



ACCESSIBILITY PROGRESS REPORT

Year one - 2025



Table of Contents

Version Control..... 2

1.0 General3

 1.1 YXE Saskatoon Airport Commitment and Who We Are 3

 Our Commitment..... 3

 Our Organization 3

 1.2 Regulatory Obligations..... 4

 1.3 How to Provide Feedback 4

 1.4 How to Request Alternate Formats..... 4

 1.5 Contact Us 5

2.0 Feedback 6

 2.1 What We Heard 6

 2.2 What We Did 6

 2.3 How We Used the Feedback 6

3.0 Consultations 8

 3.1 Community Consultative Committee (CCC)..... 8

 3.2 Accessibility Report Review Session 8

4.0 Focus Areas of Accessibility12

 4.1 Employment..... 12

 4.2 The Built Environment..... 12

 4.3 Information and Communication Technologies 13

 4.4 Communication, other than Information and Communication Technologies 13

 4.5 Procurement of Goods, Services and Facilities 14

 4.6 The Design and Delivery of Programs and Services 14

 4.7 Transportation..... 16

5.0 Other Progress..... 17

 5.1 Accessibility in everyday work17

 5.2 Learning from others.....17

 5.3 Looking at changes with accessibility in mind.....17

6.0 Conclusion 18



Version Control

Version	Date	Changes Made	Prepared By	Approved By
1.0	May 2025	New	Coordinator, Customer Relations	Manager, Customer and Terminal Services
1.2	October 2025	Updated section heading title (no content changes)	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 important 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 Provisions of CTA 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](#).

As part of these requirements, we must share a Progress Report that explains the steps we have taken since publishing our Accessibility Plan and Feedback Process.

This report provides updates on our progress in removing barriers and improving accessibility at YXE since the plan was published in May 2024.

1.3 How to Provide Feedback

At YXE, we encourage feedback regarding our Accessibility Progress Report and any areas where it is believed we can improve. Feedback can be provided anonymously and will be acknowledged in the same way 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

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

1.4 How to Request Alternate Formats

If a copy of this report 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

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.

1.5 Contact Us

Social media

Instagram: @yxe.ca

Facebook: @yxe.ca

Twitter: @yxe_ca

Email

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



2.0 Feedback

Since we shared our accessibility plan in May 2024, YXE has received feedback from five people who reached out by email or phone with feedback related to accessibility. Their messages helped us better understand where some barriers still exist and where our services could be easier to use.

2.1 What We Heard

Barrier:

- Hidden disabilities are not always understood, and it's not clear what supports are available.
- Some people shared stories about traveling with someone who has a hidden disability, like autism. They told us it can be stressful going through busy areas like security and asked if YXE offers anything like the Hidden Disabilities Sunflower Program. They also shared how programs at other airports—like TSA Cares—made a big difference.

Barrier:

- It's not easy to plan or request a familiarization tour.
- We heard that travelers who experience anxiety, or who benefit from seeing the airport in advance, would like an easier way to book a tour of the terminal before their flight.

Barrier:

- Getting from the curb to check-in (or from baggage claim to the curb) isn't always simple.
- One person asked how to get help when arriving or leaving the airport, especially for someone with limited mobility.

2.2 What We Did

We responded to every message, offering help based on each person's situation. We explained how to request:

- A familiarization tour
- Curbside assistance
- Updates about our Hidden Disabilities Sunflower Program
- Shared information on how to reach out again if they need more support.

2.3 How We Used the Feedback

These messages confirmed that some barriers still exist—and they helped show us what matters most to travelers.

We:

- Launched the Hidden Disabilities Sunflower Program in October 2024 to make support more visible and easier to ask for



-
- Refreshed training for our staff and partners in Spring 2025 to focus more on hidden disabilities
 - Are looking at ways to improve how guests can request familiarization tours
 - We revised our Accessibility Page on our website to clearly identify how guests can contact and pre-arrange accessible assistance from our curb to check-in or from baggage claim to the curb.



3.0 Consultations

We consulted persons with disabilities in two ways while preparing this progress report: through our Community Consultative Committee (CCC) and during a specific review session for the draft report.

3.1 Community Consultative Committee (CCC)

The CCC met twice in 2024 to discuss general airport updates and ongoing projects, including accessibility initiatives. These meetings were held in a hybrid format (in-person and online) on:

- May 16, 2024
 - Participating accessibility-focused organizations: *Canadian National Institute for the Blind (CNIB) (virtual), Autism Services Saskatoon (virtual)*
- November 12, 2024
 - Participating accessibility-focused organizations: *Spinal Cord Injury Saskatchewan (virtual)*

During these sessions, we provided space for members to share input on topics discussed. While no formal feedback was received, we continue to offer this opportunity at each meeting and encourage participation from various locals' groups representing persons with disabilities.

3.2 Accessibility Report Review Session

To support the preparation of this progress report, we hosted a virtual feedback session on May 8, 2025, where we shared a draft version of the report with invited accessibility-focused organizations. A feedback period followed the session to give participants time to reflect and respond.

Participating organizations included:

- Autism Service Saskatoon
- Inclusion Saskatchewan
- Independent contractor

The following themes emerged during the discussion:

Awareness and Visibility of the Hidden Disabilities Sunflower Program

- Participants asked how travelers become aware of the Sunflower Program if they haven't read about it in advance. We confirmed that while information is available on our website and at the information desk, current visibility within the terminal is limited. Staff, Contractors and airline partners are trained to recognize and assist individuals with a lanyard, but we acknowledged that clearer visual cues would improve accessibility. Opportunities to add signage, stickers, or symbols will be explored to make the program easier to identify for first-time or unaccompanied travelers.

Universal Washroom Accessibility

- There was interest in the availability and location of universal washrooms. We confirmed that there is one pre-security and one post-security, though their location



may not be immediately obvious to all passengers. This feedback highlights a need for clearer wayfinding, which we will take into consideration.

Adult Change Station Features

- Attendees asked whether the planned adult change station in the new Arrivals Hall will include a lift and be suitable for adults with disabilities. While final designs are still in progress, our intent is to align with best practices.

Comfort and Support in Washrooms

- Suggestions were made to add seating (such as benches or fold-down seats) in accessible washrooms to better support travelers. This feedback has been noted for consideration in future upgrades to public washroom areas.

Support for Aging Travelers

- The growing number of travelers requiring mobility support — especially during boarding — was raised as an area of concern. We acknowledged this trend and confirmed that it is a topic of ongoing discussion at national working group meetings, as we plan for future services and infrastructure that reflect evolving passenger needs.

Alignment with National Best Practices

- Questions were raised about how our airport compares to others in Canada. We confirmed that we are actively engaged in national accessibility committees and regularly consult with other airports, including those recognized for accessibility leadership, to guide our planning and improvements.

Format and Accessibility:

- Session format: Virtual (held on zoom platform)
- YXE's Accessible Plan and Feedback Process from 2024 was shared in advance by email.
- YXE's Draft Accessible Progress Report and survey questions were shared via email on May 8, 2025.
- Participants provided feedback after the session using the link provided or in the preferred method of communication.
- Alternate formats and accommodation were available upon request.

Total number of participants: 4

Number of participants with identified disabilities: 1

Types of disabilities represented:

- Intellectual Disabilities
- Developmental Disabilities
- Neurodivergent Conditions



-
- Autism Spectrum Disorder
 - Physical Disabilities
 - Neurological Disabilities

The meeting was hosted on Zoom to ensure accessible accommodation was available.

- Live captions and subtitles
- Keyboard navigation and shortcuts
- Screen reader support.
- Pin and spotlight video options.
- Multi-pinning and multi-spotlighting
- Chat and Q&A functionality.
- Adjustable font sizes
- High contrast mode compatibility
- Accessible support documentation

In a follow-up survey, we asked participants the following questions and received the following feedback:

Does this report reflect the progress you've seen at YXE over the past year?

- Yes. Everyone who responded said the report shows the progress they have seen.

Are there any areas where you feel we have missed reporting on important progress or barriers?

- One person said we should include more about the support programs we offer, like the Familiarization (FAM) Tours and the Quiet Room. These programs are helpful, but people may not know they exist or where to find them.

Are there any parts of the report that are unclear, confusing, or too technical?

- One person said the report was mostly clear, but it would be helpful to have a plain language version for people who have intellectual disabilities, lower reading levels, or speak English as a second language.

Is there anything we should keep in mind as we move into the next phase of accessibility planning?

- Use the airport's TV screens to tell people about accessibility programs like the Sunflower Program and FAM Tours.
- Share information with community agencies so they can help spread the word.
- Make it easier to know of accessible services when people first arrive at the airport.



Actions from survey questions.

- YXE will investigate options to create a plain language version of the report that is easier to read and understand.
- We are developing a plan to promote the FAM Tours, including how to ask for one. This information will be published once the formal program has been launched.
- The quiet room is pre-security and part of the upcoming Arrivals Hall project. YXE will include this feedback in the design of this space.
- Digital screens in the baggage area are used operationally most of the time. YXE will investigate how/if we can utilize them to promote awareness of our accessible services.
- YXE will review our services and determine the best actions for promoting awareness within the terminal to passengers.
- Opportunities to add signage, stickers, or symbols will be explored to make the Hidden Disabilities Sunflower Program easier to identify for first-time or unaccompanied travelers.



4.0 Focus Areas of Accessibility

4.1 Employment

YXE recognizes that barriers to employment may still exist for persons with disabilities within our organization. In 2025, we are actively reviewing our current employment-related processes to identify and improve areas where accessibility can be strengthened.

4.2 The Built Environment

We have made the following progress in removing barriers in the built environment since we published our accessibility plan:

Barrier 1:

- Projects have always met necessary building codes, YXE also strives to meet the guests' needs as they travel through our facilities.

Progress Update:

- With a more forward-thinking approach, accessibility is considered early in the planning and design of major projects and feature initiatives that will enhance every guest's journey. Additionally, we ensure that accessibility is considered when reviewing our Facility Alteration Permits (FAP) to help prevent barriers before changes are made.

Barrier 2:

- There is currently no adult change station in the terminal.

Progress Update:

- An adult changing station will be included in the pre-security area as part of the Arrivals Hall project. This location will make it more accessible to all travelers and their support persons.

Barrier 3:

- Our Rick Hansen Foundation Accessibility Certification (RHFAC) needs to be renewed.

Progress Update:

- We are already certified through the Rick Hansen Foundation, which focuses on accessibility in the built environment. We plan to recertify after the Arrivals Hall project is done to ensure the inclusion of new upgrades in our certification.

Barrier 4:

- The Pre-Board Screening area was too narrow for some passengers needing assistance.



Progress Update:

- We widened one of the designated screening lanes to improve comfort and access for travelers who need additional support.

4.3 Information and Communication Technologies

We have made the following progress in removing barriers since we published our accessibility plan:

Barrier 1:

- Some website updates may unintentionally introduce barriers, making it harder for some people to access online information.

Progress Update:

- We have a third-party provider who updates our website in accessibility best practices. To reduce the risk of human error, we also audit the site using both human review and automated tools. These steps help make sure our website stays accessible and works well with assistive technologies.

Barrier 2:

- Public announcement systems and Emergency Notification Systems need to stay reliable and accessible as technology changes.

Progress Update:

- We continue to work closely with our system provider to make sure our public announcement (PA) and Emergency Notification Systems (ENS) are functioning as expected. We have implemented a new ENS process that is easier for staff to use. We also review how announcements are made to make sure messages are clearly seen and heard by everyone.

4.4 Communication, other than Information and Communication Technologies

We have made the following progress in removing barriers since we published our accessibility plan:

Barrier 1:

- Staff may not have been fully aware of our accessibility goals, or where to find related information.



Progress Update:

- We completed our Accessibility and Feedback Process Plan and shared it with all YXE staff before publishing it online. We continue to build awareness around accessibility, ensuring it is included in all project planning.

4.5 Procurement of Goods, Services and Facilities

We have made the following progress in removing barriers since we published our accessibility plan:

Barrier 1:

- Accessibility was not always included early in the process when buying goods or services.

Progress Update:

- We now include accessibility requirements at the start of any procurement process, such as when preparing Requests for Proposals (RFPs), Quotes (RFQs), contracts, agreements, or licenses. To help reduce potential barriers, we strive to procure goods and services that supports accessibility goals and adhere to the Accessible Canada Act, the Accessible Canada Regulations, and the Accessible Transportation for Persons with Disabilities Regulations.

4.6 The Design and Delivery of Programs and Services

We have made the following progress in removing barriers since we published our accessibility plan:

Barrier 1:

- The process for travelers to requesting a familiarization (FAM) tour before a flight is not consistent or clear

Progress Update:

- We began offering ad-hoc familiarization tours to people with disabilities who have upcoming travel. These include up to two guests for support. While this assistance is available, we are working on solutions to make the experience more available and consistent for those who need it.

Barrier 2:

- Accessibility training needs regular updates to make sure staff, partners, and tenants stay informed and prepared.



Progress Update:

- We provide a two-part training program: one part is from the Canadian Transportation Agency (CTA) and one part is custom-made for YXE with our own procedures. We are exploring alternative options for a smoother experience for 2026.
- We complete monthly randomized training audits to help ensure YXE staff, partners, and tenants have a current training status.

Barrier 3:

- Some travelers who need extra support may not feel comfortable identifying their needs.

Progress Update:

- To help reduce this barrier, we launched the Hidden Disabilities Sunflower Program in October 2024. It offers a discreet way for travelers to show they may need extra time, patience, or help. YXE staff and partners received training in person and online. A refresher campaign ran in March/April 2025, with renewed training and in-person outreach across the terminal.

Barrier 4:

- Airports can be loud and stressful, and some travelers benefit from emotional support—yet pet therapy access is limited.

Progress Update:

- In 2025, YXE partnered with St. John Ambulance to re-introduce the airport therapy dog program. While the number of therapy dogs is small due to low volunteer numbers city-wide, the program is active and continues to support passengers who may feel overwhelmed.

Barrier 5:

- It can be difficult to keep up with new accessibility practices and tools.

Progress Update:

- We stayed informed by taking part in monthly virtual industry focused meetings and attended the in-person Canadian Airports Council (CAC) annual conference. By continuing to learn from other airports, we can improve how we design and deliver services.



4.7 Transportation

Barrier 2:

- Outdoor pathways and accessible parking areas can become difficult to navigate, especially during the winter.

Progress Update:

- By engaging with our contractors and staff, we have increased regular monitoring and snow removal around accessible stalls and drop-off zones to help ensure safe and barrier-free access all year long.



5.0 Other Progress

Since we published our accessibility plan, we've taken more steps to make YXE a welcoming and inclusive place—not just for travelers, but for everyone who works here or visits.

5.1 Accessibility in everyday work

We're working to make accessibility part of how we do things every day. It's a regular part of conversations and planning across teams.

5.2 Learning from others

We take part in monthly virtual meetings and yearly in-person events through the CAC. This helps us learn from other airports and industry organizations.

5.3 Looking at changes with accessibility in mind

When planning updates in public areas, we ensure that accessibility requirements are reviewed and discussed as part of the planning process, helping to eliminate future barriers.



6.0 Conclusion

At YXE Saskatoon Airport, we are committed to continuing our work to make our airport more accessible for everyone. Over the next year, we will continue monitoring our progress and taking action to meet the goals outlined in our Accessibility Plan. We will focus on removing remaining barriers and preventing new ones, while continuing to learn and improve.

We understand that accessibility is an ongoing process. We encourage travelers, employees, and partners to share their experiences with us. Your feedback helps us see what is working and where we need to do better.

When we receive feedback, we review it carefully and take appropriate steps to address it whenever possible.

We will publish an updated progress report in 2026 to share what we've accomplished. In 2027 we will publish a fully revised Accessibility Plan that reflects what we have learned and identify what we plan to achieve.

Together, we're working toward a more accessible future at YXE—one that welcomes and supports everyone who passes through our doors.