



Passenger Accessibility Plan June 1, 2024

2024-2027

Revised September 2024

Table of Contents

Contents

- General4
 - Alternate Format(s).....4
- Feedback Process.....4
 - Introduction5
 - Our Accessibility Plan5
- Consultations5
- Information and communication technologies (ICT)8
- Communication, other than ICT.....8
- Procurement of goods, services, and facilities.....9
- Design and delivery of programs and services.9
- Transportation 10
- Built Environment 11
- Employment 11
- Provisions of CTA accessibility-related regulations 12

General

Alternate Format(s)

Upon request, an accessible alternate format of this Accessibility Plan or the feedback process (e.g. print, large print, braille, audio format or an electronic format that is compatible with adaptive technology). Please contact us by using the email, mailing address or phone number listed below, or through any other links provided on this page.

EMAIL:

Supervisor of Airport Terminal Services.

accessibility@flylondon.ca

Mailing Address:

Supervisor of Airport Terminal Services

London International Airport

10 Seabrook Way

London ON N5V 3B6 Canada

Phone Number: 519 452 4036

Feedback Process

If you have feedback about how London International Airport (YXU) is implementing this Accessibility Plan, and / or have feedback regarding any encountered barriers with YXU as a guest, traveller, or employee, please contact us personally or anonymously by using the email, phone or mailing address listed above. Or by submitting an online feedback form through our website or by direct messaging through social media (links provided below). Our feedback options provide an acknowledgement of receipt and can maintain anonymity.

Feedback will be acknowledged in the same way that it was received, or the preferred manner requested, other than feedback that was indicated as anonymous, and responses will be provided in a timely manner.

The Supervisor of Airport Terminal Services is the designated person to receive feedback on behalf of YXU.

Website	Flyyxu.ca/contact-us
Facebook	Facebook.com/flyyxu
X	x.com/flyyxu
Instagram	Instagram.com/flyyxu
Linkedin	Linkedin.com/company/flyyxu

Introduction

The Greater London International Airport Authority (GLIAA) believes that everyone should be able to enjoy a barrier-free and accessible travel experience. Our airport is continuously working on providing improved services. Over the years we have set out to improve accessibility, but now more than ever, we are turning our accessibility commitments into impactful, actionable tasks that aim to make travelling through YXU a better experience for everyone. With our trusted partnerships, dedicated staff, and passengers who make YXU possible, we lead with people-first initiatives. For us, it's about paving the way as an inclusive, community-oriented space that caters to fostering long-lasting relationships that bring people together, anywhere.

Our Accessibility Plan

YXU is a terminal operator who is operated and managed by the Greater London International Airport Authority (GLIAA). We are required to provide and publish this Accessibility Plan in accordance with the Accessible Canada Act. This plan is a road map to creating and maintaining impactful accessibility which taking into consideration our policies, programs, practices, and services.

Consultations

YXU conducts personalized tours for persons with disabilities. This service allows someone with a disability and their family or support person to visit the airport prior to their trip to rehearse their upcoming journey. YXU works with the individual on a one-to-one basis to identify any barriers that they may encounter during their travel.

In addition to support for developing our accessibility plan, we discussed our plan with:

- June 22, 2023 - In person meeting with Veteran's Elite Canines, consulted on travellers with PTSD and using a service dog while travelling. Review of LIA's amenities and services offered in advance of travel. Passengers are then able to travel with reduced stress and we received positive feedback. No issues with Pet friendly / relief areas.
- November 7, 2023 - In person walk through with Probus Club of South London (a senior group with ranges of mobility issues and their Personal Support Workers) Advised of pre-arranging curbside wheelchairs procedures. Showed them the accessible wheelchair washrooms locations and accessible ramps and services.
- January 28, 2024 - In person airport walk through with families that have children with autism. Received positive feedback and they would recommend this tour to the autism community – We continue to offer this service when requested.
- April 12, 2024, Phone consultation with Canadian hearing society. Recommendations are hearing loops, adding ASL message to our video board. Followed up in September 2024.

- April 23, 2024 - Phone consultation with Rick Hansen Foundation about accessibility plan. They have sent a quote for a building review for built environment. This will be submitted for 2025 budget.
- April 25, 2024 - In person walk through with a frequent traveller that has low visibility. They recommended using different contrasts colours in signage, added hi vis (instead of black) on steps for the “rumble strip” on the stairs that lead up to the gates. Also recommend reaching out to the CNIB local chapter. Quote received and planning a CNIB accessibility audit in the fall 2024.
- May 8, 2024- In person meeting with airport terminal tenants (including airlines, car rentals, security, and food services) for review of The Accessibility Plan, feedback for higher raised toilets when washrooms are renovated.
- May 8, 2024- Sent out the draft accessibility plan to all staff / airport terminal tenants for feedback, including a [questionnaire](#). In the responses only 1 person declared having a disability and no concerns were raised. An employee survey was conducted to capture feedback from employees from all departments at YXU.
- May 31, 2024- In person consult with Boys and Girls Club for in person tours. 200 people came through and were able to review airport accessibilities and provided positive feedback.

GLIAA Accessibility Plan

YXU is a terminal operator in Canada that forms part of the federal transportation network. We are required to provide and publish this Accessibility Plan in accordance with the Accessible Canada Act, its Principles and Regulations, including but not limited to the Canada Transportation Act (CTA), as applicable to YXU. This Accessibility Plan takes into consideration YXU's policies, programs, practices, and services to set out an actionable roadmap to help identify, prevent, and remove barriers at YXU under the following seven key areas:

- Employment
- Information and communication technologies (ICT)
- Communication (other than ICT)
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation
- Built environment

This Accessibility Plan has been designed to showcase where we excel, and where we have room for improvement when it comes to accessibility and outlines short and long-term commitments to improved access now and into the future. We look forward to having this plan to keep us accountable. We will provide updates through our progress reports every three years.

How do we understand barriers to accessible transportation?

YXU follows the social model of disability. This means that people with disabilities encounter barriers in the environment as opposed to people being disabled by their differences. For that reason, barrier identification is at the core of our efforts to deliver effective customer service. We categorized barriers into five (5) broad categories:

1. Attitudinal barriers • This result is when people think, or act based on false assumptions.
2. Systemic barriers • These include policies, procedures, or work instructions that result in some people being excluded from activities, employment, or other services.
3. Technological barriers. • These occur when technology, such as a smartphone application cannot be accessed by people with disabilities.

4. Information and communication barriers • These are created when information is offered in a format that suits some of the population, but not all people.

5. Physical/architectural barriers • These are physical obstacles that prevent access to a facility, room, or other location. We will continue to evaluate all aspects of our airport and organization through the lens of barriers.

Information and communication technologies (ICT)

YXU provides all flight information and schedules, including delays and cancellations on its website, flyyxu.ca. Individuals can use our online platform HONK to pay for parking which is reached through our website.

Curbside assistance can be booked thru our website, email or over phone. We also provide a Mobile number that guests can call or text for assistance Our mobile is answered 24/7 365 days a year. In addition, the phone number is posted on our signage.

In the terminal, we provide audible announcements through our PA system. We offer audible and visual flight information and updates as well as paging. We also have visual signage throughout the terminal for guest to either call or text if they need assistance or have questions. We also have an information desk that has a computer and printer for passengers to use with or without customer service assistance.

Initiatives for the future in information and communication technologies (ICT)

- We will work on improving our public address system (PA) for better hearing quality. We are working towards all boarding announcements to be pre-recorded for all airlines.
- Researching into American Sign Language (ASL) to be available “on demand” or through on our mobile device for ACE (Airport Comfort Enhancers to provide accessible communication formats for passengers with hearing disabilities.

Communication, other than ICT

At YXU, we use communication as the primary means to operate effectively and efficiently. The team at YXU also uses best practices for interacting with persons with disabilities at all points during the travel experience in the airport. Accessible communication means that

passengers, guests, and employees can receive and understand information in a manner that works best for them.

Currently our ACE (Airport Comfort Enhancers) roam the terminal to best serve the needs of guests, passengers, and employees.

Signage and Wayfinding

- All washrooms have tactile, and braille included with the signs.
- Our overhead signage is free of advertisements to ensure clear decision making.

Initiatives for the future in communication, other than ICT

- In 2024/25 we will introduce training on what the hidden sunflower program is. It is imperative that staff can recognize the yellow lanyard if someone is wearing one and offer support for their invisible disability.
- Creating a ASL welcome slide for the video wall before passengers enter passenger screening.

Procurement of goods, services, and facilities

YXU understands that accessibility and responsible procurement practices are best business for a smooth airport experience. Our current terminal tenants have payment terminals that are not attached to the terminal for ease of payment. The counters are designed for staff to easily move from behind the counter to be able to talk to anyone with accessibility concerns.

Initiatives for the future in Procurement of goods, services and facilities:

- All public tendering documents will be reviewed with a lens of accessibility to prevent barriers.
- Creating an internal procurement checklist to hold YXU accountable towards working with diverse, equitable and inclusive suppliers.
- Developing a policy to track and report when we work with diverse suppliers.

Design and delivery of programs and services.

YXU provides accessibility awareness training to all ACE and SOC staff members. They are directly engaged in providing customer service on behalf of the airport. Our ACE and SOC team is available 24/7 for contact either it be in person, text, or phone calls. The ACE staff are often the first point of contact for customer service when arriving at YXU and facilitate curbside assistance.

YXU is part of CAC (Canadian Airport Council) Accessibility team. We have purchased the harper training module for accessibility for deployment.

Initiatives for the future in design and delivery of programs and services:

- Creating a passenger/ employee experience accessibility advisory team
- Implementing recognition of what the sunflower program is. Passengers may arrive with lanyards and what does this mean for customer service staff to best assist.
- Reinstate the pet therapy program with St. John's Ambulance. This initiative offered stress relief and comfort to both staff and passengers.

Transportation

At YXU, our parking lot has 22 designated accessible parking spaces for persons with disabilities. These spots are all closest to the terminal building. At both departures and arrivals doors at the terminal we have designated drop off accessible passenger loading zones with signage that has our curbside assistance number. Our parking kiosk was upgraded in 2023 with improved accessibility features.

Car Rentals

- In our leases, we mandate that all car rental companies must offer hand-controlled vehicles upon request.

Accessible Ground Transportation Services

- Our service provider for ground transportation services can provide options for accessible transportation.
- Passengers can choose to call their preferred transportation service provider for a pickup.

Accessible Transit

- London Transit Commission (LTC) operates route 36 Monday to Friday to the airport. Our stop and the busses are accessible.

Initiatives for the Future in Transportation

- Enhancing the accessibility requirements in the ground transportation request for proposal (RFP).

Built Environment

YXU is continuously improving our built environment, our terminal was built in 1964 and we had major expansion and/or renovations in 2003, and 2010. We strive to be the ‘easy and comfortable’ airport. Most of our airport is within visual line of sight from one area to the next and supports easy to find wayfinding in addition to over head signage. Our passenger screening and food services are centrally located inside the terminal. We offer a pet relief area inside the boarding lounge in addition to the grass areas outside the departures and arrivals doors. Our living wall is well received for its calming and green initiatives.

Supporting Accessibility in Built

- Information desk – free printed materials are at an accessible height level.
- Window Coverings – large ceiling to floor blinds is used to assist with sunlight and shadows.
- Power Door Operators – Our gender inclusive accessible washroom in the boarding lounge has a power door and an occupancy notification system. The signage is also braille and tactile.
- Washrooms - We offer multi stall washrooms with an accessible stall. These washrooms do not have a main entry door to gain.
- Service dog and pet relief area with braille and tactile signage. In our boarding lounge we offer a room for animals and their handlers inclusive of turf, fire hydrants, garbage bags and garbage disposal.
- In our security operations office, we have an adjustable desk that allows for sit-stand options for the staff that work in that department.

Initiatives for the Future in Built Environment

- With future washroom upgrades ensuring accessibility is forepart of the renovation. Including updating with more hands-free toilets, soap, and towel dispensers. Install of adult changing table.
- Engaging with an accessibility consultant to conduct an Accessibility Infrastructure Assessment for the terminal including public and employees’ areas.

Employment

YXU strives to create a workplace environment for all individuals to be welcomed. We encourage applications from all qualified candidates. We post our openings on our website and share with our partners to increase opportunities for diverse work groups, including high school co-op and summer students. We have the Respectful Workplace Policy that addresses potential systemic barriers to equal access.

Our Learning Management System (LMS) includes disability awareness training. This creates a foundation for understanding accessibility and disabilities.

Our commitments for removing barriers to accessible employment include:

- A new Diversity, Equity, and Inclusion (EDI) LMS program. All employees have completed by Sept 30, 2024
- Participating with other airports in accessibility compliance training under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

Provisions of CTA accessibility-related regulations

YXU is committed to meeting the requirements of the Accessible Canada Act (ACA), the Accessible Transportation Planning and Reporting Regulations (ATPRRs) and Accessible Canada Regulations (ACRs).

YXU is subject to the Canadian Transportation Agency’s Accessible Transportation for Persons with Disabilities Regulations (ATPDRs) and the provisions of these regulations that apply to it. YXU is subject to “Part 1 – Requirements Applicable to Transportation Service Providers (TSP) and Part 4 Requirements Applicable to Terminal Operators.”