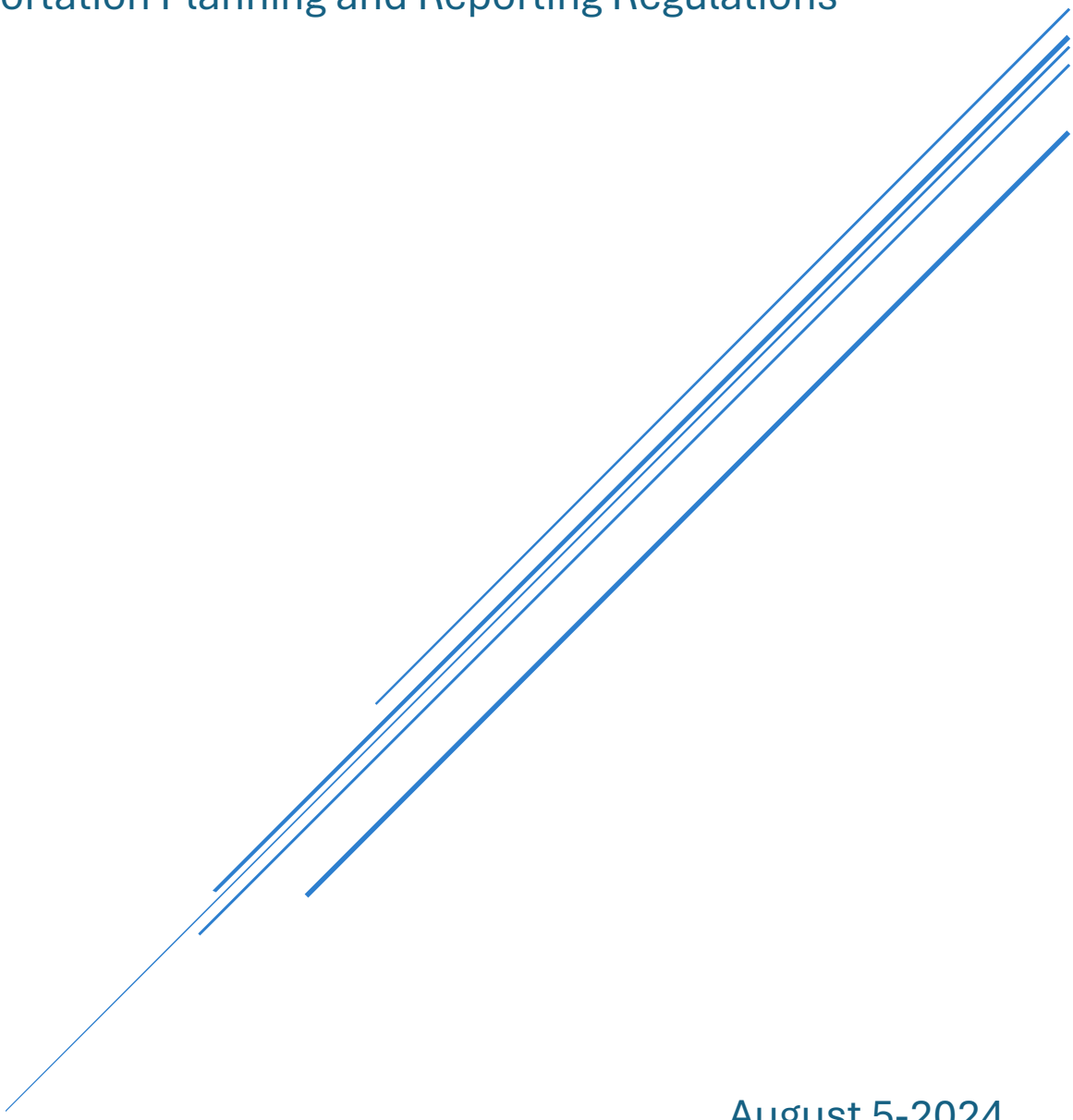
THOMPSON AIRPORT ACCESSIBILITY AND FEEDBACK PLAN

Accessibility Canada Act and the Accessible Transportation Planning and Reporting Regulations



August 5-2024
New

Thompson Airport Accessibility Plan and Feedback Process

Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations.

Table of Contents

Plan Revision	2
General Information and Feedback Process and Alternative Formats	2
Statement of Commitment	3
Vision Statement	3
Information and Communication Technologies	3
Communication	4
Procurement of Goods, Services and Facilities	5
Design and Delivery of Program Services	5
Transportation	5
Built Environment	6
Provisions of CTA Accessibility-Related Regulations that the TSP is required to follow	6
Provisions of the CTA Accessibility-Related Regulations	6
Consultation	6
Accessibility Action Plan 2023-2026	7
Principles that are set out in the ACA	9
Glossary	9

Plan Revisions

Version	Date	Change(s)
1	August 5-2024	New
2	Nov 24-2024	Amended Provision 1 -4
3	May 11-2026	Amended General Information

General Information and Feedback Process and Alternative Formats of Plan

The purpose of the Accessible Canada Act is to make Canada barrier-free by January 1, 2040, by identifying, removing, and preventing barriers to accessibility in federally regulated organizations. We want to ensure that persons with disabilities have fair and equitable access to programs and services and to improve opportunities for people with disabilities.

The TRAA has prepared an Accessibility and Feedback Plan to help assist in meeting our requirements under the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). This plan will serve as a roadmap for the TRAA employees, tenants, contractors, and others, to help our organization become more diverse and inclusive.

The Accessibility and Feedback Plan for the TRAA outlines our vision and strategy to create a more barrier-free transportation service and work environment. The TRAA is committed to supporting all the communities we serve by acknowledging feedback, creating new policies, and identifying and removing barriers to address the current requirements of the Accessible Canada Act and the Accessible Canada Regulations.

Over the next three years, we will continue to focus on public feedback and policies that will provide accessibility for all. The construction of our new terminal is underway with a completion date for Fall 2026. The new facility will be up to date on the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations.

The below individuals are designated to receive feedback on behalf of TRAA. service@fly-yth.ca

- Melissa Lounsbury, Regulatory Programs Manager: Melissa.lounsbury@fly-yth.ca 1-204-679-0105

Mailing Address:

Thompson Regional Airport Authority
PO Box 112,
Thompson Mb R8N 1M9

Fax: 1-204-778-6448

To provide accessibility feedback you can use one of the following methods below. (Feedback can also be anonymous in any method) If you wish to provide feedback anonymously, do not state your name or any personal information, and state that you would like your feedback to remain anonymous.

The Thompson Airport Authority will acknowledge the receipt of feedback in the same format that information was received, except for anonymous feedback.

The TRAA will answer any questions individuals have in person or in the format requested.

Additional formats can be requested as below with a feedback timeline.

- Hard copy (by the 20th day after the day the request was received)
- Large Print (by the 20th day after the day the request was received)
- Braille (within 45 business days)
- Audio format, or (within 45 business days)

An electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. (by the 20th day after the day the request was received)

Statement of Commitment

The TRAA is committed to making our organization more accessible for persons with disabilities. We are committed to building an environment where all individuals feel welcomed and have an accessible environment, regardless of their disabilities, and can maneuver safely throughout their travel experience with the feeling of independence through a barrier-free environment.

Vision Statement

To provide a barrier-free environment for persons living with disabilities and offer an accessible travel experience when entering our airport.

Information and communication technologies

Information about the Accessibility and Feedback Plan can be found in this document on our website www.thompsonairport.ca or requested at the above contact information.

All contact information and emails can be found on our website at www.thompsonairport.ca for all your requested inquiries.

The TRAA is working on an Accessibility section to the website to help communicate with people with disabilities who are traveling through our airport. We do advise passengers to visit the website of the air carrier that they are traveling with as they will have the most current information regarding their policies and procedures for their own Accessibility and Feedback Plan to assist their passengers with meeting the requirements under the Accessible Canada ACT (ACA) and the Accessible Transportation for Person with Disabilities Regulations (ATPDR)

Communication

The TRAA understands that not all individuals have access to the internet, mobile devices, etc. All documents that pertain to Accessibility on our website can be requested from our office in hard copy documents. These documents can be mailed, faxed, emailed to a requested address, or picked up. If anonymous all information will be kept confidential with the Thompson Airport Authority.

The TRAA has flight boards in the terminal that monitor regular flights to and from Thompson Airport for all individuals to view, this can also be found on our website at www.thompsonairport.ca

Scheduled airlines servicing the Thompson Airport have intercoms that notify passengers who have not gone through security that a flight is about to depart and what gate you should be at.

The airlines have their own Accessibility and Feedback Plans that follow the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations. These can be found on their websites.

The Thompson Airport has signage that visualizes the following locations:

- Washrooms
- Baggage claim
- Airport security
- Airlines
- Boarding gates
- CATSA
- Emergency exits
- Parking, Accessibility parking
- Taxi pick-up and drop-off areas
- Payphone
- Restaurants
- Restricted areas

All TRAA employees who service the public have completed Accessibility for All training which provides knowledge on how to address communication in a way that is informed, respectful, and accessible to persons with disabilities.

Procurement of goods, services, and facilities

We will continue to monitor future consultations and feedback and remain committed to updating our Accessibility and Feedback Plan should we receive feedback in the future.

The Thompson Airport currently offers:

- Accessibility ramps
- Barrier-free entrance and exit to the main terminal
- Barrier-free washrooms
- Accessible baggage claim area

Design and delivery of programs and services

Federal transportation providers and terminal operators are required to train their staff and contracted personnel on how to assist persons with disabilities. Accessibility for All is completed annually by the companies below that service Thompson Airport. Initial training is completed after the hiring process of a new employee.

- Thompson Airport Authority employees
- Taxicab drivers
- Medical drivers
- Car rental companies

Airlines provide their training to their employees

This training includes:

- Services to be offered to persons with disabilities
- Communication best practices
- Assisting a traveler who is blind or partially blind
- Assisting a traveler who is deaf, deafened or hard of hearing or who has another disability
- Mobility Assistance
- A quiz is completed by all individuals and corrected to 100% to ensure that all staff are confident of the knowledge they are provided.

Transportation

Thompson Airport understands that there may be areas that create barriers to equal access that are out of our control. This includes airlines, medical transportation providers, public transportation, etc. We are a small group that works very closely with tenants and engages on a when-needed basis to ensure barriers can be identified and solutions put in place to correct the issue or modify to lessen the risk of the barrier.

Wheelchairs are provided by the airlines if required by a passenger.

Airport Security assists the passengers as requested or voiced by the passengers themselves.

Built Environment

The traveling public is encouraged to contact the airline that they are traveling with or visit the website to ensure they have the proper information when it comes to questions about possible barriers, escorts, travel experience, aircraft accommodations, etc. for individuals traveling with disabilities.

Provisions of CTA accessibility-related regulations that the TSP is required to follow

The TRAA is required to provide Accessibility for All training to the companies below that service Thompson Airport. Initial training is completed after the hiring process of a new employee.

- Thompson Airport Authority employees
- Taxicab drivers
- Medical drivers
- Car rental companies

Provisions of the CTA Accessibility-Related Regulations

TRAA will continue to train our employees based on the requirements set out in the Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR). TRAA will implement our training for all employees in our organization by introducing new training that is described within this plan or set out by the Transportation Agency.

Accessibility for all training that the Transportation Agency sets out is provided to TRAA employees, such as management and security guards, who interact with the public, as well as car rental companies, taxicab companies, and medical transportation providers who interact with the public.

New hires must complete the training within 60 days after the commencement of their duties. The TRAA has committed to doing refresher training annually.

The completed training is kept on file and is available for inspection by the Transportation Agency if requested. Training material can be found at the following link: http://otc-cta.gc.ca/eng/training-videos-how-assist-persons-disabilities this training is current as per the Transportation Agency website. Quizzes are made by the TRAA and issued out and returned to the TRAA and kept on file.

Provisions of CTA accessibility-related regulations that the TSP is required to follow and additional guidance can be found on the following link. http://otc-cta.gc.ca/eng/publication/accessible-transportation-planning-and-reporting-regulations-accessibility-plans#ProvisionsCTAAccessibility

Consultations

The TRAA gathered feedback from employees who work out of the Thompson Airport. We did this by interviewing individuals with and without disabilities. This gave us a starting point for our Accessibility Action Plan and how to move forward with our plan to identify new areas that we would like to address in the future to accommodate a person with disabilities to ensure their experience is satisfying.

Airport employee participants provided the following feedback.

1#

How can we improve awareness and consideration for individuals with disabilities in the workplace?

Answer: We can work with HR to add improvements to job descriptions and job advertisements that show a diverse range of qualifications and encourage people with disabilities to apply.

#2

Where can we find information that brings awareness of available accessibility options in your airport?

Answer: We will continue to work on our Website to add an Accessibility section that lists all options that our airport provides. Also, inform individuals to contact the airline they are traveling with for their policies and procedures for persons with disabilities.

#3

What resources, tools, and or policies do you have to promote engagement with persons with disabilities when it comes to making decisions and planning their travel experience?

Answer: We will continue to work on our website and add accessibility features that our airport provides. The website will have tools and information on what to expect when traveling. There will be contact information where feedback or questions can be submitted. There will also be updates on the new terminal construction project via social media platforms and what people with disabilities can expect to see when traveling in the future. (Fall 2025)

#4

Will the new terminal be barrier-free and more accommodating for persons with disabilities?

Answer: Yes, the new terminal updates will be added to the Accessibility and Feedback Plan/website when the new terminal opens in the fall of 2025.

We will continue to consult with employees and tenants on Accessibility around the airport and what they have encountered as feedback to help us strive to make our airport Accessible for All.

Accessibility Action Plan 2023-2026

The TRAA remains committed to continuous improvements and enhancing accessibility for all users of the airport. Over the next three years, we will continue to identify, remove, and prevent barriers based on the following action plan. By introducing this action plan, we will create a solid foundation that we can build on in the future.

ACTION	DESCRIPTION OF ACTION	TARGET COMPLETION DATE
1. Create an Accessibility Committee	This will help to provide and maintain momentum in achieving the goals of a barrier-free environment.	2024 – December 31
2. Create an Accessibility Policy	This policy will describe the TRAA's commitment to barrier identification, removal, and prevention. The policy will guide and align with strategic priorities, supported by the Management team.	2024 – December 31
3. Continue Accessibility surveys	Surveys will help gather information and feedback from employees, airport tenants, and the public on barriers/accessibility at the Thompson Airport.	2024 – ongoing
4. Consultations with disability organizations and recruitment agencies	This will help identify and remove barriers to employment and the traveling public. We will review job descriptions/advertisements for employment to ensure they are barrier-free to attract diverse talent.	2025 – September 30
5. Website Accessibility Enhancements	Create a section on our website for accessibility-related questions, concerns, and services offered. We will work to ensure all websites and mobile websites etc. that are made available for the public meet the requirements for Level AA conformance that are set out in the Web Content Accessibility Guidelines.	2025-December 31 -ongoing
6. Complete the Accessibility and Feedback Plan for the Thompson Airport and update as changes are made.	Complete the Accessibility and Feedback Plan and post it on the Thompson Airport website for public awareness and information.	2024 - ongoing

Principles that are set out in the ACA

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
5. Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

Glossary

Barrier: "anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

Disability: "any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society."

This definition is based on the social model of disability, which understands disability as resulting from the interaction between an impairment or functional limitation and the social and physical environment.