



Kamloops Airport Accessibility Plan & Feedback Process

Version 3.1, 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 a final flourish.

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

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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

Tracy Brown
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)

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.

Background

There are various accessibility and human rights laws, regulations, standards, and policies in place across Canada.

The purpose of the *Accessible Canada Act* (ACA) is to ensure that persons with disabilities have fair and equitable access to programs and services, and to improve opportunities for people with disabilities. The goal of the ACA is to identify, remove, and prevent barriers to accessibility in federally regulated organizations by 2040.

Kamloops Airport is considered a Class 3 airport by the Canadian Transportation Agency (CTA) and is required to comply with applicable CTA accessibility-related regulations. A Class 3 airport is a small private sector Transportation Service Provider (TSP) whose average number of employees in the current calendar year is 10 or more but fewer than 100.

The ACA requires that KAL's accessibility plan addresses its policies, programs, practices, and services in a way that conforms to other regulations or laws that may apply to those entities. As a federally regulated entity, KAL must follow both the *Accessible Canada Act* (ACA) Regulations and the Canadian Transportation Agency's (CTA) Accessible Transportation Planning and Reporting Regulations.

KAL must notify both the Accessibility Commissioner (a member of the Canadian Human Rights Commission (CHRC)) and the Canadian Transportation Agency within 48 hours of publication of each version of its accessibility plan (including a description of its feedback process and progress report, where applicable).

In the notice, KAL must include a hyperlink to the URL of the plan.

TSPs should submit their notice to the CTA using the following email address: OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca.

Executive Summary

In March 2024, the Vantage Airport Group (Vantage) engaged AIM for Inclusion to assist in reviewing the accessibility policies, procedures, and plans of its four Canadian airports. This included drafting customized Accessibility Plans and measurable goals and objectives for each airport. The project scope also included an initial gap analysis review, including a review of Vantage accessibility-related policies and procedures, and stakeholder interviews with Airport employees and key contacts. To the extent possible during the brief consultation period available, outreach included seeking input from persons with lived experience, with feedback and consultation efforts summarized in the Accessibility Plan.

Strengths

- Leadership and support of accessibility and inclusion goals by senior management and decision-makers

- Positive attitude of all levels of management and staff towards ensuring accessibility and inclusion in Airport services and facilities
- Numerous initiatives are in place to ensure ongoing ACA and ATPDR compliance and accessibility best practices, including:
 - Updates to customer service and public information (posted on the Kamloops Airport’s public Accessibility page);
 - Updates to KAL’s accessibility feedback process;
 - Updates to ACA and ATPDR accessibility awareness training (including role-specific training for Airport employees and management teams);
 - Creation of a Kamloops Airport Accessibility Consultation Committee including members with lived experience;
 - Creation of an internal network folder to provide employees with access to accessibility information and resources;
 - Plans to continue to increase engagement and collaboration with various disability organizations and with persons with disabilities and lived experience identifying as d/Deaf, disabled, or neurodivergent; and
 - Initiatives and plans to work towards changing the workplace culture to ensure that all decisions and actions include consideration of accessibility requirements.

Challenges and Risks

The following items were identified as accessibility challenges or risks for KAL:

- A dedicated budget and resources to increase accessibility and address Accessibility Plan departmental priorities;
- Available resources to schedule, plan, prioritize, and assign to ensuring ACA and ATPDR compliance requirements on an ongoing basis, incorporating reviews of Accessibility Plan goals, status, and roadblocks; and
- Increased visibility to raise awareness of accessibility as a KAL priority (for example, through marketing and promotion, employment, training, participation in National AccessAbility Week, and other initiatives).

Airport Accessibility Services, Procedures, and Facilities

KAL is committed to meeting all applicable *Accessible Canada Act* (ACA) and *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) compliance requirements and deadlines. This includes developing public accessibility policies and procedures related to customer service; developing, posting, and updating the Accessibility Plan; and providing progress reports by applicable deadlines.

Airport accessibility policies and website content are provided in an accessible format and available in alternate formats upon request. Visit the Kamloops Airport [Accessibility page](#) for current information and procedures describing how to access Airport services and facilities.

ACA and ATPDR Compliance

The following accessibility items have been or currently are being developed by the Vantage Airport Group and KAL to help ensure ACA and ATPDR compliance requirements are met or exceeded.

Accessibility Policies and Procedures

Details regarding accessibility services, procedures, and accessible facilities are available to the public on the Kamloops Airport [Accessibility page](#) and upon request.

KAL is developing an Accessibility Policy that includes a clear statement of commitment and description of accessible Airport services, as well as contact information for queries and accommodation requests. This Accessibility Policy will be used for employee training and will be posted on the Accessibility page for public access.

Accessibility Feedback and Complaint Resolution Process

Feedback can be provided by mail, email, phone, in person, and online through the Kamloops Airport [Accessibility page](#) and available upon request. Feedback is received by Tracy Brown, Manager, Operational Compliance. Contact info for Tracy is on page 2.

Other than feedback indicated as anonymous, feedback will be acknowledged in the same way it was received or the preferred manner requested.

Key airport employees have been trained on the procedure for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services.

Emergency Information

Accessible emergency and safety information for visitors, as well as employees and contractors, has been developed and is available publicly and upon request.

Individual accommodation plans including emergency and evacuation procedures are available for employees who request support.

Emergency information is provided in both audio and visual format throughout the terminal building. Emergency information is communicated over the public address system and on scrolling messages on monitors throughout the building.

Information and Communication

Website

Automated website accessibility checks are completed regularly to verify that the Kamloops Airport website meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA guidelines. Any accessibility issues identified are addressed promptly.

KAL continues to work towards ensuring that its website and its information services and content are accessible. This includes providing public information in alternate formats upon request.

Third-party vendors that provide website development and support must commit to meeting current Web Content Accessibility Guidelines (WCAG), as required by the ACA.

All information provided on the Kamloops Airport website can be provided in an alternate format, upon request. Information can be provided by phone or email, upon request.

Self-Serve Kiosks

Accessibility is considered when purchasing kiosks or approving vendor kiosks. With the exception of grandfathered (aging) equipment, KAL ensures that any self-serve kiosks it owns, controls, or manages are accessible and conform to the requirements described in the National Standard of Canada (CAN/CSA B651.2-07, R2017 or newer). Any future self-serve kiosks will be accessible both visually and tactilely with an International Symbol of Access affixed to them.

Proposals for new kiosks, to be purchased by KAL or its vendors, are reviewed to ensure accessible features are included.

Upon request, personnel are available to provide assistance with operation of self-serve kiosks. If an automated self-serve kiosk is not available, personnel and notification of disruption of service signage will direct persons to the nearest working kiosk. If no self-serve kiosks are available that meet the accessibility requirements of the person needing to access them, then personnel will assist with providing the service required (for example, parking transactions).

Announcements

Boarding and public announcements made audibly are also displayed on the Airport Flight Information Display Screens (FIDS) located in the Secure Boarding Lounge in the terminal building.

Airline staff provide automated public address messages, aircraft status information, and safety and security announcements in both audio and visual format.

Facilities

Curbside Assistance

Upon request, curbside assistance is available from the Departures curbside to check-in counters, and from baggage collection to Arrivals curbside. We encourage you to notify your airline 48 hours in advance of your departure date to allow time for your requests to be fulfilled. More information on making curbside assistance requests is available on the Kamloops Airport [Accessibility page](#).

Accessible Washrooms

All washrooms at Kamloops Airport have a wheelchair-accessible toilet. Signage is available throughout the airport indicating washroom locations.

Wheelchair Access

Kamloops Airport is fully wheelchair accessible.

Airlines operating out of Kamloops Airport have wheelchairs available for passengers. Contact your airline to arrange access to a wheelchair when travelling.

Animal Relief Areas

Kamloops Airport welcomes service animals and provides two designated animal relief areas, both identified by tactile and braille signage. These areas are maintained by KAL staff and its janitorial contractor.

Designated animal relief areas are identified by signage pre-Security outside the main terminal building entrance and post-Security inside the Secure Boarding Area.

Obstructions Due to Repairs or Maintenance

KAL ensures that any object that is obstructing a path of travel inside or outside of the terminal building because of repairs or maintenance is detectable by a person using a cane. The KAL's Plan of Construction documents the procedures required to consider possible disruptions to accessibility and ensure they are addressed appropriately.

Employment

Airport employment practices are reviewed regularly to ensure accessible recruitment, hiring, retention, development, and accommodation request procedures.

Training

KAL has developed a training program for assisting passengers with disabilities. Development and revision of this program includes consultation with persons with disabilities. Initial Accessibility training is required for all KAL employees within the first months of their employment. Recurrent training is required for all KAL employees every 3 years.

Customer service training incorporating accessibility and accommodation information, including training on Airport assistive devices, has been provided to customer service employees.

Transportation

KAL is committed to ensuring that any transportation provided to the public from Kamloops Airport is accessible, upon request.

All Airport agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user. This includes a requirement to provide transportation accessible to persons travelling with a wheelchair or other mobility device (including devices that may be non-folding or non-collapsible), and persons travelling with a service animal.

All Airport agreements with approved rental vehicle providers include the commitment to provide vehicles equipped with hand-control systems, upon request.

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.

Accessibility Features Beyond Compliance

Kamloops Airport has also achieved numerous accessibility goals that go beyond compliance.

- Kamloops Airport has completed public surveys to help identify service barriers.
- The Vantage Airport Group engaged an external accessibility organization (AIM for Inclusion) to review the accessibility policies, procedures, training, and services of its four Canadian airports, including the Kamloops Airport.
- KAL has formed an Accessibility Consultation Committee comprised of individuals with lived experience, to aid in decision making and to give advice in areas affecting the travelling public.

Goals and Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives at Kamloops Airport use various measures to identify, remove, and prevent accessibility barriers and to determine accessibility goals for inclusion in this Accessibility Plan.

Identifying Barriers

In order to meet or exceed *Accessible Canada Act (ACA)* and *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* compliance requirements, KAL is committed to working with its senior management team to gather and respond to public and employee feedback in identifying priorities to increase accessibility and inclusion. KAL ensures that its efforts related to consultation and to preparation of this Accessibility Plan include persons with disabilities regarding input and review.

Removing and Preventing Barriers

Airport management and staff have identified the following goals and actions to remove identified barriers and prevent accessibility barriers related to its policies, programs, practices, and services. Barriers related to each accessibility goal were identified by employees and other consultation participants.

Key Airport contacts, identified as Action Owners in the tables below, are responsible for ensuring that both ACA compliance requirements and Airport-identified accessibility goals and initiatives are carried out as per legislative and Airport-identified deadlines.

Accessibility goals are organized using the following 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

Information and Communication Technologies (ICT)

KAL is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. KAL is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Create an internal resource folder to share information for all KAL employees on accessibility.	Manager, Operational Compliance	September 2024
Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria.	Manager, Operational Compliance	May 2024, with annual status updates
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria.	Manager, Operational Compliance	Ongoing (with regular automated checks)

Accessibility Goal	Action Owner	Target Completion Date
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).	Manager, Operational Compliance	March 2025
Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in alternate formats.	Manager, Operational Compliance	September 2024
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.	Manager, Operational Compliance	Ongoing
Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Manager, Operational Compliance	Ongoing
Review the accessibility of the Kamloops Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Manager, Operational Compliance	December 2024

Information and Communication (other than ICT)

Airport management and staff are committed to maintaining and reviewing the Kamloops Airport Accessibility Policy and Accessibility Plan annually. Reviewing the documents annually will help ensure that KAL continues to work towards greater accessibility, diversity, and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce accurate and informative accessibility progress reports when required.

In addition, any Airport policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that the KAL Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	Manager, Operational Compliance	June 2024
Review existing KAL policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers.	Manager, Operational Compliance	Ongoing, when policies and procedures are created or updated
Review the KAL Accessibility Plan and status of accessibility goals annually.	Manager, Operational Compliance	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.	Manager, Operational Compliance	May 2024, May 2027, as required
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.	Manager, Operational Compliance	Annually, in interim years to Plan updates, 2025, 2026, as required

Procurement of Goods, Services, and Facilities

KAL is committed to ensuring that, wherever possible, accessibility of goods, services, and facilities is considered when procuring items and services. Accessibility requirements will be included in Airport RFPs, service agreements, and other documents related to procurement.

Accessibility Goal	Action Owner	Target Completion Date
Review legal agreements regarding procurement of accessible goods, services, and facilities; ensure clear wording and procedures related to accessibility requirements in agreements.	Manager, Operational Compliance	Ongoing, when new or renewal agreements

Accessibility Goal	Action Owner	Target Completion Date
		are developed
Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.	Manager, Operational Compliance	June 2025

Design and Delivery of Programs and Services

KAL is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. KAL is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

Accessibility Goal	Action Owner	Target Completion Date
Coordinate with Airport team members and committee members to promote National AccessAbility Week awareness annually.	Manager, Operational Compliance	Ongoing, with program delivery annually, during National AccessAbility Week
Ensure that the Airport website’s Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Manager, Operational Compliance	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.	Manager, Operational Compliance	June 2025
Raise awareness about the international Hidden Disabilities’ Sunflower Lanyard Program, to provide a method for travellers with invisible disabilities to	Manager, Operational Compliance	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
<p>discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport.</p> <p>Provide training and resources to KAL employees about the Sunflower program and how to respond or assist appropriately.</p>		

Transportation

KAL is committed to ensuring that any transportation it manages or controls will be accessible, upon request.

Accessibility Goal	Action Owner	Target Completion Date
N/A		

Built Environment

KAL is committed to ensuring that, wherever possible, newly constructed or redeveloped built environments are designed in a way that takes into consideration the prevention or removal of barriers. Prevention of new barriers is managed through our Change Management and Construction Management processes.

Application and Non-Application, Pre-Existing Terminals

The Kamloops Airport Terminal Building is considered a pre-existing terminal which is exempt from certain parts of the regulation. These technical requirements do not apply to areas of the terminal building that are not intended for public use, for areas that are not under the control of the terminal operator, such as the Canada Border Services Agency area, nor for commercial establishments such as the food and beverage provider spaces.

Accessibility Goal	Action Owner	Target Completion Date
Review wayfinding and signage to create a more accessible experience when navigating the facility.	Manager, Operational Compliance	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
Install tactile attention indicators for walking surfaces (Eg: TWSIs) where public spaces might present a hazard.	Manager, Facilities & Emergency Response	Ongoing, when relevant areas are redeveloped
<p>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).</p> <p>Reviews will be carried out to current and anticipated standards, as required (for example, NBC 2020, CSA B651-18, B651-22).</p>	Manager, Operational Compliance	Ongoing

Employment

Kamloops Airport Ltd and Vantage Airport Group are committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return-to-work plans. KAL is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Human Resources – Vantage Airport Group	Ongoing
Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	Human Resources – Vantage Airport Group	Ongoing, required
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Human Resources - Vantage Airport Group and KAL	Ongoing required, with annual reviews

Accessibility Goal	Action Owner	Target Completion Date
	Management Team	
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.	KAL Management and Vantage Airport Group	June 2024
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.	KAL – Manager Operational Compliance & Vantage Airport HR Team	December 2024

Training

KAL is committed to ensuring that its employees receive training on Airport accessibility policies and procedures. Refresher training is provided when changes are made to accessibility legislation or to KAL or Vantage accessibility policies and procedures.

Accessibility Goal	Action Owner	Target Completion Date
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.	Manager, Operational Compliance	Ongoing, during onboarding period for new employees

Consultations

Background

Kamloops Airport Ltd. continues to welcome and respond to all feedback from airport visitors, employees and volunteers, and the broader community **and local airport contacts to engage individuals with lived experience who identify as d/Deaf, disabled, or neurodivergent**. The designated person for receiving consultation and other feedback for Kamloops Airport Ltd. is Tracy Brown, Manager, Operational Compliance. Contact info for Tracy is on page 2.

Development of this initial Accessibility Plan included input from interviews with airport representatives, as well as collaboration with Vantage Airport Group and local airport contacts to engage individuals with lived experience who identify as d/Deaf, disabled, or neurodivergent.

While still ensuring publication of the current Accessibility Plan by the May 31, 2024 deadline, efforts were made to seek feedback and invite consultation input from various stakeholders, including:

- Airport employees and volunteers;
- Consulting by phone and/or email with individuals with lived experience facing accessibility barriers (including individuals who had provided previous accessibility feedback, questions, complaints, or accommodation requests, and who had provided accompanying contact information); and
- the broader community (through a survey link on the Kamloops Airport website).

Input from management, stakeholder, and community consultations has been incorporated in this Accessibility Plan to develop specific goals and objectives assigned to airport departments.

How Accessibility Plan consultations took place

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

Phone interviews with individuals with lived experience were conducted, to gather feedback on the Plan and general accessibility at Kamloops Airport.

Due to time and resource limitations, in-person events were not held for the review of the initial Accessibility Plan. However, in-person and virtual meetings will be considered for future consultations.

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.

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.

Individuals and organizations directly invited to provide consultative feedback

KAL targeted outreach to persons with lived experience.

Number of review participants

Survey and email responses were received in the Accessibility Plan final draft review period (May 2024). One survey response was received. Two persons with disabilities were consulted on the Plan and feedback received

Airport consultation response

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 response data that informed the Plan

Survey responses included a question asking if YKA has used a person in a wheelchair or difficulty using their hands try and navigate the facility. KAL is considering this in the future.

Phone consultations included the following feedback:

1. All picture and images should have a descriptor explaining the content of the picture or image for persons with vision disabilities.
2. Word documents are easier to use than PDF's, for persons with vision disabilities
3. Availability and location of accessible parking spots is excellent.
4. Travelling through Kamloops Airport in a wheelchair is easy.

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, call our office at 250.376.3613 ext.105, mail to 101-3035 Airport Rd., Kamloops, BC, V2H 1L3, or in person during weekdays, excluding stat holidays, between 8am and 4pm. 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

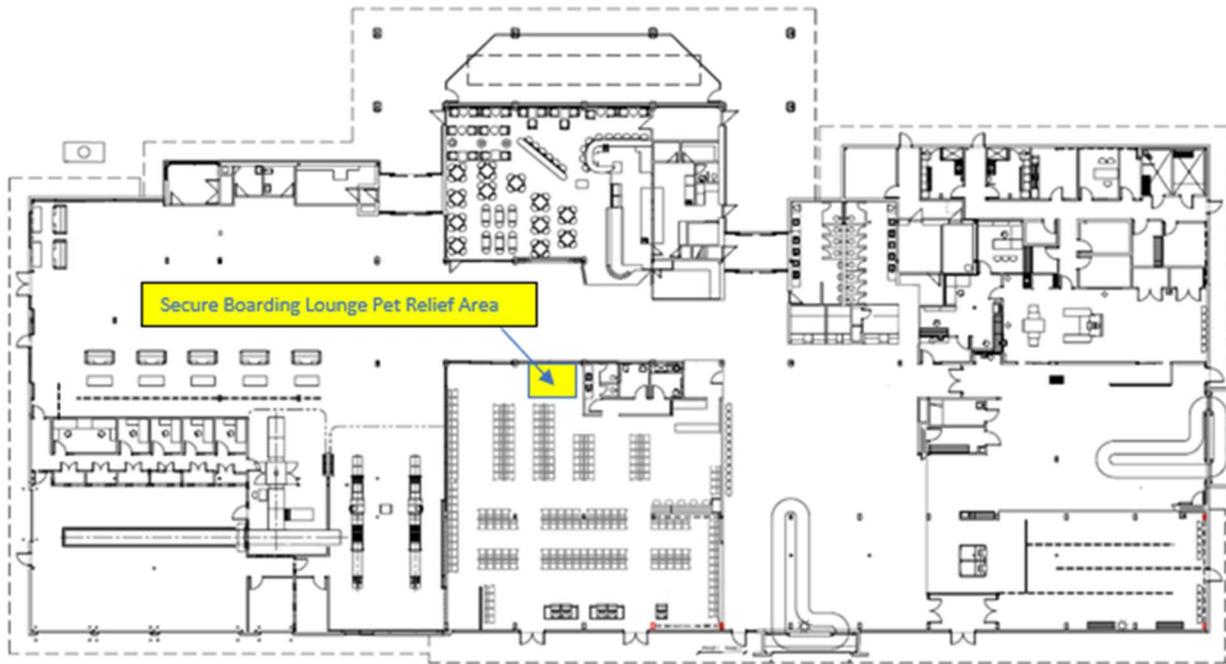
Maps and Images

Designated Outdoor Pet Relief Area:



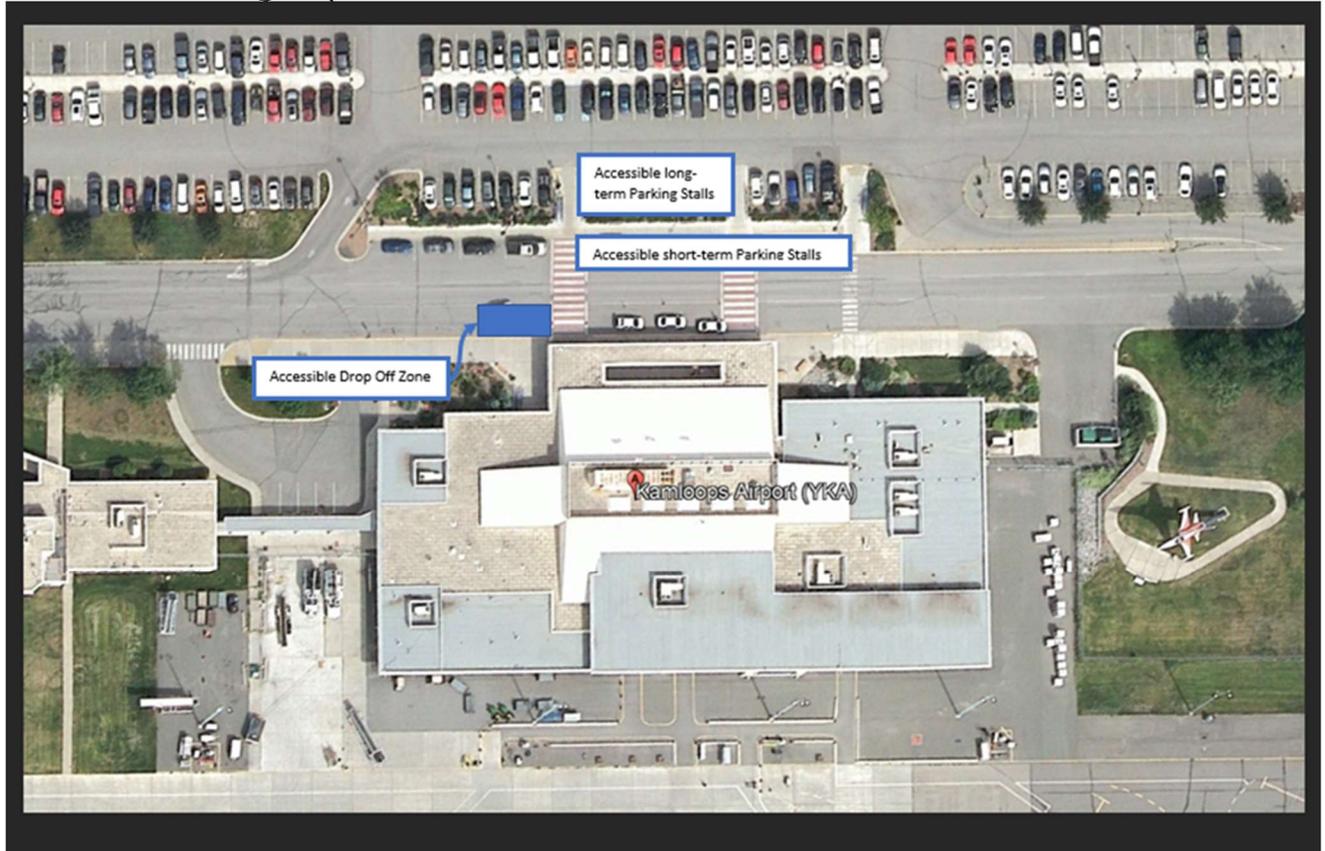
The above map shows an overview of the airport terminal exterior, indicating where the outdoor pet relief area is located. The outdoor pet relief area is located approximately 12 meters NW of the west entrance of the air terminal building, in a grassy area adjacent to the sidewalk.

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.