

# 2024

## Grande Prairie Airport Accessibility Plan & Feedback Process



Version 1.1  
November 26, 2024





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# Plan Revisions

Version	Date	Change(s)
1.0	06-01-2024	New
1.1	11-26-2024	Plan renamed to: Accessibility Plan & Feedback Process Cover: Version # added Table of Contents: updated to reflect changes General: Wording changes Consultation: reworked section to clarify initial consultation vs. additional consultation Consultation: Included section explaining feedback received Feedback: moved under General heading Feedback: Clarification of anonymous feedback and acknowledgment of feedback processes Grande Prairie Airport Accessibility Committee: Wording changes Opportunity Register: Built environment now includes brail signage update

## Revision Notifications

The Grande Prairie Airport must, by electronic means, notify the Canadian Transportation Agency of any updates or changes to this plan or feedback process within 48 hours of publication and include in the notice a hyperlink to the URL of the plan or the addresses of the publicly accessible business locations where a print copy of the plan is available.

# General

## Introduction

The Grande Prairie Regional Airport (GPA) is committed to improving accessibility through prevention & removal of barriers. This plan is a comprehensive roadmap of actions GPA will undertake between June 1, 2024, and June 1, 2027.

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

1. All persons must be treated with dignity regardless of their presentation
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have
3. All persons must have barrier-free access to full and equal participation in society
4. All persons must have meaningful options and be free to make their own choices, with support if they desire
5. Laws, policies, programs, services, and structures must take into account peoples diverse abilities, 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

## Feedback

All feedback is welcomed and encouraged. Anonymous feedback can be provided via any of the means listed below. Feedback will be acknowledged in the same manner that it was received.

### Designated recipient for feedback

Director, Terminal Services

### How to provide feedback or request an alternate format

To submit feedback or request an accessible alternate format of this plan or the feedback process:

#### Mail

Suite 220, 10610 Airport Drive  
Grande Prairie, AB.  
T8V 7Z5

#### Phone

780-539-5270

#### Email

Info@GPAairport.com

# Consultation

## Grande Prairie Airport Accessibility Committee

GPA's advisory committee is made of individuals involved in or representing others living with disabilities in the community.

Specific names and/or positions of members are kept confidential in order to respect their privacy.

## Initial External Consultation

During the creation of this plan employees of the Grande Prairie Airport met one on one with individuals in the disability community. The information gathered and feedback provided was instrumental in the initial iteration of this plan.

## Additional External Consultation

Additional consultation was conducted on October 30, 2024, via an open house hosted at the Grande Prairie Airport.

On November 7, 2024, The Grande Prairie Airport engaged with the Accessibility Advisory Committee of Grande Prairie.

Primary feedback received during these sessions centered around improved positive wording within the initial accessibility plan document. These suggestions have been implemented into version 1.1 of the plan.

An additional suggestion to include brail in signage was received and is included in the Opportunity Register.

Resources were provided in the form of disability awareness training through EmployAbilities Grande Prairie. This training is now being implemented for all front facing positions.

Suggestions were made for locations of distribution including the hospital and physiotherapy locations. A digital copy will be made available to the Accessibility Advisory Committee of Grande Prairie for distribution as they see fit.

# Focus Areas of Accessibility

## Employment

This section covers GPA's policies, programs, practices, and services designed to identify, remove, and prevent barriers to employment at the Grande Prairie Airport.

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

## Information and communication technologies (ICT)

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

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

## Communication, other than ICT

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

- Front facing GPA personnel are required to take the Canadian Airports Accessibility Training course. This course was developed for the Canadian airport industry in consultation with persons with accessibility requirements.
- GPA endeavors to use plain language when communicating on our website, social media channels, and media publications.
- All accessible washroom stalls are identified with signage and braille.
- Terminal Service Agents provide verbal or written information about services and facilities and connect customers to enhanced assistance where needed.

## Procurement of goods, services, and facilities

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

- Contracted taxi service and car rental providers are required to have accessible fleet options to service airport customers.
- Contracted taxi service and car rental providers are required to respond to accessibility-related requests, complaints and feedback in a timely manner.
- Rental car concession operators are required to provide accessible options to airport customers.

## Design and delivery of programs and services

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

- Formation of the GPA Accessibility Committee (advisory)
- Curbside Assistance program
- Sunflower Hidden Disabilities program
- Accessibility Training program
- Barrier Free Airport Terminal Tour program
- Customer Feedback program

## Transportation

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

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

## Built Environment

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

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



# Future Plans 2025 - 2027

## Accessibility Goals & Action Plan

### YR 1 (2025)

- Promotion of the Sunflower Hidden Disabilities program, GPA's involvement, and how it enhances customer experience.
- Confirm that all GPA personnel have received the updated Canadian Airports Accessibility Training
- Review of the ATPRR to ensure it employs current technologies and is meeting the needs of airport users. Update issued as required.

### YR 2 (2026)

- Internal promotion of the Sunflower Hidden Disabilities program and how it benefits organizational culture and performance.
- Review and explore additional possibilities or enhancements for the barrier free airport terminal tour that will further assist individuals with disabilities with navigating the airport terminal prior to a flight.
- Review of the ATPRR to ensure it employs current technologies and is meeting the needs of airport users. Update issued as required.

### YR 3 (2027)

- Gap analysis on integration of accessibility best practices into GPA's operational, financial, and strategic planning processes.
- Update of the ATPRR to complete the initial 3-year cycle.

## Opportunity Register

### Employment

- Re-evaluate our recruitment processes with a strategic focus on improving inclusivity and accessibility, which includes documenting a formal onboarding procedure to ensure all employees can be hired and integrated in a welcomed, dignified, and efficient manner.
- Develop a revision of the Diversity, Equity, and Inclusion policy with input from our employees and internal Accessibility Committee.
- Establish terms of reference, objectives, and membership requirements for our internal Accessibility Committee.
- Transform the language and terminology used within our internal employee documents towards inclusive language.

### Information and Communication Technologies (ICT)

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

## **Communication (other than ICT)**

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

## **Procurement of Goods, Services, and Facilities**

- Update the procurement policy to formalize accessibility as a criteria or requirement for proposals of goods, services, technologies, and facilities.
- Create an effective mechanism (e.g. checklist) for preventing barriers in the procurement of new goods, services, and facilities.

## **Design and Delivery of Policies, Programs, and Services**

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

## **Built Environment**

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

## Related Regulations & Resources

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

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

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

Our Accessibility webpage ([Accessibility - Grande Prairie Airport](#)) is dedicated to information about accessibility at GPA. The webpage contents include all regulatory information.

## Personnel Training

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

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