Kamloops Airport
Accessibility Plan Progress Report and Consultation

Version 1.1, 2025

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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA) and the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-2019-244), and as part of our goal to increase accessibility in our organization, Kamloops Airport Ltd. has prepared this Accessibility Plan Progress Report.

This Accessibility Plan Progress Report and additional information about Kamloops Airport accessibility services, including an accessibility feedback form, are available online at https://kamloopsairport.com/at-the-airport/accessibility/.

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact KAL at:

Mailing Address
Manager, Operational Compliance
Kamloops Airport Limited
101 – 3035 Airport Rd
Kamloops, BC, V2B 7X1

Email
operations@kamloopsairport.com

Phone
Phone: 250-376-3613, Extension 105
(Monday to Friday, 8 am to 4 pm, excluding holidays)

Our Progress

Under the Accessible Canada Act, we, Kamloops Airport Ltd. issued our most recent accessibility Plan on June 1, 2024. Since that date, we have published this first Progress Report, which is intended to update the public on our progress toward implementing our 2024-2027 Accessibility Plan. This report demonstrates our ongoing commitment to preventing, identifying and removing barriers at Kamloops Airport, in addition to our continued efforts to consult with passengers, employees and key partners with disabilities.

This report will outline our progress and achievements in seven key areas, having made major strides in the first year of the 3-year plan. To date, our team has completed 18 of the 28 established Accessibility goals outlined in the plan and we look forward to completing and reaching beyond our goals to support today's traveller.

At Kamloops Airport, we are committed to ensuring accessibility for all and making travel an enjoyable experience. While we've made great strides, we recognize there's always room for improvement. Our Accessibility Plan and Progress Report reflect our dedication to removing barriers and providing a safe and inclusive journey for every traveler. With your input and our commitment to innovation, collaboration, and continuous improvement, we strive to make our airport a welcoming and accessible destination for all – for today's traveller and all future users of Kamloops Airport.

Feedback Received

What we heard

GENERAL COMMENTS	KAL RESPONSE
Recommend specifying whether "days" referenced in the Plan are calendar days or business days	No change – keeping term in line with regulation.
Suggest expanding on the term "wheelchair services" more.	Term removed and plan updated with better description.
Rental car companies in small cities typically do not have hand controls or do not know how to install them properly.	KAL verified with rental car companies that they have hand control systems available for vehicles at YKA.

SURVEY RESULTS/COMMENTS

Survey question	COMMENT	KAL RESPONSE
Question #26: Do you have any other comments or suggestions about how the Airport could provide more accessible and inclusive services?	Have you had someone in a wheel chair or someone with difficulty using their hands try and navigate your facility before? What were the learnings from that experience?	Response was submitted anonymously; KAL unable to respond directly to commentor. KAL response to question: We have had a person in a wheelchair navigate our facility and provide feedback. KAL will consider seeking out an individual with difficulty using their hands to navigate the facility and provide feedback.

How we listened
Feedback was obtained through the following means:
A website link for a survey,
The Kamloops Airport Accessibility Consultative Committee and
Observations from the CTA.

Provisions of CTA Accessibility-Related Regulations
The following CTA accessibility-related provisions apply to Kamloops Airport.

Part 1: Requirements Applicable to Transportation Service Providers
Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators
Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

KAL ensures that it complies with or exceeds each of these accessibility-related requirements.

Information and Communication Technologies (ICT)

Our focus this year

Create an internal resource folder to share information for all KAL employees on accessibility.

Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria.

Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria.
Ensure that the planning schedule for preparation of public documents includes timing for the creation of accessible versions of content (particularly public-facing documents such as annual reports, statements, and financial information).

Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.

Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.

Ensure that alt-text on images is available in public content posted online, in the languages used in original content.

Review the accessibility of the Kamloops Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.

Commitments achieved

Accessibility Goal	Status
Create an internal resource folder to share information for all KAL employees on accessibility.	Complete
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria.	Complete
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria.	Complete, ongoing

Accessibility Goal	Status
Ensure that the planning schedule for preparation of public documents includes timing for the creation of accessible versions of content (particularly public-facing documents such as annual reports, statements, and financial information).	In progress
Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.	Complete, ongoing.
Ensure that new employee and customer software purchases include accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.	In progress
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Complete; ongoing through WO system.
Review the accessibility of the Kamloops Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Complete

Information and Communication (other than ICT)

Our focus this year

Ensure that the KAL Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.

Review existing KAL policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers.

Review the KAL Accessibility Plan and status of accessibility goals annually.

Update the KAL Accessibility Plan a minimum of every three years, and notify the ACA and ATPDR regulators when updated accessibility plans are published.

Provide progress reports based on stated deadlines in the ACA, ATPDR, and ATPRR, and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.

Commitments achieved

Accessibility Goal	Status
Ensure that the KAL Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Complete
Review existing KAL policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers.	In progress
Review the KAL Accessibility Plan and status of accessibility goals annually.	Complete
Update the KAL Accessibility Plan a minimum of every three years, and notify the ACA and ATPDR regulators when updated accessibility plans are published.	Complete and ongoing, per WO
Provide progress reports based on stated deadlines in the ACA, ATPDR, and ATPRR, and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.	Complete and ongoing, per WO

Procurement of Goods, Services, and Facilities

Our focus this year

Review legal agreements regarding procurement of accessible goods, services, and facilities; ensure clear wording and procedures related to accessibility requirements in agreements.

Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.

Commitments achieved

Accessibility Goal	Status
Review legal agreements regarding procurement of accessible goods, services, and facilities; ensure clear wording and procedures related to accessibility requirements in agreements.	In progress
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	In progress

Design and Delivery of Programs and Services

Our focus this year

Coordinate with Airport team members and committee members to promote National AccessAbility Week awareness annually.

Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.

Develop and promote "what to expect" content for travellers, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.

Raise awareness about the international Hidden Disabilities' Sunflower Lanyard Program, to provide a method for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport.

Provide training and resources to KAL employees about the Sunflower program and how to respond or assist appropriately.

Commitments achieved

Accessibility Goal	Status
Coordinate with Airport team members and committee members to promote National AccessAbility Week awareness annually.	In progress
Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Complete and Ongoing
Develop and promote "what to expect" content for travellers, to assist members of the public in understanding and feeling comfortable with the travel process and available support services at Airport.	In Progress
Raise awareness about the international Hidden Disabilities' Sunflower Lanyard Program, to provide a method for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport. Provide training and resources to KAL employees about the Sunflower program and how to respond or assist appropriately.	Complete and ongoing,

Transportation

Our focus this year
None specific to transportation, however we are committed to the continuation of programs in place and ongoing monitoring of Ground Transportation Operators for compliance with program requirements.

Commitments achieved
N/A

Built Environment

Our focus this year

Review wayfinding and signage to create a more accessible experience when navigating the facility.

Install tactile attention indicators for walking surfaces (Eg: TWSIs) where public spaces might present a hazard.

Ensure that accessibility reviews, including persons with lived experience where possible, are provided on all airport design proposals; ensure that any identified barriers are addressed prior to approval of design and development of new facilities (internal or for stakeholders).

Reviews will be carried out to current and anticipated standards, as required (for example, NBC 2020, CSA B651-18, B651-22).

Commitments achieved

Accessibility Goal	Status
Review wayfinding and signage to create a more accessible experience when navigating the facility.	Complete, Ongoing
Install tactile attention indicators for walking surfaces (Eg: TWSIs) where public spaces might present a hazard.	In progress
Ensure that accessibility reviews, including persons with lived experience where possible, are provided on all airport design proposals; ensure that any identified barriers are addressed prior to approval of design and development of new facilities (internal or for stakeholders).	In progress

Accessibility Goal	Status
Reviews will be carried out to current and anticipated standards, as required (for example, NBC 2020, CSA B651-18, B651-22).	

Employment

Our focus this year

Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.

Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.

Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.

Ensure emergency response teams review and are aware of individual accommodation plans for employees, volunteers, and others with documented support requests during emergencies or evacuations.

Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.

Commitments achieved

Accessibility Goal	Status
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Complete
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Complete
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Complete

Accessibility Goal	Status
Ensure emergency response teams review and are aware of individual accommodation plans for employees, volunteers, and others with documented support requests during emergencies or evacuations.	Complete
Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.	Complete

Training

Our focus this year

Provide customer service training incorporating Airport-specific accessibility information to customer-facing employees, including training on Airport assistive devices and services (where appropriate) and how to address accessibility feedback and accommodation requests.

Commitments achieved

Accessibility Goal	Status
Provide customer service training incorporating Airport-specific accessibility information to customer-facing employees, including training on Airport assistive devices and services (where appropriate) and how to address accessibility feedback and accommodation requests.	In progress

Consultations

How Accessibility Plan Progress Report consultations took place

The Accessibility Plan and an accompanying digital survey were available online and in alternate formats, upon request.

Due to time and resource limitations, in-person events were not held for the review of the initial Accessibility Plan. However, an in-person and virtual meeting took place in early 2025, with Kamloops Airport's Accessibility Consultative Committee. The committee members have lived experience with various disabilities and were given the Plan for review prior to the meeting.

When consultations took place

The draft Accessibility Plan and accompanying feedback survey were available for a two-week period (May 8 through May 21) on the Kamloops Airport Accessibility page. The Accessibility Consultative Committee met at the airport and virtually on January 29, 2025 and communications with members have continued via email.

The Progress Report consultation

Consultation promotion and invitations to provide feedback

Kamloops Airport Ltd., in consultation with AIM for Inclusion, developed a Communications Plan:

- to promote the availability of the draft Accessibility Plan and various feedback methods, including an online survey;
- to raise awareness of proposed Airport accessibility goals;
- to invite feedback from persons with disabilities and the broader community through various methods, including invitations to direct contacts, local news, and social media announcements, and
- to help ensure input and suggestions from persons with lived experience and organizations serving persons with disabilities were considered, addressed, and included as Accessibility Plan goals where appropriate.

Announcements and invitations to provide feedback were posted on the Kamloops Airport website.

Kamloops Airport Ltd. actively sought membership from community members with lived experience to join our Accessibility Consultative Committee throughout 2024. By January 2025 we had 3 external persons on this Committee and held our first meeting with the new members.

Individuals and organizations directly invited to provide consultative feedback

KAL targeted outreach to persons with lived experience.
Kamloops Airport Accessibility Consultative Committee.

Number of review participants

Survey and email responses were received in the Accessibility Plan final draft review period (May 2024).

Airport consultation response

Prior to publication of the Accessibility Plan in 2024, all consultation feedback was reviewed by both Airport management and AIM for Inclusion. Responses were organized into the following categories.

1) Feedback already addressed in the current Accessibility Plan or not applicable to the airport (for example, feedback on air travel in general or on specific airline or travel experiences unrelated to the airport).

2) Feedback incorporated into the final Accessibility Plan (as clarifications or revisions, or as additional goals approved by the airport).

3) Feedback noted for ongoing tracking by the airport for future consideration (for example, certain concerns that could not be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant airport teams, for potential inclusion as future development goals).

4) Feedback forwarded to appropriate external organizations (for example, certain concerns related to responsibilities of airline operators or third-party vendors).

Consultation for the Plan after publication was sought directly from the Accessibility Consultative Committee members.

Where to find Airport Accessibility Policies, Plans, and Procedures

The following *Accessible Canada Act* (ACA) and accessibility policies, plans, and procedures are available on the Kamloops Airport website at https://kamloopsairport.com/at-the-airport/accessibility/.
- Accessibility Policy (under development)
- Accessibility Plan

For more information on Kamloops Airport accessibility services or to request any of these documents in an alternate format, email us at operations@kamloopsairport.com. KAL will make every effort to provide these documents in an alternate format, upon request.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request, and requests for alternate formats will be actioned within 45 days. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as timely a manner as possible.

Appendices

Appendix A: Maps and Images

Designated Outdoor Pet Relief Area:

The above map shows an overview of the airport terminal exterior, indicating where the outdoor pet relief area is located. The out door pet relief area is located approximately 12 meters NW of the west entrance of the air terminal building, in a grassy area adjacent to the sidewalk.

Designated Indoor Pet Relief Area:
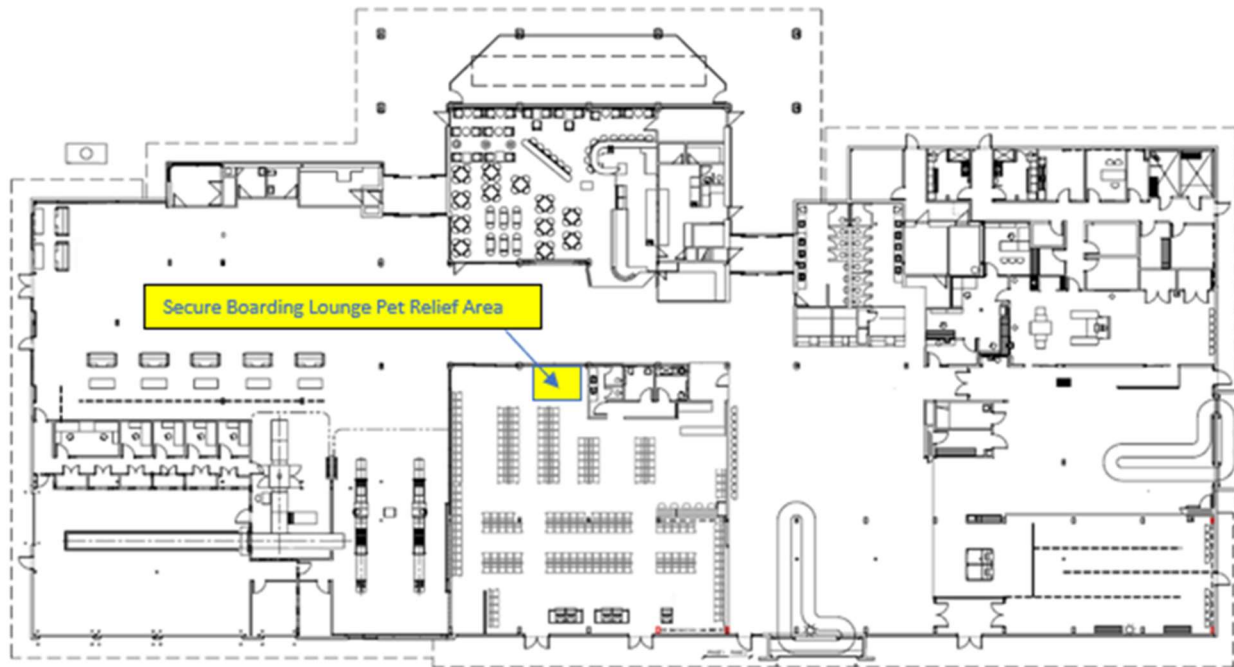
The above image shows the floor plan of the Air Terminal Building, highlighting the area where the Designated Indoor Pet Relief Area is located. The Designated Indoor Pet Relief Area is located inside the Secure Boarding Lounge, at the back, or most northern wall, near the vending machines.

Accessible Parking Map:
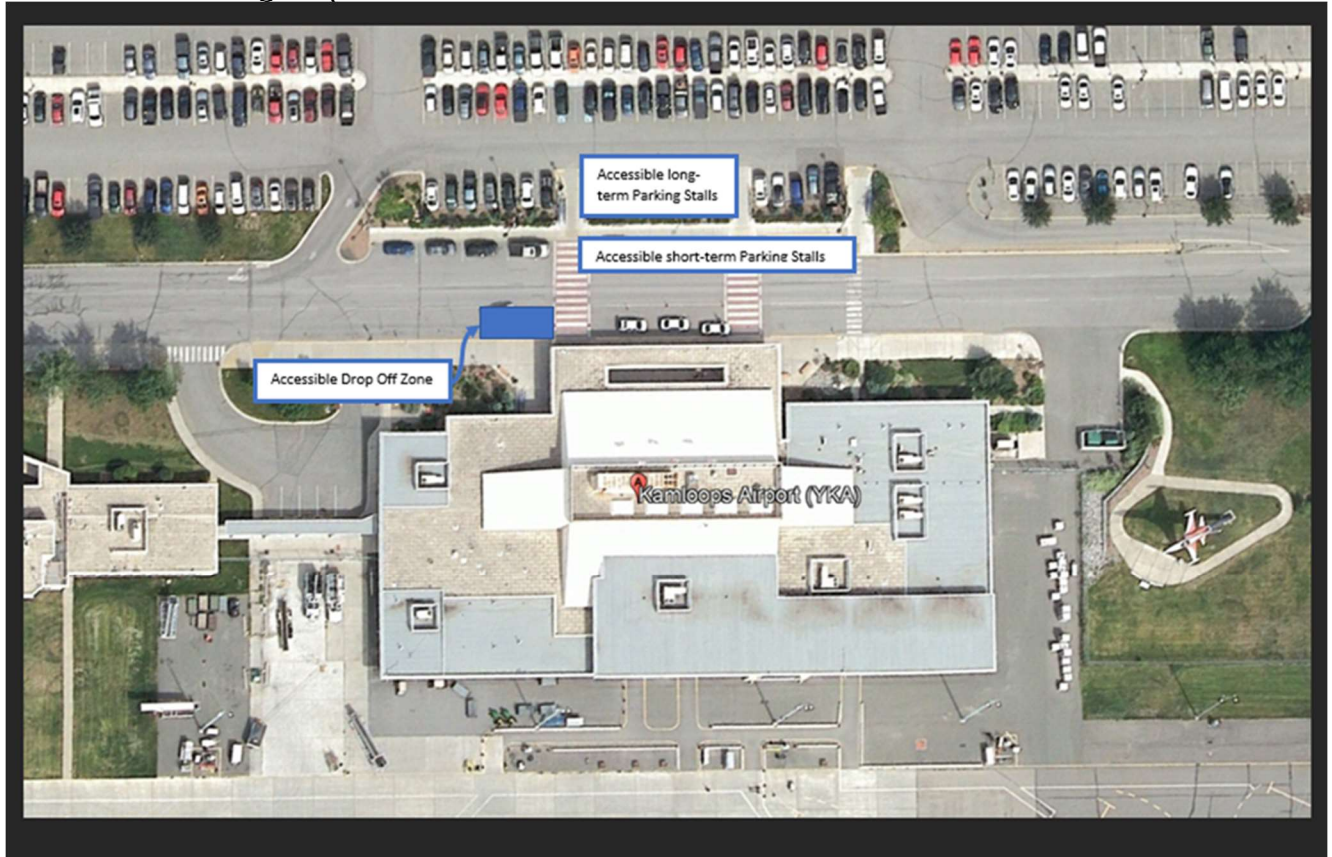
The above image shows an overview of the Air Terminal Building exterior, adjacent roadway and parking areas. There are three areas indicated in the image. The first area indicates long-term accessible parking stalls in the main parking lot, which are located in the center of the first row of parking. The second area indicates where the short-term accessible parking stalls are located, which is directly across the street from the center of the air terminal building. The third area indicates where the accessible drop off zone is located, which is directly in front of the air terminal building, immediately adjacent to the Departures doors.

Appendix B: Consultation Questions

Survey respondents were asked to review Kamloops Airport's Accessibility Plan Progress Report 2025, which provided updates on action items in the following eight categories:

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

Respondents were asked to review the status updates in each category and then asked the following three questions after each section:

1.   Did you find the status update on accessibility listed in this section to be clear and understandable?
2.   Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?
3.   If you responded 'No' to either question above, provide your additional feedback.

The following two questions concluded the survey:

1.   Do you have any other feedback or suggestions regarding the content or format of Kamloops Airport's draft 2025 Accessibility Progress Plan?
2.   Do you have any other comments or suggestions about how the Airport could provide more accessible and inclusive services?

Respondents were also permitted to submit an anonymous survey or provide contact information and their preferred method of contact. The Airport followed up by preferred method of contact with all survey respondents who provided contact information.

Appendix C: Progress Report Consultation Process and Responses

Kamloops Airport's 2025 Accessibility Plan Progress Report v1.1 was sent for consultation in the following ways:
- The report was posted on the Kamloops Airport website with an accompanying survey (see Appendix B) during the month of April, 2025.
- The report and survey were sent directly to Kamloops Airport's Accessibility Consultative Committee members, via email.

Kamloops Airport received two responses to our requests for consultation, summarized in the chart below.

Timestamp	Number of Responses	Response (amount)
Did you find the status update on accessibility listed in 'Information and Communication Technologies (ICT)' to be clear and understandable?	2	No (1) Yes (1)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)
If you responded 'No' to either question above, provide your additional feedback.	0	
Did you find the status update on accessibility listed in 'Information and Communication (other than ICT)' to be clear and understandable?	2	Yes (2)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)
If you responded 'No' to either question above, provide your additional feedback.	0	
Did you find the status update on accessibility listed in 'Procurement of Goods, Services and Facilities' to be clear and understandable?	2	No (1) Yes (1)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)

If you responded 'No' to either question above, provide your additional feedback.	1	Unfortunately no information provided
Did you find the status update on accessibility listed in 'Design and Delivery of Programs and Services' to be clear and understandable?	2	Yes (2)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)
If you responded 'No' to either question above, provide your additional feedback.	0	
Did you find the status update on accessibility listed in 'Transportation' to be clear and understandable?	2	Yes (2)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)
If you responded 'No' to either question above, provide your additional feedback.	0	
Did you find the status update on accessibility listed in 'Built Environment' to be clear and understandable?	2	No (1) Yes (1)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	No (1) Yes (1)
If you responded 'No' to either question above, provide your additional feedback.	1	Needs improvement
Did you find the status update on accessibility listed in 'Employment' to be clear and understandable?	2	No (1) Yes (1)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	No (1) Yes (1)
If you responded 'No' to either question above, provide your additional feedback.	1	Needs improvement
Did you find the status update on accessibility listed in 'Training' to be clear and understandable?	2	Yes (2)
Do you think the status updates in this section reflect progress that helps improve accessibility at the Airport?	2	Yes (2)
If you responded 'No' to either question above, provide your additional feedback.	0	

		Plain Language for people with disabilities and learning disabilities.
Do you have any other feedback or suggestions regarding the content or format of Kamloops Airport's draft 2025 Accessibility Progress Plan?	2	I have reviewed your annual accessibility progress report and am extremely impressed with both it's content and the progress you and your team have accomplished over a relatively short period of time. Tracy I do not have any concerns related to the report and answer yes to all of your questions. Excellent work!
Do you have any other comments or suggestions about how the Airport could provide more accessible and inclusive services?	0	