



# **ACCESSIBILITY PLAN & FEEDBACK PROCESS**



Table of Contents

Version Control..... 2

1.0 General ..... 3

    1.1 YXE Saskatoon Airport Commitment and Who We Are ..... 3

        Our Commitment..... 3

        Our Organization ..... 3

    1.2 Feedback Process ..... 4

    1.3 Alternate Formats..... 4

2.0 Focus Areas of Accessibility..... 6

    2.1 Employment..... 6

        Completed Actions..... 6

    2.2 The Built Environment..... 6

        Completed Actions..... 6

    2.3 Information and Communication Technologies ..... 7

        Completed Actions..... 7

    2.4 Communication, other than Information and Communication Technologies ..... 8

        Completed Actions..... 8

    2.5 Procurement of Goods, Services and Facilities ..... 8

        Completed Actions..... 8

    2.6 The Design and Delivery of Programs and Services ..... 9

        Completed Actions..... 9

    2.7 Transportation..... 10

        Completed Actions..... 10

3.0 Consultation..... 11

4.0 Applicable Accessibility – Related Regulations ..... 12



Version Control

Version	Date	Changes Made	Prepared By	Approved By
1.0	May 2024	New	Coordinator, Customer Relations	Manager, Customer and Terminal Services
2.0	August 2024	Revised	Coordinator, Customer Relations	Manager, Customer and Terminal Services

The Business Development and Service Quality Department of the Saskatoon Airport Authority (SAA) is responsible for the SAA Accessibility Plan & Feedback Process. Each year, the Accessibility Plan & Feedback Process undergoes a comprehensive review, during which Progress Reports are prepared and shared with relevant stakeholders. By the conclusion of the third year, the plan is revisited, revised, and submitted to the appropriate entities.



## 1.0 General

### 1.1 YXE Saskatoon Airport Commitment and Who We Are

#### Our Commitment

YXE Saskatoon Airport (YXE) believes that accessibility is of the utmost importance for all our guests, and we are continually working to increase the level of service provided. YXE has taken significant steps to enhance services for individuals with disabilities. Looking ahead, YXE will continue to expand accessible facilities and services as necessary, fostering an environment where all guests that utilize our terminal feel welcomed and supported.

#### Our Organization

**YXE Saskatoon Airport's vision is to be Canada's most valued airport experience.**

**YXE's mission is to responsibly grow as we proudly connect Saskatchewan to the world.**

The pillars that support our Mission and Vision are our Corporate Values which guide our decision making, actions and behaviors as well as reinforce the importance of our people, our partners, our customers, and our stakeholders.

**Integrity:** At the core of everything we do, we are accountable for our actions, always being honest, sustainable, ethical, and respectful in the use of resources, treatment of our customers and each other.

**Being The Best in Our Business:** Primary to our business is minimizing all risks to provide a safe, secure, and healthy environment. We value innovation, sustainability, operational excellence, and continuous improvement. We responsibly manage our assets to deliver environmental stewardship, corporate citizenship, and regional prosperity.

**Our People and Partners:** Our people grow our business. We work together as a team to foster a cooperative environment that values our accomplishments and exceptional performance. We succeed when our partners do and proactively seek opportunities to collaborate with them to advance the success of all.

**Our Guests:** We provide facilities and services that exceed expectations and strive to provide an airport experience that is genuinely valued by our guests and our community.

Our doors are open 24 hours a day, 7 days a week and we want to make our home-away-from-home yours too. Our driveway is more than 3.2 kilometers of runway and thousands of meters of apron. Our backyard is 2,000 acres. And our house is a 238,000 square foot terminal building that hosts over 1.2 million people annually.

With over 40 people helping to keep all the moving parts of an airport on track, our airport facilities are shared by more than 40 businesses and government agencies that employ over 1,460 people and have an economic impact of \$1.5 billion.



## 1.2 Feedback Process

At YXE, we encourage feedback regarding our Accessibility Plan & Feedback Process and any areas where it is believed we can improve. Feedback can be provided anonymously and will be acknowledged in the same manner in which it was received.

The Manager, Customer and Terminal Services is responsible for receiving feedback on behalf of YXE Saskatoon Airport.

Feedback is received by the public through the following ways:

### Social media

Instagram: @yxe.ca

Facebook: @yxe.ca

Twitter: @yxe\_ca

### Email

[info@yxe.ca](mailto:info@yxe.ca)

Through our website:

<https://yxe.ca/contact-us/>

### By phone

306-975-8900

### In writing

Saskatoon Airport Authority  
Attention: Manager, Customer and Terminal Services  
Suite 1 - 2625 Airport Dr.  
Saskatoon, SK. S7L 7L1

## 1.3 Alternate Formats

If a copy of this plan is required in alternate formats, YXE is committed to accommodate the request. Copies in large print, electronically, braille, or an audio version can be made available by reaching out the information below.

Alternate formats contact information:

[info@yxe.ca](mailto:info@yxe.ca)

306-975-8900

2625 Airport Drive

Saskatoon, Saskatchewan

S7L 7L1

<https://yxe.ca/contact-us/>



---

Timeliness:

- We will provide print, large print, and electronic formats of their plans within 20 days of receiving a request.
- Will provide braille or audio versions of their plans within 45 days of receiving a request



---

## 2.0 Focus Areas of Accessibility

### 2.1 Employment

At YXE Saskatoon Airport, people are core to our business and critical to our strategy. We continue to work to align our staff's behaviors to create a workforce reflective of the diverse community we serve. Our goal is to foster a culture where everyone is acknowledged, has a voice, and is heard.

#### Completed Actions

##### Recruitment

- Job descriptions are written with inclusive language; biases are removed.
- Recruitment processes are modified for accessibility.

##### Development

- Opportunities for career development.

##### Training

- Mandatory two-part accessibility training for all staff.
- Refresher training is required every three years for two-part accessibility training.
- Managers engage in leadership training sessions.

##### Parking Areas

- Accessible parking stalls are in the employee parking lot.

##### Restrooms

- Accessible restrooms are available in private staff areas.

##### Accommodations

- Personalized accommodation available.

##### Employee Resources

- Employees have access to a range of physical and mental wellness services.

### 2.2 The Built Environment

YXE follows the Canadian Standards Association, B651 – Accessible Design for the Built Environment. All built aspects follow(ed) the most current version of the standards.

YXE is proud to have received certification under the Rick Hansen Foundation Accessibility Certification program. The Rick Hansen Foundation Accessibility Certification program works to help improve accessibility of the built environment in Canada.

#### Completed Actions

##### Pet Relief Areas

- Two outdoor pet relief areas are available. They are located outside the terminal and are equipped with garbage bags and disposal bins.



- One indoor pet relief area is available past the security screening checkpoint. It is equipped with garbage bags, disposal bins and fresh drinking water for the animals.

#### Parking and Curbside Areas

- Accessible parking stalls are allocated in all public parking lots.
- Accessible loading areas are located on the public curb.
- Accessibility ramps are located on walking paths and terminal curb areas.

#### Seating

- Seating is provided at 30-meter intervals throughout the terminal.
- Designated priority seating for persons with disabilities is available at the boarding gates.

#### Restrooms

- Gender-Inclusive and family washrooms are available.
- Adult changing stations are available for use.

#### Quiet Room

- A private area is designated as a quiet room.

#### Wheelchair/ Mobility Aid and limited mobility accessibility

- Wheelchair accessible ramps are located outside and inside the terminal building.
- Public escalators and elevators available for public use
- Counter height desks available at check-in, gate, and baggage claim areas to accommodate wheelchairs and mobility aids.

## 2.3 Information and Communication Technologies

In today's digital age, accessibility is crucial for providing equal opportunities and ensuring inclusivity for all users. YXE recognizes the importance of ensuring that our digital equipment is accessible to all necessary stakeholders.

### Completed Actions

#### Website

- Our website is WCAG 2.1 compliant AA.
- An independent accessibility page is located on our website outlining all initiatives: <https://yxē.ca/accessibility>

#### Check-in Hall

- Self-Serve Check-In Kiosks are designed in accordance to accessibility standards.

#### Public Announcement System

- Public announcements affecting the travelling public are visually displayed and broadcasted audibly.
- Emergency Notifications are visually displayed and broadcasted audibly.



---

## Flight Information Displays

- Flight/Gate information is visually displayed throughout the terminal.

## TTY Phone

- Two TTY SaskTel pay phones are available in the terminal. One prior to the passenger screening check point and one past the passenger screening check point.

## 2.4 Communication, other than Information and Communication Technologies

Effective communication is vital for our operations at YXE. We are dedicated to ensuring that both passengers and employees can access and understand information in a way that best meets their requirements.

### Completed Actions

#### Alternate Formats

- Public documents can be made available in alternate formats upon request.

#### Signage

- Digital signage meets accessible requirements.
- Overhead directional signage is kept free of distractions providing clarity.
- International accessible symbols are used for accessible areas.

#### Priority/Assistance Signage

- Signage on kiosks stating priority use.
- Signage on seating by gate areas indicating priority seating.
- Signage on curb for accessible loading/unloading zones.
- Signage in parking lots for accessible parking only
- Signage on public curb for accessible assistance
- Signage in the arrivals area for accessible assistance

#### Website

- A dedicated webpage on our website outlines all accessible services which are provided. <https://yxe.ca/accessibility>

## 2.5 Procurement of Goods, Services and Facilities

Our commitment to accessibility is reflected in our procurement procedures, ensuring that all parties involved prioritize accessible solutions and comply with relevant accessibility legislation and regulations.

### Completed Actions

#### Relevant Procurement Documents

- Accessible requirements are integrated into all relevant procurement documents.
- As new technology is considered, preference will be given to accessible solutions.



---

## Contracts

- All new agreements contain the following wording "The Contractor is obligated to adhere to the provisions outlined in the Accessible Canada Act and the Canadian Transportation Agency Accessible Transportation for Persons with Disabilities Regulations."

## 2.6 The Design and Delivery of Programs and Services

Through planning and implementation, we strive to ensure that our programs and services cater to the diverse needs of travelers, fostering an inclusive environment where everyone can navigate and engage with ease. Embracing innovative solutions and best practices, we are committed to continually review our policies and programs to uphold the highest standards of accessibility and customer satisfaction.

### Completed Actions

#### Curbside Assistance

- Assistance from the curb to the check-in area.
- Assistance from the baggage pick up area to the curb.
- Pre-arranged accessible drop off on the commercial curb available upon request.

#### Escort Passes

- For guests that require personal assistance to the gate by a friend/family member/assistant, ad-hoc escort passes are available for post-security access through individual airlines.

#### Site Tours

- A person with a disability who has confirmed upcoming travel, along with a maximum of two accompanying guests, are offered ad-hoc familiarization tours.

#### Training

- A 2-part accessibility training was developed with consultation of an accessibility expert, including utilizing Canada Transport Agency (CTA) online accessibility training and YXE developed videos that outline specific processes for the Saskatoon Airport.
- The 2- part training is mandatory for all staff and airport partners that may interact with the public or participate in decision making or policy and procedures development.

#### Boarding Ramp

- An accessible boarding ramp is available for airline use on the apron.

#### Wheelchairs and Mobility Aids

- Wheelchairs are available for public use.

#### Barrier Free Repair or Maintenance during maintenance or repair

- A barrier-free environment program was created and implemented for all YXE staff and on-site contractors.



## Certification

- Rick Hansen Foundation
  - YXE is proud to have received certification under the Rick Hansen Foundation Accessibility Certification program. The Rick Hansen Foundation Accessibility Certification program works to help improve accessibility of the built environment in Canada.
- Certificate in Airport Accessibility
  - The Certificate in Airport Accessibility is designed to assist airport operators to make their airports more accessible for persons with disabilities. A member of the YXE team has completed this certification.

## Accessibility Programs

- Hidden Disabilities Sunflower Program
  - The Hidden Disabilities Sunflower Program is designed to assist individuals with hidden disabilities in navigating the airport terminal. This program provides a discreet and optional way for guests to share their needs, gaining additional support and empathy throughout their journey. YXE has initiated the process to implement this program.
- YXE Pet Therapy Program
  - The YXE Pet Therapy Program, facilitated by the St. John's Ambulance Therapy Dog Program, offers comfort, joy, and companionship to airport travelers to help reduce anxiety in an environment that can be stressful for some people. YXE has initiated the process to implement this program.

## 2.7 Transportation

Through a series of initiatives and partnerships, YXE has established a framework designed to enhance the travel experience for individuals with diverse needs.

### Completed Actions

#### Ground Transportation

- Shuttle Service.
- Accessible shuttle service to and from our jetSet parking lot is available.

#### Taxi Services

- Vehicles capable of carrying non-folding or non-collapsible mobility aids can be arranged with our taxi partners.

#### Car Rentals

- Hand-Controlled vehicle rentals can be arranged.

#### City of Saskatoon

- Low-floor buses create accessibility for all riders using the City of Saskatoon transit bus services.



---

### 3.0 Consultation

YXE consulted representatives of the accessible community in the creation of this plan. A preliminary version was presented to local accessible community representatives in person on May 2, 2024, at YXE Saskatoon Airport, followed by a feedback period. Representatives from Inclusion Saskatchewan, Spinal Cord Injury Saskatchewan Inc., and Autism Services Saskatoon attended the meeting where we received positive feedback on our implementation plan for the Hidden Disabilities Sunflower program. Through subsequent written feedback via email, one group recommended that the plan be made available in an accessible format, such as plain text. In response, YXE has minimized graphics in the Accessibility Plan and Feedback Process document and offers plain text versions upon request.

In February 2020, YXE partnered with an accessibility expert, Taylored Accessibility to assist YXE Saskatoon Airport's compliance with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Audits were completed on February 10, 2020, onsite at Saskatoon Airport, and a gap assessment was provided to YXE on February 27, 2020. All items from the gap assessment that are related by the ATPDR were addressed.

The completion of the Rick Hansen Foundation Accessibility Certification in Saskatoon in December 2020 marked a milestone for YXE. Throughout this process, YXE collaborated with an accessibility expert, Taylored Accessibility, to conduct the certification audit at YXE Saskatoon Airport on February 10, 2020, gathering valuable insights and action items for enhancing accessibility standards at the airport. These findings not only contributed to achieving certification but also guided the development of this plan, providing crucial information for future initiatives aimed at improving accessibility at YXE.



---

#### 4.0 Applicable Accessibility – Related Regulations

The Saskatoon Airport Authority is subject to the [Accessible Canada Act](#), the [Accessible Canada Regulations](#) and the [Accessible Transportation for Persons with Disabilities Regulations](#).