Fort McMurray Airport
Accessibility Plan & Feedback Process
2024-2027
V1.1

Contents

Plan Revisions

Version	Date	Change(s)	Prepared By	Approved By
1.0	May 2024	New	Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
1.1	July 2024	Updates in response to regulator feedback.	Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure

An updated plan will be published every three (3) years.

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General

The Fort McMurray Airport Authority (FMAA) is committed to improving accessibility through prevention & removal of barriers. This plan is a comprehensive roadmap of actions FMAA will undertake between June 1, 2024 and June 1, 2027.

The plan and its contents are guided by the following Principles of Accessibility:

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 desire, 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; and,
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

Feedback Process

All feedback, including anonymous feedback, is welcomed and encouraged.

Designated recipient for feedback

Manager, Marketing & Communications

How to provide anonymous feedback or request an alternate format

Feedback is acknowledged in the same way it is received, unless provided anonymously. To submit feedback, or request an accessible alternate format of this plan or the feedback process:

Mail

300-100 Snow Bird Way, Fort McMurray, Alberta, T9H 0G3

Phone

780-793-8970

Email

accessibility.request@flyymm.com

Website

https://flyymm.com/contact-us/contact-us-info/customer-feedback-form/

Other feedback methods

Social Media

https://www.facebook.com/FlyYMM

FlyYMM (@flyymm) • Instagram photos and videos

https://twitter.com/FlyYMM

https://www.linkedin.com/company/fort-mcmurray-airport-authority

Consultation

Method

In March 2023, FMAA hosted an in-person consultation tour with members of the Regional Inclusivity Committee (RIC).

Three RIC committee members who represented a variety of accessibility requirements provided recommendations based on their lived experience.

The members used their own lived experience and knowledge of the experiences of other community users to provide feedback on how to reduce/eliminate barriers and/or enhance accessibility. Specific topics discussed included pre-airport planning (website), transportation to & from the airport, curb-side assistance, parking, access to the terminal building, wayfinding, service animal accommodations, and signage and announcements, and facility design features.

Low cost, easy to implement recommendations such as enhanced signage was implemented in 2023. The remaining recommendations were included in the opportunity register detailed in section "Our Shared Future 2024-2027", from which improvements have been selected for this inaugural plan.

Regional Inclusive Committee

FMAA is a member of this local advocacy committee along with a variety of local advocacy groups & persons with accessibility requirements.

YMM Accessibility Committee

FMAA's advisory committee including representatives from the disability community. The internal committee members were selected for their connection and influence with relevant internal and external stakeholders. All members represent other committees and/or resources. Members of YMM's internal Accessibility Committee are involved with the Hidden Disabilities program.

Leadership sponsors

VP, Operations & Infrastructure

Director, Finance & Corporate Services

VP, Air Service & Commercial Development

Internal membership

Chair & Secretary

Specialist, Air Service Development

Specialist, Airport Operations

Compliance & Risk Management

Manager, Health Safety Security & Environment

Accessibility Improvement Operations

Manager, Facility & Terminal Operations

External membership

Chair, Fort McMurray Regional Inclusive Committee

Focus Areas of Accessibility

Employment

This section covers FMAA's policies, programs, practices, and services designed to identify, remove, and prevent barriers to employment at YMM.

- Equity, Diversity, and Inclusion policy
- Disability Awareness training
- Accommodations for employees with visible and hidden disabilities and health conditions.
- Workplace personalization, where feasible and practicable, that respect the unique needs of individuals who may not have a diagnosed disability or health condition.
- Participation and promotion of the Hidden Disabilities program.

Information and communication technologies (ICT)

This section identifies FMAA's policies, programs, practices and services designed to identify, remove, and prevent barriers in ICT. Barrier free ICT involves our website, telecommunications, computer systems, and public announcements.

- Compliant with Web Content Accessibility Guidelines (WCAG 2.0)
- Accessible self-serve check-in kiosks.
- Public announcements about schedule change and gate assignments are provided in both audio and visual formats in all passenger service areas inside the terminal.
- Email and telephone relay as alternative means of communication in addition to telephone systems;
- Information available in electronic format is compatible with adaptive technology;
- An accessibility tool is available on FMAA's website.

Communication, other than ICT

This section describes how FMAA ensure its employees and contractors communicate in language that is informed, respectful and accessible when providing information on our technologies, goods, services, and facilities, and programs.

- All FMAA personnel and contracted service personnel (i.e. security personnel) are required to take the *Canadian Airports Accessibility Training* course. This course was developed for the Canadian airport industry in consultation with persons with accessibility requirements.
- FMAA endeavors to use plain language when communicating on our website, social media channels, and media publications.
- Digital and static signage have been reviewed by members of the Regional Inclusivity Committee.
- All accessible washroom stalls are identified with signage and braille.

- Signage and/or symbols added at customer touch points identified by persons with disabilities.
- Customer experience volunteers provide verbal or written information about services and facilities and connect customers to enhanced assistance where needed.

Procurement of goods, services, and facilities

This section identifies FMAA's policies, programs, practices, and services that ensure the removal and prevention of barriers in the procurement of goods, services and facilities.

- Contracted taxi service and car rental providers are required to have accessible fleet options to service airport customers.
- Contracted taxi service and car rental providers are required to respond to accessibility-related requests, complaints and feedback in a timely manner.
- Requirements for specific passenger facing contractors to comply with accessibility training requirements.

Design and delivery of programs and services

This section identifies the ways FMAA identifies, removes, and prevents barriers by the way it designs and delivers its programs and services.

- Membership on the Regional Inclusivity Committee
- Hosting a barrier free terminal tour
- Formation of the YMM Accessibility Committee (advisory)
- Curbside assistance program
- Pet therapy program
- Hidden Disabilities program
- Accessibility training program
- Customer Feedback program

Transportation

This section identifies FMAA's policies, programs, practices, and services designed to identify, remove, and prevent barriers in transportation used to access FMAA's facility and services.

- Contracts with service providers for the provision of ground transportation from the terminal require that transportation is accessible to persons with disabilities. This includes our taxi and rental vehicle agreements.
- Communicate the availability of accessible public transportation.
- Offering curbside assistance for passengers with disabilities.
- Wheelchairs are available upon request from customers.
- Participation in the Hidden Disabilities program

Built Environment

This section identifies FMAA's policies, programs, practices, and services that identify, remove, and prevent barriers in the airport terminal building.

- Signage and wayfinding in and around the terminal;
- Washroom accessibility with associated wayfinding and destination signage;
- Service animal relief areas with associated wayfinding and destination signage.
- Accessible parking, curbside pick-up and drop off, and an accessible path of travel to and from the terminal.

Our Shared Future 2024-2027

Accessibility Goals & Action Plan

YR 1 (2024/25)

- Community event promotion of the Hidden Disabilities program, YMM's involvement, and how it enhances customer experience.
- Confirm that all FMAA personnel and applicable contractors have received the updated Canadian Airports Accessibility Training
- Paint the Departures Level 2 to conform to current accessibility best practices and clearly indicate the existing accessible loading/unloading area.

YR 2 (2025/26)

- Internal promotion of the Hidden Disabilities program and how it benefits organizational culture and performance.
- Establish an accessibility information campaign to enhance awareness of YMM's accessible services, features, and initiatives. Promote awareness of features and communicate the benefits to all people who may experience accessibility requirements either temporarily (e.g. broken ankle) or permanently.
- Provide individuals participating in FMAA's Customer Experience Volunteer program with the opportunity to take the *Canadian Airports Accessibility Training* course.
- Formally review and decide on recommendations generated from the 2023 barrier free terminal tour opportunity register [ref: RIC Terminal Walkthrough (Follow Up)].

YR 3 (2026/27)

- Gap analysis on integration of accessibility best practices into FMAA's operational, financial, and strategic planning processes.
- Upgrade select facility features such as bi-level or adaptable tables and/or other recommendations generated from the barrier free terminal tour.

Opportunity Register

Employment

- Re-evaluate our recruitment processes with a strategic focus on improving inclusivity and accessibility, which includes documenting a formal onboarding procedure to ensure all employees can be hired and integrated in a welcomed, dignified, and efficient manner.
- Develop a revision of the Diversity, Equity, and Inclusion policy with input from our employees and internal Accessibility Committee.

- Establish terms of reference, objectives, and membership requirements for our internal Accessibility Committee.
- Transform the language and terminology used within our internal employee documents towards inclusive language.

Information and Communication Technologies (ICT)

- Adopting the technology to provide visual messaging and paging services.

Communication (other than ICT)

- Incorporate into our training matrix specific training for select FMAA personnel and applicable contractors on accessible communication skills such as plain language and inclusive terminology.
- Update our website as Web Content Accessibility Guidelines (WCAG) evolve.
- Create an accessibility map that clearly identifies the location of accessible features, facilities and services throughout the airport.
- Develop a promotion campaign to enhance culture and community surrounding accessibility and inclusion.

Procurement of Goods, Services, and Facilities

- Update the procurement policy to formalize accessibility as a criteria or requirement for proposals of goods, services, technologies, and facilities.
- Create an effective mechanism (e.g. checklist) for preventing barriers in the procurement of new goods, services, and facilities.
- Strengthening our quality assurance pertaining to the accessibility requirements and performance of our vendors through increased annual audits, key performance indicators (KPI's) and reporting.

Design and Delivery of Policies, Programs, and Services

- Develop a process for policy and procedure implementation that includes an accessibility review by the internal accessibility committee prior to document implementation.
- Create a Passenger Experience Strategy to clearly articulate the vision, objectives and goals of the program.
- Expand the accessibility features of various displays and installations and educational screening throughout the airport by integrating them with scannable QR codes that offer both audible and visual information options.
- Develop a mechanism to consult on accessibility requirements in the development of an airport personnel training programs.

Built Environment

- Create an opportunity register for modifications or new additions to the built environment.

- Audit current contract and RFP processes to determine if there is a mechanism for including accessibility criteria at the beginning of a built environment project.
- Conduct a gap analysis on the latest universal design standards.
- Consider a policy requiring consultation with persons with disabilities when making modifications or new additions to the built environment which might relate to or impact accessibility.

Provisions of CTA Accessibility Related Regulations

As a regulated Transportation Service Provider (TSP) subject to the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), FMAA complies with the applicable accessibility related requirements in the following ways.

Parts of the following sections (wherever applicable to airport operators) under ATPDR govern FMAA and our activities related to accessibility:

- Part 1 – Requirements Applicable to Transportation Service Providers (includes Training Program Information)
- Part 4 – Requirements Applicable to Terminal Operators

Our Accessibility webpage *(*Accessibility - FMAA | FMAA (flyymm.com) is dedicated to information about accessibility at YMM. The webpage contents include all regulatory information.

Personnel Training

All applicable personnel are required to complete the *Canadian Airports Accessibility Training* which covers the Principles of Accessibility.

Front line customer facing personnel receive both the *FMAA Curbside Assistance (Mobility Aid) Training* and *Canadian Airports Accessibility Training* which together cover the Principles of Accessibility and the various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs.