



YVR Accessibility Plan 2023-2025





Contents

At YVR – Beyond Accessibility	5
YVR Journey	6
Executive Summary	6
At YVR, We All Belong	8
Our Purpose	10
Our Accessibility Mandate	10
Our Accessibility Mandate in Action	10
Our Aspiration	10
Our Pillars	11
General	12
Feedback Mechanism Process and Contact Information	13
Appointed Contact Position: Customer Call Centre	13
Consultation/Developing This Plan	14
Alternate Formats	14
Provisions of CTA Accessibility-Related Regulations	15
Built Environment	18
What We’ve Achieved	19
What We’re Working to Improve	21
Information and Communication Technologies (ICT)	23
What We’ve Achieved	24
What We’re Working to Improve	25

Communication, other than ICT	27
What We've Achieved	28
What We're Working to Improve	29
Procurement of Goods, Services and Facilities	30
What We've Achieved	31
What We're Working to Improve	31
Design and Delivery of Programs and Services	32
What We've Achieved	33
What We're Working to Improve	35
Transportation	36
What We've Achieved	37
What We're Working to Improve	37
Consultations	38
What We've Achieved	39
What We're Working to Improve	40
Employment: Purpose Through People	41
What We'll Do	44
Measuring Our Success	45

Appendices

	46
The Accessible Canada Act	47
Accessible Transportation for Persons with Disabilities Regulations (ATPDR)	47
Universal Design Principles	47
Principles of Accessibility	48
Key Terms	48



At YVR – Beyond Accessibility

YVR Journey

Executive Summary

At Vancouver International Airport (YVR), we are proud to play a leadership role in accessibility and one of our top priorities is providing an accessible airport for everyone.

Changing demographics, combined with an increasingly active community of people with disabilities, inspire us to create and deliver more inclusive terminal design and guest experiences that support people of all abilities. For us, access isn't a box to check. It's a mandate of continual inclusion and continual improvement.

At YVR, our purpose is to serve our community and the economy that supports it. This purpose drives everything we do and informs the way we look at our operations through the lens of accessibility. 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.

As we look to our future, we also acknowledge the past. 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 and pursue opportunities that will strengthen our partnership and our community, and create a mutually beneficial future.

We are proud of the work we have already completed to deliver strong guest services for people of all abilities as they travel to, through or from YVR, or visit our airport. Moving forward, we also accept that approximately 25 per cent of the population has some form of visible or invisible disability. We also know that 30 per cent of the population is from ethnic groups, and this all adds up to a significant proportion of the community we serve. These are also many of the same demographics that were disproportionately affected by job loss and financial impact during the pandemic.

YVR is a diverse global hub and we welcome a diverse population of travellers and employees. We aim to meet the highest standards of accessibility and inclusion and create an authentic and inclusive experience for everyone.

While we celebrate how far we've come, we know there is more work to do. Beyond Accessibility is a journey to equity, growth and discovery. Along this journey, we look forward to co-developing new ideas and co-evaluating our progress as we continue to adapt in a changing world.

— Tamara Vrooman, President & CEO,
Vancouver Airport Authority

Executive Summary (continued)

Rather than a compliance mandate, we are expanding our perspective and services to look beyond regulatory requirements to raise the bar significantly and reorient our thinking from 'doing the right thing' to 'doing the smart thing'. This is our mindset as we introduce Beyond Accessibility, a new way of working toward ensuring YVR is accessible for people of all abilities.

To this end, we have designed a new three-year Accessibility Plan to meet the needs of our community. This includes the millions of passengers and guests we welcome each year, as well as thousands of employees who serve

them across all our airport facilities. For us, this creates a deep sense of responsibility to deliver authentic experiences. It is essential that our workers mirror the community we serve, and in turn, this influences how we work. Our responsibility is to foster a culture where unique contributions feel valued and respected. This will ensure we provide valuable insights to guide and influence the experience we deliver at YVR and is, and will be, the driving force for long-term sustainability and success.



At YVR, We All Belong

Building a YVR where we all belong doesn't 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 don't want anyone to feel they have to 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

Our Accessibility Plan focuses on developing a welcoming and inclusive environment for everyone and ensuring our accessibility solutions evolve as the needs of our customers and employees change. Some essential parts of our journey include having a deep understanding of our guests and employees' experience; finding and removing barriers; and delivering leading solutions that make YVR a place of human connectivity that embraces cultural values and diverse identities, and enables the flow of ideas, innovation, knowledge-sharing and positive investments.

Our three-year Accessibility Plan (2023 to 2025) will adapt as we engage with our guests, employees and community. We will proactively change our operating environment to meet the real needs of the people we serve.



At YVR, We All Belong (continued)

Our Accessibility Plan is founded on four key pillars—leadership, engaged community, design and experience—to create workplaces, environments and services that allow everyone to fully take part in all aspects of the YVR experience.

We aspire to provide a world-class experience for all, and meaningful access is integral to our journey. Key performance indicators help measure our success.

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 and develop a shared understanding of barriers while improving access for everyone.



Our Purpose

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

Our Accessibility Mandate

We will develop an airport-wide three-year Accessibility Plan that creates a welcoming environment, reflects people of all abilities and supports the needs of travellers, guests and all airport employees.

Our Accessibility Mandate in Action

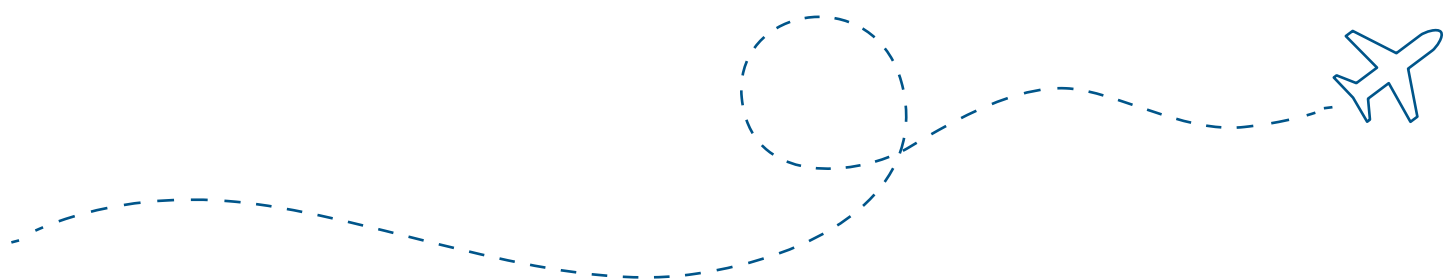
We aim to meet the highest standard of accessibility and inclusion, making sure our airport operates efficiently and respects people with disabilities, allowing everyone to maintain their dignity and independence.

We foster a culture where employees' unique contributions and insights with respect to accessibility 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.

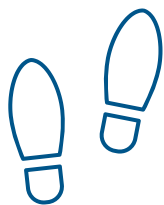
We will go above and beyond the regulatory requirements set by the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the Canadian Transportation Agency (CTA).

Our Aspiration

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



Our Pillars



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

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. Our Accessibility Plan was co-created with our community. By listening to our customers, employees and community partners, and responding to their suggestions, we are designing an airport with our customers at the forefront and evaluating our impact based on their lived experiences.

YVR has set up several ways for people to give feedback, compliments, complaints or suggestions. We welcome your feedback personally or anonymously on this plan and any other issues you encounter. Please share your feedback through any of the following methods. Our 24/7 Guest Experience team will acknowledge receipt of your feedback and follow up with you directly to take action and maintain anonymity.

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 position is 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

Contact Us

<https://www.yvr.ca/en/contact-us>

Alternate Formats

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

Consultation/Developing This Plan

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.

We are working with Leger and the Return on Disability Group to research the passenger journey, gathering the experience of participants with disabilities to name the “wow” and “ow”

moments across all touchpoints of the airport. We upgraded our Customer Satisfaction Program, improving the survey data collection by increasing data collection in the terminal.

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.

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)
- Pacific Assistance Dogs Society (PADS)
- Pacific Autism Family Network (PAFN)
- Rick Hansen Foundation
- Return on Disability Group
- Spinal Cord Injury – British Columbia (SCI BC)
- United Way British Columbia
- Universal Access Design
- Wavefront Centre for Communication Accessibility



Provisions of CTA Accessibility-Related Regulations

Provisions of CTA Accessibility-Related Regulations

YVR strives to create a predictable, 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 (CTA) regulations and 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 (ATPDR) and the provisions of these regulations that apply to it. Under the ATPDR, 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

Provisions of CTA Accessibility-Related Regulations

We continue to apply innovative solutions to enhance accessibility beyond compliance with any provisions of Canadian Transportation Agency (CTA) accessibility-related regulations, which include the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the Accessible Canada Act (ACA). We will update our Accessibility Plan every three years, publish yearly progress reports and conduct feedback processes.

The ATPDR requires considerations for:

- Built Environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT
- Procurement of Goods, Services and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Consultations





Built Environment

Built Environment

What We've Achieved

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, curbside areas to washrooms and beyond.

YVR has an Accessibility Certified Gold rating 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, 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

What We've Achieved (continued)

In 2022, we opened our new International Terminal expansion, which embodies our commitment to continuous improvements to our terminal design and guest experience at YVR. Our new expansion includes an increased number of private washrooms, a nursing room, two new animal relief areas, a quiet room, a yoga space, a multi-faith prayer room, a variety of seating options and a new style of charging units that are part of the seating areas.

All of our new private, single stall washrooms include adult-sized changing benches. Our new International Terminal expansion includes an assisted change room, or Changing Places washroom. This new washroom is equipped with a height adjustable adult-sized changing bench, tracking hoist system, fold-down support arms, vertical grab rails, an accessible sink and paper towel dispenser.



Built Environment

What We're Working to Improve

YVR will continue to review our wayfinding signs to identify enhancement opportunities, such as ensuring electronic information signs feature high contrast colours, and improve wayfinding for key services like animal relief areas.

We will explore opportunities for general wayfinding improvements, including a leading practice review of directional arrows, maps, iconography and fonts.

We continue to seek ways to design with accessibility in mind. In particular, we plan to incorporate more sensory-friendly spaces, accessible change rooms and measures to minimize distraction or effort of movement. We are mindful of the need for quieter spaces throughout all terminals that can be used to relieve sensory overstimulation and better support one-to-one communication needs. We recently launched one such space in the post-security area of International Departures and intend to identify future locations in 2023. Once the locations are identified, we will start design plans for installation in 2024/2025. We will further engage with people with lived experience, so we can assess lighting levels and other important design aspects to ensure we have the best possible design for our guests.

In 2023, we added a new style of accessible charging outlets throughout our International Terminal seating areas and will identify future locations for expansion in our Domestic and U.S. Departure areas.

We are working to adapt surface areas within the airport. In particular, we have received feedback that carpeted areas impede mobility aids, create drag that requires additional effort to move suitcases and can be visually distracting. We plan to review future flooring solutions and study or pilot a “path within a path” design to determine the best approach to make it easier for everyone to navigate the airport.

YVR will continue our plans to upgrade existing self-service bag drops in 2024 in our Domestic Terminal. The new style bag drop will be more accessible and easier to use for all of our guests.

We will continue working with our partners Canada Border Services Agency (CBSA), Canadian Air Transport Security Authority (CATSA) and U.S. Customs and Border Protection (USCBP) to identify opportunities to better accommodate people with disabilities when travelling through security and our borders.

Built Environment

What We're Working to Improve (continued)

Working with our valued airline and agency partners, we introduced new technology – YVR EXPRESS in 2022, which helps reduce wait times for security checkpoints and creates a more predictable experience for our guests. In 2023, we expanded the availability of this service to now include Domestic Departures, International Departures and United States Departures. The service allows guests to schedule a specific time to enter security screening and avoid waiting in line prior to moving through security.

Additionally in 2023, we will be adding two nursing pods to the Domestic Terminals to meet the needs of nursing parents, making them available in all sectors. These will be available for any parents that are seeking extra privacy or space while travelling through YVR.

In 2023, we will continue to engage our community to further assess the ease of use of our self-service kiosks. YVR will seek proposals for a new self-service parking kiosk in 2023 and all existing parking kiosks will be replaced in 2024.

In 2023, we will complete design plans to install an additional curbside assistance call button for our U.S. Departures curbside drop-off area to improve access and provide additional options for reaching our team for curbside assistance.

We will continue to install automated push-button door openers on all of our existing private single-stall washrooms. This multi-year project aims to make accessing our private single-stall washrooms easier for all guests. All new washrooms incorporate a push-button door opener as part of the design requirements.





Information and Communication Technologies (ICT)

Information and Communication Technologies (ICT)

What We've Achieved

YVR is committed to meeting the communication needs of people with disabilities. Our website is WCAG-AA 2.0 compliant, made available to the public and designed to meet accessibility requirements, including persons using adaptive technology. Our website undergoes ongoing third-party monitoring and audits 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 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 public paging system in terminals is available in audio and visual formats, and we use high-contrast colours and plain language on wayfinding signs throughout the terminals. Our mobile flight notification option allows passengers to sign up for updates via SMS or email.

We provide alternative forms of information such as email, braille and large print upon request.

We also use technology to provide options and more inclusive wayfinding and communication.

This includes:

- Aira – a visual interpreting service for people who are blind or partially sighted to connect with trained agents to help airport guests independently navigate the airport or get assistance with visual information. Aira access is free at YVR with unlimited usage.
- Hearing loop systems – a type of assisted listening system for use by people with hearing aids. The hearing loop provides a wireless signal that is picked up by the hearing aid when it is set to the “T” (Telecoil) setting. We have hearing loops throughout the terminal at all of our information counters.
- Public announcements – all announcements are available in both audio and visual formats throughout the airport. Visual paging allows passengers to visualize audio messages on our display screens.
- Language Line and Translation Services – we offer remote sign language interpreters and provide access to over 240 languages, including American Sign Language, 24 hours a day, 7 days a week.

Members of the disability community have told us our social media accounts are effective, and that they appreciate that we continue to accept feedback in person, by phone, by email and in written formats. When we receive constructive feedback, we ensure it is reviewed and actioned by the proper department.

Information and Communication Technologies (ICT)

What We're Working to Improve

We will conduct lived experience testing in 2023 to ensure our public information material complies with current requirements and is easy to use. This includes:

- Ensuring material is compatible with multiple adaptive technologies and that fillable forms are presented in the correct order.
- Providing alternative text descriptions for tables and images.
- Ensuring our website is accessible for customers who use screen reader technology such as Job Access With Speech (JAWS).
- Keeping our website accessibility page updated and developing a plan to upgrade our website in 2024 based on WCAG 2.1 AA and guest feedback for meaningful access.

YVR will be leveraging its Digital Twin, which provides real-time information on airport operations, including modelling on optimizing operational efficiency, to support accessibility initiatives. As an example, in 2024/2025, we will be exploring the opportunity for guests with accessibility considerations to familiarize themselves with the airport in advance by touring YVR's terminal in the Digital Twin's 3D model.

YVR's Innovation Hub and Passenger Programs teams are looking into working with leading accessibility organizations and academic institutions to collaborate on what an accessibility incubator might look like at YVR. In 2023, we are working on a wheelchair tracking system to ensure accessibility assets

are always available. Other local high-tech innovations to support mobility requirements are also being explored.

In 2023, YVR partnered with the British Columbia Institute of Technology (BCIT) on the Accessible Digital Map Project, where students will create an accessibility layer to build into a navigation system that empowers users by helping them navigate indoor environments independently.

We will work to improve our public address system in 2023 so that it's clear what is being communicated, regardless of whether the announcement is made by YVR staff, guest lounge staff or airline staff. We are reviewing public announcements to ensure sound levels and frequency of messages are consistent, and working with our partners on changing policies. We will explore opportunities for broader and more consistent use of text messaging and other platforms in 2024 to provide alternative options for time-sensitive public address information like notice of arrivals, boarding and gate changes.

In 2023, we will have system upgrades with the public announcements at the South Terminal to improve aging server hardware, audio hardware, software and operating system. The upgrade aims to build a foundation for future paging application feature enhancements. We are exploring an opportunity to trial sign language announcements on our display screens. The plan is to use the South Terminal in 2023 to test the technology, assess guest experience and review operational impact, and then roll it out to the main terminal in the next two to three years.

Information and Communication Technologies (ICT)

What We're Working to Improve (continued)

YVR will explore a digital wayfinding platform in 2023 that provides accurate mobile navigation indoors for people of all abilities. We aim to trial and evaluate a digital wayfinding solution in 2024.

In 2023, we increased the contrast on our flight information screens. We will evaluate our remaining digital screens, including contrast levels and font size, to provide changes that will make our digital signage easier to read.

In 2023, we are introducing a new online curbside booking tool option for curbside assistance. The tool will make it easier to arrange curbside assistance by having multiple options available to meet our customers' preferences. Our call centre is available to help 24 hours a day, 7 days a week by phone at 604-207-7077, TTY/(TDD) 604-207-7070, or email at customercallcentre@yvr.ca.

We will incorporate ways to inform people about what services are available and to share progress and success each year. We will provide ongoing presentations to our community partners about YVR's accessibility features.

Additional actions we plan to complete in 2023 to move beyond minimum requirements include:

- Including sign language as an alternative for our accessibility page.
- Including user options on the website to adjust text font size and contrast.
- Developing plans to introduce a future live chat service to enhance inclusive communication options for our guests.
- Building plans to expand our assisted listening devices at check-in counters and meeting rooms.





Communication, other than ICT

Communication, other than ICT

What We've Achieved

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 in collaboration with leaders in the field of accessibility and inclusion who have 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. YVR staff who interact with passengers make sure they consider the nature of a person's disability.

We also consult with community partners and guests through surveys and communication sessions. Participants have shared that they appreciate these efforts, which are a great way to help identify continuous improvement opportunities.

We use Language Line for language translation/interpretation, with access to over 240 languages, including American Sign Language, 24 hours a day, 7 days a week.



Communication, other than ICT

What We're Working to Improve

In 2023, and ongoing, we will increase awareness about our Hidden Disabilities Sunflower Program so guests know it's available and that everyone working at YVR knows how to recognize and effectively serve guests wearing the Sunflower lanyards. The Sunflower lanyard provides a helpful identifier to airport staff to assist and support anyone with an invisible disability. We will extend our training program to include airport partners to build awareness for how to appropriately adapt their service by giving guests extra time, help or support during their travel experience.

We plan to improve the way we communicate with guests when assisting them, and to work with the airport partners to improve timely assistance. We will continue to share feedback and opportunities to improve service levels with

all partners, focusing on adjusting our support programs so that guests with accessibility needs are never separated from their travelling companions when using the airport, particularly at security.

While YVR information desks are highly visible and adjusted for guests using wheelchairs, the open nature of these desks presents acoustical challenges for some guests. We will explore opportunities to improve communication accessibility. We are introducing more roaming guest experience team members where customers first enter the terminal and throughout the airport, to improve communication and customer service. In 2023, we will increase our Language Line iPad inventory for improved access to the information counters and communication accessibility.





Procurement of Goods, Services and Facilities

Procurement of Goods, Services and Facilities

What We've Achieved

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're Working to Improve

New technology is continually emerging. With this in mind, we will continue to consult community partners on universal accessibility and will involve them in the early planning stages to receive the benefit of their ideas. For example, when upgrading our next generation of pay parking self-serve kiosks, we will evaluate and consult with the disability community and ensure they meet the Canadian Standards Association (CSA)'s guidelines.

When procuring new equipment, we will pay particular attention to textures and colours and the way equipment is placed within the airport, to minimize sensory challenges and improve ergonomics.

In 2023, we will build awareness with our commercial tenants on the inclusive opportunity to adopt accessible payment terminals.

We also plan to seek out more opportunities for social enterprise, providing services and goods from diverse communities, including female-owned businesses, First Nations and disability communities.



Design and Delivery of Programs and Services

Design and Delivery of Programs and Services

What We've Achieved

At YVR, we're building awareness of our program 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 (CATSA), U.S. Customs and Border Protection (USCBP) and Canada Border Services Agency (CBSA), in co-creating the design and delivery of our programs and services.

We have provided accessibility tours with our community partners to help individuals be prepared, confident and comfortable with their travel experience at YVR from check-in and security screening through locating their departure gate and boarding their flight. The experiential tour provides the opportunity for guests to practice their travel journey.

Our teams are here to help, from information counters to curbside assistance. Our new in-house Guest Experience team is available 24 hours a day, 7 days a week. We currently have 320 Green Coat volunteers who have been providing services since 1989. They are often the first point of contact when guests arrive at YVR and are passionate about creating a welcoming and positive experience.

We are proud to share that in 2023, YVR received the Dementia Friendly Large Organization Award for dementia-friendly initiatives and the work done to support people affected by dementia. These initiatives include:

- Passenger journey mapping research with people living with dementia
- Training awareness among airport staff and partners, including airlines and security on the Hidden Disabilities Sunflower Program
- Being part of the working group on Air Travel Experiences of Passengers Living with Cognitive Impairment or Dementia with the University of Ottawa LIFE Research Institute
- Awareness building workshops with Alzheimer Society of BC and Dementia Friendly Canada

Our lived experience research with the disability community members helps to improve our deliverables and ensures programs and services are available to everyone. We have collected incredible input from our passenger journey mapping that has enabled us to identify new opportunities for wayfinding, digital tools, curbside assistance, our website, communications, information, security, kiosks, retail and customer services. This input is key to our approach to ensuring our programs and services are available for everyone. Feedback from all of our channels is critical in building our plan and our experience journey.

Design and Delivery of Programs and Services

What We're Working to Improve

YVR plans to develop a formal policy for consulting with the disability community in 2023. The purpose of the policy will be to identify the most appropriate models of engagement among and between disability organizations and associations, government members, legislators and the public for YVR initiatives.

We plan to proactively promote internal and external awareness of our accessibility programs in 2023 and ongoing, including the previously mentioned Hidden Disabilities Sunflower Program and curbside assistance. We also plan to provide additional training from our community partners to increase the knowledge and skills of serving guests through our Green Coats and Guest Experience team in 2023 and onwards. Through our Guest Experience team, we will be expanding our staff through seasonal hires to better support our guests through the busy travel months.

In 2023, we will increase our wheelchair inventory by 45% to make them more readily available, reduce wait times for customers, and strategically position them at key entrance points for easy access. We will add tracking devices to our wheelchair fleet to help us improve and modernize our service by making wheelchairs easy to locate and improving efficiency for our teams. We are also currently reviewing ways to improve overall guest transportation in the terminal. We will consult with rideshare and taxi companies to build awareness of curbside drop-off locations.

In 2023, we will review our staff training materials to emphasize the importance of asking rather than making assumptions about guests' preferences for assistance during their journey. We will provide additional training to improve staff awareness of our existing Autism Kit resource materials to help our personnel hone their ability to identify and assist individuals on the autism spectrum.

In 2023, we will launch a neurodiversity webpage and video series to better support our passengers in the autism community and their families. In 2023, autism awareness training through Pacific Autism Family Network (PAFN) will be provided to our Guest Experience team and our first responders Fire and Rescue team.

In 2023 and ongoing, we will continue to collaborate with our community partners to host airport experiences tours where participants have the opportunity to familiarize themselves with the airport experience and how to navigate their journey with confidence.

Design and Delivery of Programs and Services

What We're Working to Improve (continued)

Beginning in 2023, YVR will go through the accreditation process of Airports Council International's Accessibility Enhancement Accreditation Program, which provides a continuous path of improvement in the area of accessibility for guests with disabilities.

In 2023, we are engaging with our Emergency Planning Committee on planning tabletop and full-scale exercise scenarios with organizers to ensure people of all abilities are included in our emergency exercises. We will work to increase

the levels of trained staff available to support guests during weather events or irregular operations to ensure additional services and support for accessibility needs are available.

We will continue creating equitable and barrier-free experiences for a full range of accessibility needs, and work to identify and fill communications gaps. In evaluating our services, we will continue asking customers two key questions about their experience with our programs: what worked well, and how can we improve?





Transportation

Transportation

What We've Achieved

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 allow for a fifteen-minute window for those who need extra time. We have received positive feedback on the number and location of our accessible self-parking stalls. We have seating spaces throughout the terminal to allow passengers to take frequent breaks as needed throughout their journey.

YVR has agreements with several service providers to provide accessible transportation to and from the terminal. This includes taxis, South Terminal courtesy shuttle, jetSet, Value Long Term Lot, Canada Line and car rentals. We also offer curbside assistance for guests regardless of how they arrive or plan to depart.

What We're Working to Improve

We aim to provide more options to support guests travelling long distances between curbside, security and departure/arrival gates. This includes providing more information about how long it will take to travel from one location within the airport to another and providing adequate rest areas along the way. It also includes working to proactively anticipate and address customer impacts when escalators or elevators are not available and additional support is required.

We received feedback and suggestions for improving the experience offered by rideshare and taxi service providers. We plan to engage with service providers to build awareness about our curbside assistance drop-off locations.

We also plan to further engage with ground transportation providers and work with community partners for accommodating guests travelling with service animals to ensure no one travelling to or from YVR is denied travel because of their service animal.

In 2023, we plan to include more information on the accessibility page of our website to increase awareness that YVR's curbside service extends to the Canada Line platform. Additionally in 2023, we are introducing a new online curbside booking tool option for curbside assistance.

We will also identify more locations for signs and information about the YVR shuttle service to long-term parking.

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AIRPORT

RUNWAY END SAFETY AREAS (RESAS) AT YVR
WHAT ARE RESAS?



RESAS is a specialized area at the end of a runway that is designed to provide a safety net in the unlikely event of an undershoot or overrun. It is designed to support the weight of aircraft without risk of major damage. RESAS also provide more ease of access for emergency services.

WHAT ARE RESAS?



YVR is proactively addressing the need for a RESAS of 300 metres, which is



Consultations

Consultations

What We've Achieved

We fully support and include people with disabilities and lived experiences in the planning and operation of our facilities. We engage with professional accessibility consultants, service providers and community partners, and continue to work directly with the community of people with disabilities to design the best airport experience for everyone.

YVR uses customer research to understand how satisfied guests are with their airport experience. In the past, this involved asking passengers to complete surveys at gates and carousels about their overall experience at YVR. However, in 2022, we decided to make improvements to how we collect feedback. To start, we increased the frequency and volume of terminal surveys to engage more customers and gain a deeper understanding of guests' airport experience.

We also conducted customer segmentation and journey mapping studies to help us be more proactive and mindful of guests' "lived experience" when designing the terminal and its processes. We focus on developing a welcoming and inclusive environment for all guests and recognize that accessibility solutions evolve as the needs of our guests and employees change. In developing this three-year plan, YVR drew insights and recommendations from the following sources:

- Two online engagement sessions with the disability community, including:
 - Alzheimer Society of British Columbia
 - Canucks Autism Network (CAN)
 - Canadian Mental Health Association
 - Canadian National Institute for the Blind (CNIB)
 - Pacific Assistance Dogs Society (PADS)
 - Rick Hansen Foundation
 - Spinal Cord Injury – British Columbia (SCI BC)
 - United Way British Columbia
 - Universal Access Design
 - Wavefront Centre for Communication Accessibility
- Follow up one-to-one engagements with CNIB and YVR's accessibility consultants
- Results of our Passenger Journey Mapping research
- Customer Satisfaction Survey
- Employee and departmental plans

Additionally, the community partners noted above were invited to review and comment on the draft plan.

Consultations

What We're Working to Improve

Looking ahead, as noted in Design and Delivery of Programs and Services, YVR plans to develop a formal policy for consulting with the disability and neurodivergent community in 2023. The purpose of the policy will be to identify actual and potential models of engagement both among and between disability organizations and associations, government members, legislators and the public concerning YVR initiatives.

We will continue to incorporate Universal Design principles in planning and delivering our engagement activities. We will reach out to disability community members in the early stages of engagement to identify what tools or features they may require to meaningfully participate, such as materials available in a variety of accessible formats, accessible venues or staff/volunteers to assist participants.

We also will pursue more opportunities to include people with disabilities, Indigenous peoples and other diverse communities in our consultations and examine new methods of reaching people from distinct disability communities to ensure the spectrum of needs within each community is fully considered.

Recently, we launched YVR Co-Pilots, an online community for guests and the community to engage in more in-depth discussions and collaborate on new ideas and concepts that could be tried at the airport. If you're interested in learning more about YVR Co-Pilots, visit www.yvr.ca/copilots.



Employment:
Purpose Through People

Employment: Purpose Through People

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, a working environment that supports multi-generational needs and adapt to the changing expectations of how we work because of the pandemic. We strive for a culture in which everyone is seen, has a voice and is heard. Our Diversity, Inclusion & Belonging Integrated Strategy builds on and learns from the past, adapts for the future and focuses on the strategy of “At YVR, we all belong.” Our approach integrates Community, Passengers, Employees and Supply Management, and supports working together to build a strong culture of Belonging, not only at the Airport Authority but with the YVR community of employers.

YVR strives to create a workplace that embraces the rich diversity of the community we serve. 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 diverse groups in 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 offer leadership training, contributing to building a strong and healthy culture.

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 in filling gaps in areas where we can be 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

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 will consider the accessibility needs of employees during any employment process, including performance management, career development and redeployment. The Human Resources team will aid managers and employees in developing suitable accommodation plans where requested.

Employment: Purpose Through People

In 2022, YVR added a new role, Senior Accessibility and Inclusion Specialist with the Passenger Programs team. The key role is ensuring we are proactively meeting the needs of our guests, and that we are co-creating our plans and working directly with the community so that we can deliver meaningful and inclusive access throughout all of our touchpoints.

In 2023, we will launch a coffee truck in partnership with Pacific Autism Family Network (PAFN) to create training and employment opportunities for Autistic individuals.

In 2024, we will be adding tactile and braille signage for all meeting rooms.

YVR is committed to ensuring that its employees are trained on how to best serve people with disabilities and to meet its obligations under the Canada Transportation Act. As part of this commitment, YVR will ensure that its service providers and contractors are informed of their obligations under the Act when interacting with people with disabilities.

All staff at YVR must undertake disability awareness training to serve people with disabilities. The training program is focused on employees who interact with the travelling public. The hallmark of our program is experiential learning, supplemented by educational material. The training is given to new employees as part of their onboarding and orientation, and refresher training is given to existing employees every three years or when changes are made.





What We'll Do

What We'll Do

Measuring Our Success

Measuring our data is critical to strengthening our Accessibility Plan to drive universal access for everyone. We use data and digital applications to provide insights into accessibility needs and drive decision-making processes. We take a holistic approach to the community that is forward thinking to deliver a broader, strategic approach to an inclusive airport.

Each year, we will invite our community partners and guests to share feedback on how we are doing and incorporate this feedback into our progress reporting and advance planning for our next three-year plan.

We will work with airlines to make informed, mutually beneficial decisions to ensure regulatory compliance and continue to engage service providers, including CATSA, USCBP and CBSA, to improve passenger processing, reduce wait times and leverage existing capacity and emerging technology. Planning and engagement with our community partners will provide insight on improved decision-making and strengthen our accessibility to make YVR a world-class experience for all.





Appendices

Appendices

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 (ATPDR)

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

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:¹

- **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.

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

Appendices (Continued)

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.”

