



# Kamloops Airport Accessibility Plan

Version 3.0, 2024-2027

---

## Message from Vantage Airport Group

Vantage Airport Group is an industry-leading investor, developer, and manager of airports and transportation infrastructure around the world. Since 1994, Vantage has been making airports more efficient, profitable, sustainable, and connected to the communities they serve, working with more than 30 airports in its 30-year history. Vantage's current portfolio includes four Canadian airports:

- John C. Munro Hamilton International Airport, Hamilton, Ontario
- North Peace Regional Airport, Fort St. John, British Columbia
- Kamloops Airport, Kamloops, British Columbia
- Greater Moncton Roméo LeBlanc International Airport, Moncton, New Brunswick

We are committed to working together with each of our airport teams to create a more diverse and equitable environment for everyone, including airport visitors, employees, and local communities. We recognize that an essential part of working towards an inclusive society is an ongoing commitment to identifying, removing, and preventing barriers for persons with disabilities.

A handwritten signature in blue ink, consisting of a long horizontal stroke followed by a series of loops and curves.

George Casey  
Chief Executive Officer  
Vantage Airport Group

## Message from Kamloops Airport

Kamloops Airport Ltd. (KAL) has prepared this Accessibility Plan to assist in meeting our requirements under the *Accessible Canada Act (ACA)* and the *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)*. This Plan will serve as a roadmap for Airport employees, contractors, and others, to help our organization become more diverse and inclusive.

This Accessibility Plan was shared for review with Kamloops Airport Ltd. (KAL) management, consultants, and other stakeholders. The KAL management team will review the Accessibility Plan annually, update the Plan a minimum of every three years, and provide progress reports as required by legislation.

At each stage of development and review of this Plan, we actively seek and encourage input from those with lived experience facing accessibility barriers. KAL welcomes and considers all ongoing feedback and input for this Accessibility Plan as resources to help us meet our organizational accessibility commitments and goals.

Ed Ratuski, Managing Director  
Kamloops Airport Limited

# Table of Contents

- Terms and Definitions ..... 1**
- General ..... 2**
  - Mailing Address ..... 2
  - Email..... 2
  - Phone ..... 2
- Statement of Commitment to Accessibility ..... 2**
- Background ..... 3**
- Executive Summary ..... 3**
  - Strengths ..... 3
  - Challenges and Risks ..... 4
- Airport Accessibility Services, Procedures, and Facilities ..... 4**
- ACA and ATPDR Compliance ..... 5**
  - Accessibility Policies and Procedures ..... 5
  - Accessibility Feedback and Complaint Resolution Process..... 5
  - Emergency Information ..... 5
  - Information and Communication ..... 5
    - Website*..... 5
    - Self-Serve Kiosks*..... 6
    - Announcements* ..... 6
  - Facilities ..... 6
    - Curbside Assistance* ..... 6
    - Accessible Washrooms* ..... 6
    - Wheelchair Access*..... 7
    - Animal Relief Areas*..... 7
    - Obstructions Due to Repairs or Maintenance* ..... 7
  - Employment..... 7
  - Training..... 7
  - Transportation..... 7
- Provisions of CTA Accessibility-Related Regulations ..... 8**
  - Part 1: Requirements Applicable to Transportation Service Providers..... 8
  - Part 4: Requirements Applicable to Terminal Operators..... 8
- Accessibility Features Beyond Compliance ..... 8**
- Goals and Measures to Identify, Remove, and Prevent Barriers..... 8**
  - Identifying Barriers ..... 8
  - Removing and Preventing Barriers..... 8
    - Information and Communication Technologies (ICT)*..... 9
    - Information and Communication (other than ICT)*..... 10
    - Procurement of Goods, Services, and Facilities* ..... 11
    - Design and Delivery of Programs and Services* ..... 12
    - Transportation*..... 13
    - Built Environment*..... 13
    - Application and Non-Application, Pre-Existing Terminals* ..... 13
    - Employment*..... 14

<i>Training</i> .....	15
<b>Consultations</b> .....	<b>15</b>
Background.....	15
How Accessibility Plan consultations took place.....	16
When consultations took place.....	16
Consultation promotion and invitations to provide feedback.....	16
Individuals and organizations directly invited to provide consultative feedback .....	16
Number of review participants.....	16
Airport consultation response.....	17
<b>Where to find Airport Accessibility Policies, Plans, and Procedures</b> .....	<b>17</b>
<b>Appendices</b> .....	<b>18</b>
Maps and Images .....	18

## Terms and Definitions

**Accessible:** products, services, facilities, or environments that can be accessed, used by, or understood by all persons, including those with disabilities

**Assistive Devices:** any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electric scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; and
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

**Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

**Disability:** 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

**Information:** includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

**KAL:** Kamloops Airport Ltd. (the Airport)

**Kiosk:** a self-service kiosk is an interactive electronic terminal that can be used to provide information, products, or services. Accessible kiosks must meet the requirements of the National Standard of Canada CAN/CSA-B651.2-07 (R2017 or newer) *Accessible design for self-service interactive devices*.

**Service Animal:** an animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

**Support Person:** in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.

## 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 has prepared this Accessibility Plan.

To develop this Accessibility Plan and to identify accessibility barriers and goals, numerous employees and other stakeholders have been consulted, including those with lived experience as persons with disabilities.

This Accessibility Plan and additional information about 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](mailto:operations@kamloopsairport.com)

### Phone

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

## Statement of Commitment to Accessibility

KAL is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. KAL will ensure compliance with all applicable accessibility legislation by identifying, removing, and preventing barriers to accessibility.