



Contents

Plan Revisions	2
General	3
Feedback Process	3
Designated recipient for feedback	3
How to provide anonymous feedback or request an alternate format	3
Other feedback methods	4
Consultation	5
Initial Plan	5
Method	5
Regional Inclusive Committee	5
YMM Accessibility Committee	5
Focus Areas of Accessibility	7
Employment	7
Information and communication technologies (ICT)	7
Communication, other than ICT	7
Procurement of goods, services, and facilities	8
Design and delivery of programs and services	8
Transportation	8
Built Environment	9
Our Shared Future 2024-2027	10
Accessibility Goals, Action Plan, & Progress Report	10
Progress Report Consultation	13
Opportunity Register	13
Provisions of CTA Accessibility Related Regulations	16



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
Progress Report Year 2025	May 2025		Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
Progress Report Year 2025	August 2025	Updates in response to regulator feedback. Progress Report information	Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
		added to pages 10-13.		

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



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;
- 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

Initial Plan

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 accessibilityrelated 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, & Progress Report

YR 1 (2024/25) Action Plan

- 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 1 (2024/25) Progress Report			
Goal	Status Summary	References ¹	
Community event promotion of the Hidden Disabilities program, YMM's involvement, and how it enhances customer experience.	Completed. Hidden Disabilities graphics published internally and externally around terminal on advertising screens. Reminders about the program published in YMM News in Brief Fall 2024 and on social media channels. Published social media posts of YMM participation at Keyano College International Day of Persons with Disabilities on Dec 3, 2024 and Fuse Social's Volunteer Appreciation Day (showcasing the Hidden Disabilities program). All community events showcased the program and how it enhances the customer experience. Membership renewed April 2024.		
Confirm that all FMAA personnel and applicable contractors have received the updated Canadian Airports Accessibility Training	 FMAA: In progress. As of May 14, 2025, 76% of FMAA employees have completed the new Canadian Airports Accessibility Training. The remainder of employees are due by end of Q3 2025. Applicable Contractor: Security: In progress. As of May 14, 2025, 43% of personnel completed the new training. The remainder hold a valid "Disability Awareness" certificate. The remainder of employees are due to transition by end of 2025. 	LMS	

¹ References are intended for internal use to provide the location where evidence is documented (e.g. work order identifier, project planning software links)



10

Paint the Departures Level 2 to conform to current accessibility best practices and clearly indicate the existing accessible loading/unloading area.	In Progress. Work assigned to Manager, Airport Maintenance. Task planning underway. Expected completion end of Q2 2025.	WO# 2024- 7355

YR 2 (2025/26) Action Plan

- 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 2 (2025/26) Progress Report		
Goal	Status Summary	References
Internal promotion of the	Completed. Digital ads are currently in place	
Hidden Disabilities program	on all Pattison screens about the program and	
and how it benefits	benefits.	
organizational culture and	NEW: Pending. FMAA met with Hidden	
performance.	Disabilities Program. The program is	
	encouraging airports to host a 1 HR training	
	session with stakeholders and give them a	
	refresher. FMAA has plans to host 1-2 refresher	
	sessions by the end of 2025.	
Establish an accessibility	In Progress. Positioned to start in 2025 with	HSSE
information campaign to	Marketing team. Campaign kick off anticipated	SharePoint
enhance awareness of YMM's	by end of Q2 2025 with the launch of the virtual	site
accessible services, features,	360 wayfinding.	Accessibility
and initiatives. Promote	Completed. A 360-view photo shoot was	folder
awareness of features and	initiated in Q1 2025. The images will show up	
communicate the benefits to	via goggle to support wayfinding for people	
all people who may experience	planning their trip.	
accessibility requirements		



		,
either temporarily (e.g. broken		
ankle) or permanently.		
Provide individuals	Completed.	
participating in FMAA's	All active YMM Volunteers were provided the	
Customer Experience	opportunity to complete the training.	
Volunteer program with the	As of April 1, 2025, 100% of active volunteers	
opportunity to take the	completed the training.	
Canadian Airports Accessibility		
Training course.		
Formally review and decide on	In Progress. Recommendations such as	HSSE
recommendations generated	signage improvements from the 2023 tour have	SharePoint
from the 2023 barrier free	been implemented. A follow up terminal tour is	site
terminal tour opportunity	scheduled for Q4 2025.	Accessibility
register.	,	folder
NEW: adult change table	In Progress. Manager, Air Service & Customer	
	Experience and Manager, Facilities & Terminal	
	Operations are doing a feasibility assessment	
	as part of the planning for this upgrade.	
NEW: replacement of entry/exit	Pending. FMAA is working with architect to	
rotating doors	replace rotating doors with sliding Stanley	
	doors. The item has been added to YMM	
	Committee agenda under "New Items" for	
	monitoring so that accessibility features are	
	considered in the design phase (e.g. contrasting	
	colour for the frame).	
NEW: evaluate Good Maps	Completed. Waiting to see how 360 project	
opportunity	turns out. Project was completed in April 2025.	
	Manager, Marketing & Communications will	
	provide update at the 2025 Q3 Committee	
	Meeting.	
NEW: Changed out	Completed. Earls, Tim Hortons, Food Court.	Completed
Accessibility floor decals in	Observation area decal is located on table	on March
concessions and food court	instead of floor. Due to seating area being	20, 2025
area. Non-slip with the	arranged for events.	WO# 2025-
accessibility symbol for area of		1653
seating.		
NEW: Changed Accessibility	In Progress. New decals have been received. A	WO# 2025-
decals around Carousel 1 and	work order is assigned to replace existing	2619
2. Non-slip with the	decals.	
accessibility symbol. Better		
material purchased for less		
wear and tear.		
Trout und tout.		



YR 3 (2026/27) Action Plan

- 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.

YR 3 (2026/27) Progress Report		
Goal	Status Summary	References
Gap analysis on integration of accessibility best practices into FMAA's operational, financial, and strategic planning processes.	In Progress. Q1 2025 FMAA began meeting monthly with its taxi service provider and incorporates a routine review of the service provider's conformance with the accessibility requirements of its contract.	
Upgrade select facility features such as bi-level or adaptable tables and/or other recommendations generated from the barrier free terminal tour.	Pending.	

Progress Report Consultation

FMAA prepared the progress report in consultation with the YMM Accessibility Committee which includes membership from persons with disabilities who use the airport services. Committee meetings were hosted on September 17, 2024, December 17, 2024, and March 17, 2025 (REF: Work Order 2024-2977).

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 <u>Accessible Transportation for Persons with Disabilities Regulations</u> (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:

- <u>Part 1 Requirements Applicable to Transportation Service Providers</u> (includes <u>Training Program Information</u>)
- Part 4 Requirements Applicable to Terminal Operators

Our Accessibility webpage (<u>Accessibility - FMAA | FMAA (flyymm.com)</u> 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.

