

THUNDER BAY INTERNATIONAL AIRPORTS AUTHORITY INC.

2026 ACCESSIBILITY PROGRESS REPORT



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PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS (PROVISION 12(1)(B) OF THE ATPRR)

The Thunder Bay International Airports Authority (TBIAA) is subject to the Accessible Canada Act and the Accessible Transportation for Persons with Disabilities Regulations, under the authority of the Canadian Transportation Agency. In accordance with the requirements of the ACA and the ATPRR, this progress report addresses each element required under subsections 60(1) and 62(5) of the ACA (e.g., identification, removal and prevention of barriers; performance measures; feedback process).

GENERAL

The 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@flyqt.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 2026 Progress Report highlights the steps we've taken, the outcomes achieved, and our continued commitment to becoming a barrier-free airport.

Progress Highlights:

Since the publication of the 2025 Accessibility Progress Report, Thunder Bay Airport has continued to advance accessibility across its facilities, services, and passenger-facing infrastructure. Key progress in 2026 includes the full development and rollout of the Hidden Disabilities Sunflower Program within the Air Terminal Building, launch of a new bilingual website that is compliant with WCAG 2.1 Level AA, and continued progress on terminal modernization projects that incorporate accessibility into design and operations.

Accessibility considerations have been integrated into several current and upcoming capital improvements. A final passenger elevator upgrade began on June 2, 2026. New main floor check-in counters were designed with accessibility in mind, including lower front-facing counter surfaces to better support passengers using wheelchairs or requiring a more accessible service point. Similarly, the new gift shop constructed as part of the broader pre-board screening area expansion includes accessible millwork at the point-of-sale/payment area.

Thunder Bay Airport also marked its first ever Accessibility Week in 2026, which included consultation and engagement activities focused on improving awareness and understanding of the accessible travel experience at YQT. As part of this initiative, the airport hosted a mock travel day that welcomed participants who may experience mobility, vision, or hearing loss, as well as those interested in learning more about the airport experience and available accessibility features.

Looking ahead, the expanded pre-board screening area currently under construction will include a dedicated non-passenger / family / accessible queue to better accommodate passengers requiring additional support or priority processing. Later in 2026, new car rental kiosks are also expected to be installed using the same accessible design approach as the new check-in counters.

Thunder Bay Airport remains committed to continuous improvement and to ensuring that all passengers can travel through the airport with dignity, comfort, and ease.

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 up-to-date flight information, including delays and cancellations, through its website and digital communication channels. Since the 2025 Accessibility Progress Report, TBIAA has launched its new website in both of Canada's official languages, English and French. The new website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, improving access to airport information and digital services for a broader range of users.

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 will continue to review and improve the accessibility of its digital platforms over time as part of its broader commitment to accessible communication and information delivery.

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.

Since the 2025 Accessibility Progress Report, Thunder Bay Airport has fully developed and rolled out the Hidden Disabilities Sunflower Program within the Air Terminal Building as part of its broader commitment to accessible and inclusive passenger support.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Thunder Bay Airport continues to apply its accessibility procurement requirements across purchasing activities and capital planning to ensure accessibility considerations are incorporated into the acquisition of goods, services, and facilities.

Accessibility has been incorporated into Thunder Bay Airport's master purchasing policy guidance manual and continues to inform procurement activities across 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

Thunder Bay Airport continues to design and deliver programs and services with accessibility in mind so that passengers of all abilities can navigate the airport safely, comfortably, and independently. Based on ongoing review of passenger assistance services, communication methods, staff training, and facility design, the airport continues to implement measures that improve accessibility and support an inclusive passenger experience. Key areas of progress are outlined below:

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.

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. In 2026, this commitment was further supported by the launch of TBIAA's new website in both English and French in compliance with WCAG 2.1 Level AA, improving access to airport information and digital services for a broader range of users.

Assistance Services

Personalized assistance services remain a core offering, including wheelchair services, escort assistance, and help with baggage handling. In 2026, Thunder Bay Airport also fully developed and rolled out the Hidden Disabilities Sunflower Program within the Air Terminal Building to help discreetly identify passengers who may require additional support, understanding, or time while travelling.

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. Since the 2025 report, accessibility has continued to be incorporated into passenger-facing infrastructure and service design. New main floor check-in counters were designed with accessibility in mind, including lower front-facing surfaces that allow for more comfortable interaction by passengers using wheelchairs or other mobility devices. In addition, the expanded pre-board screening area currently under construction will include a dedicated non-passenger / family / accessible queue to better support passengers requiring priority access or additional assistance through screening.

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 has informed and will continue to inform future improvements and ensure the airport environment supports passengers with vision loss and other disabilities.

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.

Community Engagement and Awareness

In 2026, Thunder Bay Airport also held its first ever Accessibility Week, which created new opportunities to engage with passengers, community members, and accessibility partners on the airport experience. As part of Accessibility Week, the airport hosted a mock travel day that invited participants who may experience mobility, vision, or hearing loss, along with others interested in learning more about accessible air travel, to better understand the passenger journey and the accessibility features available at YQT.

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 and continues to support accessible transportation options to and from the terminal through coordination with transit providers, contracted transportation partners, and on-site operators.

- **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.
- **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.
- **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.

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

All transportation companies contracted with the Thunder Bay Airport are subject to our training program, compliant 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:

- **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.
- **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.
- **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.
- **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 2026 Initiatives:

- **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.

- **Accessible Entrances:** All terminal entrances remain equipped with automatic doors and barrier-free access to accommodate passengers using mobility aids, service animals, or strollers.
- **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.
- **Accessible Restrooms:** One additional barrier-free washroom was completed in the Customs Pavilion and remains the only accessible washroom addition delivered since adoption of the 2024–2027 Accessibility Plan. At this time, no further accessible washroom additions are planned.
- **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.
- **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.

Since the 2025 report, Thunder Bay Airport has continued to integrate accessibility into ongoing terminal improvement projects. A final passenger elevator upgrade began on June 2, 2026, as part of the airport's continued elevator modernization work. The new gift shop constructed as part of the broader pre-board screening area upgrade includes accessible millwork at the point-of-sale/payment area to better support customers using wheelchairs. Later in 2026, new car rental kiosks are expected to be installed using a similar accessible design approach, with lower transaction surfaces intended to improve usability and comfort.

Ongoing and Upcoming Accessibility Improvements:

Thunder Bay Airport will continue incorporating accessibility into all major terminal upgrades and capital projects. Current and upcoming work includes accessible passenger processing within the expanded pre-board screening area, continued elevator modernization, and accessible design integration into future passenger-facing millwork and service counters.

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

Thunder Bay Airport continues to promote and maintain accessible channels for feedback and is committed to taking a proactive approach to solicit input from travelers and staff regarding accessibility barriers and improvements.

Since publication of the 2025 Accessibility Progress Report, no accessibility feedback has been received from employees, passengers, or members of the public. Thunder Bay Airport continues to maintain accessible channels for feedback and remains committed to reviewing and responding to any feedback received in future reporting periods.

CONSULTATIONS

As part of its commitment to continuous improvement and inclusive design, Thunder Bay Airport continued to undertake consultation and engagement activities to inform and enhance its Accessibility Plan.

In 2025, Thunder Bay Airport collaborated with the Canadian National Institute for the Blind (CNIB), who conducted a comprehensive accessibility audit of the terminal building. Their insights provided valuable recommendations to improve navigation and overall accessibility for passengers with visual impairments and for those using mobility aids.

In 2026, Thunder Bay Airport also worked with a blogger whose content focuses on travelling with autistic children to support the rollout of the Hidden Disabilities

Sunflower Program at YQT. This collaboration helped inform how the program was introduced and communicated within the terminal environment.

The same collaborator also supported Thunder Bay Airport during its first ever Accessibility Week in 2026. As part of that week, the airport hosted a mock travel day that welcomed participants who may experience mobility, vision, or hearing loss, as well as anyone interested in learning more about the airport experience and the accessible features available at YQT. These activities provided valuable insight into the passenger experience and helped strengthen awareness of accessibility needs within the airport environment.

Additionally, Thunder Bay Airport 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.

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 completed three of the four planned elevator upgrades by the end of 2025. Following earlier delays related to contractor availability and integration challenges, the final passenger elevator upgrade began on June 2, 2026. Elevator modernization therefore remains ongoing.

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 was installed within the Customs Pavilion area to support passengers arriving on international flights. No further accessible washroom additions are planned at this time.

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: Complete. TBIAA's new website has gone live in both English and French and is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, improving access to airport information and digital services for a broader range of users. TBIAA will continue to review and improve website accessibility on an ongoing basis.