



ACCESSIBILITY PROGRESS REPORT

Year two - 2026



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 Regulatory Obligations.....	4
1.3 How to Provide Feedback	4
1.4 How to Request Alternate Formats.....	5
1.5 Contact Us	5
2.0 Feedback.....	6
2.1 What We Heard	6
2.2 What We Did	7
2.3 How We Used the Feedback	7
3.0 Consultations	9
3.1 Community Consultative Committee (CCC).....	9
3.2 Accessibility Report Review Session	9
4.0 Focus Areas of Accessibility.....	13
4.1 Employment.....	13
4.2 The Built Environment.....	13
4.3 Information and Communication Technologies	15
4.4 Communication, other than Information and Communication Technologies	15
4.5 Procurement of Goods, Services and Facilities	16
4.6 The Design and Delivery of Programs and Services	16
4.7 Transportation.....	18
5.0 Other Progress	20
5.1 Accessibility in everyday work	20
5.2 Learning from others.....	20
5.3 Looking at changes with accessibility in mind.....	20
5.4 Continuous improvement.....	21
6.0 Conclusion	22



Version Control

Version	Date	Changes Made	Prepared By	Approved By
1.0	May 2026	New	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 1.5 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 Regulatory Obligations

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 identifying, removing, and preventing barriers at YXE Saskatoon Airport between May 31, 2025, and December 31, 2025.

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: @yxeca

Facebook: @yxeca

Twitter: @yxeca

Email

info@yxeca

Through our website:

<https://yxeca/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 accommodating the request. Copies in large print, electronically, braille, or an audio version can be made available by reaching out using the information below.

Alternate formats contact information:

info@yxē.ca
306-975-8900
2625 Airport Drive
Saskatoon, Saskatchewan
S7L 7L1
<https://yxē.ca/contact-us/>

Timeliness:

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

1.5 Contact Us

Social media

Instagram: @yxē.ca
Facebook: @yxē.ca
Twitter: @yxē_ca

Email

info@yxē.ca

Through our website:

<https://yxē.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 publishing our Accessibility Plan in May 2024, YXE has continued to receive feedback from guests, guests' family members, and members of the public regarding accessibility. During this reporting period, from May 1, 2025, to December 31, 2025, YXE received several pieces of accessibility-related feedback through phone calls, emails, and conversations with airport staff.

Some feedback was provided anonymously, while in other cases individuals chose to share their contact information so that we could respond directly. Personal information is not included in this report.

The feedback provided insight into areas where guests may still encounter barriers and where clearer information, communication, or staff awareness could improve the guest experience.

2.1 What We Heard

The feedback received during the reporting period highlighted several themes related to accessibility services and communication.

Barrier: Responsibility for Accessibility Assistance

- Travelers may not always understand which organization is responsible for providing accessibility assistance during various stages of the travel journey. Airports, airlines, and partners each provide different services, which can create confusion about who to contact for help.

Barrier: Support for Caregivers

- Caregivers or family members assisting a traveler with a disability may not always know where to obtain support when helping someone navigate the terminal, manage luggage, or reach their destination.

Barrier: Recognition of Hidden Disabilities

- Because some disabilities are not visible, travelers may feel uncomfortable requesting assistance or may experience situations where their accessibility needs are questioned or misunderstood.

Barrier: Awareness of Accessibility Services

- Travelers may not always be aware of the accessibility services and programs available at the airport or how to access them.

Barrier: Access to Information



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- While accessibility information is available online, some travelers prefer or require direct communication through email, phone, or in-person support to obtain information or arrange assistance.

2.2 What We Did

When feedback was received, YXE responded directly to individuals to provide information and assistance related to their situation.

Information was shared about available accessibility services, including:

- How to arrange familiarization tours.
- Curbside assistance available at the airport.
- The Hidden Disabilities Sunflower Program.
- How to contact airlines to request mobility assistance or pre-boarding support.

Where appropriate, clarification was also provided regarding which organization is responsible for specific accessibility services during various stages of the travel journey.

Feedback themes were also shared internally with operational teams to identify opportunities to improve communication and service delivery. Where appropriate, feedback themes were also shared with operational partners to support coordinated accessibility improvements across the passenger journey.

2.3 How We Used the Feedback

Feedback received during the reporting period helped identify areas where clearer communication and increased awareness could improve accessibility.

Based on this feedback, YXE:

- continued participating in the Hidden Disabilities Sunflower Program to help travelers signal when they may require additional support.
- reinforced staff awareness that not all disabilities are visible and that passengers requesting accessibility assistance should not be asked to explain or justify their disability.
- reviewed internal procedures related to accessible curbside assistance to ensure accessibility requests are handled respectfully while maintaining safe and efficient operations.
- encouraged staff and operational partners to continue focusing on respectful, supportive interactions when assisting passengers requesting accessibility services.
- continue to offer a variety of methods of communication to our guests to ensure all guests can communicate in the manner they prefer.



YXE will continue to monitor feedback received through its accessibility feedback process and will use this information to inform future improvements to accessibility at the airport.



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 2025 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 13, 2025
 - Participating accessibility-focused organizations: *Canadian National Institute for the Blind (CNIB) (virtual), Autism Services Saskatoon (virtual)*
- November 13, 2025
 - Participating accessibility-focused organizations: *Canadian National Institute for the Blind (CNIB) (virtual), 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, YXE hosted virtual consultation sessions on April 21, 2026. During these sessions, a brief presentation was given to provide an overview of YXE's accessibility work, including our Accessibility Plan, progress to date, and key initiatives from the reporting period.

A draft version of the Accessibility Progress Report was shared with participants by email following the session, along with a survey to collect feedback. A feedback period was provided to allow participants time to review the report and respond in a format that worked best for them.

Participating organizations included:

- Autism Services Saskatoon
- Canadian National Institute for the Blind
- Independent contractor
- Spinal Cord Injury Saskatchewan
- The Ability Hub

What We Heard

During the sessions, participants asked questions and shared feedback based on their experiences at the airport.



The discussions included questions about existing programs and services, including:

- How the Hidden Disabilities Sunflower Program works?
- Whether there is a cost associated with participating in the Hidden Disabilities Sunflower Program?
- Whether individuals are required to disclose their disability to access the Hidden Disabilities Sunflower Program?
- How many sunflower lanyards are distributed each year?

Participants also asked questions about roles and responsibilities across the passenger journey, including:

- Who is responsible for supporting a traveler from curb to aircraft and from aircraft to curb?

Additional questions were raised related to airport operations and planning, including:

- How YXE is working to reduce barriers in employment, including reviewing job descriptions?
- Where employment opportunities at YXE are posted?
- What renovations are currently underway, what is planned, and anticipated timelines for completion?

Participants also shared positive feedback about their experiences at YXE. The airport was described as welcoming and comfortable, with a variety of seating options that support a range of needs. Overall, participants noted that they consistently have a positive experience when travelling through YXE.

Accessibility and universal design considerations were recognized as being present within the terminal.

Participants also noted the value of having dedicated accessibility-focused roles within organizations. It was shared that having a person responsible for accessibility, rather than managing it as part of another role, supports awareness, education, and more consistent progress over time.

How We Are Using This Feedback

The questions and feedback received during this session were primarily requests for clarification about existing programs, services, and roles within the passenger journey. No new barriers were identified during this session. The discussion provided insight into how accessibility programs and services are understood by individuals and organizations with different experiences and needs.



The feedback highlighted that some programs, such as the Hidden Disabilities Sunflower Program, may not be widely known or may not be relevant to all groups, depending on the type of support they typically require.

Overall, the feedback reinforced that current accessibility efforts are supporting a positive experience for travelers, while highlighting the importance of continuing to provide clear and simple information about available services.

Format and Accessibility:

- Format: Virtual – Zoom platform
- YXE’s Draft Accessible Progress Report and survey questions were shared via email on April 21, 2026.
- Participants provided feedback after the session using the link provided or in the preferred method of communication.
- Alternate formats and accommodations were available upon request.

Total number of participants: five

Number of participants with identified disabilities: three

Types of disabilities represented:

- Autism Spectrum Disorder
- Developmental Disabilities
- Intellectual Disabilities
- Mobility-Related Disabilities
- Neurological Disabilities
- Neurodivergent Conditions
- Physical Disabilities
- Spinal Cord Injuries
- Visual Disabilities and Blindness

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

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



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

1. Does this report reflect the progress you have seen at YXE over the past year?
 - Yes. Everyone who responded said the report shows the progress they have seen.
2. Are there any areas where you feel we have missed reporting on important progress or barriers?
 - No. Everyone who responded said there are no barriers or progress that we have missed reporting on.
3. Are there any parts of the report that are unclear, confusing, or too technical?
 - Two people who responded did not feel there was anything that was unclear, confusing, or too technical.
 - One person who responded stated “possibly parking.”
4. Is there anything we should keep in mind as we move into the next phase of accessibility planning?
 - “Continue to find innovative way to be inclusive, you are on the right track.”
 - “Focus on employment accessibility.”
 - “No, I think you have most of it covered.”

Actions from survey questions.

- Feedback confirmed the report reflects progress to date and aligns with what participants are seeing.
- Feedback confirmed no additional barriers, or progress areas were identified as missing.
- Reviewed section 4.7 and revised the wording based on feedback that it was too technical or confusing.
- Will continue exploring new ways to improve accessibility and inclusion.
- Will maintain a focus on employment accessibility in future planning efforts.
- Feedback confirmed current approach is on the right track and will continue to guide next steps.



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. During this reporting period, we continued to review our current employment-related practices to better understand where accessibility can be improved.

Barrier 1:

Accessibility in employment processes and workplace practices may not always be clearly visible or consistently understood by applicants and employees.

Progress Update:

- Continued communicating that accommodations are available throughout the recruitment and interview process in job postings and application materials.
- Demonstrated commitment to accessibility and inclusion through social media and external communications to support awareness for future applicants.
- Continued supporting employees through accommodation practices, with a focus on flexibility and individual needs.
- Reviewed job descriptions to ensure they accurately reflect role requirements and do not include unnecessary barriers.
- Continued building awareness across teams to support a more inclusive work environment.

4.2 The Built Environment

During this reporting period, we made the following progress in removing barriers in the built environment:

Barrier 1:

Accessibility was not always consistently considered at the earliest stages of planning and design.

Progress Update:

- Accessibility is now being considered earlier in project planning and design discussions.
- Accessibility is reviewed as part of Facility Alteration Permit (FAP) processes to help prevent barriers before changes are made.
- Accessibility considerations were included in early discussions related to future capital and infrastructure projects.
- Evacuation chairs were purchased and deployed in stairwells throughout the terminal to support accessible emergency egress.



Barrier 2:

The current adult change station in the pre-security area is outdated and requires a refresh.

Progress Update:

- Planning work continued for the new accessible washroom in the pre-security area. Plans will include a fully accessible washroom with an accessible adult change station.
- The pre-security location will provide access to both those that are travelling and those guests that are on campus for other reasons.
- Post security location will be researched in future years with expansion projects.

Barrier 3:

Accessibility features and amenities require ongoing review to meet changing needs.

Progress Update:

- We continued to review seating, layouts, and public spaces to support a range of accessibility needs.
- Accessibility considerations were included in discussions related to public areas, including children's spaces and seating areas.

Barrier 4:

Some areas of the terminal may present challenges for passengers who require additional space or assistance.

Progress Update:

- Continued to monitor high-traffic areas and adjusted where possible to improve flow and comfort.
- Accessibility continues to be considered when reviewing changes to operational layouts.

Barrier 5:

Accessibility certification requires ongoing attention.

Progress Update:

- Maintained our Rick Hansen Foundation Accessibility Certification until December 31, 2025, and are planning for future recertification following major upgrades to our arrivals hall in 2026/2027.
- We started reviewing areas where improvements could be made to support future certification efforts.



4.3 Information and Communication Technologies

We have made the following progress in removing barriers during the reporting period:

Barrier 1:

Website updates may unintentionally introduce accessibility barriers.

Progress Update:

- Continued to work with a third-party provider to support accessibility best practices on our website.
- Developed a plan for ongoing website auditing and improvements to support WCAG 2.0 Level AA compliance and a more accessible experience for all users.

Barrier 2:

Public announcement and emergency systems must remain accessible and effective.

Progress Update:

- Continued working with our system provider to ensure PA and Emergency Notification Systems (ENS) are functioning as expected.
- Completed usability audits throughout the year.
- Implemented updates to ENS processes to support ease of use for staff.
- Continued reviewing how announcements are delivered to support clarity and accessibility.
- Determined the current Baggage Information Display Screens (BIDS) cannot support additional messaging. We will revisit advertising our accessible services on the BIDS as arrivals hall audio-visual plans advance.

4.4 Communication, other than Information and Communication Technologies

During this reporting period, progress was made in addressing the following barriers:

Barrier 1:

Staff may not always be aware of our accessibility goals or where to find related information.

Progress Update:

- Completed our Accessibility and Feedback Process Plan and shared it with all YXE staff before publishing it online.
- Continued to build awareness through regular reminders and by including accessibility in project planning.
- Began developing plain-language accessibility resource materials for internal use.



Barrier 2:

Accessibility services are not always clearly communicated or visible to travelers.

Progress Update:

- Continued focusing on clear and simple communication in public messaging and signage.
- Added Hidden Disabilities Sunflower Program signage at the information desk and administrative areas.
- Continued providing information about accessible services on the website. Travelers can access this information by phone, email, online, or in person.
- Volunteers received training on the accessible services available at YXE Saskatoon Airport and supported travelers in accessing these services when needed.
- Screening agents continued to provide part-time support for persons with disabilities. This service was promoted by information desk staff, airport staff, partners, and volunteers.
- Continued awareness activities, including staff engagement and refresher efforts, to support understanding of how to assist persons with disabilities and direct them to appropriate information.

4.5 Procurement of Goods, Services and Facilities

We have made the following progress in removing barriers during this reporting period:

Barrier 1:

Accessibility was not always included early in procurement processes.

Progress Update:

- Accessibility considerations were applied in procurement decisions, including the purchase of evacuation chairs to support accessible emergency egress, as well as the design of new wayfinding signage.
- Accessibility considerations continue to be included at the start of procurement processes, including RFPs, RFQs, contracts, and agreements.
- We continue to align procurement practices with the Accessible Canada Act, Accessible Canada Regulations, and ATPDR.

4.6 The Design and Delivery of Programs and Services

During this reporting period we have made the following progress in removing barriers:

Barrier 1:

Accessibility training requires ongoing updates and reinforcement.

Progress Update:

- We continue to deliver accessibility training through both Canadian Transportation Agency (CTA) materials and YXE-specific content.
- Regular audits were and continue to be completed to support training compliance across staff, partners, and tenants.
- An in-person refresher training session was delivered to YXE staff to reinforce general accessibility awareness and the importance of accessibility in day-to-day interactions.
- Additional training was provided to appropriate staff on the use of evacuation chairs to support emergency preparedness.
- We began mapping out training and awareness materials to support staff in understanding accessibility and applying it in day-to-day work.
- Investigated a new Learning Management System to support accessibility training.
- Developed an outline for online staff awareness training on the Hidden Disabilities Sunflower Program.
- Active member of the CAC Accessibility Working Group

Barrier 2:

Airports can be complex environments for some travelers.

Progress Update:

- The YXE Volunteer Program continues to support passengers with wayfinding and general assistance.
- Volunteers provided support during peak periods, disruptions, and events.
- Focus remained on creating a welcoming and supportive environment for all travelers and not creating additional barriers.

Barrier 3:

Access to emotional support programs is limited.

Progress Update:

- Continued to partner with St. John Ambulance to support the therapy dog program. While availability is limited, the program remains active and continues to support passengers as resources allow.
- Marketing materials were developed to support awareness of the therapy dog program and help attract additional therapy dog teams over time.

Barrier 4:

It can be challenging to keep up with evolving accessibility practices.



Progress Update:

- Participated in monthly Canadian Airports Council (CAC) Accessibility Working Group meetings.
- Attended industry events to support learning and sharing of best practices.
- Reviewed online reports and information to stay informed on accessibility practices and updates.

Barrier 5:

Pre-travel support options may not always be consistent or clearly understood.

Progress Update:

- Continued to offer ad-hoc familiarization tours for travelers with disabilities and their support persons.
- Continued reviewing how the experience can be made more consistent and accessible over time.

Barrier 6:

Accessibility responsibilities and requirements can be complex across multiple organizations operating within the airport environment.

Progress Update:

- Provided guidance to third-party partners to support understanding and application of accessibility requirements, contributing to a more consistent approach across the airport.

4.7 Transportation

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

Barrier 1:

Outdoor pathways and accessible parking areas may be harder to use during seasonal weather conditions.

Progress Update:

- Worked with contractors and staff to regularly check accessible outdoor areas.
- Maintained snow clearing and general upkeep to help keep pathways and parking areas safe and usable throughout the year.





5.0 Other Progress

Since we published our accessibility plan, we have taken additional 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

During this reporting period, accessibility was part of everyday work at YXE and was considered in planning, discussions, and decision-making across teams.

Accessibility is increasingly used as a lens in decision-making across projects, planning, and daily operations.

5.2 Learning from others

We continue to participate in monthly virtual meetings and attend in-person industry events. This helps us learn from other airports and organizations and apply those learnings where appropriate.

During this reporting period, we attended:

- Monthly CAC Accessibility Working Group meetings.
- CAC meeting in person in Ottawa
- Accessible Air Travel Forum (virtual)
- Empowering Accessibility: Building Disability Advocacy and Business Cases for Barrier-Free Airports Conference (virtual)

5.3 Looking at changes with accessibility in mind

During this reporting period, we completed internal work to better understand future accessibility needs and opportunities. This included:

- Reviewing potential future improvements across the terminal experience.
- Developed internal forecasts to support long-term planning.
- Exploring emerging practices and technologies.
- Developed internal working tools to better understand what the requirements mean in practice and how they apply to airport operations.

This work strengthened internal understanding of accessibility requirements, improved planning for future needs, and helped identify gaps and opportunities for improvement. This reporting period focused on learning, building awareness, and identifying practical ways to support accessibility in daily operations.



5.4 Continuous improvement

We continue to focus on small, practical improvements that can have a meaningful impact on the passenger experience. These improvements support a more consistent and welcoming experience for all travelers.



6.0 Conclusion

At YXE Saskatoon Airport, this reporting period focused on building a stronger foundation for accessibility. Our work centered on learning—developing a deeper understanding of accessibility standards and regulations and sharing that knowledge across our organization. We focused on keeping accessibility top of mind through regular reminders, conversations, and by integrating it into everyday decision-making. This included reinforcing a shared understanding that accessibility is about doing the right thing and creating an environment where everyone feels supported.

We also looked ahead. This included identifying potential barriers, exploring where improvements could be made, and considering how accessibility can be better integrated into future planning.

At the same time, we focused on making small, meaningful improvements. By making deliberate decisions and taking practical steps, we continue to find ways to improve the passenger experience in simple but impactful ways.

We recognize that accessibility is an ongoing process. We will continue to learn, review our progress, and look for opportunities to improve.

We encourage travelers, employees, and partners to share their experiences with us. Feedback helps us understand what is working well and where we can do better.

Together, we are working toward a more accessible and welcoming experience at YXE for everyone.