



**Sioux Lookout Airport**  
**Accessibility Plan and Feedback Process**  
**Progress Report**  
**December 1, 2024**

# Contents

- Our Progress* ..... 3
- General*..... 4
- Information and communication technologies (ICT)* ..... 5
- Communication, other than ICT* ..... 5
- Procurement of goods, services, and facilities* ..... 6
- Design and delivery of programs and services* ..... 6
- Transporation* ..... 7
- Built environment*..... 7
- Provision of CTA accessibility realted regulations* ..... 7-9
- Consultations* ..... 9
- Feedback Process* ..... 10

# Our Progress

In May 2024, Sioux Lookout Airport published its 2024-2027 Accessibility Plan and Feedback Process. This report represents the progress our team has made over the past six months.

The Sioux Lookout Airport is committed to making our airport accessible to everyone, visitors and employees alike.

We welcome all feedback in regards to our accessibility plan. This feedback is important to us in order to ensure we are barrier-free.

In the last six months, we have received feedback regarding our Accessibility Plan following a public survey. Invitations were sent by letter mail to Sioux Lookout First Nations Health Authority, Nishnawbe-Gamik Friendship Centre, Meno ya win Health Centre, Community Living Dryden-Sioux Lookout, and Sioux Area Seniors Activity Centre. Additionally, a QR code and link to the survey were distributed via social media and print media.

The feedback received primarily reflects areas under the built environment heading, specifically in the area of vehicle parking. At this time, we are actively exploring options to address the concern raised. However, no changes have been implemented yet.

# General

The Sioux Lookout Airport is committed to our goal of ensuring access to our services for all persons with disabilities. This Accessibility Plan supports our dedication to maintain a welcoming, inclusive, and barrier-free environment. It also details the process for individuals to provide feedback regarding our services and this plan.

Our management team, including representation from the Human Resources and Sioux Lookout Airport departments have developed this plan in accordance with the Accessible Canada Act (ACA) and the Accessibility Transportation Planning and Reporting Regulations (ATPRR). This plan shall be reviewed, at minimum, every three years, with updates to actionable items as available.

The Sioux Lookout Airport has designated **Ben Hancharuk**, Airport Manager, to receive and respond to feedback related to this Accessibility Plan. Feedback may be submitted by mail, telephone, or email. Anonymous feedback will be accepted. Feedback will be responded to, with the exception of anonymous submissions, in the same manner in which it was received.

To submit feedback regarding our Accessibility Plan or to request an alternate format of our Accessibility Plan, contact the Airport Manager via:

**Email:**

[manager@cyxl.ca](mailto:manager@cyxl.ca)

**Post Mail:**

PO Box 158  
7 Airport Road  
Sioux Lookout, ON P8T 1A5

**Phone:**

807-737-2829

**Fax:**

807-737-2985

## **Information and communication technologies (ICT)**

The Sioux Lookout Airport recognizes that accessibility is a continuous process due to the constant transformation and evolution of technology. In order to accommodate persons with disabilities, updates are being made to our website to ensure it is compatible with adaptive technologies and to ensure that our customer's travel requirements are met.

An audio system and a visual flight information system are provided for use to airline carriers for dissemination of information.

Additional information will be provided with more specific information regarding our services and access to additional means of communication with the annual update.

## **Communication (other than ICT)**

The Sioux Lookout Airport recognizes that communication is an integral aspect of the customer experience. Accessibility is built into all aspects of service at the Sioux Lookout Airport. Training is provided on an annual basis to all members of the staff to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Wayfinding signs, including, but not limited to, washrooms and offices, contain braille.

Passengers are encouraged to contact Ben Hancharuk, Airport Manager, to relay any specific requests regarding communication challenges that may be anticipated ahead of time. Information on how to contact our office is available on our website and will be available in various accessible formats.

## **Procurement of Goods, Services, and Facilities**

Our procurement process prioritizes accessibility so that our vendors know that it is important to us. We are committed to ensuring that access to our facility meets the needs of individuals with accessibility needs.

Mobility aides (wheelchairs) are provided by individual air carriers to facilitate travel inside the terminal.

Passengers requiring special assistance beyond what the air carriers provide are asked to contact the Airport Manager regarding additional information.

## **Design and Delivery of Programs and Services**

The Sioux Lookout Airport is committed to receiving and reviewing feedback from passengers, air carriers, and employees to determine if reasonable changes can be made to the delivery of our services. New services will undergo a process of consultation to ensure that they are meeting the needs of persons with disabilities.

## **Transportation**

Accessible transportation services may be available from Hub Transit and Sioux Lookout First Nations Health Authority (SLFNHA), as required when requested.

Mobility aides (wheelchairs) are provided by individual air carriers to facilitate travel inside the terminal.

Passengers requiring special assistance are asked to contact the Airport Manager to provide additional information regarding their needs.

# Built Environment

At the Sioux Lookout Airport, we want our built environment to support a passenger's travel. Our facility was designed and built to provide accessible parking, wheelchair access, and barrier-free washrooms. Wayfinding signs, such as, but not limited to washrooms and offices, include braille. Relief areas are available for service animals.

## Provisions of CTA Accessibility-related Regulations

The Canada Transportation Act outlines the requirements for transportation service providers as follows:

### Regulations

#### Personnel Training for the Assistance of Persons with Disabilities Regulation (PTR)

##### *Employees and Contractors Who Interact with the Public*

*4 Every carrier and terminal operator shall ensure that, consistent with its type of operation, all employees and contractors of the carrier or terminal operator who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function in the following areas:*

- *(a) the policies and procedures of the carrier or terminal operator with respect to persons with disabilities, including relevant regulatory requirements;*
- *(b) the needs of those persons with disabilities most likely to require additional services, recognition of those needs, and the responsibilities of the carrier or terminal operator in relation to those persons, including the level of assistance,*

*methods of communication and aids or devices generally required by persons with disabilities; and*

- *(c) the necessary skills for providing assistance to persons with disabilities, including the role of the attendant, and the needs of persons with disabilities travelling with a service animal, including the role and the needs of that animal.*
  - All employees shall be required to review Administrative Procedure No. 3-56 AODA Policies, as written, and shall be required to review updates as approved.

### ***Time Limit for Completion of Training***

***8*** Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator who are required by these Regulations to receive training complete their initial training within 60 days after the commencement of their duties.

***9*** Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator receive periodic refresher training sessions appropriate to the requirements of their function.

***10*** Every carrier and terminal operator shall keep its training program current by incorporating, at the earliest opportunity, any new information on procedures and services offered or any specific technologies introduced by the carrier or terminal operator to assist persons with disabilities.

- All new employees will be assigned for completion the ON: Accessibility Training for Employees (AODA) within 30 days of employment.
- All other employees will be assigned for completion the ON: Accessibility Training for Employees (AODA) annually.



### *Training Program Description*

*11 Every carrier and terminal operator shall keep available for inspection by the Agency and the general public a copy of its current training program prepared in the form set out in the schedule and containing the information required therein.*

- This training is provided via an online platform.

## **Consultations**

The Sioux Lookout Airport remains committed to consulting with persons living with disabilities to prepare, develop, and maintain this Accessibility Plan. Consultations consisted of a site visit with representatives from the Canadian Transportation Agency accompanied by persons with disabilities on June 27, 2023. This group totalled five individuals, two of which identified as having a disability.

Between 13:00 and 15:00 on June 27, 2024, the group walked through the interior of the airport terminal building and around the exterior of the front of the airport terminal building. After the walk through, the group assembled in the airport board room at the airport administration office at 15:00 to meet with the airport manager.

The discussions focused on identifying the key issues that exist for both transportation service providers and persons with disabilities regarding accessibility in areas such as provision of services, training of employees, and communications. It also focused on the technical aspects of the built environment, including carrier equipment and terminal facilities.

No issues or concerns were presented from the group to the airport manager in regard to the aforementioned areas of focus.

The airport will continue to consult with persons living with disabilities that travel with us, work with us, and communicate with us through the feedback process. Planned consultations include inviting community members living with disabilities, and working with those living with disabilities, to an in-person event and providing an opportunity for group discussion on ways we can better meet their needs.

Additionally, prior to December 31, 2024, we will offer an online survey, advertised via newspaper and our website, designed to gather feedback from individuals with disabilities based on their experience at the Sioux Lookout Airport.

This survey will be multiple-choice with one open-ended question. Areas that will be covered in the survey include parking, transportation to and from the terminal, transportation inside the terminal, mobility aides, washrooms, signage, seating areas, vendors, service animals, our website, and customer service and experience.

## Feedback Process

The Sioux Lookout Airport has designated **Ben Hancharuk**, Airport Manager, to receive and respond to feedback related to this Accessibility Plan. Feedback may be submitted by mail, telephone, or email. Anonymous feedback will be accepted. Feedback will be responded to, with the exception of anonymous submissions, in the same manner in which it was received.

To submit feedback regarding our Accessibility Plan or to request an alternate format of our Accessibility Plan, contact the Airport Manager via:

**Email:**

[manager@cyxl.ca](mailto:manager@cyxl.ca)

**Post Mail:**

PO Box 158  
7 Airport Road  
Sioux Lookout, ON P8T 1A5

**Phone:**

807-737-2829