

Accessibility Plan 2024/26

Progress Report 2

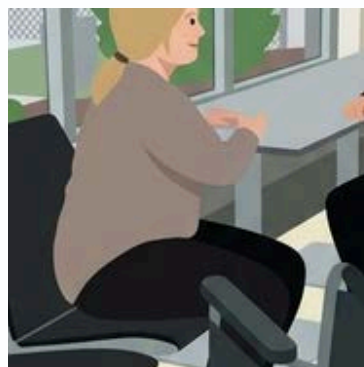
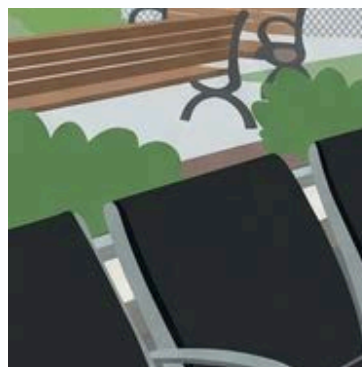
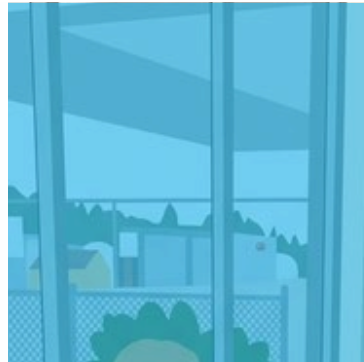


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EXECUTIVE SUMMARY

The Deer Lake Regional Airport Authority (DLRAA) is dedicated to creating an accessible, inclusive, and welcoming environment for all passengers, visitors, tenants and employees. Accessibility remains a key priority in both service delivery and infrastructure planning. Over the past year, DLRAA has taken meaningful steps to reduce barriers, promote independence, and enhance the airport experience for individuals of all abilities.

We recognize that accessibility is an ongoing commitment. While significant progress has been made, there are more key focus areas ahead. DLRAA will continue to engage with stakeholders, invest in accessible design, provide staff training, and regularly assess facility performance to ensure the airport remains safe, inclusive, and accessible for everyone.

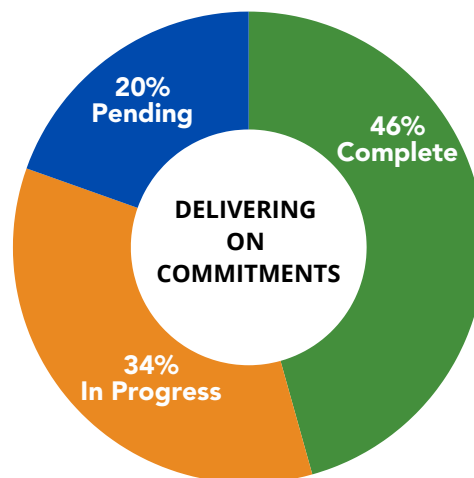
As outlined in the 2024–2026 Accessibility Plan, Deer Lake Regional Airport (YDF) is committed to supporting a barrier-free travel experience that is inclusive and respectful for all. YDF remains committed to meeting and exceeding applicable accessibility legislation by actively identifying, preventing, and removing barriers throughout the airport. The Accessibility Plan continues to guide management decisions and will evolve over time as new insights, consultations, and recommendations are incorporated.

2025 passenger volumes exceeded 303,000 travelers — emphasizing the importance of ensuring that every guest feels supported and valued throughout their journey. YDF is focused on developing meaningful improvements that allow all travelers to navigate the airport comfortably and confidently. The 2026 Progress Report will provide an overview of achievements to date, highlight ongoing initiatives, and outline priorities leading into 2027. YDF remains committed to continuous engagement with stakeholders to ensure its accessibility efforts remain effective, relevant, and responsive. Accessibility will continue to be a central consideration in all planning and decision-making processes.



PROGRESS AT YDF

In our Accessibility Plan and Feedback Process 2024-2026, we included 46 commitments with the goal of removing barriers to accessibility at Deer Lake Regional Airport for all. We are proud to report on our progress and recognize there is more work to be done.



GENERAL



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YDF believes accessibility is a shared responsibility, and that everyone is accountable for ensuring their work and interactions are inclusive and supportive of all passenger needs. Whether front line staff or leadership, we are all happy to assist and/or collect feedback to improve the accessibility of our services.

The Director of Corporate Services continues to be the organizational contact who receives and responds to all accessible feedback, as well as provide the Accessibility Plan in alternative formats. Any person may make a request for an alternative format of our Accessibility Plan through the feedback process on our website, by mail, phone, fax, or email.

LAND ACKNOWLEDGMENT

Deer Lake Regional Airport Authority respectfully acknowledges the province of Newfoundland and Labrador as the traditional and ancestral homelands of many diverse populations of Indigenous people who have contributed to 9,000 years of history, including the Beothuk on the Island of Newfoundland. Today, this province is home to diverse populations of Indigenous people.

We also acknowledge with respect the diverse histories and cultures of the Mi'kmaq, Innu, and Inuit. We recognize all First Peoples who were here before us, those who live with us now and the seven generations to come.



INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

The Deer Lake Regional Airport Authority (DLRAA) continually reviews its IT and communication systems to enhance accessibility and user experience for all passengers. As digital platforms play an increasingly important role in daily life and travel, DLRAA is committed to integrating advanced technology into YDF's communication processes.

The airport website remains fully compliant with Web Content Accessibility Guidelines (WCAG) Levels A, AA, and AAA. To further improve accessibility, DLRAA has implemented ReachDeck, a tool offering features such as:

- Text-to-speech functionality
- Multi-language translation
- Adjustable text size and font
- Colour contrast and screen masking
- Reading ruler and dictionary support
- Simplified reading options

ReachDeck provides comprehensive accessibility support for users with visual, cognitive, learning, and language-related needs, ensuring essential travel information is available in accessible formats. In 2025, the number of ReachDeck users increased to 3,113, with 49% from Newfoundland and Labrador. Survey feedback collected in April 2025 continues to inform enhancements to digital communications and passenger awareness.

During 2025, DLRAA completed the integration of GoodMaps, an accessible wayfinding application for the YDF terminal. GoodMaps uses precise indoor mapping to deliver:

- Voice-guided directions
- Step-by-step navigation for users with visual impairments
- Real-time orientation and location awareness
- Accessible routing to services such as washrooms, gates, and exits

The GoodMaps app is currently up to date and live, with an official launch scheduled for mid 2026.

ACHIEVED

- In August 2024, GoodMaps visited the site to update the mapping of the terminal in its new navigation application. This tool is designed to assist travelers with greater autonomy and independence by highlighting key points of interest at YDF.



- The ReachDeck accessibility tool on our website recorded over 1,500 events and interactions within its first six months, with users from across Canada. The most commonly utilized features were speech capability, translation, and page simplification tools.
- In July 2025, YDF upgraded its information monitors to larger screens in high-traffic areas, adjusting height and visibility span compared to prior screens.
- Enhanced videography of the terminal and key points of interest has been completed within the GoodMaps navigation application for YDF. User testing was finished in late 2025 - early 2026.
- User testing was conducted in April of 2025 for the accessibility tool on the YDF website.
- Fire alarm visual and audio indicators have been inspected and confirmed, with annual inspections continuing.
- Closed captioning will be added to any new organizational videos containing speech to improve accessibility.

PROGRESS ELEMENTS

- YDF has evaluated the feasibility of integrating visual text into its public information and announcement platform, iFids. Investigations are ongoing and continued focus for implementation.
- The GoodMaps terminal navigation tool is finalized and will be implemented at key points of interest throughout the passenger travel experience. Official Launch scheduled for June 5, 2026, during National Accessibility Week.
- Accessibility Maps are regularly updated to reflect terminal modifications and expansion, ensuring ongoing barrier removal and improved accessibility features. New inclusions in 2025-2026 include gender neutral washrooms, adult change table station and Sunflower Program access.
- Public announcement systems are under review to ensure message clarity, appropriate repetition intervals, effective use of prerecorded messages, and alignment with industry best practices.
- DLRAA has commenced work to develop or improve accessible software solutions for the internal work order system and employee portal.



NEXT FOCUS

Along with progress elements above, DLRAA's next focus includes:

- Self-Service Flight Information Kiosk - Assess the feasibility and benefits of introducing a self-service flight information kiosk at YDF.
- E-Service Kiosk at Visitor Information Centre - Explore the implementation of an e-service kiosk to offer passengers access to local and regional tours, events, festivals, contact details, and additional resources in tailored formats and user interfaces to meet individual needs.
- Hearing Accessibility Solutions - Provide hearing loops, or alternative assistive technologies, at key terminal locations including check-in counters, gate counters, screening areas, help desks, and security desks.
- Visitor Information Kiosk Upgrades - Enhance kiosks with both audio and visual formats, including audio hearing loops and enlarged font displays, to improve accessibility.
- Accessibility GoodMaps Updates - Regularly update the accessibility map to reflect terminal modifications and expansion, ensuring ongoing barrier removal and improved accessibility features.



COMMUNICATION OTHER THAN ICT

YDF prioritized enhancing travelers' understanding and interpretation of information related to their passenger journey over the past year. Central to this effort was the implementation of accessibility training for all YDF employees and tenants, ensuring staff are equipped to recognize and effectively communicate with travelers of varying needs. This initiative promotes consistent and respectful interactions for all passengers.

A cornerstone of this approach was participation in the Canadian Airport Council National Accessibility Training, developed in partnership with Canadian airports. The program educates staff on accessible communication, barrier identification, best practices, the use of assistive devices, and provisions addressing auditory, visual, and cognitive needs.

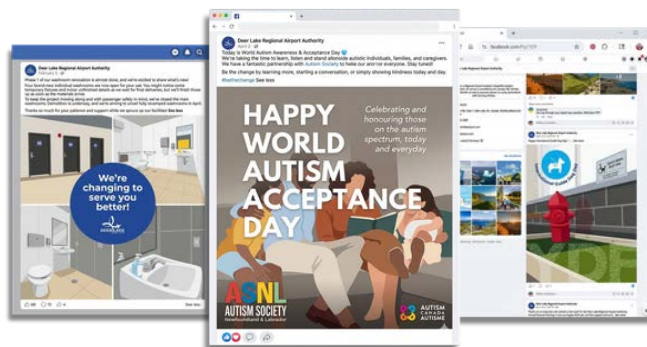
To further embed accessibility knowledge and recognition across the organization, all DLRAA employees, including frontline Aerodrome Security personnel in the air terminal, completed this training. The curriculum emphasized accessible customer service, understanding visible and invisible disabilities, effective communication and assistance techniques, and compliance with accessibility legislation. This comprehensive training fosters consistent, respectful, and informed experiences for all passengers and visitors.

DLRAA also strengthened engagement with the accessibility community through the newly formed Guest Experience Council, which includes representatives from accessibility advocacy organizations. This committee offers valuable insights through lived experience, assisting DLRAA in identifying gaps, reviewing service improvements, and contributing to infrastructure planning and guest experience initiatives. This collaborative approach ensures that decisions reflect diverse user needs and reinforce DLRAA's commitment to inclusivity and accountability.

Accessibility achievements were regularly showcased via social media, highlighting:

- Utilization of accessible website tools
- Observance of the International Day of Persons with Disabilities
- Improvements to washroom and parking accessibility
- DLRAA's commitment to inclusive airport services

These communications raise public awareness, encourage the use of accessibility features, and reinforce the organization's transparency and accountability.



ACHIEVED

- Delivered CAC National Accessibility Training to all employees, aerodrome security, and Visitor Information Centre staff.
- Completed Civility in the Workplace training for all employees.
- Completed neurodiversity training with a portion of DLRAA employees in May 2026, with remainder to be completed in June 2026.
- Surveyed tenants regarding accessibility training for YDF frontline staff.
- Recruitment postings highlight YDF's commitment to diversity and encourage applicants from all backgrounds.
- Maintained an accessible website with features such as multilingual translation and read-aloud tools.
- Conducted a passenger experience survey in September 2024, both electronically and in-person, to assess use of YDF's accessible facilities.
- CODNL reviewed wayfinding during a site visit and provided recommendations for accessibility improvements.
- External marketing consultant evaluated YDF's social media content for accessibility and device compatibility.
- Continuing consultations on expanded accessibility training for employees and leadership, to integrate into DLRAA onboarding.
- Increased social media awareness of DLRA accessible services and recognition of NL-based organizations supporting persons with disabilities. Key dates include:
 - 01/19/2025 - DLRA introduced the ReachDeck accessibility feature on main website.
 - 04/15/2025 - A survey was conducted via social media, gathering feedback on our websites ReachDeck accessibility tools.
 - 09/19/2025 - Social media posts shared regarding terminal washroom upgrades to improve accessibility and inclusion.
 - 12/03/2025 - Awareness posts in recognition of International Day of Persons with Disabilities.
 - 04/02/2026 - Recognition post for World Autism Awareness and Acceptance Day.
 - 04/29/2026 - Appreciation post for International Guide Dog Day.
- Established a Guest Experience Council in July 2025, with defined terms of reference and consultations with guest experience experts.
- In January of 2026, DLRAA became a corporate member of the Hidden Disabilities Sunflower Program, a best practice program to enable discreet self-identification and assistance for individuals with disabilities.



PROGRESS ELEMENTS

- Surveyed tenants regarding accessibility training for YDF frontline staff.
- Ongoing consultations with tenants regarding their internal accessibility training for staff, and offer collaboration or assistance in any opportunities for growth that are identified.
- Planning additional neurodiversity training for DLRAA employees in June 2026.
- Promoting NL-based organizations and accessible services at YDF via social channels.
- Offering American Sign Language interpretation for public events.
- Launch the Sunflower program (scheduled for June 5, 2026).
- Continue Guest Experience council meetings with our accessible partner memberships to continuously explore opportunities to improve passenger experience. This will be leveraged and relied upon during terminal expansion capital plans in the next 5 years.



NEXT FOCUS

- Develop an ambassador program featuring trained volunteers to support accessible provisions and effective communication within the YDF terminal.
- Explore additional American Sign Language options.



PROCUREMENT OF GOODS, SERVICES & FACILITIES

YDF evaluated its procurement practices to strengthen the integration of accessibility provisions within service agreements, contracts, and vendor relationships. In June 2025, DLRAA introduced a new Procurement Policy aimed at fostering accessibility and inclusion. This policy mandates compliance with relevant accessibility legislation, consideration of accessibility standards during procurement, and incorporation of accessibility requirements in vendor selection. These measures ensure accessibility is addressed from initial planning through the contract and infrastructure lifecycle.

ACHIEVED

- Developed a procurement policy emphasizing YDF's commitment to equitable selection processes, supporting minority groups and organizations with strong DEI practices.
- Initiated review of vendors and contracts for compliance with legislation.
- Reviewed operating and lease agreement renewals (2024 – May 2026) with clauses for accessibility legislation and languages compliance.
- Updated Request for Proposal templates to offer alternate formats upon request, enabling broader participation.
- Consultations to ensure contract language and inclusions meet accessibility requirements.
- Enhanced onboarding processes include accessibility and disability training for leadership, staff, and tenants.



PROGRESS ELEMENTS

- Review accessibility compliance clauses to service agreements and Request for Quotes.
- Assess quality of accessible procured devices.
- Implement ongoing contract reviews at renewal for best practices for accessible language, updated requirements, regulatory compliance, accommodation for people with disabilities, and accessible training considerations.
- Engage with Guest Experience Council on contract inclusions for clarity and compliance regarding accessibility.
- Public tendering review for capability to be posted on accessible platforms, or to include information for RFP in alternate formats to ensure equitable reach to all potential bidders.

NEXT FOCUS

- Evaluate accessible platforms for public tendering.
- Review and update RFP templates accordingly to ensure accessibility best and leading practice.



DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

YDF remains committed to gathering and acting on feedback to continuously improve programs and services. Our goal is to ensure that all travelers receive equitable, relevant, and enjoyable experiences. To support this, YDF established a Guest Experience Council in July 2025, made up of airport staff, tenants, community partners, and frequent flyers. The Council is dedicated to enhancing guest experience and monitoring accessibility across all airport touchpoints.



ACHIEVED

- Established a Guest Experience Council.
- Upgraded curbside assistance buttons at the departures entrance with modern, reliable technology that connects guests directly to terminal security for rapid support. These are inspected monthly.
- Completed a leadership team review to increase awareness of accessibility in departmental budget planning, capital planning, and contract development.
- Conducted successful tests of fire alarm visual and audio systems in May 2025 to ensure proper functioning throughout the terminal.
- Delivered CAC Accessibility Training to all YDF employees and key passenger-facing tenants.
- Review of Emergency Response Plans, First Aid Kits, AEDs and fire extinguisher locations to ensure accessibility for everyone. One AED lowered for easier access.

PROGRESS ELEMENTS

- Coordinating with airlines to review and enhance accessibility provisions, ensuring a seamless travel experience for all guests.
- Evaluating the functionality and accessibility of emergency call buttons within the terminal.
- Continuing to provide and expand accessibility training for key passenger-facing tenants and YDF staff.
- Continue review of Emergency Response Plans, First Aid Kits, AEDs and fire extinguisher locations to ensure accessibility for everyone.
- Working with the Guest Experience Council to develop additional accessibility programs, including a discreet self-identification process for passengers with disabilities (the Sunflower Program).



- Developing a travel rehearsal program.
- Launch a Social Story to support accessible travel and alleviate travel related anxiety, as well as introduce our YDF sensory kits (scheduled for June 5, 2025).
- Launch the Sunflower program (scheduled for June 5, 2026).

NEXT FOCUS

- Address any identified gaps in assistance between airport and airline accessibility services.
- Launch YDF's travel rehearsal program.
- Implement accessibility documentation and training in onboarding process for new tenants and employees.
- Guest Experience Program.
- Official Launch of GoodMaps.
- Official Launch of the Sunflower Program.
- Official Launch of our Social Story.
- Official Launch of the YDF Sensory Kits.
- Official Launch of the Low Stimulation Pod.



TRANSPORTATION

YDF has made significant progress in enhancing accessibility across its transportation services. The ground transportation permit program rigorously monitors service providers to ensure compliance with safety and accessibility standards. Over the past year, YDF has expanded its roster of licensed ground transportation providers, offering passengers greater choice and accessibility.

ACHIEVED

- Parking equipment was fully replaced with new systems featuring improved pay station design, offering greater height and visibility for enhanced accessibility.
- Parking infrastructure upgrades improved kiosk control heights, visuals, and payment options for a more reliable and user-friendly experience.
- Progress made to repair damaged concrete walkways to improve safe and accessible travel routes to the terminal.
- The number of ground transportation providers continues to increase, ensuring more accessible vehicle options for passengers.
- A ground transportation survey was conducted, seeking feedback on accessibility and assistance provided.
- Increased accessible parking spaces have been created. This includes an additional 7 in the short-term parking lot, and an additional 10 in the long-term lot in 2025-2026.



- DLRA social media posts promoting awareness around accessible transportation options.

PROGRESS ELEMENTS

- Continued social media posts highlighting accessible parking options at YDF.
- Continuous review and optimization of accessible parking space locations with expansion of infrastructure.
- Ongoing support and collaboration with ground transportation providers to better meet guest needs.
- Increase long-term parking lot accessible parking by 10 more.

NEXT FOCUS

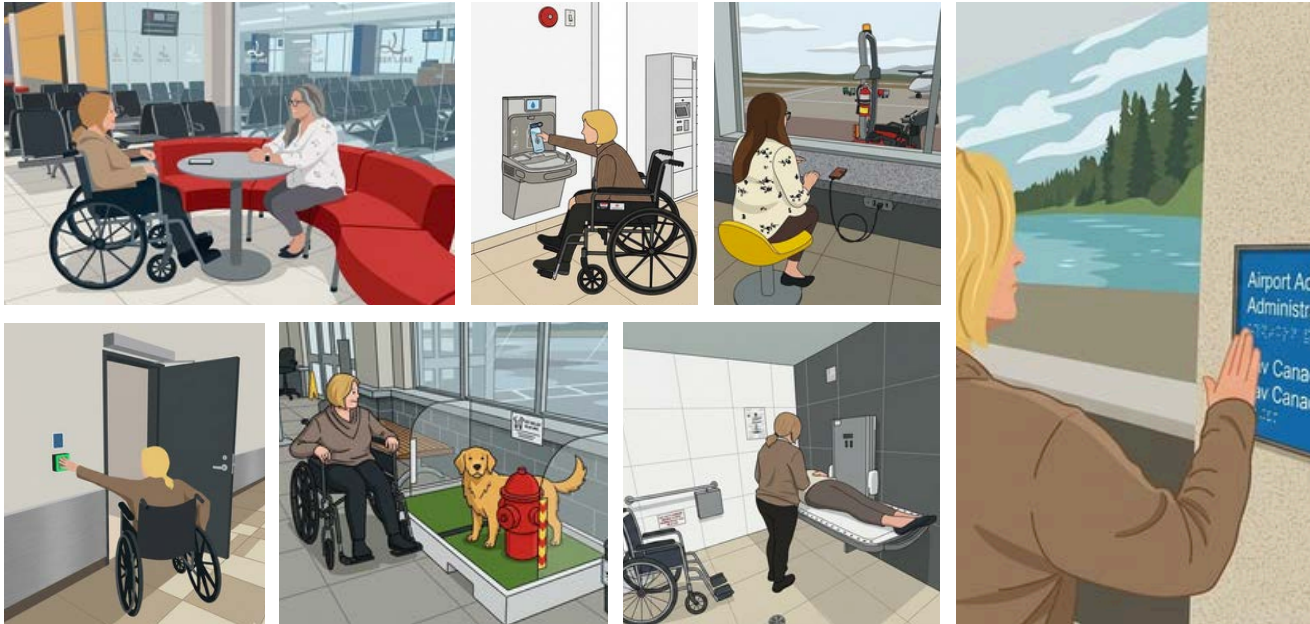
- Review the CODNL feedback report with a focus on transportation improvements.
- Review of accessible designated EV charging stations.
- Engage Guest Experience Council on accessible transportation suggestions.
- Public service road improvements and designated crosswalks with terminal expansion capital project.
- Improved commercial transportation curbside parking location and availability.
- Repair curbside conditions and surfaces.



BUILT ENVIRONMENT

YDF has prioritized accessibility in all recent capital investments, ensuring best and leading practices are incorporated into terminal and property enhancements. Over the past year, numerous projects have been initiated and evaluated with a focus on improving accessibility. All initiatives undergo thorough review, including onsite walkthroughs by advocates and individuals with disabilities to provide feedback and recommend ways to remove barriers.

DLRAA has delivered tangible improvements to physical accessibility across airport facilities. This includes targeted projects designed to enhance passenger experience and accessibility throughout the terminal.



ACHIEVED

- In August of 2025, DLRAA expanded and diversified terminal seating, introducing soft seating, adjustable tables to maneuver for mobile devices, and additional hard seating to accommodate varying mobility and comfort needs.
- Desk-style seating with stools and power outlets installed pre- and post-security, providing accessible options for eating, working, and device charging in August 2025.
- Upgraded six flight information display monitors with larger screens and lowered positioning to improve visibility for all passengers, including those with visual impairments.
- Added 17 new accessible parking spaces, with further expansion planned.
- Instituted weekly infrastructure inspections (doors, signage, elevators, washrooms, emergency equipment, emergency alarms, call buttons, accessible washroom stalls, seating placement, lighting, etc.) to ensure accessible provisions remain fully functional and available.
- Completed ergonomic assessments and adjustments for employee workstations.



- Diversified terminal seating in consultation with CodNL for optimal accessibility.
- DLRAA's terminal expansion capital project Planning Committee includes a member from the Accessibility Advocacy Community.
- In May of 2026, DLRA completed the reconstruction of public washroom facilities in the main concourse of the terminal, including accessible stalls. The upgraded space features five individual washrooms, including two fully barrier-free spaces —one equipped with an adult change table. DLRA also introduced an all-gender primary washroom with floor-to-ceiling stalls and a shared wash area. These larger stalls are designed with excess space in mind to accommodate travellers needing extra room for provisions or devices.

PROGRESS ELEMENTS

- Develop areas for future low-stimulation space, in consultation with the Autism Society of Newfoundland and Labrador (ASNL).
- Review placement and height of emergency and safety equipment to ensure accessibility by all users.
- Continue weekly infrastructure inspections (doors, signage, elevators, washrooms, emergency equipment, emergency alarms, call buttons, accessible washroom stalls, seating placement, lighting, etc.) to ensure accessible provisions remain fully functional and available.
- Ongoing collaboration with ASNL to develop other offerings for the neurodiverse community.
- Maintain ergonomical assessment of all workstations for new hires.
- Reviewing the provision of charging ports for mobility aid devices to ensure sufficient availability.

NEXT FOCUS

- Install visual/audio crosswalks connecting parking lots to the terminal building during the terminal expansion capital project.
- Evaluate charging ports for mobility aid devices.
- Review all public and employee entrances for accessibility during the terminal expansion capital project.
- Assessment of accessible sensory and breastfeeding rooms for passenger comfort.



PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

YDF adheres to the Canadian Transportation Agency accessibility related regulations. Its accessibility plan and progress reports are in accordance with the Canada Transportation Act 170(1) as well as the Accessible Canada Act (ACA).



As a federal transportation service provider, YDF is subject to the Accessible Transportation for Persons with Disabilities regulations (ATDPR) parts one and four:

Part One – Requirements Applicable for Transportation Service Providers

Part Four – Requirements Applicable to Terminal Operators

Our airport website continues to be 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, content conversion to audio, text magnifier to enlarge text and read out loud, simplify page to remove any distracting graphics, dictionary options for cognitive assistance, and more.



FEEDBACK 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 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.

Deer Lake Regional Airport Authority will acknowledge feedback in the same way it was received. The feedback shall be reviewed by DLRAA for nature and recorded in the Accessibility Log. It would then be assigned to the appropriate party who would assess and review for action and/or applicability. Action and/or investigation will take place, if necessary, and resolution be applied with communication back to User about DLRAA addressing feedback.

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.



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CONSULTATIONS

YDF is committed to enhancing accessibility by collaborating with the accessible community and its partners. Together, we aim to expand awareness, improve services for persons with disabilities, and support partner organizations in achieving their objectives. These partnerships provide valuable insights and opportunities to enhance DLRA facilities, inform leadership decisions, and advance the Accessibility Plan.

Over the past two years, YDF prioritized relationship-building and consultation, gathering feedback from experts and individuals with lived experience through various channels:

- Internal leadership reviews addressing accessibility in workplace, procurement, and infrastructure.
- Passenger Engagement Surveys were conducted in 2024, both online and in-person, including accessibility inquiries with the traveling public.
- Ground Transportation Surveys conducted in 2024, both online and in-person, with accessibility-focused questions with the travelling public.
- Public feedback on the ReachDeck accessibility tool for YDF's website; input on navigation and satisfaction informed improvements, with collaboration from the software provider to ensure seamless user experience.
- Accessibility review of the YDF terminal and parking facilities by the Coalition of Disabilities Newfoundland and Labrador (COD NL) in August 2024, resulting in a report with recommendations for physical and sensory enhancements.
- Through our Guest Experience Council, engagement with COD NL's Executive Director and a Navigator with the Autism Society provided guidance on infrastructure projects including washroom upgrades, accessible seating, and information screen placement.
- The Navigator with the Autism Society sits on DLRAA's terminal expansion capital project Planning Committee to provide input into the design and construction of the terminal expansion.
- Formalized partnership with the Autism Society of NL in March 2026.
- Autism Society of NL (ASNL) site visited in April 2026 to evaluate proposed low-stimulation space for travelers. This led to feedback and input which resulted in the order of low stimulation pods in May 2026, with an expected installation in the summer of 2026.
- Initiated the creation of a travel Social Story for YDF, with the intent to offer education and guidance through the travel process and help alleviate anxiety for the travelling public or neurodiverse. The



storybook was procured in May of 2026 with a schedule launch for June 2026. This launch will include introduction to YDF Sensory Kits.

- Continued engagement since 2024 to revitalize the GoodMaps navigation app, including a site visit and user-testing; improvements have been made and the app is nearing public launch in June 2026.
- Establish a Guest Experience Committee with accessibility representation, including YDF staff, tenants, stakeholders, and accessible community partners. The committee will meet bi-monthly to discuss accessibility updates, infrastructure improvements, and input on the Accessibility Plan.
- The Guest Experience Council met 7 times from July 2025 to May 2026.
- Initiated test flight consultation with Autism Society NL and airline partners.

CONSULTATION NEXT STEPS

- Further strengthen relationships and formalize support with accessibility community partners.
- Publicly invite feedback from the local region on the 2024-2026 Accessibility Plan.
- Continue engagement with external marketing agencies to improve social media communication for accessibility.
- Work with the accessible community to review and enhance terminal wayfinding.
- Have new offerings of programs and services vetted by the Accessibility Advisory Committee.
- Further opportunities to formally partner with accessible groups.
- Formally invite members of the disability community to DLRA's June 5th, 2026, Accessibility Initiatives Launch. Invitees include:
 - NL Health Services - Western Zone
 - Autism Society of NL
 - Canadian Council of the Blind
 - Canadian Federation of the Blind
 - Canadian National Institute for the Blind
 - Coalition of Persons with Disabilities NL
 - Sedler Community Employment Corporation
 - NL Down Syndrome Society
 - Easter Seals NL
 - Inclusions Canada NL
 - NL Association of the Deaf
 - Vera Perlin Society
 - Vision Loss Rehabilitation Canada
 - College of the North Atlantic Accessibility Department
 - Memorial University NL Student Accessibility Representative



APPENDIX A - 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 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.

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.”

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.



APPENDIX B - ACRONYMS

DLRAA - Deer Lake Regional Airport Authority

DLRA - Deer Lake Regional Airport

YDF - Deer Lake Regional Airport Authority & Airport Working Community

ACA - Accessible Canada Act

ICT - Information & Communication Technology

CAC - Canadian Airports Council

ATDPR - Accessible Transportation for Persons with Disabilities Regulations

CODNL - Coalition of Disabilities Newfoundland and Labrador

WCAG - Web Content Accessibility Guidelines

ASNL - Autism Society Newfoundland Labrador

DEI - Diversity, Equity & Inclusion

