and overall satisfaction.

## **Engagement session with the Terminal Working Group on March 6, 2025**

The session was attended by 26 Working Group members. Four questions were asked to gather input on YVR's top accessibility priorities, key challenges faced by guests with accessibility needs, ideas for improvement and the effectiveness of collaboration between YVR and airport partners on shared accessibility efforts.

## **In-person airport tour with community partners on March 7, 2025**

A total of 13 participants attended the tour, representing nine community partners from the Rick Hansen Foundation, Pacific Assistance Dogs Society, Spinal Cord Injury BC, Canucks Autism Network, CNIB, Universal Access Design, Alzheimer Society of BC, Pacific Autism Family Network and Cerebral Palsy Association of BC. The tour demonstrated accessibility progress at specific areas in the airport and the opportunity to obtain feedback for additional improvements.

## **Virtual session with community partners on March 13, 2025**

The session was attended by 10 participants from nine community organizations including Pacific Assistance Dogs Society, Spinal Cord Injury BC, Wavefront Centre for Communication Accessibility, Canucks Autism Network, CNIB, Universal Access Design, Alzheimer Society of BC, Canadian Mental Health Association and Pacific Autism Family Network. Participants were invited to share their feedback on YVR's current and ongoing actions within each of the seven provision areas and they were asked for additional suggestions or considerations to help YVR shape its next three-year plan.

## **Online employee survey from March 5 to March 12, 2025**

The 13 question-survey was available online via YVR's internal intranet and was designed to gather insights on employee experience, awareness and perceptions of accessibility at the airport. It explored four key areas: their direct experience assisting guests with accessibility needs, staff awareness of YVR's accessibility initiatives, perceived challenges and barriers faced by guests with accessibility needs, and suggestions for improvement.



