



Region of Waterloo
INTERNATIONAL
AIRPORT

**Airport
Accessibility 2025 Progress Report**

Region of Waterloo International Airport
1-4881 Fountain Street North
Breslau, Ontario
N0B 1M0

May 2025

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General

Contact

The Manager, Regulatory Affairs and Administration oversees accessibility-related passenger requests and issues at the airport, and coordinates internally to ensure those requests are addressed. Feedback can be provided as identified below.

Feedback Process

The Region of Waterloo International Airport (YKF) invites feedback on the plan, or feedback on any barriers encountered during your journey. Feedback can be provided anonymously.

If you have any feedback associated with accessibility; wish to request an alternate format of the accessibility plan; or, want an alternate format of the description of the feedback process, please contact us directly as outlined below:

Email: regulatoryaffairs@regionofwaterloo.ca

Website: [Submit a Customer Feedback](#)

Phone: 519-575-4781 or Toll free 1-866-648-2256.

Deaf or Hard of Hearing (TTY): 519-575-4608.

If you would prefer to contact us in writing, please write to:

Region of Waterloo International Airport
1-4881 Fountain Street North
Breslau, Ontario, Canada
N0B 1M0

If you are at the Airport, you can visit us at our information desk located near the check-in area inside the main terminal building.

Please note that we will acknowledge receipt of feedback in the same way it was received, other than anonymous feedback.

2025 Progress

Information and Communication Technologies (ICT)

YKF uses digital tools and technology to help provide a barrier-free experience.

Goal	Status
Ensure that social media and the airport website continue to be updated with accessibility in mind, to ensure that we meaningfully engage with members of the community with a barrier-free approach.	<p>In Progress.</p> <p>The Region of Waterloo's Communications team ensures that social media and the airport website are accessible.</p> <p>Some members of the airport team will be taking new website training, which includes accessibility.</p> <p>The website is undergoing a redesign over the next year, and accessibility is being considered as part of it. Due to the redesign, this goal will be considered "in-progress" until the redesign is complete.</p> <p>Target completion: August 2026</p>
Partner with airlines to ensure adequate visual messaging is provided on video screens.	<p>In Progress.</p> <p>We have upgraded our gate information displays to allow for visual messaging. We are working with the airlines to finalize messaging</p> <p>Target completion: July 2025</p>
Investigate higher quality accessible parking payment options.	Target completion: November 2025
Investigate the deployment of hearing loops.	Completed.

	As a result of investigating hearing loops, we proceeded with a trial installation at three locations in the airport terminal building in March 2025.
Public announcements can be provided audibly, and the televisions screens/Flight Information Display System (FIDS) can provide a scrolling text banner to provide visual messages.	<p>In Progress.</p> <p>We have completed the upgrade to our public announcement system to allow for audio announcements throughout the airport terminal. The upgrade is completed to allow visual paging on our information displays, and we are in the process of finalizing messaging and training.</p> <p>Target completion: July 2025</p>

Communication, Other Than ICT

YKF has strategies to ensure respectful, accessible communications with persons with disabilities.

Goal	Status
Investigate deploying pre-recorded messaging in the terminal building.	<p>In Progress.</p> <p>We have completed the upgrade to our public announcement system to allow for audio announcements throughout the airport terminal and are investigating capability for pre-recorded messages to be installed.</p> <p>Target completion: December 2025</p>
Work with airlines to ensure proper voice communication techniques over public announcement systems.	<p>Completed.</p> <p>YKF installed a new microphone system, which was effective at eliminating feedback. The new system has addressed any issues with unclear verbal communication over the public announcement system and is considered to be effective.</p>

Procurement of Goods, Services, and Facilities

When procuring goods and implementing new services or opening new facilities, YKF ensures that the process remains respectful of and accessible to persons with disabilities.

Goal	Status
Monitor projects to ensure that the Region's accessible procurement guidelines are followed.	May 2027
Provide CAC Accessibility training to all personnel contracted by YKF (Security, custodial, vendors)	<p>In Progress.</p> <p>YKF is working to integrate contractors into our Learning Management System (LMS) in order to be assigned the training.</p> <p>This was launched in April 2025 and will roll out over the summer as it is integrated with the existing Restricted Area Identity Card (RAIC) process. YKF is working to accurately identify the target audience.</p> <p>Target completion: December 2025.</p>

Design and Delivery of Programs and Services

When designing and delivering new programs and services, YKF ensures that the process remains respectful and accessible to persons with disabilities.

Goal	Target Completion
Investigate incorporating therapy dog service.	<p>Completed.</p> <p>We reviewed and determined that the airport is not busy enough to warrant therapy dogs at this time. We will review this again as passenger volumes rise and we have more consistent passenger traffic.</p> <p>When requested, we encourage individuals and organizations to bring service animals to the airport for familiarity tours. This has rolled out as an ad hoc service, provided upon request. Most inquiries are for familiarization tours for groups or organizations that train dogs. We typically conduct these twice a year.</p>
Investigate implementing the Sunflower lanyard program.	<p>Completed.</p> <p>We have investigated the program and have chosen to defer implementation until more inquiries are received or demand from the public warrants roll out of the program by airport staff.</p> <p>We are aware that WestJet is part of the program.</p> <p>We continue to stay engaged with the Canadian Airports Council (CAC) Accessibility Committee and are monitoring implementation of the Sunflower lanyard program at other airports across the country.</p>

Transportation

YKF is committed to ensuring that transportation is accessible.

Goal	Status
Investigate 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;	<p>In Progress.</p> <p>The Rick Hansen Foundation was contracted to audit the airport and provided suggestions for the curbside environment. We are looking to incorporate suggestions regarding the curbside and exterior into the summer painting season.</p> <p>Target completion: September 2025.</p>
Designating pedestrian pathways between accessible parking stalls and lobby entrances using cross-hatching and colour contrasting for increased safety and easier wayfinding.	<p>In Progress.</p> <p>Implementation has begun. Operational challenges associated with slipperiness of paint are being worked through.</p> <p>A groundside redesign is being investigated, which could change or delay implementation.</p> <p>Target completion: September 2026.</p>
Explore the use of stop signs, paint markings, speed bumps and lighting to more clearly define passenger pathways and crossings from parking lots to the terminal.	<p>Completed.</p> <p>Installed stop signs.</p> <p>Installed temporary speed bumps for the summer season.</p>

Built Environment

The YKF Air Terminal Building was built to municipal, provincial, and national building code standards. Particular to accessibility, the terminal was designed to be compliant with the Accessibility for Ontarians with Disabilities Act (AODA) legislation, which was a precursor to the Federal legislation that is applicable to Transportation Service Providers (terminal building).

Goal	Status
Incorporate accessibility practices and principles into the optimization and redesign of any YKF buildings	In Progress. This goal is ongoing. Target completion: December 2026
Continue auditing YKF facilities for accessibility, prioritizing facilities with highest occupancy and public visitors.	Completed (2025 audit). External gap analysis conducted by Rick Hansen Foundation (RHF) in 2024. This external gap analysis is considered a completion of the initial audit of YKF facilities for accessibility. Our internal audit program is building on the suggestions from the external gap analysis/audit. This goal will continue to be updated annually.
Investigate the construction or provision of sensory areas or quiet spaces.	In Progress. This is an ongoing discussion with the Canadian Airports Council (CAC) Accessibility Committee. Target completion: December 2026

Provisions of CTA Accessibility-Related Regulations

The following regulations made by the CTA, apply to YKF:

[Accessible Canada Act \(ACA\)](#), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act, and Regulations under the ACA;

[Accessible Canada Regulations \(ACR\)](#) – Accessibility Plans;

[Accessible Transportation Planning and Reporting Regulations \(ATPRR\)](#) – Accessibility Plans;

[Canada Transportation Act \(CTA\)](#) PART V Transportation of Persons with Disabilities;

[Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#) Part 1 and Part 4 Divisions 1 and 2.

Feedback Information

We have not received any feedback via our website or in-person, and we are investigation more proactive means of engagement.

Consultation

YKF continues to engage with organizations from the community and throughout Canada that support those with disabilities, to better inform our day-to-day ability to meet the needs of travellers, and to help set realistic and meaningful goals.

Feedback from travellers was used to validate the measures already taken by YKF and to inform future goals.

CAC Accessibility Training received by all YKF staff incorporated consultation with people with lived experience, as well as instruction from those with lived experience, to ensure that the training was properly informed.

Goal	Target Completion
Pursue Rick Hansen Foundation Accessibility Certification	<p>In Progress.</p> <p>External audit conducted by the Rick Hansen Foundation (RHF) in 2024, with audit report provided at the end of the year. Based on the results of the audit, we are going through the adjudication process to confirm RHF Accessibility Certified Gold.</p> <p>This will be marked as complete once adjudication process has confirmed certified gold status.</p> <p>Target completion: June 2025.</p>
Invite the Grand River Accessibility Advisory Committee (GRAAC) to complete a peer review of Airport facilities	<p>In Progress.</p> <p>Based on feedback, we are pivoting to a different method of review.</p> <p>Target completion: July 2025</p>
Conduct an accessibility engagement survey on EngageWR	<p>In Progress.</p> <p>This action was deferred while we investigated engagement options,</p>

	<p>with specific support, but have decided to pivot and start the survey on our own.</p> <p>Target completion: August 2025</p>
Investigate opportunities to partner with accessibility focussed organizations	<p>In Progress.</p> <p>Investigation of opportunities continues, with a focus on local organizations.</p> <p>Target completion: September 2025</p>
Investigate implementing a Ready, Set, Fly program for passengers with physical and invisible disabilities	<p>Target completion: June 2026</p>