



Sioux Lookout Airport
Accessibility Progress Report
2024

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Progress Summary

This report outlines the Sioux Lookout Airport's progress in implementing the commitments set out in the Accessibility Plan (2024–2027), as required under the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR).

During the reporting period, Sioux Lookout Airport:

- Conducted formal accessibility consultations in partnership with the Canadian Transportation Agency (CTA) and local community organizations.
- Expanded feedback mechanisms by providing online, in-person, and anonymous submission options.
- Reviewed signage and customer communication tools to ensure compliance with accessibility standards.
- Provided annual AODA training for all employees and confirmed that all new hires complete accessibility training within 30 days of employment.
- Promoted awareness of accessibility supports available through the Airport Manager's office.

The Airport remains committed to continuous improvement and to maintaining a barrier-free environment for all passengers, employees, and visitors.

General

The Sioux Lookout Airport continues to ensure that accessibility is embedded in all operations. The Airport Manager, Ben Hancharuk, remains the designated accessibility contact and ensures that feedback is received, tracked, and addressed.

No significant accessibility complaints or requests for alternate formats were received during this reporting period.

Alternate format requests for the Accessibility Plan, Feedback Process description, and this Progress Report are available at no charge upon request by mail, email, fax, or phone.

Email:

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)

Website accessibility continues to be a key focus. The Sioux Lookout Airport has:

- Reviewed and updated website content to improve readability and compatibility with assistive technologies.
- Ensured all posted documents are available in accessible PDF formats.
- Verified the audio and visual flight information systems remain functional and are used by air carriers to disseminate information in multiple formats.

Future updates will include exploring improved screen reader compatibility and high-contrast web design features as part of the next website refresh.

Communication (other than ICT)

Communication accessibility remains a priority in day-to-day operations.

- Annual accessibility and customer service training was completed by all Airport staff in 2024.
- Wayfinding signs, including washrooms and offices, continue to include braille and raised lettering.
- Public notices and materials are available in plain language and large print formats upon request.

Passengers requiring alternative communication methods (e.g., verbal support, printed materials in accessible formats) can make arrangements directly with the Airport Manager.

Procurement of Goods, Services, and Facilities

Accessibility considerations continue to be integrated into procurement activities.

- When acquiring goods and services, suppliers are reminded of the Airport's accessibility requirements.
- No new major facility procurements occurred during this reporting period, but accessibility was included in all maintenance and purchasing decisions.
- The Airport continues to coordinate with air carriers to ensure that mobility aids (wheelchairs) are available inside the terminal.

Design and Delivery of Programs and Services

Feedback from employees, passengers, and air carriers has been reviewed to identify opportunities for improvement in service delivery.

- No new barriers were identified during this reporting period.
- All new programs or services are reviewed to ensure they meet accessibility requirements before implementation.
- The Airport has improved its process for logging and following up on accessibility-related feedback.

Transportation

Accessible ground transportation continues to be available through Hub Transit and the Sioux Lookout First Nations Health Authority (SLFNHA).

The Airport ensures that:

- Air carriers continue to provide wheelchair assistance within the terminal.
- Passengers who require additional support are connected with service providers through the Airport Manager's office.

- Information about accessible transportation options is available on the Airport website and in printed materials at the terminal.

Built Environment

The Sioux Lookout Airport continues to maintain a built environment that supports accessibility.

- Accessible parking, wheelchair access, and barrier-free washrooms remain in place and in good condition.
- All wayfinding signage includes braille and clear symbols.
- Service animal relief areas are clearly identified and maintained.

No physical accessibility barriers were reported during this period.

Provisions of CTA Accessibility-related Regulations

All regulatory training and compliance requirements remain up to date.

- All staff completed annual AODA training.
- New hires completed accessibility training within 30 days of employment.
- The Airport reviewed Administrative Procedure No. 3-56 (AODA Policies) and confirmed all staff had access to updated policies.
- The online training platform was reviewed to ensure it aligns with current CTA and ACA standards.

The Airport maintains a record of all training completions and keeps its training materials available for public and CTA inspection upon request.

Consultations

June 27, 2024 – CTA Consultation

A site visit and walkthrough were conducted with the Canadian Transportation Agency and persons with disabilities between 13:00 and 15:00.

Participants toured the terminal and exterior public areas, followed by a discussion with the Airport Manager. Topics included accessibility in service delivery, employee training, communication, and built environment features.

Outcome: No specific concerns or barriers were identified.

August 7, 2024 – Community Outreach

Letters were distributed to:

- Sioux Lookout First Nations Health Authority
- Nishnawbe-Gamik Friendship Centre
- Meno Ya Win Health Centre
- Community Living Dryden–Sioux Lookout
- Sioux Area Seniors Activity Centre

The letters invited persons living with disabilities and their service providers to complete a **self-guided site visit** and provide feedback on accessibility.

The invitation was also shared through:

- The Airport's website
- Social media posts
- A local newspaper notice
- Posters with QR codes and alternate format offers displayed in the terminal

Outcome: No accessibility concerns were reported. Feedback confirmed satisfaction with current facility accessibility.

Ongoing Consultation

The Airport will continue to:

- Seek feedback through its Feedback Process;
- Conduct periodic consultation events; and
- Offer an online survey (to launch before December 31, 2024) covering topics such as parking, transportation, signage, mobility aids, and customer service.

Consultation results will be summarized in future progress reports.

Feedback Information

During this reporting period:

- The Airport received no formal complaints or accessibility barrier reports.
- General feedback received through customer interactions was positive, with no reported barriers.
- Staff were reminded of procedures for receiving, documenting, and escalating accessibility-related feedback.

The Airport will continue to monitor feedback trends and document improvements annually.

Summary of Compliance

This Progress Report meets the requirements of section 12 of the Accessible Transportation Planning and Reporting Regulations (ATPRR) by:

- Including all required headings.
- Describing the progress made under each heading.
- Outlining consultation activities and results.
- Summarizing accessibility feedback received and how it was considered.

Contact Information

Ben Hancharuk, Airport Manager

Sioux Lookout Airport

PO Box 158, 7 Airport Road

Sioux Lookout, ON P8T 1A5

Email: manager@cyxl.ca

Phone: 807-737-2829