



Deer Lake
Regional Airport
Authority

Accessibility Plan & Feedback Process

2024 - 2026

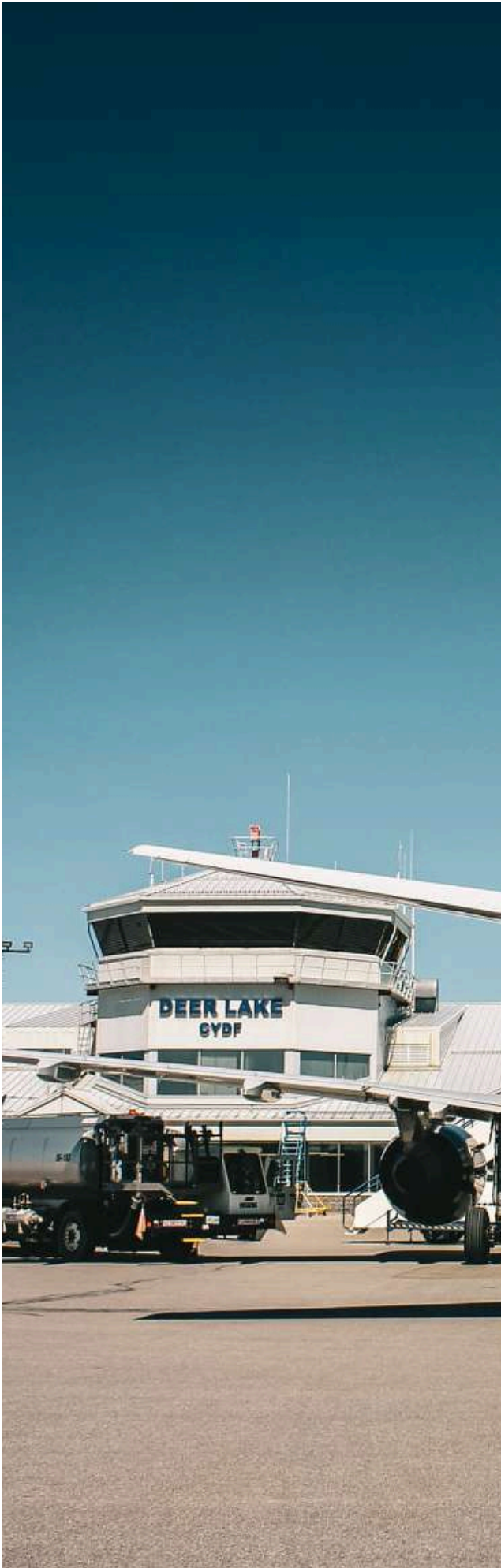
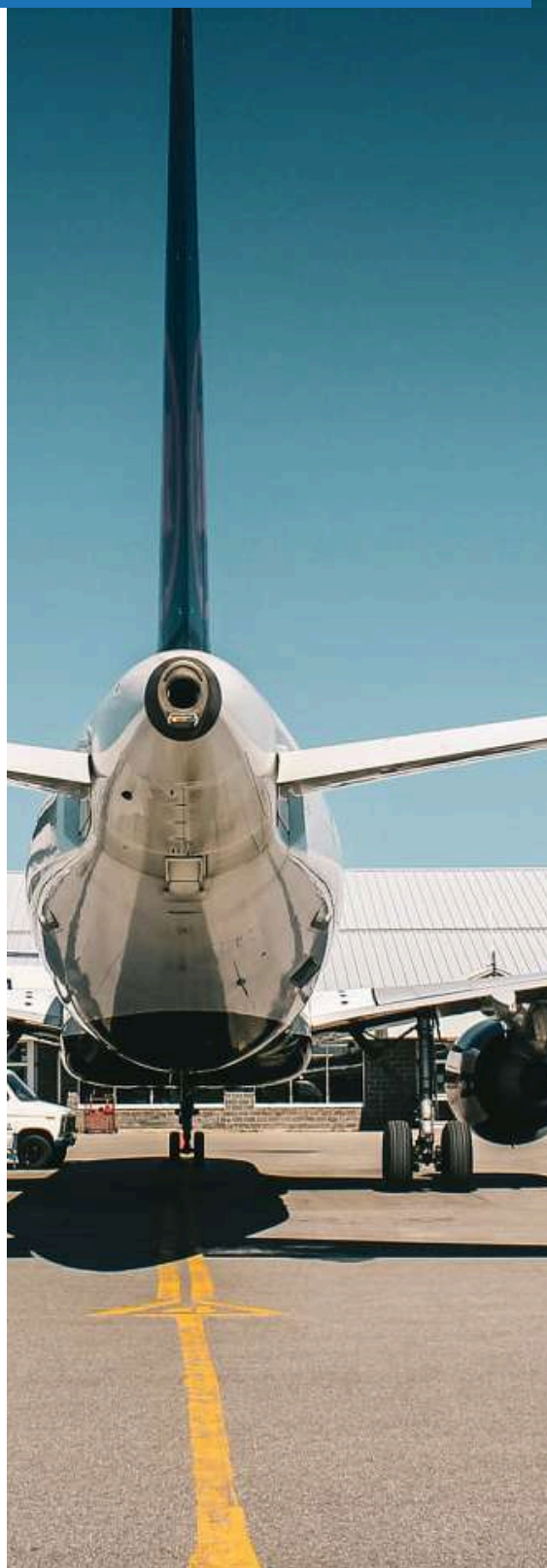


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Introduction

physical/mobility, mental health, intellectual, cognitive, learning, communication, pain-related, and sensory limitations, whether permanent, temporary or episodic in nature; and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.

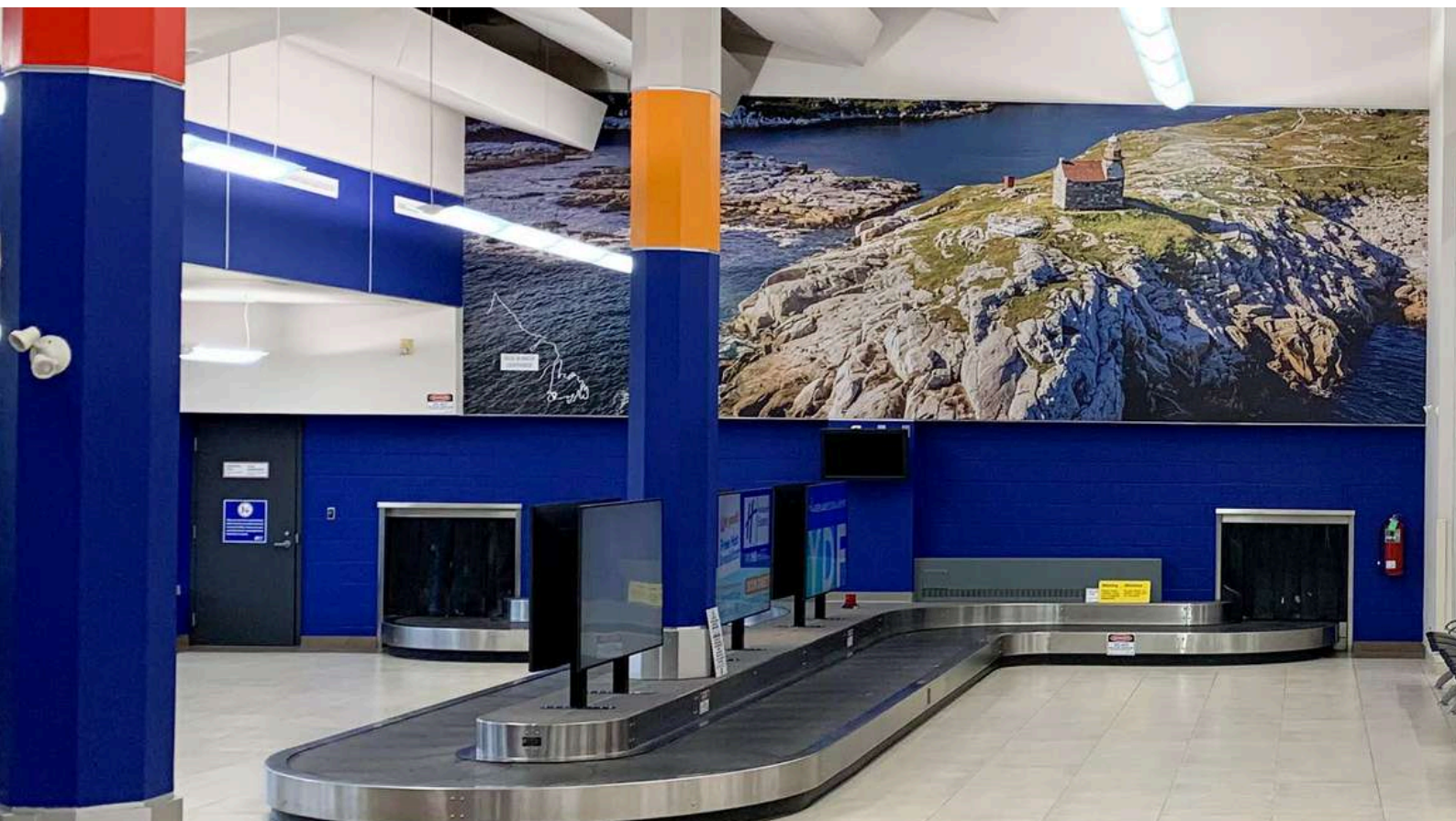
Definitions

What is disability? The Accessible Canada Act (ACA) defines disability as “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.”

The Coalition of Persons with Disabilities Newfoundland and Labrador (COD NL) explains disability as being the result of the interaction between persons with limitations, including

Accessibility Plan & Feedback Process is a plan that sets out a comprehensive roadmap that transportation service providers (TSPs) will use to improve accessibility during a three-year period. They describe the actions a TSP will take to prevent and remove barriers.

Barrier. The Accessible Canada Act defines a barrier as “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.”



Acronyms

Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities.

Mobility Aid means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Assistive Device means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Service Animal refers to a dog that has been individually trained by an organization or person specializing in service dog training, and performs a task to assist a person with a disability with a need related to their disability.

DLRAA – Deer Lake Regional Airport Authority

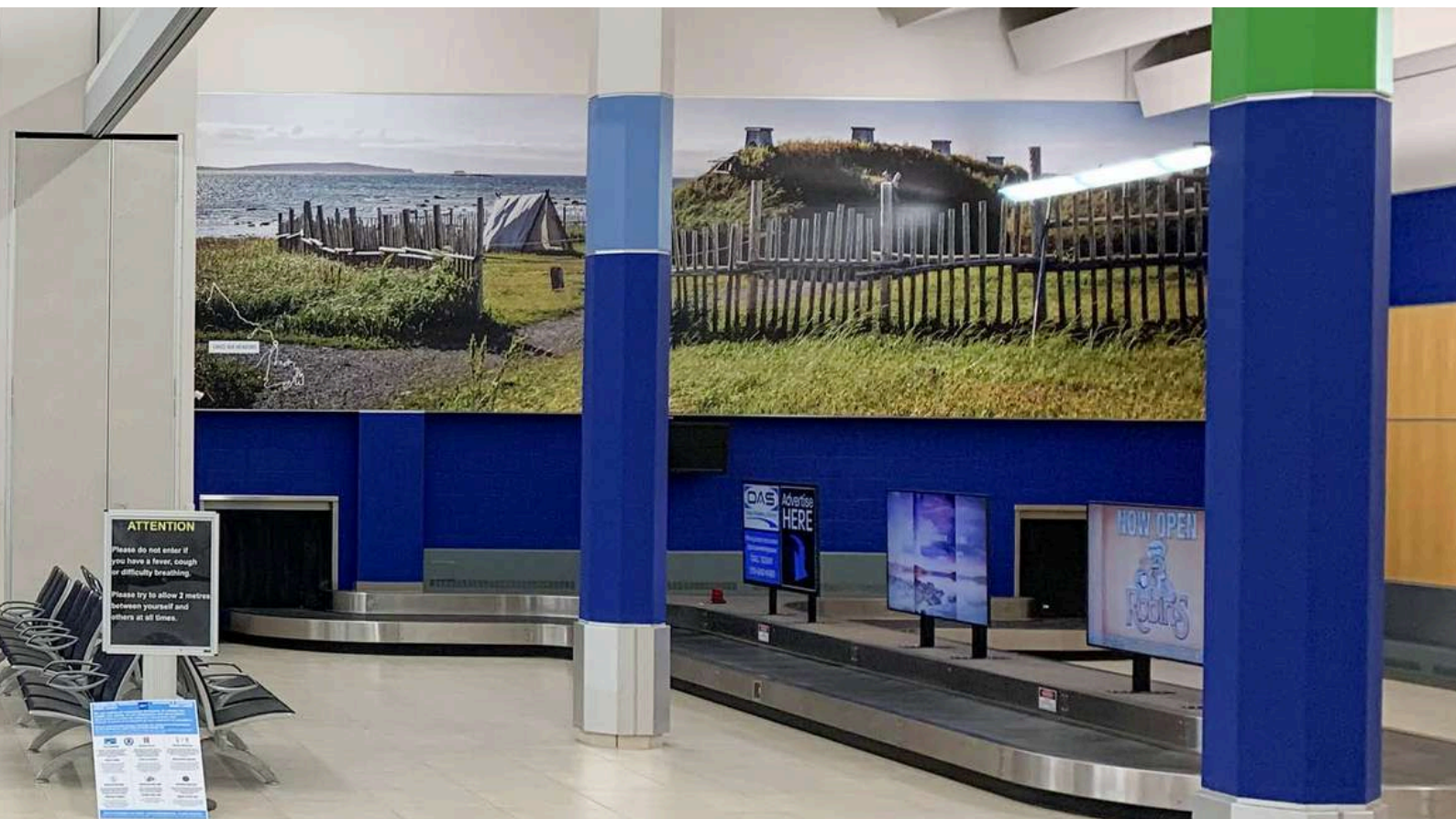
DLRA – Deer Lake Regional Airport

ACA - Accessible Canada Act

ATDPR - Accessible Transportation for Persons with Disabilities Regulations

CODNL - Coalition of Disabilities Newfoundland and Labrador

WCAG - Web Content Accessibility Guidelines



YDF Overview

Deer Lake Regional Airport (DLRA), in the heart of Western Newfoundland and Labrador, has been servicing the region for more than 60 years, with regularly scheduled flights to and from destinations in eastern, central, and western Canada, with further connections worldwide.

The Airport, established in 1953, had humble beginnings. Constant improvements and growth have resulted in a modern airport, comfortable for travel and vital to economic activity in our region. Tourists, business travelers, and rotational workers are all greeted with a smile as they connect with adventure, work, family, and friends in Western Newfoundland.

Our airport is operated by a Board of Directors and is a not-for-profit, non-capital share organization that has been sustainable despite many challenges, including the recent pandemic and uneven recovery in the air industry.

DLRAA's 2022-2024 Strategic Plan has many areas that align and promote an inclusive airport. Our mission statement encompasses exceptional airport service and facilities, and enhancement to our passenger experience program. DLRAA's core values include many of the key areas required to guide management decisions in its path toward accessible improvements and a barrier-free terminal.

MISSION

To deliver exceptional airport services and facilities, enhance all customer and partner experiences, and generate economic activity for our region.



VISION

A leading regional airport in Canada, maximizing connections, opportunities, and travel journeys for people, businesses, and the communities we serve.

CORE VALUES

Safe | Respectful | Collaborative
Inclusive | Innovative | Accountable



Our Commitment

The Deer Lake Regional Airport Authority (DLRAA) is committed to its part in providing a barrier free and inclusive experience for travelers and workers. We believe that an airport facility should provide a dignified, fair, and respectful experience for persons with disabilities.

DLRAA is dedicated to its compliance to all applicable accessibility legislation by continuously working to identify, prevent, and remove barriers on the property.

The 2024-2026 Accessibility Plan & Feedback Process will be a fundamental document for management in business decisions and will continuously be reviewed and evolve for improvements as consultations progress and recommendations and learnings come to light.

The DLRAA will act in accordance with Section 6 of the Accessible Canada Act (ACA) and its development of the Accessibility Plan & Feedback Process, and Progress Reports. DLRAA will continuously support these principles as outlined by the ACA:

- » all persons must be treated with dignity regardless of their disabilities;
- » 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;
- » all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- » all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- » 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; and,
- » persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

General

Feedback & Contact Information

As part of our commitment, the Deer Lake Regional Airport Authority strives for continuous improvements to our airport's facilities and its role in providing a barrier-free and safe travel journey. We have designated the Director of Corporate Services to receive and respond to all accessible feedback, as well as providing the Accessibility Plan & Feedback Process in alternative formats. The public may provide feedback or comments (including anonymously), via the options below:

**Contact**

Director, Corporate Services - Patti Parsons

**Email**

accessibility@deerlakeairport.com

**Phone**

709-635-3601

**Fax**

709-635-5668

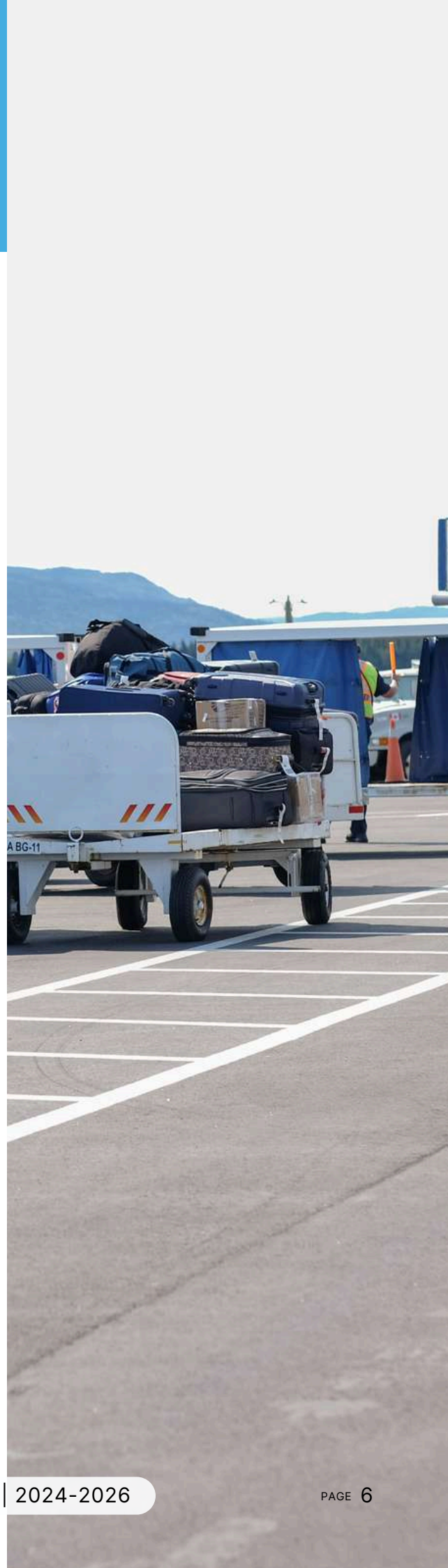
**Website**

<https://deerlakeairport.com/airport-accessibility/>

**Mailing Address**

1 Airport Road, Suite 1
Deer Lake, NL, A8A1A3

Deer Lake Regional Airport Authority will acknowledge feedback in the same manner in which it was received.





Provision of the Accessibility Plan & Feedback Process will meet and conform to the Web Content Accessibility Guidelines (WCAG) formats and are available to anyone upon request. Any person may make a request for an alternative format of our Accessibility Plan & Feedback Process through the feedback process on our website, by mail, phone, fax, or email.

These alternate formats include:

- Print
- Large print
- Audio format
- Electronic format compatible with read-assist technology
- Braille

Braille and audio format requests of the Accessibility Plan & Feedback Process will be made available within 45 days after the day of request is received. All other requests will be made available within 15 days after the request is received.

Progress Reporting

On the anniversary of the publication of the Accessibility Plan & Feedback Process, the DLRAA will prepare and publish a progress report, available to the public on its website and in alternative formats upon request. Progress reports will include updates on feedback received during the set period, further consultations with persons with disabilities and supporting organizations, and progress in the regulated categories as outlined in the required CTA accessibility legislation.

Key progress report dates are below:

June 1, 2025 – Progress report #1

June 1, 2026 – Progress report #2

June 1, 2027 – Publication of new Accessibility Plan & Feedback Process 2027-2029

Applicable Legislation & Regulation

Deer Lake Regional Airport Authority is subject to the Canada Transportation Act 170(1) as well as the Accessible Canada Act (ACA). As a federal transportation service provider, the Deer Lake Regional Airport Authority is subject to the Accessible Transportation for Persons with Disabilities regulations (ATDPR) Part one and Part four.

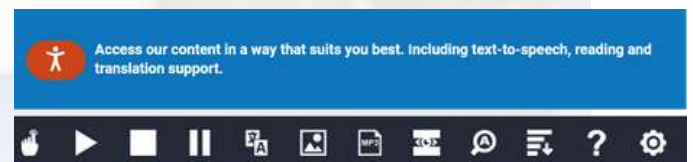
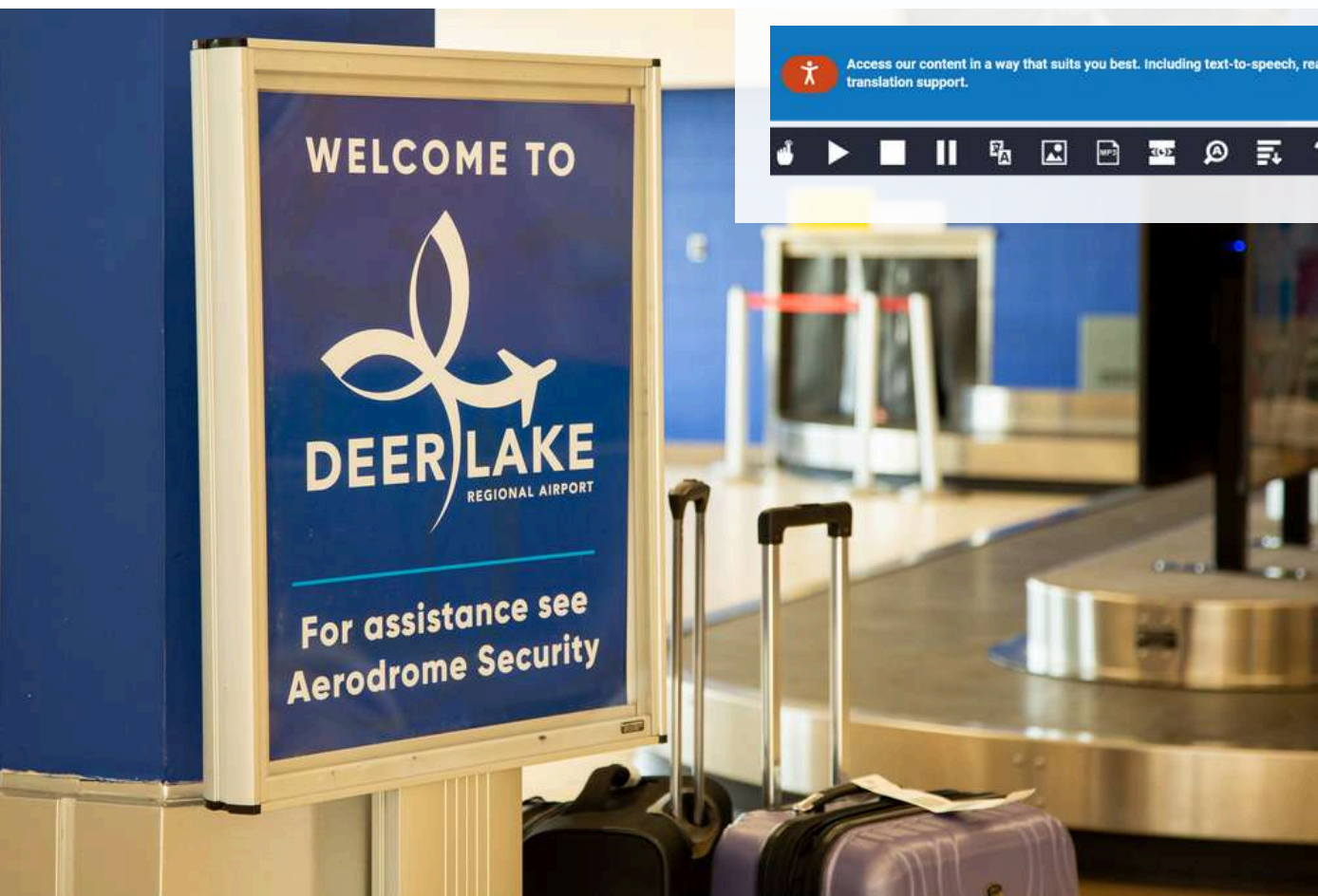


Part One – Requirements Applicable for Transportation Service Providers



Part Four – Requirements Applicable to Terminal Operators

Our website is also compliant with the Web Content Accessibility Guidelines Levels A, AA, and AAA through a tool that maximizes the accessibility and readability of our online content with capability to remove barriers to understanding and maximizing visitor engagement throughout our website. These tools include text to speech (with read along highlighting), translation into multiple languages, screen masking (to reduce visual stress and improve focus), audio/MP3 maker (to convert online content to MP3), text magnifier (to enlarge text and read out loud), simplify page (to remove any distracting graphics), dictionary options (for cognitive assistance), and more.



Consultation

The Deer Lake Regional Airport Authority always welcomes any feedback from the public, previously available by comment forms in the terminal and bi-annual passenger surveys conducted by the Airport Authority. Having active and invested relationships with representative organizations in the accessible community is furthermore vital to ensuring appropriate and knowledgeable DLRAA decision making for identification, prevention and removal of accessible barriers and continues to be a priority of the leadership team. The DLRAA has been consulting and engaging the accessible community with its facility's infrastructure for several years. Consultations and research included the following for terminal accessible readiness and education opportunities:

Integrated Occupational Health Solutions

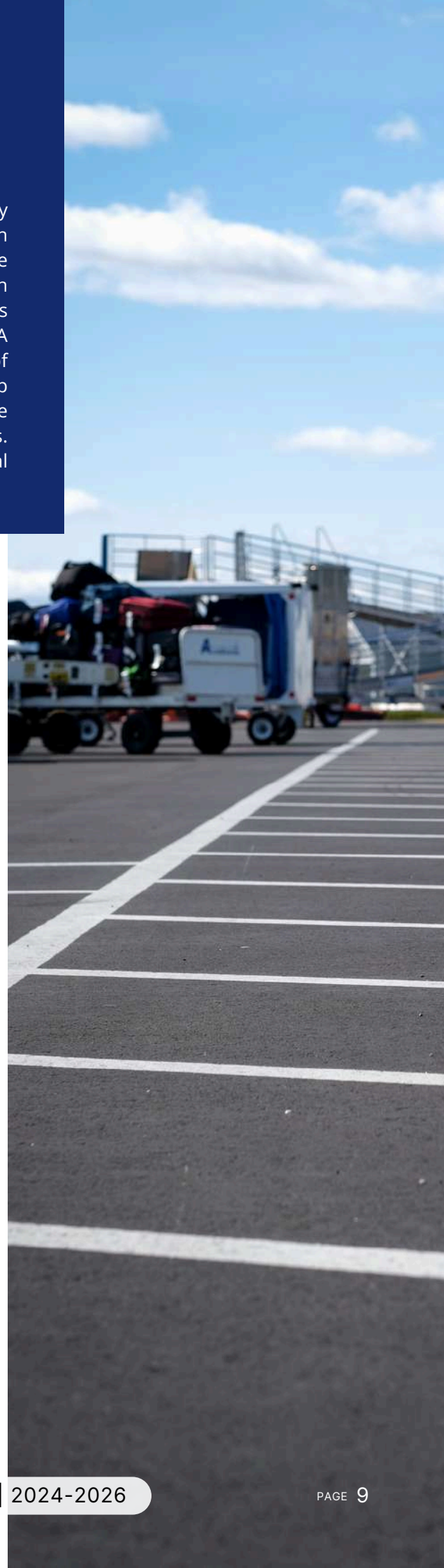
Integrated Occupational Health Solutions (IOHS) was hired in 2022 to complete an assessment of DLRAA infrastructure which included virtual and in-person sessions to discuss challenges of the terminal building for persons with disabilities. IOHS assessed the terminal and identified areas that created barriers to accessibility including physical, visual, auditory, and intellectual disabilities. An Occupational Therapist with specialized skills in designing barrier free facilities was the lead on the report and final recommendations and workplan. Recommendations included improvements to designated parking signage, curb maintenance, and restroom amenity height adjustments.

Coalition of Disabilities Newfoundland & Labrador (COD NL)

Virtual meetings were held in 2024 to discuss common challenges in public transportation for persons with disabilities. Identified findings included barriers to path of journey through the terminal for persons with mobility aids, clarification of travel details on information screens, and discussion of airline accessibility procedures. Recommendations for a scheduled onsite walk-through of the DLRA terminal for added analysis was confirmed for Summer 2024, with COD NL representatives and persons with mobility aids to further identify terminal provisions and provide additional insight of barriers within the terminal for improvement.

GoodMaps

DLRAA consulted with a team from the Canadian National Institute for the Blind (CNIB) and GoodMaps organization, a





navigation technology business that provides a tool for mapping the DLRA terminal. Consultations began in 2022 and has continued through to 2024. The purpose of engagement was to create a terminal map of key position points to communicate usable information for the visually impaired for their path of travel, as one had not existed prior. DLRAA then engaged a representative of Vision Loss Rehabilitation NL, who tested the programming and provided feedback that developed into corrective actions for both DLRAA and GoodMaps for improvements of this technology. The relationship and engagement with CNIB and GoodMaps are ongoing. This terminal navigation technology is currently available for the public.

The DLRAA will actively continue to strengthen and engage with the accessible community by working with COD NL and their partners to further connections and build relationships on how the DLRA can better service persons with the disabilities, and how the DLRAA can support these organizations in their goals. These relationships will create learnings and opportunities to enhance DLRA facilities, generate input for leadership team consideration, and build upon the Accessibility Plan & Feedback Process for future years.

Consultation goals for future:

- Strengthen existing relationships with the accessible community and formalize support.
- Partner with two new NL-based organizations for persons with disabilities in the 2024-2026 period.
- Publicly invite feedback from the local region on the 2024-2026 Accessibility Plan & Feedback Process.
- Create an accessibility advisory committee composed of DLRAA employees, DLRA tenants and stakeholders, and accessible community partners, with semi-annual meetings to discuss recent occurrences in the accessible community, accessible considerations of the DLRAA for committee input, infrastructure improvements, and Accessibility Plan & Feedback Process improvements.

Accessibility Plan & Feedback Process Focus Areas

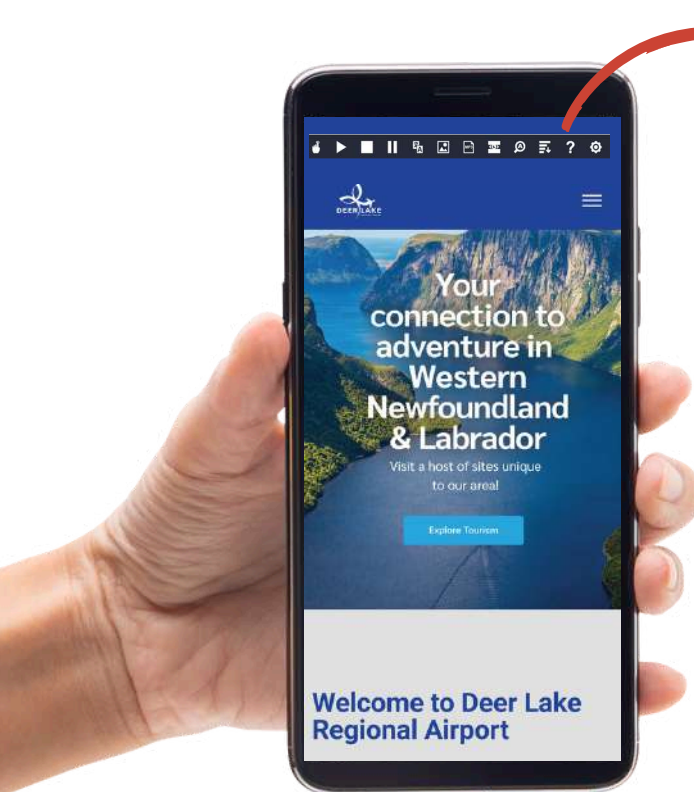


Information & Communication Technologies (ICT)

The Deer Lake Regional Airport Authority is continuously reviewing IT and communication systems for improvement, and engaging specialists in enhancing and modernizing technological offerings to be more user friendly and accessible for all users. Technology is a major part of everyone's lives and the availability of information needs to be continuously assessed for ways that will remove these barriers and improve systems to ensure all users can access the same information easily and autonomously. The following areas are completed, under review, or planned for review during the term of this Accessibility Plan & Feedback Process.

WEBSITE ACCESSIBILITY:

Airport information on the deerlakeairport.com website is compliant with WCAG Level A, AA, and AAA through the ReachDeck tool. This software maximizes the accessibility and readability of our online content with tools to remove barriers to understanding and to maximize visitor engagement throughout our website. These tools include text to speech with read along highlighting, translation into multiple languages, screen masking to reduce visual stress and improve focus, audio/MP3 maker to convert online content to MP3, text magnifier to enlarge text and read out loud, simplify page to remove any distracting graphics, dictionary options for cognitive assistance, and more.



FEEDBACK PROVISIONS

As part of our commitment, we strive for continuous improvements to our airport's facilities and its role in providing a barrier-free and safe travel journey. We encourage any feedback, comments, or complaints to be submitted by the options below:

Address:

1 Airport Road, Suite 1,
Deer Lake, NL
A8A1A3
Canada

Phone:

709-635-3601

Fax:

709-635-5668

TERMINAL NAVIGATION TOOL - GOODMAPS

GoodMaps Navigation tool is application-based software currently available to assist persons with visual impairment. This is a GPS-based phone application that will read aloud and assist in navigation of the terminal and all key areas of their travel journey through the Deer Lake Regional Airport.



PUBLIC ANNOUNCEMENTS

Terminal announcements are made in all passenger areas within the terminal and will provide important information about a traveler's arrival, pre-screening, boarding and departure.

TTY (TELECOMMUNICATION DEVICE FOR THE DEAF) PAYPHONES

Payphones are available in our terminal between check in counters and security screening, as well as in our secure departure hold room.

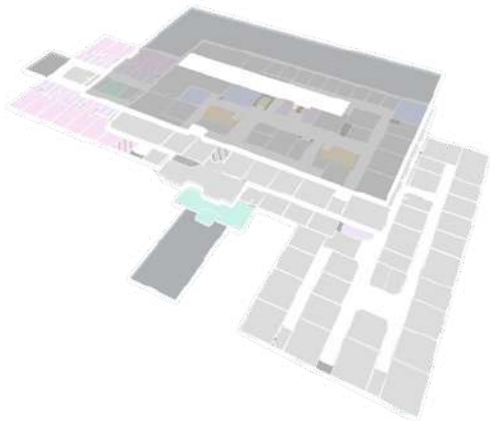


PARKING TICKET MACHINES

Keypads and help buttons on parking system stations are easily accessed from a seated mobility device, with direct intercom communication to our security team.

Removing Barriers: Information & Communication Technologies (ICT)

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
Investigate accessible software tools for the internal employee portal and work order systems, as well as confirm social media content is readable by all users.	2025
Public Announcements in visual format.	Ongoing & 2024
Accessible self-serve flight information kiosks: the DLRA does not currently have any self-serve kiosks. However, they are being investigated by the DLRAA team and, if implemented, will include braille keypads and hearing loops for audio/volume assistance.	Ongoing
Visitor Information Kiosks: the DLRAA and the provincial government of Newfoundland and Labrador are collaborating and investigating a kiosk to provide tourism information to the public traveler. This would include options for alternative formats (audio hearing loop, enlarged font).	Ongoing
Utilize social media consultants and platforms for increasing awareness of DLRA accessible services and recognition of NL-based organizations for persons with disabilities.	2025
2024 parking system replacement to ensure user-friendly accessible features on kiosks.	2024
Continuously engage with GoodMaps for improvements and clarity within the terminal GPS navigation tool.	2024
Conduct user testing of the accessibility tool on the DLRAA website.	June 2025



Communication other than ICT

Ensuring any traveler or user has the same ability to understand and interpret information related to their Deer Lake Regional Airport experience is a priority goal of the DLRAA. It is also necessary that all DLRAA personnel be trained to understand all the needs of the public and be prepared for communication with each traveler.

Communication mechanisms currently in place at the DLRA are:

EMPLOYEE ONBOARDING PROCESS

When an employee is hired, there are various components of their onboarding process that cover accessibility and inclusion. Examples include the requirement for National Accessibility training, a review of internal policies that include respectful workplace, diversity, equity and inclusion, as well as the provision of Civility in the Workplace training and more. Each training program is designed to educate, bring awareness, and prepare staff of disability rights and to represent the organization's goals when interacting with the public.

TERMINAL WAYFINDING SIGNAGE

Colour contrast signage is erected throughout the terminal in places that are glare-free, absent of distracting imagery/print, and includes braille for the visually impaired.

RECRUITMENT

All job postings indicate the DLRAA's value of embracing diversity and encourage all individuals of all perspectives to apply for job positions.

TRANSLATION OF WEBSITE INFORMATION

The Deer Lake Regional Airport website is available for language translation and read-aloud options in multiple languages.

ACCESSIBILITY TRAINING

Practice is in place to ensure all DLRAA employees and tenants complete the National Accessibility training developed in partnership with Canadian Airport Council.

PASSENGER EXPERIENCE SURVEYS

Every second year, the DLRAA conducts an in-person passenger experience survey that covers feedback on a traveler's experience of the facilities and importance of provisions within an Airport Terminal.



Removing Barriers: Communication other than ICT

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
Review completion compliance of National Accessibility training.	Annually
Review onboarding process for opportunity for additional training on accessibility and disabilities in the workplace for both leadership team and employees.	2024
Develop and implement an ambassador program, with volunteers trained in assistant accessible communication applications and terminal accessible provisions.	2027
Review monitor height and adjust to ensure flight information is available and legible for all users.	2025
Investigate American Sign Language options for public events.	2026
Provision of hearing loops (or alternate) at all major terminal locations, such as: <ul style="list-style-type: none"> - Check in counters - Gate counters - Screening - Help desk and security desks 	2027
Investigate with marketing team about including closed captions on developed videos.	2025
Engage Coalition of Disabilities Newfoundland and Labrador to review all terminal wayfinding and implement suggestions.	2025
Review the process for self-identification of a person with disabilities who may seek assistance in a discrete, dignified manner and train all employees and tenants in methodology implemented.	2026
Review public announcement system to ensure clarity of messaging, proper repetition intervals, prerecorded use, and other best practices.	2025

Procurement of Goods, Services & Facilities

The DLRAA initiated a vendor review in 2024. Part of this review is identifying key suppliers and engaging in service agreements that would outline understanding and procurement requirements for purchasing and service provision at the Deer Lake Regional Airport. This review will result in the creation of a Procurement Policy. It is important that all formal contracts include applicable identification of accessible options, compliance to applicable accessible legislation, and accessibility training coverages for public-facing service providers, all of which are currently the intent of the planned Procurement Policy.

JOB POSTINGS

All job postings are included on the DLRAA website, equipped with a WCAG compliant tool for maximizing the accessibility and readability of our online content to all users. This ensures that we are getting maximum reach and equitably publicizing our recruitment needs to all capable candidates.

CLIENT SERVICE CONTRACTS

Any contracts that have been renewed in recent years include a dedicated contract clause for compliance with applicable legislation for persons with disabilities, outlines the requirement of their provisions of assistive aids for their users, and the requirement to be compliant with the Official Languages Act as applicable. Proof of compliance is built into the contract for monitoring by the DLRAA. This includes contracts with major air carriers and rental car agencies.



Removing Barriers:

Procurement of Goods, Services, & Facilities

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
Complete vendor review and develop procurement policy, ensuring accessible requirements are included as applicable.	2024
All public tendering to be posted on an accessible platform, or to include information for RFP in alternate formats, to ensure equitable reach to all potential bidders.	2025
Engage with Accessibility Advisory Committee on contract inclusions for clarity and compliance regarding accessibility.	2026
Review existing and expiring contracts for inclusions or amendments around accessible legislation requirements, accommodation for persons with disabilities, and accessible training.	Ongoing
Internal review of procurement for accessible equipment, suppliers, and quality of procured devices.	2025

Design & Delivery of Programs & Services

CURBSIDE ASSISTANCE

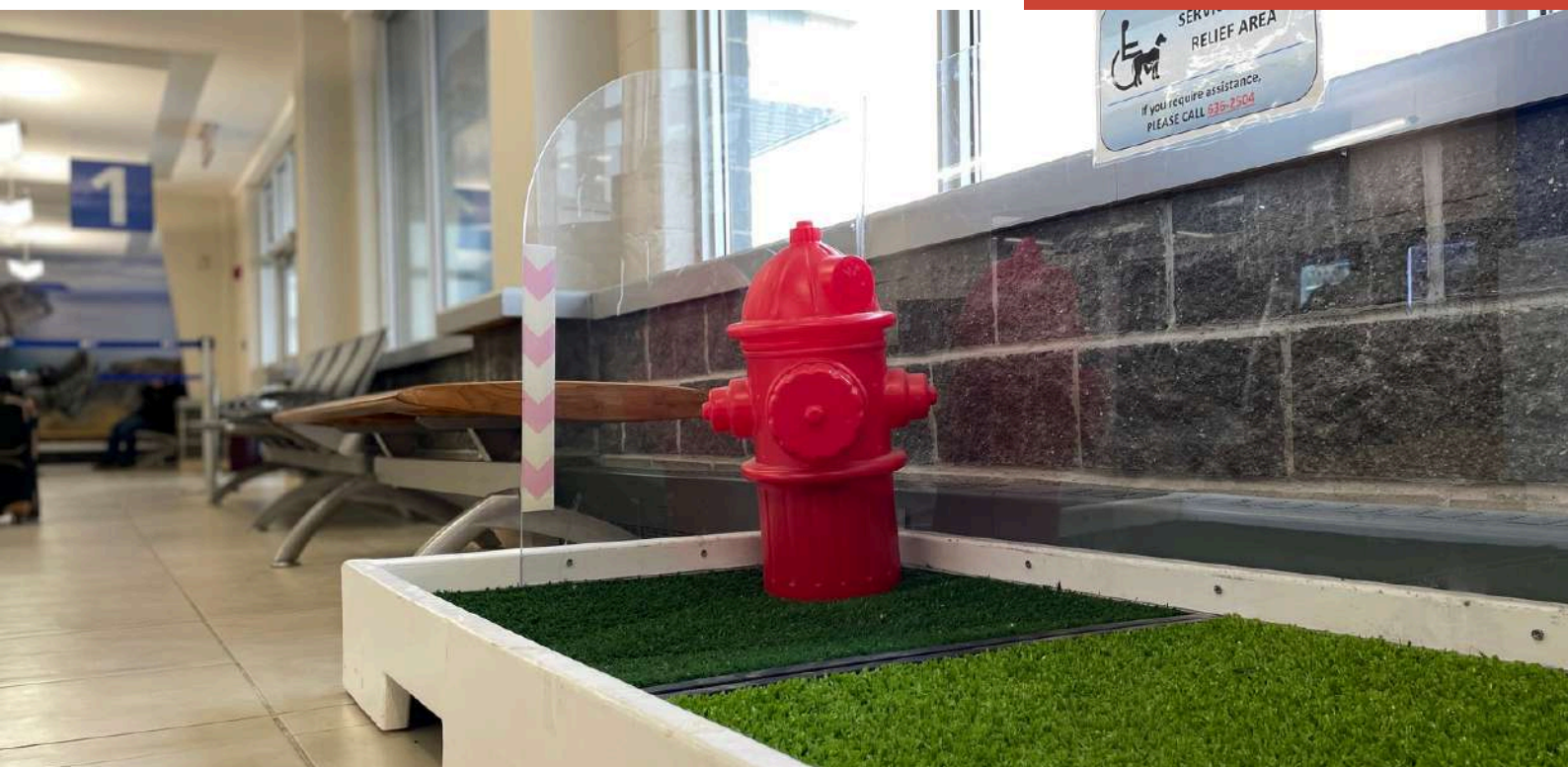
Located immediately outside our departures entrance and at the accessible drop off zone is a curbside assistance intercom system. This service will connect you with terminal security who will promptly respond to any accessible needs or questions while at the DLRA.

AIRLINE ACCESSIBILITY

The airlines will be happy to provide assistance for all air carrier travel needs; from arrival, check-in counter experience, security screening, pre-boarding up until the passenger is settled on the aircraft, as well as baggage claim. You will be met with the same level of service once on board the aircraft. Storage of mobility aids is also available. DLRAA recommends advising the air carrier during the booking process of any level of assistance required, with at minimum of 48 hours notice prior to departure.

The DLRAA continuously engages and seeks public feedback and stakeholder opinion on the offerings and operations of the DLRA services and facilities. Part of this feedback process is receiving and understanding the experiences of our travelers and identifying areas for improvement. Feedback is provided by passenger surveys, employee surveys, national and international airport committee surveys, as well as working with the accessible community for opinions on the accessible provisions of DLRA. The goal of these efforts is for proper implementation of programs and services to meet the needs of every traveler, and to ensure each program and service is equitable, relevant and enjoyable by all passengers.

Current programs and services offered at the DLRA are listed.



Removing Barriers: Design & Delivery of Programs & Services

SERVICE DOGS & PET RELIEF AREA

Service animals and guide dogs are welcome at DLRA.

The Deer Lake Regional Airport has a dedicated pet relief area located immediately outside the arrival's door, located on the east end of the terminal. There is also a dedicated pet relief area in the secure hold room, between departure gate 1 and gate 2.

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
Review curbside assistance technology for practical and reliable service and any modernization improvements since last purchase.	2024
Train leadership team to consider accessibility in program initiative development.	2024
Have new offerings of programs and services vetted by the Accessibility Advisory Committee.	2026
Review charging ports and most common mobility aid charging requirements for compatibility. Any gaps identified to be corrected.	2025-2026
Review of fire alarm visual and audio indicators.	2024
Engage accessibility partners in identification of key areas for emergency call buttons.	2025
Review height of ERPs, first aid kits, extinguisher, etc. to ensure that all users can easily access.	2025

Transportation

The DLRAA is responsible for safe and monitored transportation services that bring the passenger to their end destination. The DLRAA does not manage or operate these services internally, but there are multiple transportation service provisions in place for all licensees that allow commuters to be able to access/depart the airport terminal in a way that best meets their needs.

LICENSED PRIMARY TAXI SERVICE PROVIDER

The licensed primary taxi provider is in a contractual agreement that requires services accommodating persons with disabilities and compliance to ATPDR. The licensed ground transportation provider is also required to train all drivers in ATPDR, to accept service animals, and have the capability to transport mobility aids for persons with disabilities.



PARKING

At the Deer Lake Regional Airport, there are multiple dedicated accessible parking spaces in both the short-term and long-term parking lots. Passengers are to ensure a valid accessible parking permit is visible in the vehicles front windshield.

LICENSED GROUND TRANSPORTATION AND SHUTTLE PROVIDERS

All licensed ground transportation providers are contractually required to provide services accommodating persons with disabilities and comply with ATPDR. Licensed ground transportation providers are also required to train all drivers in ATPDR, to accept service animals, and have the capability to transport mobility aids for persons with disabilities.

RENTAL CARS

The rental car agencies located at the Deer Lake Regional Airport have a fleet that includes vehicles available for persons with disabilities, equipped with hand control systems. The rental car providers will try to accommodate their customers in every way possible, and provide a vehicle that is both safe and comfortable for each passenger's journey. When making a reservation, passengers are asked to provide 48 hours' notice for a vehicle equipped with hand controls to ensure availability.

ACCESSIBLE PASSENGER DROP OFF & PICKUP ZONES

There are dedicated accessible drop off and pickup spaces directly in front of the air terminal building, located at the departures and arrivals entrances.



Removing Barriers: Transportation

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
When expanding upon EV chargers at the DLRA, include an accessible EV parking space.	2025
Review accessible parking space locations for optimization.	2025
Conduct a Ground Transportation survey of direct users and include feedback on accessibility use experience.	2024
Increasing the quantity of accessible parking spaces available in both short-term and long-term parking lots.	2024



Built Environment

The DLRAA has made improvements towards barrier free infrastructure provisions, and all capital planning for terminal infrastructure changes are considered from an accessibility lens to ensure that construction choices are made to elevate all passengers ease of use of those facilities.

The DLRA built environment currently includes:

WASHROOMS

Public and family washrooms at the Deer Lake Regional Airport are located both outside the CATSA screening area and in the departures lounge. Public washrooms are equipped with accessible stalls, and family-style washrooms include required clearances and emergency call buttons.

ACCESSIBLE SEATING

Throughout our terminal, users will find clearly marked accessible seating in all designated seating areas.

WATER BOTTLE REFILL STATIONS

Our water bottle refill stations are mounted at a height accessible for all users.

SERVICE DOGS AND PET RELIEF AREA

Service animals and guide dogs are welcome at our Airport Terminal. The Deer Lake Regional Airport has a dedicated pet relief area located immediately outside the arrivals door, located on the east end of the terminal. There is also a dedicated pet relief area in the secure hold room, between Gate 1 and Gate 2.

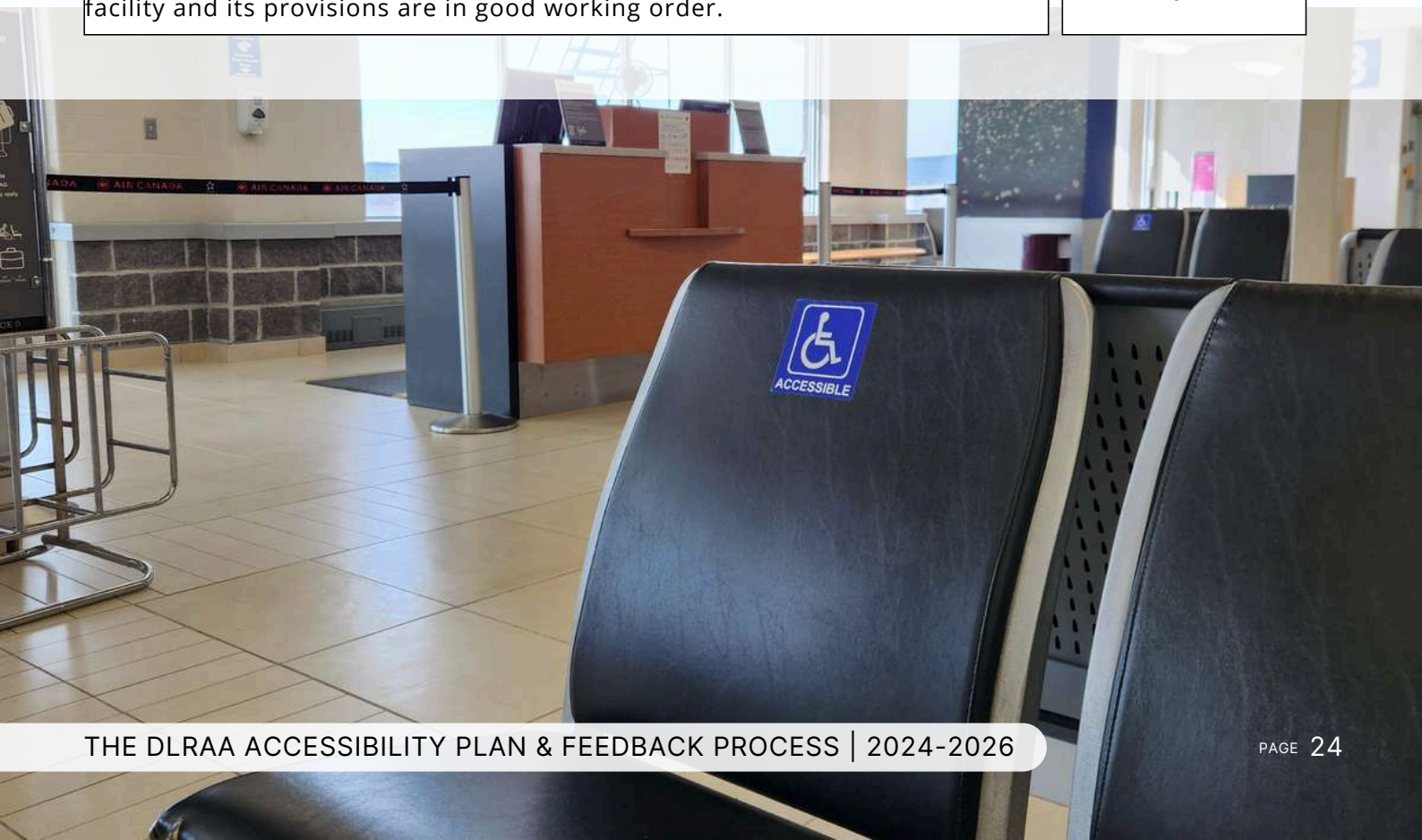
ACCESSIBILITY MAP

A map is available on the DLRAA website, identifying accessible provisions of the airport terminal.



Removing Barriers: Built Environment

ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL	TARGET COMPLETION
Reconstruction of public washroom facilities in the main concourse of the terminal is scheduled. This will include retrofitting accessible stalls as per all current best practices.	2026
Review accessible sensory and breastfeeding rooms in the terminal to provide comfort to users, parents, and children.	2027
Create accessible workspaces in the terminal.	2027
Review all public/employee entrances for accessible openings.	2025
Review employee workstation ergonomics in order to accommodate the individual employees needs.	2025
Install visual/audio crosswalk signals connecting parking lots to the DLRA terminal building.	2026
Continue updates to the accessibility map as modifications to the terminal are made to remove barriers and enhance accessibility offerings.	Ongoing
Implement a weekly infrastructure review to identify and monitor that the facility and its provisions are in good working order.	2024



Conclusion

The DLRAA is committed to further work towards creating a barrier free, inclusive, works for everyone's travel experience. We are dedicated to continuously identifying, preventing and removing barriers on our property. This Accessibility Plan & Feedback Process will serve as a guiding document, a road map on how there is opportunity to improve and engage with the public and understand their feedback, all to be considered as part of the DLRAA leadership team's decision making for operations and infrastructure changes in the future.

DLRAA will continue to strengthen their relationships with participating organizations for persons with disabilities.

Thank you to everyone for their input to date. We will jointly work together in removing barriers at the Deer Lake Regional Airport and improving passenger experience for all.



