THUNDER BAY INTERNATIONAL AIRPORTS AUTHORITY INC.

2025 ACCESSIBILITY PROGRESS REPORT

Thunder Bay Airport

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GENERAL

The Thunder Bay International Airports Authority (TBIAA) has designated the Director of Facilities, Environment & Sustainability as the primary contact for receiving feedback. This is a change from the position listed in the 2024 Accessibility Plan and has been updated accordingly.

Alternate Formats

The public may request any of TBIAA's accessibility documents — including the Accessibility Plan, Progress Reports, and a description of the Feedback Process — in alternate formats. Alternate formats may include large print, accessible electronic files, audio formats, and braille. Requests can be made through any of the feedback channels listed below.

Phone: 1 (807) 473-2600
Online Feedback Form: YQT's Accessibility Feedback Form
Email: tj.ahvenniemi@tbairport.on.ca
Mailing Address: 100 Princess Street, Suite 340, Thunder Bay ON, P7E 6S2
Social Media: Facebook, X, Instagram and LinkedIn

EXECUTIVE SUMMARY

Thunder Bay Airport remains committed to fostering an inclusive and accessible travel environment for all passengers, including those with disabilities. In 2024, we introduced our Accessibility Plan with a clear focus on improving infrastructure, enhancing communication, delivering staff training, and strengthening engagement within our community. This 2025 Progress Report highlights the steps we've taken, the outcomes achieved, and our continued commitment to becoming a barrier-free airport.

Progress Highlights:

1. **Infrastructure Enhancements**
   Over the past year, significant upgrades have been made to key areas of the terminal. This includes the addition of a new accessible washroom within our Customs Pavilion, and the installation of new elevators that improve lighting and high-contrast controls, making them easier to use for individuals with visual impairments.

2. **Staff Training**
   All front-line staff and security personnel have now completed accessibility training, with a focus on inclusive customer service and the use of specialized mobility

assistance equipment. Refresher training is being integrated into our ongoing employee development program to maintain high service standards.

3. **Accessible Information and Communication**
   We are currently working on the accessibility of our digital platforms, including the airport website, which by the end of 2025, will meet the WCAG 2.1 Level AA compliance. Key documents are available in alternative formats such as large print upon request.

Ongoing Commitment:

Thunder Bay Airport continues to evaluate and improve its accessibility efforts. A framework for regular performance measurement is now in place, and we are using data and community insights to guide future initiatives. Upcoming priorities include further automation of accessible services, additional accessibility seating areas, a new public announcement (PA) system, installation of and continued collaboration with national accessibility partners.

Our work is far from complete, but our progress reflects a deep and ongoing commitment to ensuring all travelers move through Thunder Bay Airport with dignity, comfort, and ease. We thank our community partners, staff, and travelers for helping us shape a more accessible airport for everyone.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Thunder Bay Airport recognizes the importance of leveraging information and communication technologies (ICT) to enhance accessibility and improve the travel experience for all passengers, including those with disabilities. We are committed to implementing ICT solutions that facilitate communication, provide information in accessible formats, and empower passengers to navigate our facilities independently.

Thunder Bay Airport provides all up-to-date flight information, including flight cancellations and delays on its website. www.thunderbayairport.com. TBIAA is currently working with a new website developer to ensure we are compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. We look forward to launching this website later this year.

Information that is time sensitive that may impact your travel experience will be shared immediately onto our website and social media channels.

Thunder Bay Airport is dedicated to leveraging information and communication technologies to enhance accessibility and improve the travel experience for all passengers. By prioritizing accessible information delivery, digital accessibility, assistive technologies,

and employee training, we strive to ensure that individuals with disabilities can access information, communicate effectively, and navigate our facilities with confidence and independence. Through ongoing commitment to ICT accessibility, we aim to set a standard of excellence in providing inclusive and accessible airport experiences for travelers of all abilities.

As part of our continued efforts to enhance accessibility across the terminal, work is currently underway to implement a new public address (paging) system that will provide clearer, more consistent audio announcements throughout the terminal. The new system will be designed with accessibility in mind, helping ensure that critical information is communicated effectively to all travelers, including those with hearing impairments.

COMMUNICATION, OTHER THAN ICT

Thunder Bay Airport continues to offer information in a variety of accessible formats, including accessible electronic files, large print, audio formats, and braille, using clear and concise language to ensure understanding.

On our social media channels, The Thunder Bay Airport has begun implementing the use of alternative text descriptions for images across its social media channels, including Facebook, and Instagram. This effort is part of the airport's ongoing commitment to enhancing accessibility for all users, especially those using screen readers or other assistive technologies. Continued efforts will ensure all images posted on social media are accompanied by appropriate alternative text, providing clearer content for users with visual impairments.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

This year, accessibility was added to our master purchasing policy guidance manual. It was reviewed by the Accessibility Specialist and other members within the organization. The following is our statement on accessibility:

Thunder Bay Airport is committed to promoting accessibility in all its operations. All procurement activities will prioritize accessibility to ensure that goods, services, and facilities acquired meet the highest standards of inclusivity and are usable by all individuals, including those with disabilities.

- **Inclusivity:** All procurement processes must consider the needs of individuals with disabilities and aim to provide solutions that are accessible to all.

- **Compliance:** All procurement activities must comply with relevant local, provincial, and federal accessibility regulations and standards, including the Accessibility for Ontarians with Disabilities Act (AODA).
- **Accessibility Criteria:** Include specific accessibility criteria in all procurement documents, such as requests for proposals (RFPs), tenders, and contracts. These criteria should cover:
  - Accessible design and usability of goods
  - Inclusive service delivery
  - Barrier-free facilities and infrastructure

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Designing and delivering programs and services for Thunder Bay Airport's accessibility plan involves creating initiatives tailored to meet the diverse needs of passengers with disabilities. The goal is to ensure that all individuals, regardless of their abilities, can navigate the airport safely, comfortably, and independently.

To begin, the airport has conducted a thorough assessment of its current programs and services to identify any barriers to accessibility. This assessment included evaluating passenger assistance services, information provision, communication methods, and staff training.

Based on the assessment findings, the airport continues to implement a comprehensive plan to address accessibility gaps and enhance the overall passenger experience. Key 2025 initiatives and updates include:

1. **Training Programs**
   In 2024, Thunder Bay Airport successfully launched and deployed training in compliance with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). This training was developed in consultation with the Canadian Airports Council and includes:

   - The role of the Canadian Transportation Agency (CTA) and ATPDR
   - Types of assistive devices
   - Assistance and interaction with the public, including curbside and check-in support
   - Service dogs and support persons
   - Handling mobility aids and equipment
   - Use of respectful and inclusive language (Language of Dignity)

These programs ensure that all frontline and management staff are equipped to serve passengers with disabilities knowledgeably and compassionately.

2. **Accessible Information**
   The airport is committed to making all information — including signage, announcements, and online content — available in accessible formats such as braille, large print, and digital displays.

3. **Assistance Services**
   Personalized assistance services remain a core offering, including wheelchair services, escort assistance, and help with baggage handling.

4. **Facility Design**
   The airport incorporates universal design principles in all facility upgrades and improvements, ensuring that features like accessible parking, restrooms, seating areas, and pathways meet or exceed standards.

5. **Collaboration with Canadian National Institute for the Blind**
   In 2025, Thunder Bay Airport met with the Canadian National Institute for the Blind (CNIB) to conduct an accessibility audit of the terminal. This partnership will inform future improvements and ensure the airport environment supports passengers with vision loss and other disabilities.

6. **Collaboration with St. John Ambulance Therapy Dog Program**

   Thunder Bay Airport continued its valued collaboration with the St. John Ambulance Therapy Dog Program, offering comfort and emotional support to anxious or stressed travelers. These specially trained therapy dogs and their volunteer handlers provide a calming presence in the terminal, helping to ease travel-related anxiety and create a more welcoming, relaxed environment for passengers of all ages. This ongoing initiative reflects our commitment to passenger well-being and enhances the overall travel experience by recognizing and addressing the emotional needs of our airport community.

Additionally, the airport is preparing to launch the Hidden Disabilities Sunflower Program — a globally recognized initiative that discreetly indicates when a passenger may require additional support, understanding, or time. This program will foster greater awareness among staff and fellow travelers and promote a more inclusive travel experience.

7. **Continuous Improvement**
   Thunder Bay Airport maintains its commitment to ongoing evaluation and improvement of accessibility programs and services. Feedback from passengers,

staff, and partner organizations is continuously reviewed to inform policy and operational enhancements.

Throughout the design and delivery process, the airport continues to prioritize inclusivity, dignity, and respect for all passengers, ensuring that individuals with disabilities have equal access to the airport's facilities, services, and amenities.

TRANSPORTATION

Thunder Bay Airport serves as a vital transportation hub for the region. In addition to ensuring accessibility within the terminal, Thunder Bay Airport prioritizes accessibility in transportation to and from the airport.

1. **Public Transit:** The airport collaborates with the City of Thunder Bay public transit authorities to ensure that bus routes serving the airport are accessible to individuals with disabilities, including wheelchair ramps and priority seating.

2. **Accessible Parking and Drop-Off:** Designated accessible parking spaces and passenger drop-off areas are provided near terminal entrances, offering convenience and ease of access for travelers with disabilities.

3. **Taxi, Ride-Sharing Services & Hotel Shuttles:** The airport works with taxi and ride-sharing companies to ensure that accessible vehicles are available for passengers requiring wheelchair-accessible transportation.

4. **Rental Cars:** The airport works collaboratively with all rental vehicle operators on airport to ensure they offer accessible services or products.

For all companies that have a contract with the Thunder Bay Airport, they are subject to our training program that complies with the ATPDRs.

BUILT ENVIRONMENT

Thunder Bay Airport is committed to providing an accessible built environment that ensures all passengers, including those with disabilities, can navigate our facilities safely, comfortably, and independently. We recognize that the physical design of our airport plays a critical role in facilitating accessibility and are dedicated to continually improving our infrastructure to meet the diverse needs of our travelers.

Key Objectives:

1. **Universal Design:** Thunder Bay Airport continues to embrace universal design principles, ensuring our facilities are usable by individuals of all ages and abilities without the need for adaptation or specialized features.

2. **Compliance with Accessibility Standards:** We remain committed to meeting and exceeding the requirements set out in the Accessibility for Ontarians with Disabilities Act (AODA) and the Canadian Standards Association (CSA) B651 Accessibility Standard for Buildings.

3. **Continuous Improvement:** Accessibility is an evolving process. We are dedicated to ongoing evaluations and enhancements of our built environment to address emerging needs and leverage new technologies.

4. **Collaboration and Engagement:** We continue to engage with passengers with disabilities, disability advocacy organizations, and other key stakeholders to identify barriers and improve accessibility. Feedback from these engagements informs our infrastructure planning and prioritization.

Key Features and 2025 Initiatives:

1. **Accessible Parking:** As part of our 2025-26 parking lot expansion project, Thunder Bay Airport is increasing the number of designated accessible parking spaces. These new spaces will feature enhanced signage, generous access aisles, and proximity to terminal entrances. All accessible parking areas continue to include curbside assistance information posted on-site for passengers requiring support.

2. **Accessible Entrances:** All terminal entrances remain equipped with automatic doors and barrier-free access to accommodate passengers using mobility aids, service animals, or strollers.

3. **Wayfinding and Signage:** We continue to invest in high-contrast, tactile, and large-font signage to support passengers with visual impairments in navigating the terminal with confidence.

4. **Accessible Restrooms:** In 2025, we introduced an additional barrier-free washroom located within the Customs Pavilion, offering improved access for international travelers. This facility complements our existing accessible washrooms located throughout the terminal, all of which feature spacious layouts, grab bars, accessible fixtures, and braille signage.

5. **Assistive Technology:** Visual paging systems and other assistive technologies remain available in key areas of the terminal, with further enhancements being explored as part of our digital wayfinding and communication strategies.

6. **Service Animal Relief Areas:** Designated outdoor and indoor service animal relief areas continue to provide accessible, well-maintained spaces for travelers accompanied by service animals.

Future Directions:

Thunder Bay Airport remains committed to ongoing improvements in accessibility and has identified the following future initiatives:

- Expanding the availability of accessible seating areas throughout the terminal.

- Exploring the introduction of digital wayfinding tools, including interactive terminal maps and mobile apps.

- Enhancing accessibility within the check-in counter and retail areas, including installation of lowered counters and accessible seating options.

- Integrating accessibility feedback into all future planning for terminal upgrades and capital projects.

Through our ongoing investments, Thunder Bay Airport continues to prioritize an inclusive, barrier-free travel environment that reflects our commitment to accessibility, dignity, and equal opportunity for all passengers. We are proud to set a strong example for accessible infrastructure within Canadian aviation.

EMPLOYMENT

Thunder Bay Airport recognizes the importance of fostering an inclusive workplace environment where individuals of all abilities are valued and provided with equal opportunities for employment. Our commitment to accessibility extends beyond our facilities and services to include our workforce, where diversity and inclusion are celebrated. The following policies are currently implemented to address potential systemic barriers to equal access:

- Equal Employment Opportunity
- Anti-Discrimination and Harassment Policy
- Employee & Family Assistance Program
- Commitment to Development & Shared Responsibility
- Occupational Health & Safety (OH&S) Policy

FEEDBACK INFORMATION

Following the publication of our initial Accessibility Plan, TBIAAI received feedback from the Canadian Transportation Agency (CTA) on November 8, 2024, outlining four specific areas for correction.

These included the absence of a "General" heading in the plan and the associated information required under that section; the omission of a statement allowing for anonymous feedback; the need to more clearly label the document as both an accessibility plan, and a feedback process; and a missed notification to the Agency upon publication of the feedback process.

All suggested corrective measures were implemented and resolved as of November 25, 2024. The plan now includes the required "General" heading with clear contact information and feedback mechanisms, including options for anonymous feedback and requests for alternate formats. The document title was updated to reflect that it encompasses both the accessibility plan and feedback process, and proper notification was provided to the CTA.

Since these updates, no additional feedback has been received from the public or the Agency.

CONSULTATIONS

As part of our commitment to continuous improvement and inclusive design, Thunder Bay Airport undertook several key consultation initiatives throughout the 2024–2025 to inform and enhance our Accessibility Plan.

We collaborated with the Canadian National Institute for the Blind (CNIB), who conducted a comprehensive accessibility audit of our terminal building. Their insights provided valuable recommendations to improve navigation and overall accessibility for passengers with visual impairments and using mobility aids.

Additionally, we launched a passenger satisfaction survey aimed at capturing broader feedback on accessibility-related services and experiences within the airport. The responses received were overwhelmingly positive, with many passengers expressing satisfaction with the support services, signage, and overall ease of access throughout the terminal. These consultations continue to guide our efforts in creating a barrier-free and welcoming environment for all travelers.

ACCESSIBILITY PLAN 2024-2027

Thunder Bay Airport remains committed to ensuring that all passengers, including those with disabilities, have a positive and inclusive travel experience. This accessibility plan outlines our strategic approach to enhancing accessibility across our facilities, services and operations from 2024 to 2027.

Objectives:

- Improve physical accessibility throughout the air terminal building.

- Enhance service delivery to support passengers with disabilities.

- Ensure effective communication and information accessibility.

- Foster an inclusive culture through training and awareness programs.

Strategic Priorities:

3.1 Physical Accessibility

Facility Upgrades

- By the end of 2024, new elevators will be installed which will feature improved lighting and high-contrast controls, making them easier to use for individuals with visual impairments.

Update: Thunder Bay Airport has made progress on the installation of new elevators designed to enhance usability for individuals with visual impairments. By the end of 2024, we successfully installed two of the four planned elevators within our terminal. While we originally anticipated completing all installations by the end of 2024, delays have occurred due to limited contractor availability and unforeseen challenges related to the integration of new elevator technologies. We remain committed to completing the remaining installations as soon as possible.

Expansion and New Constructions

- By the end of 2027, two new accessible washrooms will be added to our terminal building. These modern facilities are designed to accommodate the needs of all passengers, including those with disabilities or mobility challenges. Features include spacious layouts, grab bars, and other accessibility aids to ensure comfort and convenience.

Update: One barrier free washroom has been installed within our Customs Pavilion area, accommodating those passengers that are arriving from international flights.

Service Delivery

- By the end of 2024, new training that complies with the ATPDR will be rolled out to the Thunder Bay Airport staff and respective stakeholders. This training focuses on assisting passengers with various disabilities.

Update: Complete. The new training in collaboration with Canadian Airports Council (CAC) has been rolled out to our front facing staff along with our respective stakeholders. Follow up emails are sent bi-annually to ensure training is up to date for all staff.

- By the end of 2024, our new procurement policy will be in place which will focus on inclusivity and consider the needs of individuals with disabilities and aim to provide solutions that are accessible to all. We will include specific accessibility criteria within our RFPs, tenders and contracts.

Update: Complete. Our new procurement policy was launched April 23, 2025, and addresses inclusivity and considers the needs of individuals with disabilities.

Communication and Information

- By 2025, TBIA will upgrade the airport website to ensure it meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards.

Update: Ongoing. TBIA is currently working with a new web developer to deliver a new website to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards. Work is expected to be fully completed and rolled out by Fall of 2025.