Beyond Accessibility at YVR

Accessibility Plan and Feedback Process

2026-2029



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Your YVR Journey Awaits

YVR proudly connects and supports the communities we serve by delivering a safe, reliable, and accessible airport experience for nearly 27 million passengers each year.

Our Purpose

To serve our community and the economy that supports it

Our Values

Safety, Teamwork, Accountability, and Innovation

Our airport is located on land that is the traditional, ancestral, and unceded territory of the Musqueam people. We are privileged to walk alongside Musqueam in pursuing opportunities that will strengthen our partnership and our broader community, as we work together to create a mutually beneficial future.



Executive Summary

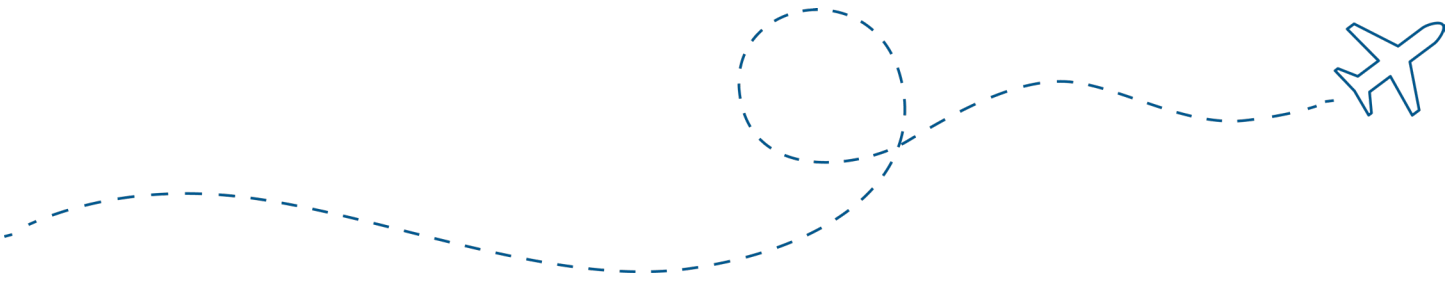
About YVR

At Vancouver International Airport (YVR), we are proud to be a leader in accessible air travel. Providing an accessible airport for everyone is one of YVR's top priorities within our commitment to operational resilience and customer excellence, and accessibility is a defining principle in how we design and operate. We recognize that as Canada's second busiest airport, our responsibility extends beyond moving people efficiently to ensuring every traveller can move through YVR with dignity, independence, and confidence without barriers. We are committed to leading in accessibility innovation, and performance.

Per Statistics Canada, one in four people in Canada live with a disability. Designing for accessibility means designing for the future. Working with an increasingly active community of people with disabilities inspires us to create and deliver more inclusive spaces, services, and experiences within our terminal.

We are committed to fostering a culture where employee contributions and passenger feedback are valued and respected, and where lived experience informs continuous improvement.

Our approach to accessible service is grounded in collaboration and co-creation. We work with airlines, airport partners, government agencies and community partners to design solutions that are practical, measurable, and scalable. Meaningful access requires shared ownership and coordination across each touchpoint of the passenger journey.



Looking Back

On June 1, 2023, YVR published its first public-facing Beyond Accessibility Plan, followed by progress reports in 2024 and 2025. This work reflects our ongoing commitment to building a more inclusive and accessible airport for all.

We are proud of the meaningful progress achieved towards barrier-free travel under our first plan including:

- Enhanced wayfinding
- Stronger and more inclusive programs and services
- Expanded accessibility assistance
- Improved digital accessibility
- Increased employee awareness and training









Looking Ahead

Through our 2026-2029 Beyond Accessibility Plan, YVR will build progress and go beyond regulatory requirements to deliver strategic and future-focused improvements that advance accessibility standards across the aviation industry.

We are prioritizing measurable outcomes, strengthening accountability, and designing inclusive solutions.

This 2026-2029 Beyond Accessibility Plan outlines 56 initiatives shaped by input from employees, travellers, and accessibility and airport partners.

These initiatives strengthen how we deliver accessible services, design inclusive spaces, and provide accessible communication at every stage of the journey. So that every person travelling through YVR can do so with confidence, dignity, and a genuine sense of belonging.

Each initiative identified includes the rationale, timeline, and performance metric (where appropriate), to keep us focused and accountable on the commitments we have made.

> “Accessibility is fundamental to how we deliver a world class airport experience. As we launch our second Beyond Accessibility Plan, we are guided by the strong foundation of our first plan and by the experiences of travellers, employees, customers, and community partners. We are committed to listening, learning, and continuing to take action to remove barriers. This work is ongoing, and is critical to ensuring every traveller feels respected, supported, and able to move through YVR with confidence.”
>
> **— Tamara Vrooman, President & CEO, Vancouver International Airport**

At YVR, We All Belong

Creating a YVR where everyone belongs requires intention and action. The collective decisions we make every day influence our ability to deliver on our commitment to customer excellence for everyone. No one should have to change to fit in—everyone should feel welcome, respected, and supported.

Our commitment to Beyond Accessibility will follow these simple principles:

- Reflecting the communities we serve
- Elevating traveller experiences while driving business success
- Partnering with communities to champion accessibility and address inequalities
- Creating an environment where employees feel welcome, heard, and able to thrive

Our Accessibility Mandate

We will develop an airport-wide three-year Beyond Accessibility Plan that creates a welcoming environment, reflects people of all abilities, and supports the needs of travellers, airport partners, 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 regarding accessibility are valued and respected. We ensure employees feel empowered to guide and influence the passenger journey 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 the regulatory requirements set by the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the Canadian Transportation Agency (CTA).

Our Ambition

To set the standard for world class travel by embedding meaningful access in every part of the journey.

Our Accessibility and Inclusion Pillars



Leadership

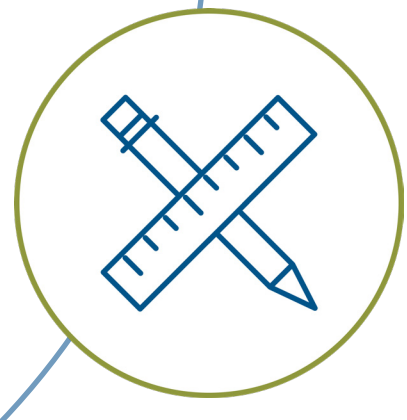
We are proactive and innovative, creating welcoming environments, striving to exceed regulatory requirements.



Engaged Community

We listen and co-create in evolving our services and developing new programs to deliver the best experience for everyone.





Design

Our airport design is universal, welcoming, and future-focused so that we provide a functional, inclusive, and ever-evolving airport experience for travellers and employees.



Experience

We foster accessibility and inclusion across the entire passenger journey, creating workplaces, environments, and services that respect individuals' choice, autonomy, and dignity, so everyone can fully experience YVR.

General

Consultation/Developing This Plan

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



Feedback Mechanism Process and Contact Information

We co-created our Beyond Accessibility Plan with our community—listening to travellers, employees, and community partners, responding to suggestions and evaluating our impact based on their lived experiences.

YVR welcomes feedback, compliments, complaints, or suggestions, whether personally or anonymously. Our 24/7 Guest Experience Team will acknowledge receipt and follow up directly to respond and maintain anonymity.

Appointed Contact Person: Senior Accessibility and Inclusion Specialist

Telephone: 604-207-7077

TTY (TDD): 604-207-7070

Email: customercallcentre@yvr.ca

Mailing address: PO Box 44638,

YVR Domestic Terminal RPO,

Richmond, B.C., V7B 1W2

Online form: https://www.yvr.ca/en/contact-us

Alternate Formats

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

Provisions of CTA Accessibility-Related Regulations

YVR strives to deliver a seamless experience built on a reliable, predictable, and resilient airport operation. We do this in a good way, one that is welcoming, caring, and respectful, guided by Musqueam values and grounded in a deep sense of connection to the people and the community we serve. We are informed by our travellers' feedback and Canadian Transportation Agency (CTA) regulations and work hard to meet and exceed provisions to deliver an enjoyable travel experience. Our obligations under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the provisions of these regulations that apply to them are:

- 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

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

The ATPRR require consideration 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

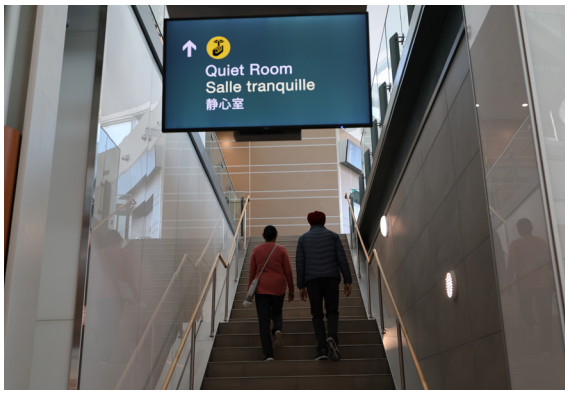
Our airport is intentionally designed to embrace universal design principles, prioritize ease of use, and meet the diverse needs of our community. Spanning 378,255 square metres, our built environment offers accessible features throughout every step of the passenger journey.

We are proud to hold an Accessibility Certified Gold rating from the Rick Hansen Foundation, an industry-recognized system for measuring building and site accessibility. We were the first airport to complete this assessment in 2018, standing among the highest-rated facilities in Canada, and were recertified Gold in 2026. In addition to following the Canadian Standards Association B651: *Accessible Design for the Built Environment*, we developed our own Universal Access design requirements, establishing guidelines that go beyond code to ensure meaningful, inclusive access. These standards apply to all new construction projects at YVR and to our tenants.









What We've Achieved

Since 2023, we've strengthened accessibility across our built environment, focusing on safety, wayfinding, quiet spaces, and barrier-free design. Key successes include:

- Enhanced signage with braille and tactile markings, curbside door decals for easier pick-up and drop-off identification, automated push-button door openers, and tactile warning surface indicators at stairways.
- Added quiet spaces in Domestic and U.S. post-security areas, added indoor animal relief areas in Domestic and International Arrivals, expanded nursing amenities, and revitalized International Arrivals washrooms.
- Added additional curbside assistance call buttons in U.S. and International Departures with seating, widened sidewalks and crosswalks, added curb cuts, and improved visibility of accessible drop off areas.
- Upgraded security screenings across the Domestic, International, International-to-Domestic, and U.S.-bound connections with Canadian Air Transport Security Authority's (CATSA) Plus CT technology. Passengers no longer need to remove liquids, large electronics from their carry-on.

Barriers

- Variables in navigating flooring, door access, parking, wayfinding and navigation.
- Uneven availability of accessible seating, charging stations, and washrooms.
- Inconsistent noise and locations of quiet spaces.

What We're Working to Improve

Add visual contrast to glazed walls in areas of refuge.

- Improve visibility for travellers with low vision by making glass surfaces and refuge areas easier to identify.
- **Timing:** In planning. Complete by Year Two.

Redesign and improve elevator signs for all public-facing elevators.

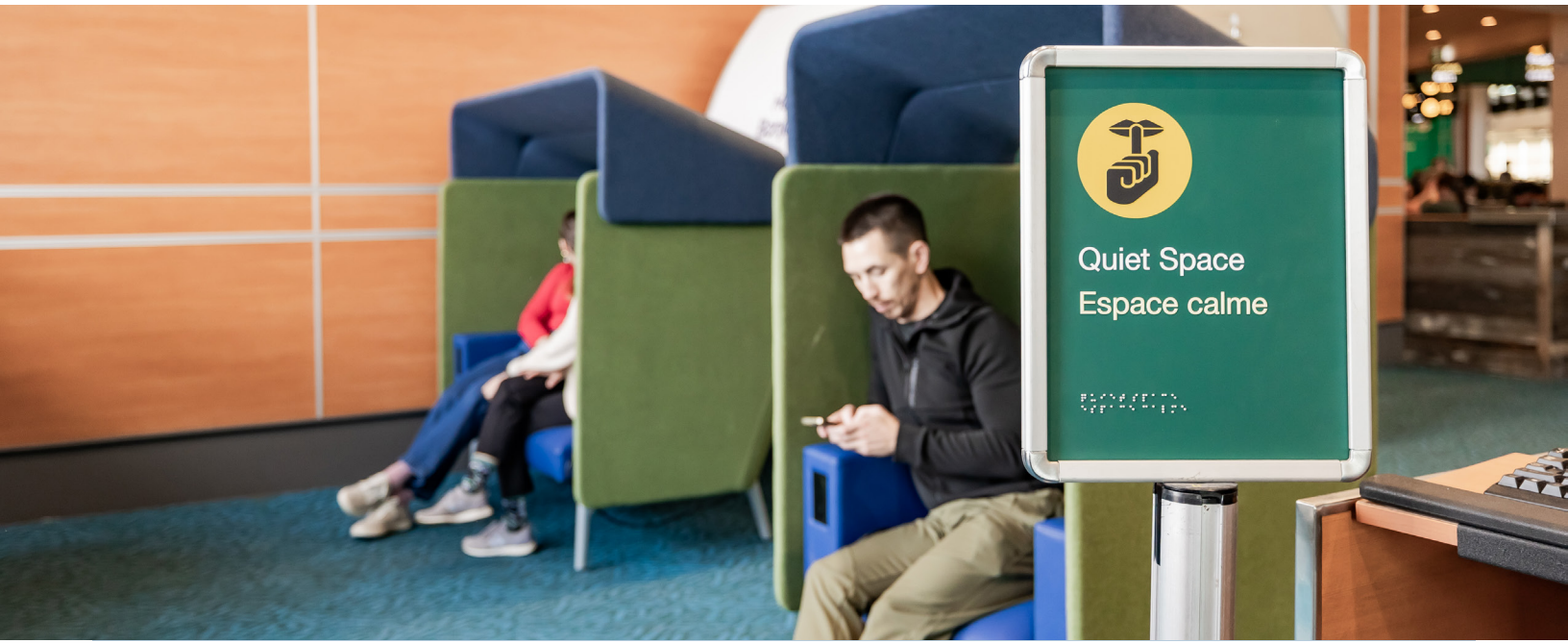
- Explore opportunities to enhance our existing elevator signs for improved navigation and readability, including tactile and braille elements.
- **Timing:** In planning. Complete by Year Three (measured by the number of elevators with updated signs).

Continue to monitor accessible seating options throughout the terminal.

- **Timing:** In progress. Ongoing.

Enhance quiet spaces.

- Enhance the existing quiet room through improved etiquette signage, furniture layout and explore options for flight information; install sound-reducing panels in Domestic locations, pilot new quiet space furniture in Arrivals and complete one purpose-built room in the US Departures area.
- **Timing:** In progress. Complete year 2 (measured progress toward design completion).



Upgrade self-service parking kiosks and payment systems with improved accessibility features.

- Ensure all travellers, including those with disabilities, can use parking kiosks independently.
- **Timing:** In progress (measured by progress toward completion).

Expand Tactile Warning Surface Indicators (TWSIs) at stairways.

- Increase safety and navigation for travellers who are blind or low vision by installing tactile markers at top of remaining public stairways indicating level changes.
- **Timing:** In planning. Complete by Year Three (measured by the number of stairs completed).

Trial cane-detectable stanchions with double rows, including at a security screening lane accessible entrance.

- **Timing:** In progress. Complete by Year One (measured by evaluation of stanchion effectiveness).

Conduct carpet study to understand how different flooring types affect people who use mobility aids, rolling luggage, and visual navigation.

- Complete a study to identify the right flooring approach to support accessibility and ensure the terminal balances ease of movement and sensory comfort.
- **Timing:** In planning. Begin in Year One (measured by study completion).

Trial Tactile Directional Indicators (TDI) from the accessible drop-off areas to the curbside assistance intercom.

- This allows YVR to test and evaluate the design and identify future implementation areas.
- **Timing:** In planning. Complete by Year Three (measured by number of TDIs installed).

Advance the design for a new nursing room on Domestic Arrivals Level 2.

- Enhance the experience for families at YVR by providing options for nursing parents that are seeking extra privacy or space.
- **Timing:** In progress. Complete by Year One (measured progress toward design completion).

Expand Changing Places washrooms in each terminal and advance the design for a Domestic post-security location.

- Provide a safe and dignified washroom for travellers who need extra space and specialized equipment.
- **Timing:** In planning. Complete by Year Two (measured by design progress).

Explore ostomy-friendly accommodations for washrooms, creating future design guidelines and trial criteria for improved comfort.

- Enable travellers with ostomies to manage their medical needs safely, hygienically, and with dignity by providing accessible features like seating, shelving, and disposal options.
- **Timing:** In planning. Complete by Year Three.

Continue to install automated push-button door openers on all of our existing private single stall washrooms and ensure accessible paths and doors.

- This project aims to make accessing our washrooms easier for all guests.
- **Timing:** In progress. Multi-year phased approach (measured by number of installations, completion by sector and overall progress).



Install a new outdoor animal relief area near the Domestic Terminal with an accessible route.

- Improve access to animal relief areas from our Domestic Terminal. An interim indoor animal relief area on Level 2 of the Domestic Terminal is available and an outdoor location has been selected with design underway.
- **Timing:** In progress. Completion by Year 3 (measured by progress toward completion).

Evaluate the feasibility for terminal directories capable of route mapping and incorporating accessible tools.

- Improve wayfinding by helping travellers easily locate services to navigate YVR.
- **Timing:** In planning. Evaluate by Year Two.



Evaluate the feasibility of additional bridge lift elevators to aid in the safe movement of wheelchairs to and from the apron, aligned with bridge upgrades, and advance review of the existing design.

- Support safe movement of wheeled mobility devices between the boarding gate and aircraft by making movements easier for airline staff.
- **Timing:** In progress (upgrades aligned with study findings; measured by number of bridges equipped with elevators).

Increase the number of accessible charging units, both for electronic devices and wheelchairs, throughout YVR.

- Check the number of accessible charging stations the airport currently has, then create a plan to add more based on a terminal audit.
- **Timing:** In planning. Complete by Year Three (measured by number of charging units installed).

Review and identify locations for enhanced wayfinding signs.

- Identify areas where wayfinding signs can be improved and implement enhancements to make navigation easier and more intuitive for all passengers.
- **Timing:** In planning. Begin in Year One (measured by number of enhanced wayfinding signs installed).

Review and explore opportunities to increase the availability of accessible self-service bag drop units.

- Review the feasibility of future check-in designs, including the increase of accessible self-service bag drops and ensuring accessibility is built in from the start as a core design principle.
- **Timing:** In planning. Complete feasibility review by Year Three.

Explore gate seating areas using inclusive design principles to provide additional accessible spaces for travellers using personal mobility devices.

- Provide a clear space for travellers using mobility devices so they can sit alongside one another and with their companions while waiting to board.
- **Timing:** In planning. Begin in Year One.

Information and Communication Technologies (ICT)

What We've Achieved

Since 2023, we have strengthened digital accessibility.

Key successes of note include:

- Conducted lived experience testing to develop our curbside assistance booking form, interactive maps, and survey tools.
- Installed wheelchair tracking tools, enabling better visualization, capacity planning, and faster redeployment.
- Upgraded public address systems across the terminal to ensure clearer boarding, service, and emergency announcements. Paging announcements are delivered in both audio and visual formats, and gate information display screens feature sign language boarding messages.



- Enhanced our digital information access across the terminal environment and launched a dedicated online travel information hub that provides streamlined guidance for departing, arriving, and connecting passengers.
- Took steps to develop an internal Digital Accessibility Policy, which will establish clear standards for digital design, procurement, and content development across platforms, ensuring accessibility is embedded from the outset.
- Leveraging biometric technologies at YVR to improve efficiency and create a more seamless passenger experience by reducing manual document checks and shortening processing times. All initiatives are designed with a strong commitment to accessibility, inclusion, and the protection of personal information.

Barriers

- Pace of emerging new accessible solutions.
- Accessibility of digital tools available.

What We're Working to Improve

Conduct ongoing testing of the YVR website and digital tools to ensure accessibility requirements are met.

- Ensure online services are accessible with ongoing testing, identifying barriers and improving user experience.
- **Timing:** In progress. Ongoing.

Continue to measure and audit sound levels and message frequency of the public announcement system.

- Support continuous improvements and ensure announcements are clear and consistent, reducing unnecessary noise and creating a more relaxing environment.
- **Timing:** In progress. Ongoing.

Review current audio and visual paging on gate information display screens and explore opportunities for real-time AI-enabled accessible communication solutions.

- Ensure all travellers, including people who are Deaf or hard of hearing, can access critical information such as boarding zones and gate changes, improving access to timely visual updates.
- **Timing:** In planning. Assess solutions in Year One.

Launch new online curbside assistance booking tool.

- Provide travellers an easy way to request support before arriving at the airport, improving planning and access to assistance, while also offering additional options to book by phone or email.
- **Timing:** In progress. Launch in Year One (measured by number of online requests received).



Improve the prominence of accessibility information on the YVR website.

- Help travellers easily find information and services supported by clear content, photos and videos.
- **Timing:** In progress. Complete by Year One.

Develop sign language video content for our accessibility webpage.

- Provide key travel information in American Sign Language (ASL) and Quebec Sign Language (LSQ) to improve access for members of the Deaf and hard of hearing community.
- **Timing:** In planning. Begin in Year One (measured by the number of videos produced).

Evaluate interactive mapping options.

- Provide enhanced options, including audio guidance and real-time navigation support, to enhance orientation for people who are blind or have low vision.
- **Timing:** In planning. Evaluate by Year Three.

Develop a strategy and checklist to advance digital accessibility requirements to meet the latest Level AA conformance set out in the WCAG.

- Support continuous improvements, ensure the website meets recognized accessibility standards, and provide a consistent, digital experience for all users.
- **Timing:** In planning. Complete by Year One (develop a checklist and timeline).





Review display screen timing for accessibility.

- Ensure information is displayed long enough for readability. Create standards as part of our digital policy to ensure consistency.
- **Timing:** In planning. Begin review in Year One.

Promote travel resources and accessibility services through targeted marketing campaigns.

- Increase awareness of services and supports, such as curbside assistance, quiet spaces, and Travel Rehearsal Program.
- **Timing:** In progress. Ongoing (measured by number of promotions, social media posts, and community partner updates).

Continuously evaluate and explore innovative trials, features, applications, or equipment to improve passenger experience and accessibility.

- Ensure YVR stays proactive in finding new ways to reduce barriers, enhance convenience, and create an inclusive environment.
- **Timing:** In progress. Ongoing (measured by the number of trials underway or completed annually).

Communication, other than ICT

What We've Achieved

YVR is committed to providing accessible information, assistance, and human connection for travellers and employees. Since 2023, YVR has:

- Expanded roaming Guest Experience Team offering proactive, real-time traveller support.
- Improved customer service call menu that prioritizes curbside assistance.
- Installed assistive listening devices at check-in counters in the Main and South Terminals and in employee meeting spaces.
- Featured our Hidden Disabilities Sunflower Program on Information Counter display screens promoting our commitment to better recognize non-visible disabilities.
- Distributed Sunflower Program materials and posters to airport partners to encourage more compassionate, informed interactions across the airport community.



Barriers

- Uneven clarity of communication.
- Uneven access to assistive listening systems, sign language support, and real-time communication.

What We're Working to Improve

Review new assistive listening systems and other emerging technologies to enhance accessible communication for travellers who are Deaf or hard of hearing.

- Improve communication accessibility at key points, starting at information and check-in counters and expanding to boarding gates.
- **Timing:** In planning. Begin in Year One (implement by Year Three).

Improve existing online chat services and exploring modern alternatives to TTY services.

- Ensure all users can access airport support in ways that meet their needs.
- **Timing:** In planning. Explore in Year Two (complete research by Year Three).

Conduct a pilot of a terminal-wide on-demand ASL & LSQ service and evaluate for longer-term implementation.

- Empower Deaf or hard of hearing passengers to communicate seamlessly with airport staff and navigate our airport independently and confidently.
- **Timing:** In planning. Pilot in Year One.





Procurement of Goods, Services, and Facilities

What We've Achieved

YVR is committed to using purchasing decisions as a strategic tool to advance accessibility, inclusion, and universal design across the airport. Accessibility has been embedded into procurement practices by applying universal design principles to the acquisition of goods, services, and facilities. This approach ensures accessibility is considered early in planning and purchasing decisions. Consultation with community partners, whose lived experience provides practical insights, helps ensure new investments reflect real-world accessibility needs. Key successes of note include:

- Increased our engagement with commercial tenants to raise awareness about accessible point-of-sale machines and encourage adoption of accessible payment systems.
- Released a request for proposal (RFP) for improved and accessible self-service parking kiosks.
- Purchased two Eagle Lifts and invested in a new passenger boarding ramp at our South Terminal.
- Purchased an Ambulift that will assist passengers with reduced mobility in boarding and deplaning aircraft when jet bridges or other accessible boarding options are unavailable.



Barriers

- Pace of emerging new accessible solutions.
- Accessibility of digital tools.

What We're Working to Improve

Continue to apply accessibility guidelines in the procurement of all new airport equipment.

- Ensure accessibility is embedded from the start, reducing barriers and improving the traveller experience.
- **Timing:** In progress. Ongoing.

Review if there are new equipment options available that will enhance accessibility at YVR.

- Ensure YVR keeps up with equipment advances that make the airport more accessible or reduces barriers for travellers.
- **Timing:** In progress. Ongoing (measured by options progressed to procurement or pilot testing).

Provide resources as part of our procurement process to ensure digital accessibility requirements are met prior to purchase.

- Ensure conformity to our digital policy when purchasing digital technology for existing public facing services.
- **Timing:** In planning. Begin in Year One.

Design and Delivery of Programs and Services

What We've Achieved

YVR continues to expand programs that provide meaningful inclusion, reduce barriers, and build confidence for travellers with disabilities. Since 2023, YVR has:

- Established and launched the Travel Rehearsal Program, giving passengers with booked travel the opportunity to practice each step of the airport journey in advance.
- Hosted airport experience tours in partnership with airlines, CATSA, and Canada Border Services Agency (CBSA) for community groups, including PADS, CAN, and SCI BC to help make the airport environment more familiar, predictable, and less stressful.
- YVR and Seair Seaplanes worked together to introduce a new lift at their YVR float plane base located near the South Terminal.
- Strengthen frontline service, we brought curbside assistance in-house under our Guest Experience Team, expanded their terminal presence, and continue to welcome travellers with the support of 380 Green Coat volunteers who are often the first point of contact at YVR. Together, these teams are committed to creating a welcoming and positive environment.



- Increased our wheelchair inventory by 45 per cent, supported by tracking tools, additional storage areas, and collection services to reduce wait times and improve availability.
- Continued to offer free, unlimited access to Aira services for travellers who are blind or partially sighted.
- Reintroduced and expanded our therapy dog program through the Less Airport Stress Initiative (LASI) in partnership with St. John Ambulance.
- Conducted a trial of autonomous self-driving pods with A&K Robotics to explore innovative mobility supports within the terminal.
- Engaged people with disabilities in tabletop and full-scale emergency exercises to test emergency preparedness, response procedures, and identify training improvements.
- Created an Accessibility Hub on our internal intranet to support our teams in building their accessibility knowledge.
- Partnered with PAFN and AIDE Canada to create an interactive video series supporting neurodiverse travellers in preparing for the airport experience.

We deepened our commitment to inclusive employment and community partnership in reducing travel-related stress and enhancing well-being. Key successes of note include:

- Launched Paper Planes Café, in partnership with PAFN in 2023, a first-of-its-kind inclusive food and beverage concept creating employment opportunities for neurodivergent individuals.
- Expanded accessibility training under our Beyond Accessibility approach in collaboration with community partners and people with lived experience to strengthen employee awareness and confidence. Thanks to Alzheimer Society of BC, CAN, PAFN, Parkinson Society British Columbia, and Universal Access Design for your participation, support, and guidance.



YVR has received a number of accreditations and awards for our work, which serves as third-party validation of how our efforts are delivering value for our passengers, partners, employees, and the communities we serve. Select accreditations and awards include:

- In 2024, YVR achieved Airports Council International's Accessibility Enhancement Accreditation Level 3.
- In 2025, YVR was named the Ozion Most Accessible Airport and ranked 6th in Condé Nast's Top 10 most accessible airports, and were the only Canadian airport recognized.
- In 2026, YVR was named Best Airport in North America at the Skytrax World Airport Awards. YVR also ranked 10th on Skytrax's list of the world's top airports. Over the past 17 years, YVR has earned the Best Airport in North America title 15 times, more than any other airport, and the only airport to have received the award 15 times.

Barriers

- Consistency of services across the passenger journey.
- Limits between airport and partner services.
- Awareness of available programs.

What We're Working to Improve

Continue to support the Hidden Disabilities Sunflower Program.

- Support identifying passengers with hidden disabilities so staff can provide discreet, tailored assistance to enhance passenger safety, reduce stress, and create an inclusive travel experience.
- **Timing:** In progress. Ongoing (measured by the number of passengers assisted annually).

Continue partnering with the St. John Ambulance Therapy Dog Program to support LASI.

- Reduce stress and anxiety for passengers and staff through therapy dog visits.
- **Timing:** In progress. Ongoing.

Continue to provide Travel Rehearsal Program and annual accessibility tour program.

- Support travellers with diverse needs to feel prepared, confident, and comfortable with their travel experience at YVR.
- **Timing:** In progress. Ongoing (measured by number of rehearsals and sessions delivered).

Evaluate and enhance the curb-to-gate passenger journey.

- Evaluate the end-to-end service journey to ensure a seamless experience between our YVR curbside assistance and our airline partners.
- **Timing:** In progress. Complete by Year Two.

Include people with disabilities in emergency planning exercises and use the findings to improve training and response procedures.

- Ensure emergency plans are accessible, communication is effective, and staff are prepared to support everyone during an emergency.
- **Timing:** In progress. Ongoing (measured by completion of emergency exercises twice annually).

Evaluate the opportunity to expand our autonomous vehicle trial to enhance support across the passenger journey.

- Provide alternative options for travellers in support of longer walking distances and to allow for full participation of YVR services.
- **Timing:** In planning. Evaluate in Year One.

Enhance accessibility key performance indicators.

- Strengthen tracking of progress, accountability, and data-driven decision-making to support continuous improvement for the traveller experience.
- **Timing:** In planning. Begin in Year One.

Implement pilot program to introduce Eagle Lifts as common use for aircraft boarding and deplaning.

- Ensure safe, consistent, and dignified boarding and deplaning for passengers with mobility needs and improve service reliability.
- **Timing:** In planning. Implement pilot by Year One (measured by number of Eagle Lifts uses by airlines).



Transportation

What We've Achieved

YVR is committed to improving accessibility beyond the terminal doors. Since 2023, YVR has:

- Enhanced ground transportation and curbside areas to create safer, clearer, and more supportive arrival and departure experiences.
- Improved the visibility of pick-up and drop-off areas by wrapping bollards and painting curb edges blue to visually define accessible zones.
- Upgraded curbside signs with braille and tactile features for courtesy shuttles, taxis, and ride hailing pick-up locations.
- Revised operational procedures to allow accessible curbside drop-off and pick up areas to be used on all levels.
- Introduced 30 minutes of free parking.
- Strengthened collaboration with our ground transportation partners to build awareness of curbside assistance locations and accessible drop-off locations.
- Engaged ground transportation providers during Guide Dog Access Awareness Month to reinforce etiquette and compliance.



Barriers

- Accessibility of electric vehicle (EV) charging stations.
- Variables navigating accessible parking.

What We're Working to Improve

Review and explore the feasibility of enhancing accessible EV charging stations, including access aisles and clearly marked maneuvering areas.

- Ensure travellers with disabilities have access to EV charging stations.
- **Timing:** In planning. Complete by Year Three.

Upgrade accessible parking stalls with clearly marked access aisles.

- Provide safe, additional space for travellers using mobility aids to enter and exit vehicles.
- **Timing:** In planning. Complete by Year Three (measured by number of parking stalls upgraded).





Consultations

What We've Achieved

YVR is committed to listening, learning, and partnering in advancing accessibility. Since 2023, YVR has:

- Prioritized meaningful consultation to ensure accessibility initiatives are grounded in lived experience, expert insight and co-creation. We engage our professional accessibility consultants and continue working directly with the community of people with disabilities to design the best airport experience for everyone.
- Engaged with 12 community partner organizations in developing this plan through in-person sessions, airport tours, and focused discussions to better understand barriers and co-develop solutions. We complemented these engagements with online accessibility surveys inviting feedback from people with disabilities about their airport experiences. Insights gathered through the survey, along with Customer Satisfaction data, continue to inform planning and improvement efforts.
- Strengthened collaboration across airport partners through Terminal Working Group meetings, cross-departmental engagement sessions within YVR, and monthly consultations with accessibility consultants.
- Participated in the Canadian Airports Council Accessibility Working group, meeting monthly with peer airports to share best practices and promote consistency in accessibility-related efforts across Canada.



- Engaged the Return on Disability Group, which provided additional insight into emerging disability trends and evolving expectations.
- Established monthly internal digital accessibility meetings to drive continuous improvement and ensure our digital content meets accessibility standards.

Employee Engagement: On February 6, 2026, YVR held an employee workshop to identify opportunities to support the development of our 2026-2028 Beyond Accessibility Plan and advance accessibility initiatives at YVR. A total of 34 participants representing 23 departments across YVR participated.

Community accessibility partners engagement: YVR conducted one-on-one meetings and a workshop:

- On February 19 and 20, 2026, YVR held one-on-one meetings with community accessibility partners who were interested in sharing feedback on barriers or areas of interest within the airport and some were not available to participate in the scheduled February 27 workshop. Representatives from four organizations participated.
- On February 27, 2026, YVR hosted an in-person workshop for our community accessibility partners. Thirteen participants attended the workshop, representing nine organizations.

Using the passenger journey mapping concept allowed participants to consider how YVR and their service partners can make the biggest impact on improving accessibility at different segments of their passenger's journey. Participants were asked the question, "Where in the passenger journey can YVR make the biggest difference in accessibility?" The participants were then asked to list their top priorities.



What We're Working to Improve

Establish a dedicated internal, cross-departmental engagement working group.

- Ensure a coordinated progress across initiatives to support the advancement of the Beyond Accessibility Plan.
- **Timing:** In progress. Begin in Year One.

Collaborate with partners to enhance service for passengers with accessibility needs.

- Ensure a seamless and consistent experience for passengers with accessibility needs by collaborating with government agencies and airport partners.
- **Timing:** In progress. Ongoing (measured by partner engagement, joint initiatives, and service consistency improvements).

Create a more accessible retail experience by working with retail partners and developing a best practice guide.

- Help to broaden awareness of accessibility best practices across retail services.
- **Timing:** In planning. Complete by Year Three.

Strengthen the terminal accessibility review program.

- Enable proactive identification and quicker resolution of barriers across the passenger journey.
- **Timing:** In planning. Begin in Year One.

Employment

Our business has always been grounded in a strong commitment to our values and to people—our travellers, community, and employees. To ensure long-term success, we must continue to be a place where talented individuals, including people with disabilities, come to grow, lead, and make a lasting impact. We strive to create a culture that celebrates diversity and breaks down barriers to inclusion.

YVR champions an inclusive culture where diversity is a driving force behind our success. We hire with a focus on potential, not just past experience, and we prioritize training to build an agile, future-ready workforce. We go beyond legal compliance, to evidence-based discrimination reduction through:

- Integrated well-being initiatives
- Inclusive leadership development
- Disability confidence learning opportunities
- Equitable recognition
- Equitable total rewards
- Inclusive incentivized referrals
- Mentoring programs designed to not discriminate
- Leadership behaviours defined and modeled
- Performance management emphasizing both professional and personal development
- Recently filled positions internally posted: internal moves and external hires
- Inclusive employee giving and volunteering for community good
- Inclusive dress code

YVR deliberately integrates our Disabled Workers Employee Resource Group (ERG) alongside our other ERGs of women, racialized, Indigenous, 2SLGBTQI+, and Black workers. ERGs lead career, culture, community, and commercial initiatives across YVR.

YVR has an ongoing Barrier Register that we share with all employees. ERG Chairs craft and maintain this register with input from ERG members, through employee-wide consultation.



YVR has a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability. We consider the accessibility needs of employees during any employment process, including performance management, career development, and redeployment. Our People and Culture team aids managers and employees in developing suitable accommodation plans when requested.

We welcome employment applications from all qualified candidates. 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. We share postings with our partners to increase opportunities for diverse groups, including internships and summer co-op students.

If you need support applying online, please contact us at 604-303-3152 or careers@yvr.ca.

Barriers

- Physical and other barriers in employee areas.
- Some limits to accessible meeting tools and digital systems.
- Uneven accessibility awareness and training opportunities.

What We're Working to Improve

Upgrade employee workspaces to remove barriers.

- Continue to improve employee space accessibility, guided by employee and ERG consultation, built environment accessibility professionals, and our Universal Design Guidelines.
- **Timing:** In planning. Continue in Year One.

Trial new assistive listening devices in YVR meeting rooms.

- Help people who are Deaf or hard of hearing fully participate in meetings.
- **Timing:** In progress. Begin trial in Year One.

Develop accessibility information for airport-wide employees.

- Promote consistent, inclusive service, build staff awareness and confidence, and reinforce that accessibility is everyone's responsibility at YVR.
- **Timing:** In planning. Develop in Year Two (implement by Year Three).



Review staff accessibility training.

- Equip frontline staff with the skills and confidence to identify and support passengers with disabilities.
- **Timing:** In planning. Review in Year One.

Create a plan to meet Phase 1 Digital Technology Regulations under the Accessible Canada Act. New regulations include:

- Training on digital accessibility involved in the development, maintenance, and purchase of digital technologies by December 5, 2027.
- Employee facing webpage and digital document accessibility by December 5, 2028.
- **Timing:** In planning. Begin in Year One.



Measuring Our Success

What We'll Do

Measuring progress remains central to YVR's Beyond Accessibility Plan as a tool to demonstrate impact and help build a culture of accountability, learning, and continuous improvement as we work toward a more inclusive, world class airport experience for all. With this three-year plan, we have identified specific timing and performance measurements for most initiatives and will work to strengthen how we collect, analyze, and apply data to drive continuous improvement. This includes leveraging operational metrics, customer satisfaction data, and digital insights to better understand accessibility-related needs, identify gaps, and prioritize investment that will ensure accessibility performance is embedded into organization-wide strategic planning, capital development, and service design decisions.

We have established structured, recurring feedback mechanisms to track progress and ensure accountability. Each year, we invite community partners and members, including people with disabilities, to share input on their experiences through engagement sessions, surveys, and consultations. This feedback will be transparently reflected in annual progress reports and will directly inform adjustments to initiatives and future planning priorities.

We will also continue to deepen collaboration with our airport partners, including airlines, government agencies, and service providers to align on shared accessibility objectives, regulatory compliance, and passenger experience improvements. Through coordinated planning, data sharing, and joint problem-solving, we will work to reduce barriers, improve passenger processing, and leverage emerging technologies to enhance the travel journey.



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 Beyond 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:

- **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

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







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.”


PADS
ASSISTANCE DOG
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