

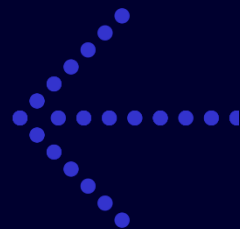


The Greater Toronto Airports Authority Accessibility Plan

2023 to 2026



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Alternate format(s)

Should you require an accessible alternate format of this Accessibility Plan or the Feedback Process (e.g., print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology), please contact us by using the email, phone number, mailing address, feedback form or social media channels outlined on this page.



Email

Manager, Passenger Care
[Customer Service Online Contact](#)
customer_service@gtaa.com



Phone number

(416) 247-7678
or
1 (866) 207-1690 (toll free)



Mailing address

Manager, Passenger Care
Toronto Pearson International Airport
PO Box 6031, 3111 Convair Drive
Toronto AMF, ON L5P 1B2
Canada

Social media channels



[twitter](#)



[instagram](#)



[facebook](#)



[linkedin](#)

Feedback process

If you have feedback about how the GTAA is implementing this Accessibility Plan, and/or have feedback regarding any encountered barriers with the GTAA as a traveller or employee, you can reach out to us personally or anonymously, by contacting us using the email, phone number or mailing address, by submitting an online feedback form through our website or through our social media channels with direct messaging using the links below. Our feedback options provide an acknowledgement of receipt, and can maintain anonymity.



[Feedback Form](#)

Other feedback

(airline services, security, customs, other)

If your feedback is for airline services (check-in, boarding, baggage, or mobility assistance), security screening, or customs and immigration, please use the links below to contact them directly:



torontopearson.com/en/contact-us

torontopearson.com/en/airlines



Welcome message

We are on a journey to making YYZ Toronto Pearson International Airport (Toronto Pearson) the most accessible airport in the world. We want to provide inclusive access to the joys of air travel through a safe and welcoming airport experience for everyone.

We typically have more than 1,000,000 passengers with disabilities pass through the airport annually. However, based on global statistics, approximately 16% (1 in 6) or more of our passengers and employees may be travelling or working with a disability, whether visible or invisible, at any given time¹. A survey completed by the International Air Transport Association (IATA) identified that requests for wheelchair assistance alone grew 30% between 2016 and 2017².

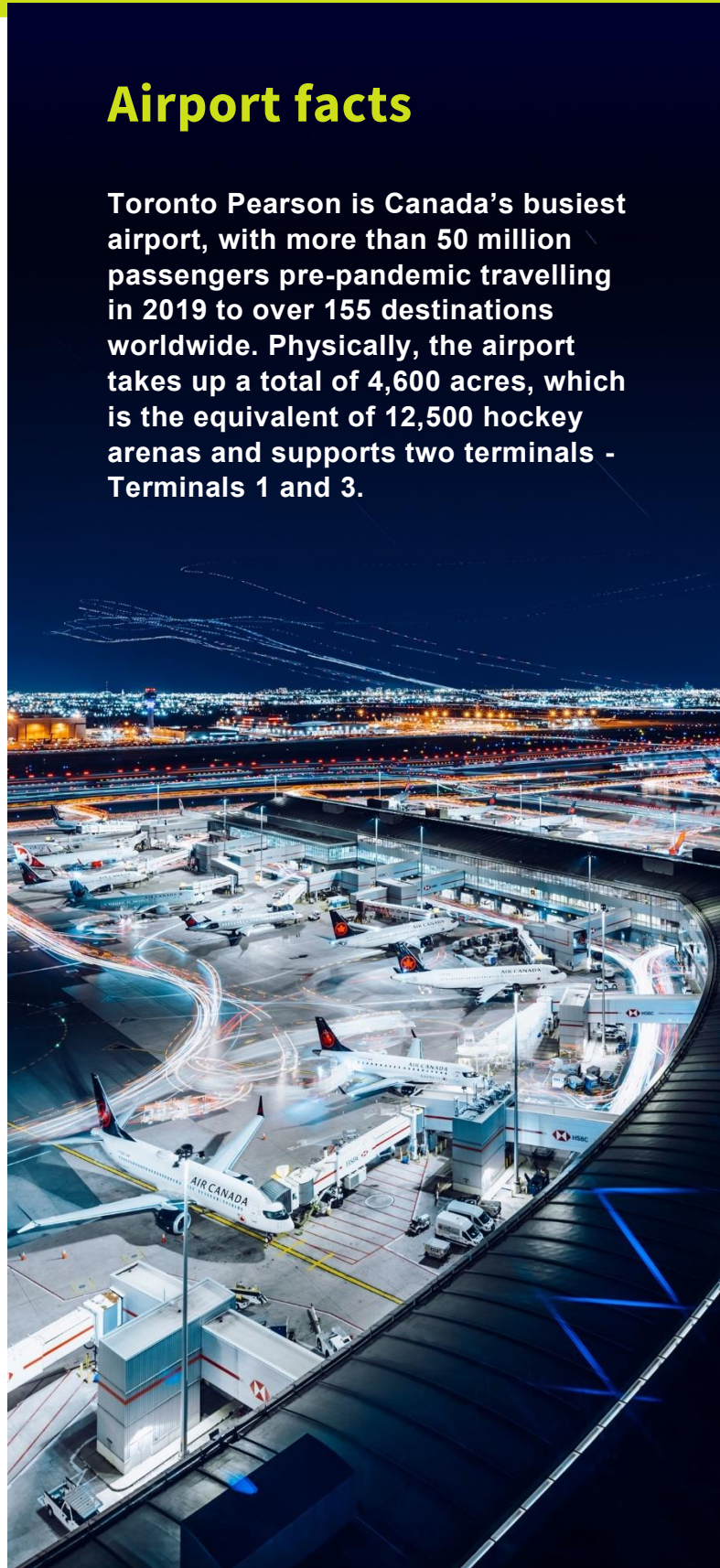
Daily, we are making decisions that support a seamless passenger experience delivering on choice, ease and speed throughout the travel journey.

¹ Source: World Health Organization, *Disability, Key Facts*, March 7, 2023

² Source: IATA, *Why Accessibility is Essential for Air Travel*, March 1, 2022

Airport facts

Toronto Pearson is Canada's busiest airport, with more than 50 million passengers pre-pandemic travelling in 2019 to over 155 destinations worldwide. Physically, the airport takes up a total of 4,600 acres, which is the equivalent of 12,500 hockey arenas and supports two terminals - Terminals 1 and 3.



GTAA's Accessibility Plan

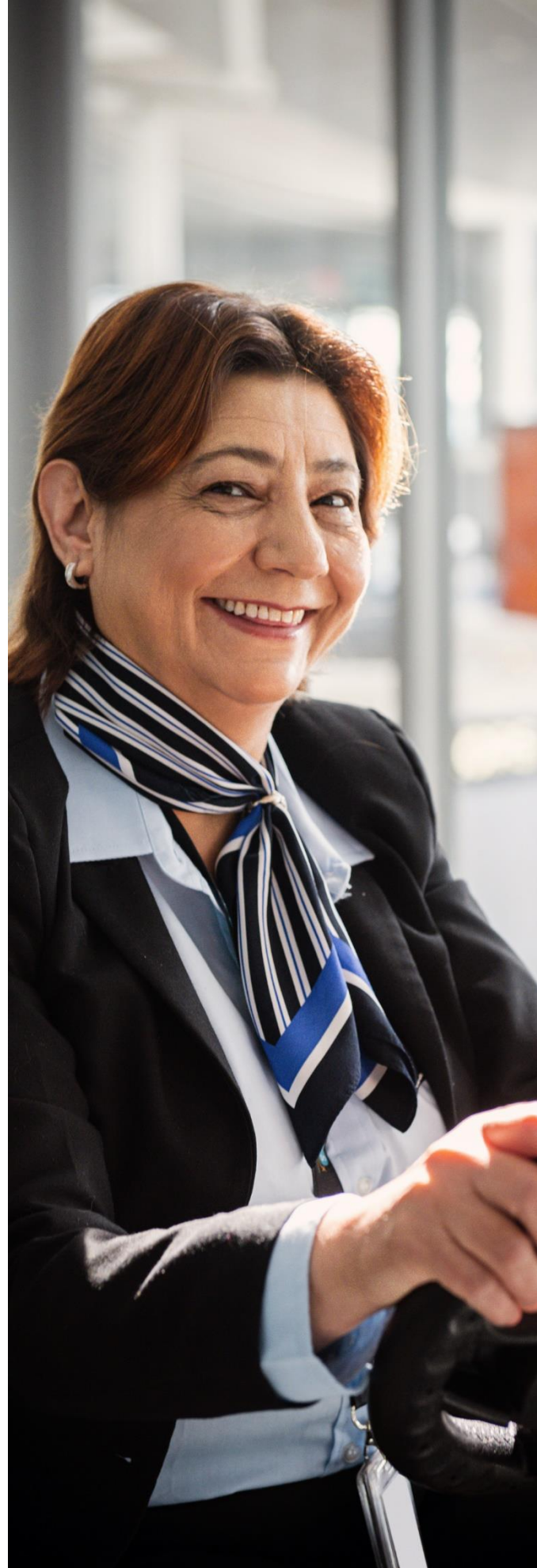
Toronto Pearson is operated by the Greater Toronto Airports Authority (GTAA), who manages and oversees the overall functions of the airport. As a terminal operator in Canada forming part of the federal transportation network, this is the GTAA's Accessibility Plan, which is a roadmap to creating and maintaining impactful accessibility. This Accessibility Plan has been prepared in accordance with the Accessible Canada Act, its Principles and Regulations, and the Canada Transportation Act (CTA), as applicable to the GTAA.

This Accessibility Plan is in respect of the GTAA's policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers in the following seven key areas:

- built environment
- transportation
- information and communication technologies (ICT)
- communication, other than ICT
- design and delivery of programs and services
- employment
- procurement of goods, services and facilities

This Accessibility Plan also explores the actions being taken to identify, remove and prevent barriers by outlining short- and long-term commitments to further improve accessibility now and into the future.

This Accessibility Plan is anticipated to be updated every three years, inclusive of progress reports or as otherwise advised by the CTA and its Regulations.



Understanding the GTAA and Toronto Pearson

The GTAA is a not-for-profit corporation under the Canada Not-for-profit Corporations Act. The GTAA is responsible for managing and operating Toronto Pearson pursuant to a lease agreement with the Government of Canada.

Toronto Pearson is the second-largest international airport in North America. We are committed to putting the joy back into travel by making Toronto Pearson the chosen place to fly and work. In 2021, Toronto Pearson was voted Best Large Airport in North America for the fifth consecutive year. In 2022, we received global recognition for our accessibility work when we became the second airport in the world and the first airport in North America to receive the Airports Council International (ACI) Accessibility Enhancement Accreditation. We continue to work towards delivering the best passenger experience — one that is seamless, inclusive and allows everyone to experience the thrills of travel. To achieve this, we rely on a complex system of agencies and partners. Let's look at who does what.

The GTAA is responsible for:

- overseeing the overall operation of the airport;
- creating an accessible built environment within our terminals;
- designing and delivering accessible programs, technologies, services and facilities;
- maintaining the accessible website [TorontoPearson.com](https://torontopearson.com);
- managing the airport's social media accounts;
- in close collaboration with Toronto Pearson airline partners, ensuring Terminal building curbside assistance is provided between the curb to the check-in counter and between general public areas and the curb for passengers with disabilities; and
- ensuring accessibility is at the forefront of Toronto Pearson plans now and into the future.





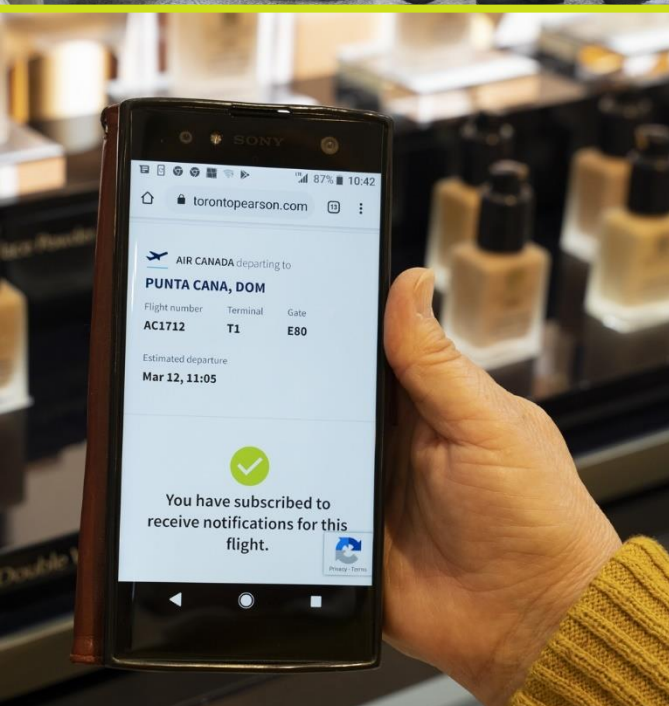
Government agencies and other organizations are responsible for:

- delivering services such as ground transportation (e.g., taxis and limousines, UP Express), security screening, customs and border protection;
- providing accommodations including assistance to passengers with disabilities when accessing transportation, security, customs and border protection services.



Our airline partners (aircraft and air carrier services) are responsible for:

- providing mobility assistance and escorting passengers with disabilities from the Terminal curbside, through the check-in process, to the gate and on-board the aircraft, and vice-versa;
- helping passengers with disabilities who arrive through a connecting flight;
- ensuring the proper stowage for mobility aids on aircraft and delivering those aids to passengers upon arrival.



Our retail partners are responsible for:

- operating food and beverage services in an accessible manner;
- maintaining accessible seating options for passengers with disabilities where seating is available;
- providing accessible retail shopping experiences.

Taking action



As a global gateway, we put our passengers first by truly listening to their feedback so we can seek real solutions to deliver on our commitments to a barrier-free Toronto Pearson now and into the future.

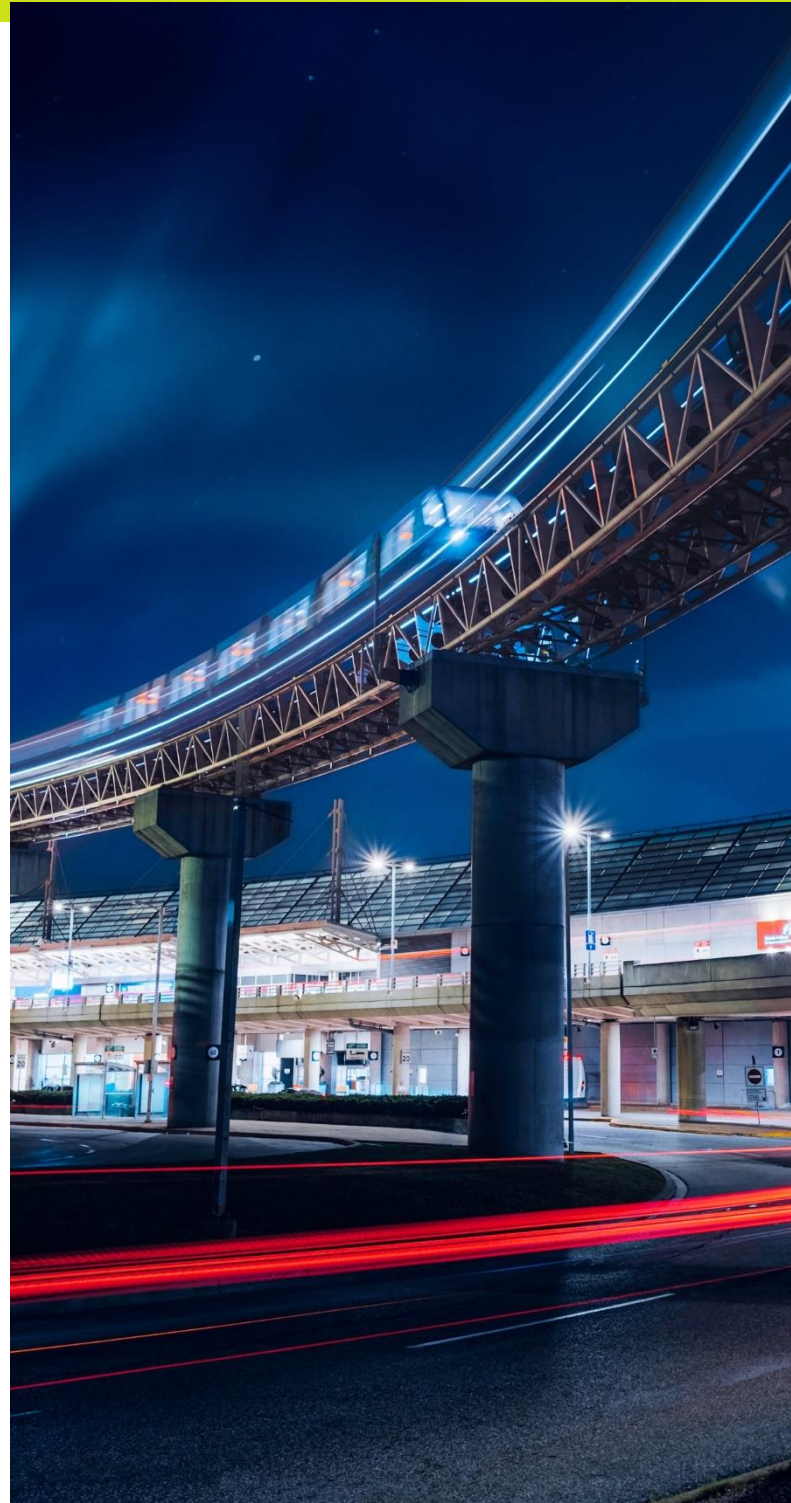
Vision statement

Putting the joy back into travel by making YYZ (Toronto Pearson) the chosen place to fly and work.

Guided by our strategic framework, our vision will help us address today's challenges, while positioning us to be a leader in aviation.

Mission statement

We will make Toronto Pearson a global leader in airport performance, customer care and sustainability. We will create a next generation airport by innovating in all that we do, striving for the most uplifting, safe and efficient experience for our passengers. And we will champion the prosperity of our people, the community we call home, and our aviation partners.



Accessibility statement



Welcome to Toronto Pearson. We've got you.

Our commitment to accessibility means embracing everyone for who they are. We want to create opportunities where each individual is able to access the joys and security of air travel in the ways that work for them. We recognize that passengers and employees don't need to adapt to have their needs met; we do. Our team is working hard to provide everyone with a seamless, consistent and inclusive experience.

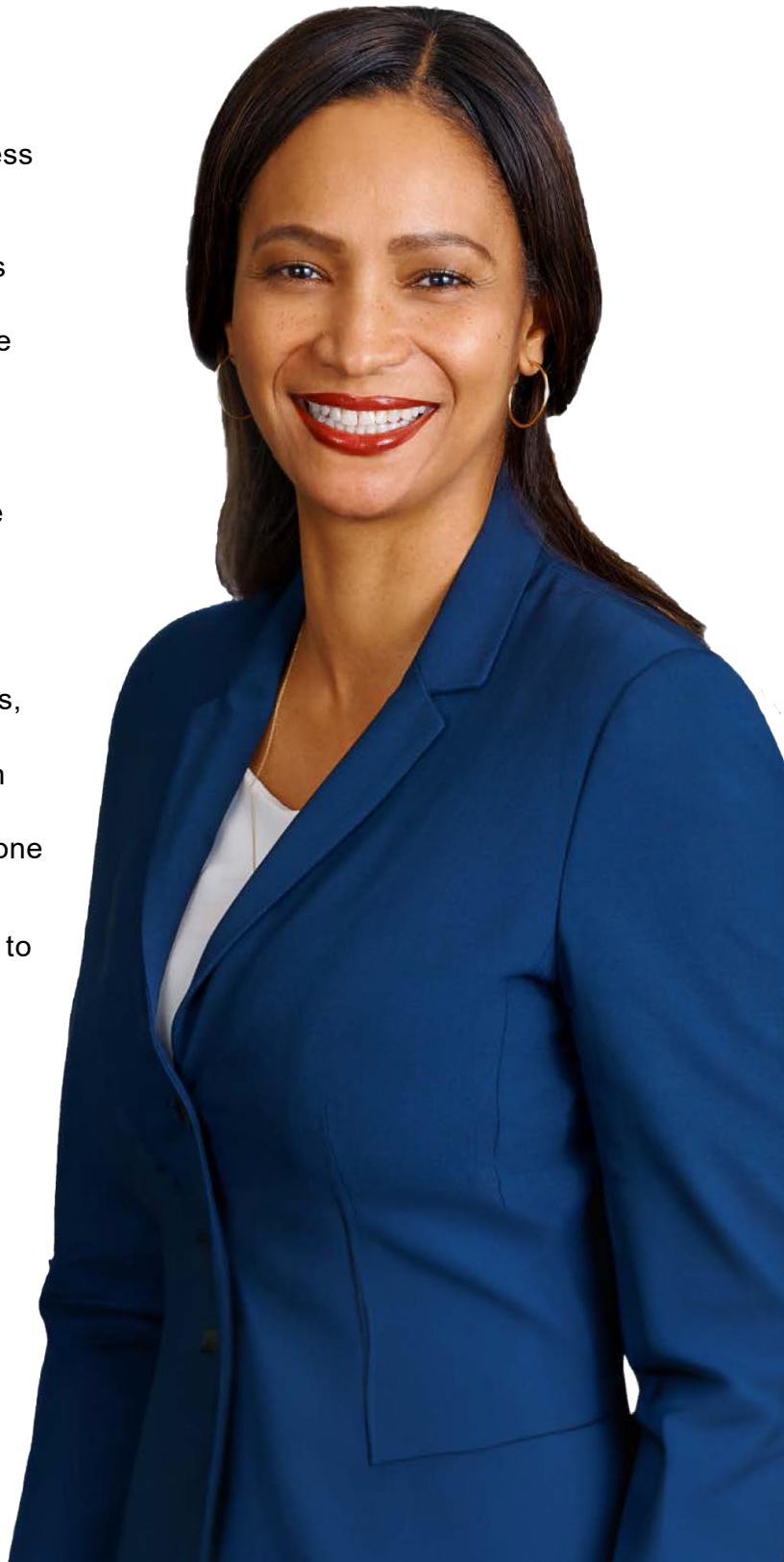
We provide a wide variety of accessible services, programs and facilities designed to enable more choice, comfort and independence, whether you're here as a traveller, an employee or a part of our airport worker community. Through innovation, collaboration and adaptation, we're passionately working to remove barriers for all people. By partnering with a diverse range of advocacy groups, accessibility consultants, and with continuous and direct feedback of passengers and employees with lived experiences, we are continuously creating proactive and universal solutions to support everyone on their journey through Toronto Pearson.

The Accessibility Plan represents our commitment to a more accessible airport and employer and will guide us to becoming a fully barrier-free Toronto Pearson.

When you're at Toronto Pearson, you belong.

Deborah Flint

President and Chief Executive Officer
Greater Toronto Airports Authority



Consultation



Toronto Pearson is aligned with the Accessible Canada Act philosophy of “nothing about us without us.” Our advocacy partners, inclusive of people with disabilities, come together to ensure accessibility is incorporated into and throughout the airport at all levels. Here are some of the recent ways Toronto Pearson is working with its stakeholders and involving the community in its work.

Our key advocacy partners in accessibility to date include:

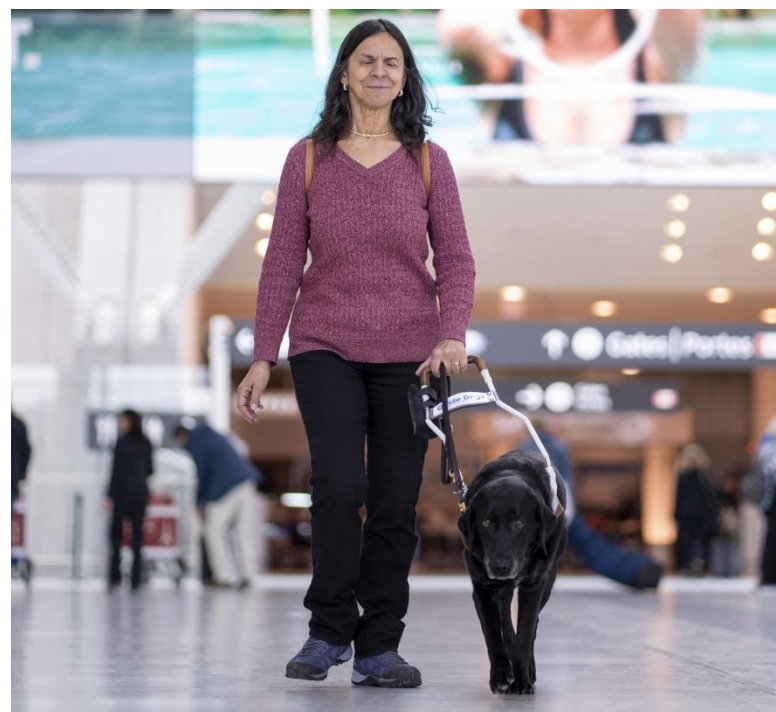
Canadian National Institute for the Blind (CNIB), Canadian Hearing Services (CHS), Autism Ontario, Hidden Disabilities Sunflower Lanyard Scheme, Magnusmode, Changing Places, Lions Foundation of Canada Dog Guides and ProHara.

- the GTAA undertook a large stakeholder consultation with our accessibility partners using a co-design method to collaboratively develop the Passenger Care Strategy at Toronto Pearson. Advocates and people with disabilities completed walk-throughs of the airport to report on barriers and general areas for improvement. This guided the priorities of the Passenger Care Strategy, which has been reflected in their work over the past few years;
- as it pertains to the built environment, Rick Hansen Foundation Accessibility Certification (RHFACs) assessments were completed for both terminals to determine the level of meaningful access. The assessments were led by two leading RHFAC Professional Assessors known for their technical expertise and lived experience. In addition, CNIB and CHS helped facilitate passengers who were blind or partially sighted and passengers who were deaf or hard-of-hearing to provide feedback on the built environment;
- CNIB and the Inclusive Design Research Centre (IDRC) helped enhance accessibility of the Toronto Pearson website through a series of checks and validations. The GTAA continuously asks for feedback from the public as they develop new updates and releases;
- while developing accessibility training for employees, the GTAA worked with an accessibility consultant to ensure the content was relevant, up-to-date and met the ATPDR regulations. The consultant in turn worked with an external panel of seven individuals with disabilities who provided valuable feedback on the training material;
- in consultation with CNIB, the GTAA partnered with Aira to implement leading-edge navigation assistive technology throughout Toronto Pearson (including on-site parking facilities) for people who are blind or partially sighted;

- the GTAA partnered with Autism Ontario and Magnusmode to provide [resources](#) to assist autistic and neurodiverse people and their caregivers. This includes an interactive step-by-step guide, a travelling checklist, Magnus Card deck to prepare for different airport processes and an [Activity Booklet](#) for children who are neurodiverse. The booklet is available for download and can be printed from our website to enhance enjoyment and reduce anxiety for upcoming travel;
- the GTAA launched a Guide Dog Familiarization Program in collaboration with the Lions Foundation of Canada at Toronto Pearson. The program supports training guide and assistance dogs to become familiar with all aspects of the airport experience. These dogs receive critical training to understand how to safely provide assistance to their owners with disabilities as they navigate through check-in, security and even practice boarding an aircraft thanks to their partnership with WestJet;
- VIBE Arts and the Sunflower Lanyard Program at Toronto Pearson have joined forces to bring a unique art project to life in Fall 2023. Two large art installations, resembling sunflowers, will be unveiled. These installations are made up of thousands of small sunflowers, each painted by children who have autism or who are neurodiverse. The purpose of this initiative is to raise awareness about the Sunflower Lanyard Program and invisible disabilities. Moreover, the installations will feature a QR code that will direct visitors to our website, which in turn will include an audio description of the artwork.

Disability and accessibility stakeholders were specifically consulted in the development of this Accessibility Plan in the following ways:

- public information sessions were attended by accessibility partners who validated our process for the identification and removal of barriers and provided feedback that has been directly incorporated into this Plan;
- an advisory team focus group with ProHara Accessibility representing passengers with a diverse range of disabilities, backgrounds and experiences from across Canada ensured our work is on par or exceeding that of our peers;
- employee focus groups were attended by employees from various departments and roles within the GTAA, where they identified ways in which we can increase awareness about accessibility and disabilities and continue to build a community of belonging.



Accessibility observances

Accessibility awareness is one of our passions. Participating in national observances gives us the opportunity to celebrate diversity and inclusion and promote disability education for both our public audiences and our airport worker community. Communicating accessibility awareness has become the greatest way for us to connect, meet and collaborate with a variety of advocacy groups within our community. We're actively growing and strengthening our network of people with disabilities here at Toronto Pearson to re-calibrate our culture and modernize equitable opportunities and experiences for everyone from the inside out.

Some of the national observances we recognize include (but not limited to):

- **February 1-7**
White Cane Week
- **March 3**
World Hearing Day
- **April 2**
World Autism Day
- **May 29 - June 4**
National AccessAbility Week
- **June 1**
Red Shirt Day
- **September 18-24**
Deaf Awareness Week
- **September 23**
International Day of Sign Language
- **October**
Autism Awareness Month
- **December 3**
International Day of Persons with Disabilities

Key focus areas



Toronto Pearson has worked hard to identify, remove and prevent barriers for people with disabilities, both visible and invisible. We set out to create an experience of air travel that enables everyone to participate fully, be it exploring for leisure, a last-minute trip, business travel or reuniting with friends and family. At Toronto Pearson, we want travel to spark a sense of enjoyment and ease. Accessibility plays an essential role in making that happen.

Let's explore accessibility across the seven key focus areas.



1 Built environment

At Toronto Pearson, we want our built environment to elevate, ease and support a passenger's journey. Our team works collaboratively to ensure barriers are consistently being identified, prevented and removed to offer meaningful access. Maintaining an inclusive environment allows us to increase connectivity and foster diverse relationships with anyone.

We're excited about our progressive journey towards becoming a fully barrier-free Toronto Pearson, and are taking the steps to integrate universal, human-centered design throughout the airport now and into the future.

As regulated, the GTAA is responsible for accessibility of the Terminals' built environment (this responsibility does not extend to air carriers or aircraft).

To date, Terminals 1 and 3 have been designated as Accessible Certified under the Rick Hansen Foundation Accessibility Certification (RHFAC). The GTAA is in the process of upgrading the designation to RHFAC Gold Certified. As part of this work, we are in the process of:

- improving signage on the arrival levels of the terminals to clearly indicate the location of accessible passenger loading zone options;
- updating our pedestrian crossings and stairs with features that will support people who are blind or partially sighted;
- diversifying our seating options and adding more seating to reduce distances travelled between rest areas (approximately every 30 metres);
- within multi-stall washrooms, the accessible stalls are being equipped with signage inclusive of the International Symbol of Access to make them easier to locate;

- installing blade signage to help identify evacuation chairs from a distance more easily;
- installing supplementary tactile signage with braille at amenity rooms (e.g., the chapel).

Simultaneously, with the RHFAC assessments, Toronto Pearson underwent an accessibility audit of the built environment for both public and employee areas by a technical accessibility consulting company. At Toronto Pearson, we are always on a journey to creating and improving our accessible travel and working environments to enable better access for everyone.



Ways we have achieved meaningful access throughout our built environment:

- entrances into the terminals are accessible and include automatic or power-operated doors;
- [service dog and pet relief areas](#) are available before and after security screening with outdoor and indoor options;
- [washrooms](#) are accessible and provided in a variety of semi and fully private options. This includes the “Changing Places” universal washrooms. Available features include: accessible toilets, grab bars, accessible clear turning spaces, transfer spaces on one or both sides for right- and left-hand transfer options, knee clearance below the sink, accessible height baby change tables, good lighting, accessible accessories, biohazard bins, limited mobility stalls, emergency call systems, electronic adjustable height adult change tables, privacy screens and roll-in showers;
- accessible parenting rooms are provided with a bench, lounge or rocker-style chair, a sink with knee clearance, accessible clear turning circles, a baby change table and accessible accessories. We also have our accessible Mamava feeding pods that offer a soothing atmosphere; these are private, free-standing booths that can be accessed by downloading the Mamava app;
- security processing checkpoints have improved accessibility and include accessible-sized change booths with seating options;
- elevators are provided nearby escalators and moving walkways and many include a downloadable app option for touchless operation;
- ongoing updates to signage to be simple, intuitive and inclusive of travel times between areas.



Actions to remove barriers in our built environment include:

- continuing to install or upgrade existing power door operators on accessible washrooms in Terminal 1;
- undergoing improvements to the GTAA employee work spaces that enhance meaningful access, beginning with installing power door operators at entrances into offices and adjusting door opening forces for ease of use;
- researching digital supplementary tactile, verbal signage or integrative options for passengers who are blind or partially sighted;
- determining the feasibility for creating sensory rooms, accessible playgrounds, quiet rooms and accessible work spaces;
- researching accessible solutions that aim to improve our passenger experience when travelling lengthier distances on route to their gate;
- upgrading the accessible software and hardware for self-service kiosks at check-in and in agency areas;
- improving communication by installing additional hearing loops at check-in and boarding gate service desks across the airport;
- implementing and making available a greater variety of adaptable sit-stand desks and ergonomic chairs within our GTAA working spaces.



2

Transportation to/from terminal(s)

As an international hub, we know that travel extends beyond Toronto Pearson. We are proud to support a robust network of accessible transportation options. No matter where the journey begins for travel or getting to and from work, we know that everyone can arrive, leave and move through the airport in a way that works for them.

Accessible transportation options at Toronto Pearson:

Accessible parking garages

- parking garages have designated accessible parking stalls nearby primary entry points;
- Terminal 1 parking stalls are identified with an LED lighting system (accessible stalls are blue, standard stalls are green, occupied stalls are red) that is also linked to an accessible vehicle finder kiosk.

Accessible passenger loading zones

(APLZ's)

- APLZ's are located upon pick-up or drop-off, and identified with designated signage and include features such as curb ramps, tactile walking surface indicators, seating and phones to request mobility assistance.

Curbside assistance

- in close collaboration with our airline partners, we ensure curbside assistance is provided from the curb to the check-in counter for passengers with disabilities. Upon arrival, curbside assistance can also be requested by dialing "3" using the designated phone at the public drop-off.

Accessible taxi and limo services

- accessible designated pick-up area for taxis and limos are provided along the arrivals level of both terminals. Taxi and limo services accept passengers travelling with service animals.

Ride share services

- accessible ride share vehicles can be booked through app-based transportation (e.g., Uber, Lyft, Facedrive). Passengers can request a pick-up at both terminals.

Wheel-Trans specialized transit

- designated pick-up and drop-off locations for specialized transit are offered at both terminals.

Public transit

- accessible public transit options include TTC, MiWay, Brampton Transit, GO Transit and UP Express. Real-time transit apps can be downloaded or found on our display monitors and signage.

LINK train

- our free accessible train operates 24/7 and travels between terminals while also serving the Sheraton Gateway Hotel, ALT Hotel, Viscount Station and Value Park Garage and Lot. LINK train rides vary between 2 to 8 minutes in length.

Airport car rentals

- car rental service providers operating at Toronto Pearson are required to have a minimum number of vehicles with hand control systems and restraint systems that adhere to CSA standards and undergo regular inspections.

In-Terminal shuttle service

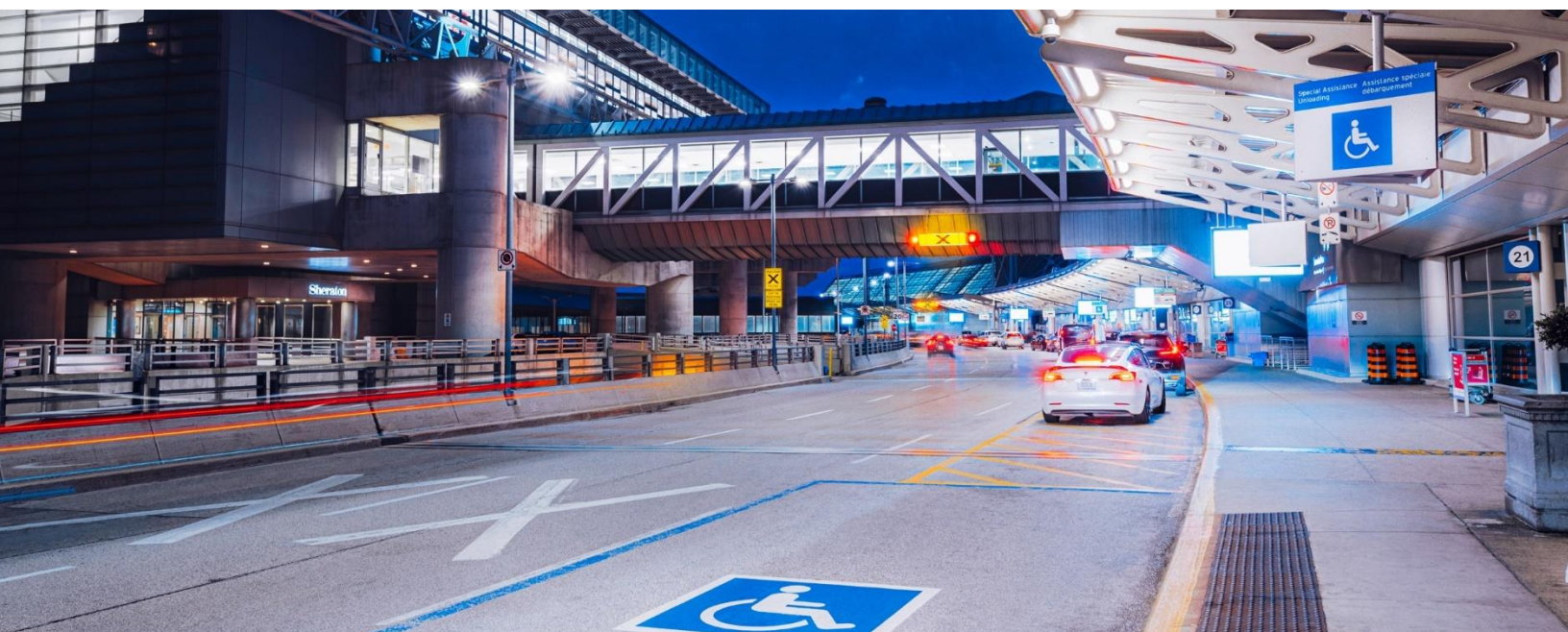
- shuttle services are available after security, and can be flagged down or accessed by locating the large “Wait Here for Mobility Assistance” signs in both terminals.

Airside accessible bus shuttles

- we provide bus shuttle services that are accessible to transport passengers directly to an aircraft or to the infield concourse.

Actions to remove barriers in accessible transportation include:

- increasing the number of accessible passenger loading zones at curbside locations for both terminals;
- identifying the curbside edges of terminal exterior sidewalks with yellow paint to improve visibility of transit areas and the leading edge of pedestrian paths along vehicular routes;
- installing more and new accessible seating options along exterior terminal curbside locations and at transit stops at regular intervals (approximately every 30 minutes);
- designating pedestrian pathways between accessible parking stalls and lobby entrances using cross-hatching and colour-contrasting for increased safety and easier wayfinding.



3 Information and communication technologies (ICT)

At Toronto Pearson, we are working with traditional systems that have stood the test of time, and are readily researching, learning and adopting user-friendly information and communication technology (ICT) tools that have built-in accessibility. We want to ensure that our ICT offers independence and ease of use from a user's perspective, but can also adapt with us for the long-term. As we look into the future, ICT is being integrated into all aspects of the full passenger and employee journey: website, social media, emergency alerts and physical airport experiences (e.g., navigation, touchless operation, remote services).

Accessible ICT at Toronto Pearson include:

The Toronto Pearson website

- [TorontoPearson.com](https://torontopearson.com) was built to be accessible to all travellers, meeting or exceeding the W3 Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard and our communications staff are actively working towards WCAG 2.1 compliance.

Accessible self-serve kiosks

(at check-in and Canada customs and immigration areas)

- 600 brand new, fully accessible kiosks are being installed featuring the latest in universal technology capabilities, including: navigational keypads with braille and tactilely discernible keys; a headphone jack with volume control for audible instructions; and accessible height (including some that are electronically adjustable). Note: Assistance for use of all self-serve kiosks is available upon request.

Universal digital information directories

- accessible self-serve information kiosks are located throughout the terminals. These provide interactive maps, wayfinding, and details for programs and services. All information kiosks are equipped with accessible features such as headphone jack with volume control, anti-glare coating and are available in accessible heights. Passengers can enter their flight number and it will provide directions to the designated gate.

Accessible parking ticket machines

- hosting similar features as the self-serve kiosks above, these payment machines come in universal height options and offer a video relay screen hosting a 24/7 virtual assistant that can sign on at any time to help with completing a transaction.

Hearing loops (induction loops)

- approximately 50 hearing loops have been installed throughout the airport and can be easily identified by signage displaying the International Symbol for Hearing. These simple systems allow for clearer communication at service counters for people wearing hearing aids or cochlear implants with a T-coil setting.

Aira

- Aira is an app that can be used by anyone, but was designed primarily for people who are blind or partially sighted. Aira uses technology and human assistance to help people navigate the airport independently. Passengers use their own smart device to download the Aira app and use the on-demand service for free as a guest while on airport grounds.

BlindSquare

- we installed a GPS navigation and wayfinding system for passengers who are blind, deafblind and partially sighted. The BlindSquare app uses physical navigation beacons that verbally describe a person's location and surroundings whilst giving them directions on where they need to go inside the terminals or directly outside along the curbside.

TTY phones (teletypewriters)

- located all throughout the airport and the LINK train station, these communication devices help relay verbal messages through a typewriter (e.g., used by a passenger who is deaf).

Public announcements

- in Terminals 1 and 3, public announcements relating to safety and security are available in audio and visual format. Airlines operating at Toronto Pearson have the ability to visually display pre-recorded audio flight announcements on monitors located at all boarding gates.

Actions to remove barriers from information and communication technologies include:

- increasing public awareness of accessible services and technology through Toronto Pearson's own channels and through partnerships with new and current advocacy groups;
- as part of making our GTAA employee technology accommodations more inclusive, build awareness regarding availability of assistive technology applications (e.g., screen readers, larger work equipment, live captioning for meetings);
- surveying and tracking the progress of which adaptive technologies should remain in place for active use and longevity at the airport by consolidating feedback from users;
- understanding the latest web content accessibility guidelines and continuously involving our community partners to enhance our web experience in-line with best practices.

4

Communication (other than ICT)

Communication is a critical part of our operations at Toronto Pearson. We are strategically diversifying our communication methods by using multiple platforms, forums, channels and technologies to aid in reaching more people and to raise awareness about accessibility, disabilities and the types of services that we offer. We continue to explore and integrate new ways of ensuring the information and communication we provide about a transportation-related service or facility at the airport can be shared inclusively to all of our passengers and airport employees.

Ways that we inclusively communicate with everyone:

- torontopearson.com/en/accessibility-statement;
- our accessible [website](#) is provided in both English and French;
- using “alt-text” (alternative text) descriptions for images across our social channels, which includes Facebook, Twitter and Instagram;
- mobile flight notifications;
- following simple instructions on our website, anyone can sign up to receive text message updates about their flights directly to their smart device;
- [LanguageLine](#) is a service that offers live language translation support, including American and British Sign Language interpretation for passengers who are deaf or hard of hearing. LanguageLine can provide spoken interpretation for 240 different languages, 24 hours a day, seven days a week.

Ways that we communicate about accessibility:

- we use internationally recognized symbols or a combination of raised symbols, text and braille on signage, to help identify facilities (from afar or up close) such as washrooms, and service dog and pet relief areas;
- accessible facilities such as washrooms or hearing loops are identified with the International Symbol of Access or International Symbol for Hearing;
- accessibility is one of the six key headings on our website’s homepage;
- we showcase all accessibility services at “[I Am Toronto Pearson](#)”, our community engagement program for airport workers. Along with our employee community intranet, we help both the GTAA and Toronto Pearson employee groups stay “in the know” about accessibility;

- each new GTAA employee is onboarded with Job Aids communicating the airports Accessibility programs, services and facilities. Digital files and QR codes are also available to make access to this information easier;
- for specific roles, the GTAA Passenger Experience team provides detailed training to GTAA employees on all accessibility programs offered to our passengers;
- through various national observance awareness days and inclusive events, we contribute to accessibility awareness throughout the airport.

Actions to remove barriers from communications include:

- establishing a framework to determine best options for integrating American Sign Language and French Sign Language interpreters into Toronto Pearson events;
- expanding the use of alt-text across social channels;
- growing and diversifying our list of national observance awareness days and inclusive events;
- developing the Toronto Pearson Guide for Inclusive Communications to support our employees and to ensure consistency and standardization across all communications.



Design/Delivery of programs and services

Our Passenger Experience team is committed to creating a smooth and enjoyable airport for all. We know that designing and delivering programs and services in an accessible and inclusive way makes for a better travel experience for passengers and improves the working atmosphere for our employees. For passengers, we are constantly working towards ensuring our programs and services enable more choice, comfort and greater independence as passengers travel through the airport. We recognize that the same amount of effort needs to be put towards accessible and inclusive programs and services for our employees and partners to foster stronger relationships and retention among our Toronto Pearson community.

The Passenger Experience team does this by:

- working with accessibility experts to guide and advise on accessibility-related projects;
- continuous collaboration with advocacy groups, actively involving people with disabilities in our projects and building a community;
- asking for and implementing feedback to improve our airport services, programs and facilities;
- tracking our progress alongside our peers to ensure we're staying ahead.

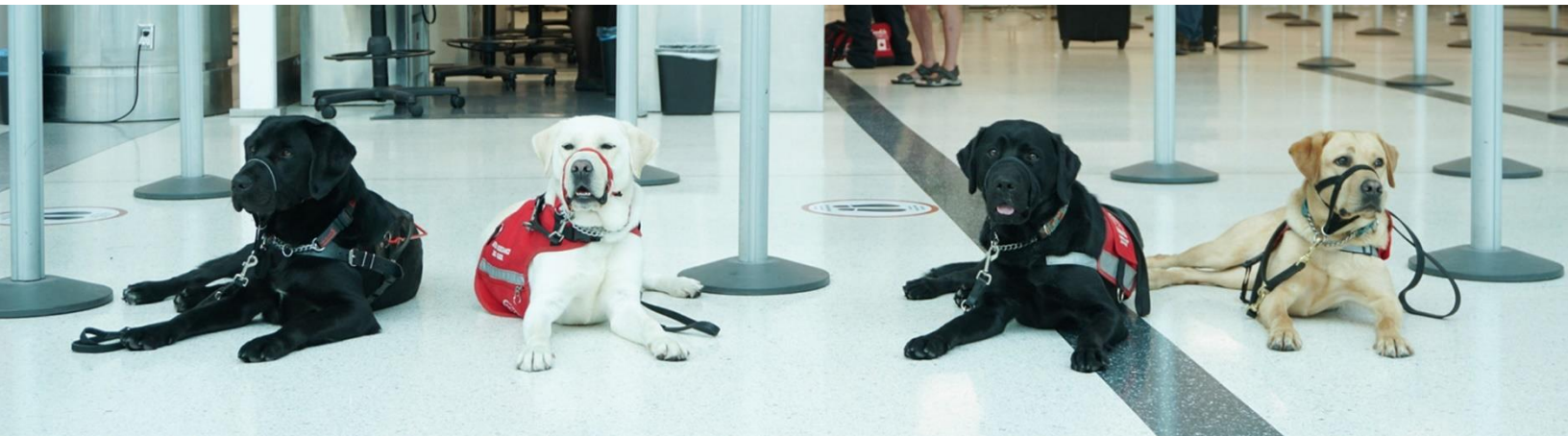
Accessible programs, services and facilities:

Arranging for mobility and wheelchair assistance

- passengers are encouraged to make arrangements directly with the airline at least 48 hours before travelling.

Self-service wheelchairs

- over 1,500 wheelchairs are available for use from designated areas of the terminals, without the need for pre-arrangement.



Electric mobility charging stations and smart device charging stations

- charging stations have been installed for mobility aids and power devices so that passengers can recharge while waiting for or after a flight;
- accessible smart device charging receptacles and outlets are provided throughout the airport for convenience.

MagnusCards

- a free downloadable app for people who are autistic and/or neurodiverse to help them prepare for airport travel.

Therapy dogs

- as part of the Toronto Pearson Welcome Team Volunteer Program, passengers will find the St. John Ambulance Therapy dogs and their handlers roaming the airports on a flexible, weekly rotation.

Emergency safety

- we offer accessible assistance options to help keep passengers safe in the event of an emergency;
- throughout the airport, there are emergency assistance buttons linked to our central emergency response centre;
- verbal emergency public announcements are supplemented in visual format;
- fire alarm systems are equipped with both visual and audible alert signals;
- lift chairs “EVAC-CHAIRS,” Ambulift “Medical Lifts,” and AVI-Ramps can be deployed to overcome boarding bridges at aircrafts and exit stairs;

- American and British Sign Language services are available to airport first responders to better assist people who are deaf or hard of hearing.

Sunflower Lanyard program

- we are the first airport in Canada to launch the Sunflower Lanyard Program for passengers with invisible disabilities. This program provides a discreet way to signal that a passenger may need additional help or extra time while travelling through the airport. Lanyards can be pre-ordered online or picked up at the information desks in Terminals 1 and 3 or the Lost and Found area in Terminal 1.

Actions to remove barriers in the design and delivery of programs and services include:

- hosting accessibility feedback walk-through days for our accessibility partners;
- hosting an Accessibility Public Information Session once every two years;
- establishing a Passenger Experience Accessibility Advisory Team;
- developing digital maps indicating walking distance durations within and between both terminals;
- working with our advocacy groups to stay up to date with accessibility standards and best practices to continue improving the travel experience for all passengers;
- deepening community relationships through ongoing programs and experiences hosted at Toronto Pearson.

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Employment

Toronto Pearson is more than simply an airport; we are a global hub that serves our region, country and the world. None of it would be possible without our people. Airport staff either work for the GTAA or for the broader Toronto Pearson Employee Community (TPEC). The TPEC consists of over 400 organizations with a workforce of over 50,000 people. People employed by the GTAA consist of a group of approximately 1,600 staff members. The GTAA is undergoing a culture shift that is positively cultivating a safe and inclusive place where our employees, including those with disabilities, are supported, championed and ultimately feel a sense of belonging. We want everyone to know that you can work for the GTAA exactly as you are.



Want to work for the GTAA?

- our workforce is diversifying more every year. We want to attract and retain talent inclusive of people with disabilities;
- our accessible hiring practices include accessibility statements on our job postings, accommodations during interviews and unconscious bias training for Human Resources staff;
- we practice inclusive on-boarding, including offering new and existing employees flexible accommodation options (e.g., ergonomic work furniture, adaptive technology);
- all new GTAA employees undergo Accessibility Training within the first 60 days of employment and all GTAA employees complete the accessibility training every 3 years. In addition, staff, including Passenger Service Representatives, Public Safety Officers, Terminal Service Representatives, Managers of Operations, Safety & Security Officers receive additional training on accessibility services and programs for our passengers;
- thinking about working for one of our airport partners or agencies? We host job fairs that are open and accessible to everyone.

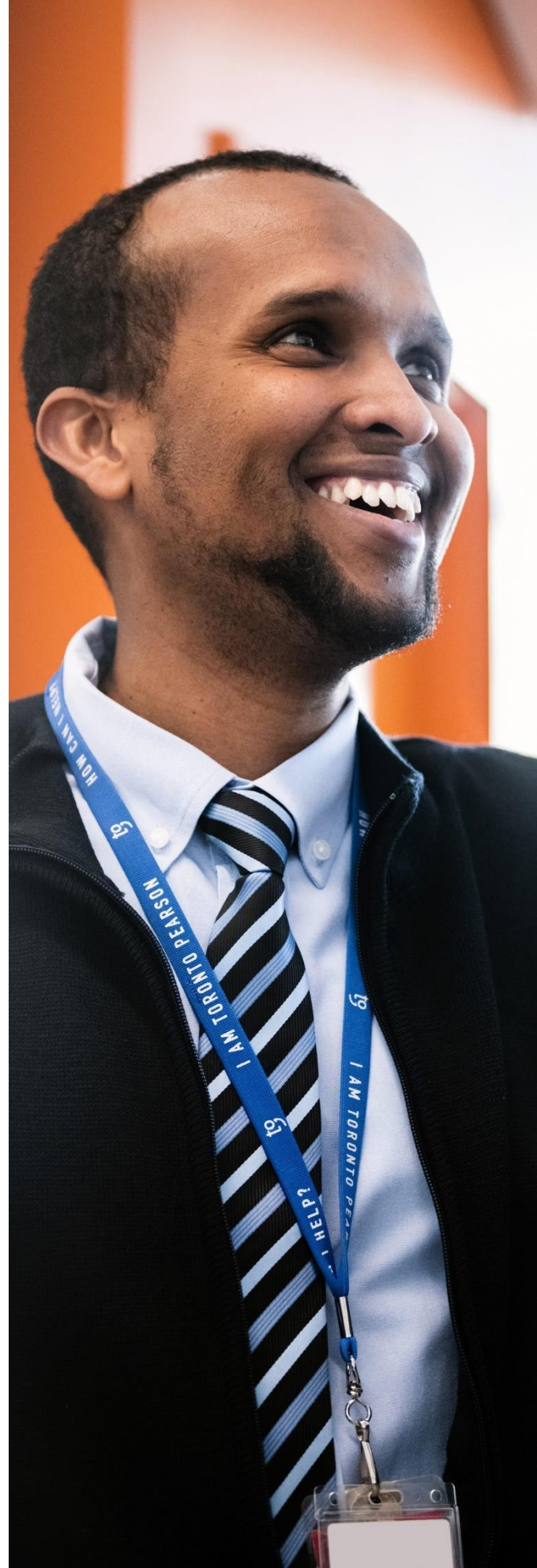
Already work for the GTAA?

- our Employee Resource Groups (ERGs) cultivate a safe space for the sharing of lived experiences and help identify gaps and barriers, and to foster equity and allyship across our network. Our ERGs include the YYZ Women's Alliance, Black Professionals Network, Rainbow Runway and our ERG for employees with disabilities: Sky's the Limit;
- our employee Inclusion Council reviews accessibility from a holistic perspective, helps advocate for people with disabilities, and helps identify and proactively remove barriers across the organization;
- employees who require an accommodation due to a disability or health condition are supported through our accommodations program.



Actions to remove barriers for prospective and current GTAA employees include:

- continuing to champion accessibility as a strategic priority;
- conducting an accessibility survey for our GTAA employees to identify gaps and learn more about potential opportunities;
- exploring recruitment partnerships with disability employment agencies;
- increasing disability representation across all ERG's and our Inclusion Council;
- participating in a joint training initiative along with other Canadian airports to ensure compliance with the Accessible Transportation for Persons with Disabilities Regulation (ATPDR) requirements;
- launching Disabilities in the Workplace training for our Leadership Team, to enhance their skills specific to providing management excellence to employees with disabilities, and our employees, to enhance their skills related to supporting their peers with disabilities;
- increasing employee awareness of accessible services with the GTAA's Pass / Permit Control Office to include updated accessibility job aids to new airport employees or existing airport employees renewing their airport worker pass;
- increasing learning and development programs for GTAA employee accessibility training;
- providing in-depth, onsite, facilitated training on all of our accessibility programs and services, including the airport and airline responsibilities for all Passenger Service Representatives.



Procurement of goods, services and facilities

Accessible purchasing at Toronto Pearson includes everything from small, routine purchases to large multi-year contracts. Accessibility is prioritized during our purchasing process so that our vendors know that it is important to us. In our ongoing effort to procure accessible goods, services and facilities, we want to know that accessibility is part of the process from the start. It takes upwards of 400 organizations to make Toronto Pearson operate successfully and efficiently to meet the wants and needs of our passengers and employees.

What we do to ensure accessible procurement:

- provide our purchasing documents in accessible formats when requested;
- require vendors to meet various accessibility requirements if required under the Statement of Work;
- depending on the type of work, the contract may require accessibility training for vendor employees;
- accessibility codes, laws and standards are incorporated into our terms and conditions for any operational design builds, architecture and technology requests;
- ongoing quality assurance, where we follow up and report on vendor performance through our Supplier Relationship Management Program.

Actions to remove barriers to accessible procurement include:

- updating our procurement terms and conditions to ensure accessibility is effectively captured under the Applicable Laws statement within our contracts;
- establishing pathways and partnerships to ensure our procurement opportunities are reaching diverse suppliers through our Social Procurement Program;
- creating an internal procurement checklist to hold the GTAA accountable towards working with diverse, equitable and inclusive suppliers;
- developing a process to track and report on when we work with diverse suppliers.

Accessibility Action Plan 2023 to 2026

Here is the start of our roadmap to a fully barrier-free Toronto Pearson. We have a lot of work happening to advance accessibility and we're excited about it. We are committed to learning, adapting and diversifying to contribute to your inclusive journey here at Toronto Pearson. We've got you.

Our action plan is organized into short and long-term goals. While we cannot guarantee that all of these goals will be achieved, we do anticipate that short-term goals include those already in progress, to be achieved in the months shortly after publication. Long-term goals include those expected to take a year or more and may include goals that will still be in progress at the time of our next report.

Abbreviations for action items related to their key focus areas

- BE** Built environment
- T** Transportation
- ICT** Information and communication technology
- C** Communication (other than ICT)
- DDPS** Design/Delivery of Programs and Services
- E** Employment
- P** Procurement of Goods, Services, and Facilities



Short-term goals for the GTAA

(we are regularly reviewing our goals and may change, remove or add to them at any time)

- (BE) upgrading the accessible software and hardware for self-service kiosks located at check-in and agency areas at the airport;
- (BE) improving communication by installing additional hearing loops at check-in and boarding gate service desks across the airport;
- (BE) implementing and making available a greater variety of adaptable sit-stand desks and ergonomic chairs within our GTAA working spaces;
- (T) identifying the curbside edges of terminal exterior sidewalks with yellow paint to improve visibility of transit areas and the leading edge of pedestrian paths along vehicular routes;
- (T) designating pedestrian pathways between accessible parking stalls and lobby entrances using cross-hatching and colour-contrasting for increased safety and easier wayfinding;
- (ICT) increasing public awareness of accessible services and technology through Toronto Pearson's own channels and through partnerships with new and current advocacy groups;
- (C) establishing a framework to determine best options for integrating American Sign Language and French Sign Language interpreters into Toronto Pearson events;
- (C) expanding the use of alt-text across all social channels;
- (C) growing and diversifying our list of national observance awareness days and inclusive events;
- (E) exploring recruitment partnerships with disability employment agencies;
- (E) participating in a joint training initiative along with other Canadian airports to ensure compliance with the Accessible Transportation for Persons with Disabilities Regulation (ATPDR) requirements;
- (E) launching Disabilities in the Workplace training for our Leadership team, to enhance their skills specific to providing management excellence to employees with disabilities, and our employees, to enhance their skills related to supporting their peers with disabilities;
- (E) increasing employee awareness of accessible services by partnering with the GTAA's Pass / Permit Control Office to include updated accessibility job aids to new employees or existing employees renewing their airport worker pass;
- (E) providing in-depth, onsite, facilitated training on all of our accessibility programs and services, including the airport and airline responsibilities for all Passenger Service Representatives.

Long-term goals for the GTAA

(we are regularly reviewing our goals and may change, remove or add to them at any time)

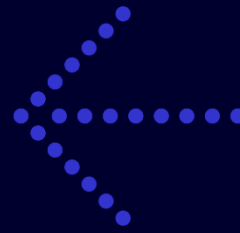
- (BE) continuing to install or upgrade existing power door operators on accessible washrooms in Terminal 1;
- (BE) researching digital supplementary tactile, verbal signage or integrative options for passengers who are blind or partially sighted;
- (BE) determining the feasibility for creating sensory rooms, accessible playgrounds, quiet rooms and accessible work spaces;
- (BE) researching accessible solutions that aim to improve our passenger experience when travelling lengthier distances on route to their gate;
- (BE) undergoing improvements to the GTAA employee work spaces that enhance meaningful access beginning with installing power door operators at entrances into offices and adjusting door opening forces for ease of use;
- (T) increasing the number of accessible passenger loading zones at curbside locations for both terminals;
- (T) installing more and new accessible seating options along exterior terminal curbsides and at transit stops at regular intervals (approximately every 30 minutes);
- (ICT) surveying and tracking the progress of which adaptive technologies should remain in place for active use and longevity at the airport by consolidating feedback from users;
- (ICT) understanding the latest web content accessibility guidelines and continuously involving our community partners to enhance our web experience in-line with best practices;
- (ICT) as part of making our GTAA employee accommodations more inclusive, building awareness regarding availability of assistive technology applications (e.g., screen readers, larger work equipment, live captioning for meetings);
- (C) developing the Toronto Pearson Guide for Inclusive Communications to support our employees and to ensure consistency and standardization across all communications;



- (DDPS) hosting accessibility feedback walk-through days for our accessibility partners;
- (DDPS) hosting an Accessibility Public Information Session once every two years;
- (DDPS) establishing a Passenger Experience Accessibility Advisory Team;
- (DDPS) developing digital maps indicating walking distance durations within and between both terminals;
- (DDPS) working with our advocacy groups to stay up to date with accessibility standards and best practices to continue improving the travel experience for all passengers;
- (DDPS) deepening community relationships through ongoing programs and experiences hosted at Toronto Pearson;
- (E) continuing to champion accessibility as a strategic priority;
- (E) conducting an accessibility survey for our GTAA employees to identify gaps and learn more about potential opportunities;
- (E) increasing disability representation across all of our Employee Resource Groups (ERGs) and our Inclusion Council;
- (E) increase learning and development programs for the GTAA employee accessibility training;
- (P) updating our procurement terms and conditions to ensure accessibility is effectively captured under the Applicable Laws statement within our contracts;
- (P) establishing pathways and partnerships to ensure our procurement opportunities are reaching diverse suppliers through our Social Procurement Program;
- (P) creating an internal procurement checklist to hold the GTAA accountable towards working with diverse, equitable and inclusive suppliers;
- (P) developing a process to track and report on when we work with diverse suppliers.



Appendix: Applicable accessibility-related legislation



As the GTAA is considered a terminal operator forming part of the federal transportation network as a transportation service provider (TSP) under the Canada Transportation Act (CTA), this Accessibility Plan has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

- Accessible Canada Act (ACA), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act, and Regulations under the ACA;
- ACA - Accessible Canada Regulations (ACR) – Accessibility Plans;
- ACA - Accessible Transportation Planning and Reporting Regulations (ATPRR) – Accessibility Plans;
- Canada Transportation Act (CTA) PART V Transportation of Persons with Disabilities;
- CTA - Accessible Transportation for Persons with Disabilities Regulations (ATPDR) Part 1 and Part 4 Divisions 1 and 2.

Resources

Government of Canada,
Guidance on the Accessible
Canada Regulations Module 1:
Accessibility Plan, December 2021

