



**Greater Moncton
International Airport
Authority (GMIAA)**
Accessibility Plan – Progress Report
June 1, 2026

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Introduction

At the Greater Moncton International Airport Authority (GMIAA), we are committed to identifying, removing, and preventing barriers to accessibility, while fostering an inclusive and welcoming air terminal environment for persons of all abilities. Accessibility is a core part of how we design, operate, and continuously improve our services and facilities. As part of this commitment, the airport offers a range of accessibility features, including participation in the Sunflower Program to support travellers with non-visible disabilities, a dedicated Quiet Room for those who may need a calm and low-sensory space, and a gender-neutral accessible washroom to ensure comfort and inclusivity for all passengers.

In June 2024, GMIAA published its inaugural Accessibility Plan, followed by a Progress Report in June 2025. These documents outline the accessibility features, priorities, and actions identified through meaningful consultation with members of our community, including persons with disabilities and advocacy organizations, as well as in alignment with applicable legislation and regulations.

As part of our obligations under the Accessible Canada Act (ACA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), GMIAA has prepared this current Accessibility Plan Progress Report. This report highlights the steps we have taken to date, the progress achieved, and the areas where continued focus is required as we work toward a more accessible and barrier-free airport experience.

Our efforts have been recognized nationally. In 2024, GMIAA achieved recertification through the Rick Hansen Foundation, reflecting our commitment to maintaining high standards of accessibility within our facilities. In addition, we continue to invest in education and awareness by providing annual accessibility training for both staff and airport tenants in partnership with Ability NB. These training initiatives help ensure that accessibility is not only built into our infrastructure but also embedded in our culture and day-to-day interactions.

We also actively promote the airport's accessibility features through our digital and social media channels, helping to raise awareness, inform travellers, and reinforce the importance of inclusive travel. Together, these initiatives demonstrate GMIAA's dedication to enhancing the passenger experience for everyone while fostering a culture of respect, dignity, and inclusion across our airport community.

The development of this Progress Report was informed through ongoing engagement with community members and accessibility organizations, including feedback gathered through a targeted survey. Their input has been instrumental in shaping our approach and ensuring that our actions are responsive to real-world needs and experiences. This report provides an update on the outcomes of each accessibility initiative and outlines the progress made toward our goals.

This Progress Report, and the commitments outlined within it, reflect GMIAA's continued dedication to improving accessibility, advancing compliance, and contributing to a barrier-free air travel experience for all.

General

Feedback Process

As we continue to implement our Accessibility Plan and advance the actions outlined in this Progress Report, we remain committed to welcoming and actively seeking feedback from all members of the public. GMIAA has established multiple, accessible channels to ensure input can be received, reviewed, and acted upon effectively.

For the development of this Progress Report, we published a public survey focused on our accessibility goals to gather feedback from the general public. In addition, we also consulted with organizations that provide services and support to individuals with accessibility needs, ensuring that a broad range of perspectives and lived experiences were considered in shaping this update.

This Accessibility Plan Progress Report, along with additional information about airport accessibility services—including an online accessibility feedback form—is available on our website at: <https://cyqm.ca/services/accessibility/>

To ensure information is available to everyone, alternate formats of our Accessibility Plan, Feedback Process, and Progress Report can be requested, including:

- Print or large print
- Electronic format
- Audio format
- Braille

Requests for alternate formats, as well as accessibility feedback, can be directed to Susy Campos, Director of Commercial Development.

Mailing Address

Director, Commercial Development
Greater Moncton International Airport Authority
12-777 Aviation Avenue
Dieppe, NB
E1A 7Z5

Email

accessibility@cyqm.ca

Phone

For general accessibility feedback, inquiries, accommodation requests, and alternate format requests (Monday to Friday, 8:00 a.m. to 4:00 p.m. AST):
1-506-856-5444, extension 6

The accessibility feedback process is also published on our website and includes information on how to submit feedback anonymously, how feedback is acknowledged, and how it is used to support ongoing improvements to accessibility at the airport.

Publication of the Progress Report

This Progress Report is published on the GMIAA website in a format that meets the requirements of Level 2.1 AA conformance that are set out in the Web Content Accessibility Guidelines (WCAG)

This Progress Report is also available to any person who requests it in the following alternative formats:

- print;
- large print;
- braille;
- audio format; or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

A person may request an alternate format through any of the contact options listed on the “Contact Us” page on the GMIAA website as well as any contact options provided in this Progress Report.

We will meet the following timelines for providing the requested alternate formats:

- braille and audio format: 20 days after the request is received; and
- any other format: 15 days after the request is received.

Upon request for an alternative format, we will make every effort to clarify with the person requesting it what they specifically require regarding font size, text style, etc.

2024–2027 Accessibility Plan

In developing the 2024–2027 Accessibility Plan, airport staff engaged with community members, persons with disabilities, and organizations that provide accessibility services to better understand how the airport can enhance accessibility for all. This collaborative consultation informed the establishment of our accessibility goals, with a focus on the following priority areas:

- Information and Communication Technologies (ICT)
- Information and Communication (Non-ICT)
- Procurement of Goods, Services, and Facilities
- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Training

The following pages provide an overview of the progress made in each of these areas.

Information & Communication Technologies (ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in information and communication technologies were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for information and communication technologies.

#	Accessibility Goal	Timeline	Status
1	Create an internal folder to post accessibility resources, to ensure that all Airport employees have access to information on how to create content in accessible formats (for example, accessible Word, PowerPoint, and PDF documents).	Oct 2024	Complete A shared folder was created, and its location was communicated to all employees to ensure easy access.
2	Publish the Airport Accessibility Plan online, ensuring that each version meets the Web Content Accessibility Guidelines (WCAG) 2.1 AA-level success criteria (or the most recent version of WCAG that is available in both English and French).	June 2024	Complete The Airport Accessibility Plan is published online, and a progress report is issued each June.
3	Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA- level success criteria (or the most recent version of WCAG that is available in both English and French).	Annually in January	Complete The website undergoes an annual accessibility audit each January, with results confirming that the GMIAA website meets accessibility standards.
4	Provide resources to ensure that customer-facing airport employees are aware of the process to respond to public requests for information in an alternate format.	Sep 2026	In Progress A draft standard operating procedure has been developed and will be finalized shortly, along with a communication plan for airport employees.
5	Ensure that new employee and customer software purchases include	Ongoing	Ongoing All new software purchases

	accessibility requirements and apply where possible, ensuring accommodation procedures are in place to provide similar access where software accessibility is not possible.		are reviewed for accessibility compatibility. Where accessibility limitations are identified, accommodation procedures are implemented to ensure comparable access for employees and customers.
6	Ensure that closed captioning is available in public information videos posted online, in the languages used in original content.	Sept 2024	Complete Closed captioning is provided for public information videos posted online.
7	Ensure that alt-text on images is available in public content posted online, in the languages used in original content.	Sept 2024	Complete Alt-text is available on images posted.
8	Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	Nov 2026	In Progress The public address system is currently under review, with consideration being given to the potential purchase of a new system.
9	Update the accessibility page on the YQM website to include direct links to airline partner's accessibility information.	June 2024	Complete The website has been updated to include accessibility information provided by our airline partners.

Information and Communication (Other ICT)

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in communication (other than information and communication technologies) were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for communication (other than information and communication technologies).

#	Accessibility Goal	Timeline	Status
10	Ensure that the Airport Statement of Commitment to Accessibility is shared broadly within the organization and made available to the public.	June 2024	Completed Statement is posted on our public website.
11	Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.	Oct 2024	In progress A new evacuation plan was created and made available to staff. Condensed plan is being drafted to make available to the public.
12	Review current emergency, safety, and evacuation information available on-site and develop a plan to improve access where barriers are identified.	Oct 2024	Completed An accessibility plan was added to the evacuation procedures.
13	Review the Airport Accessibility Plan and status of accessibility goals annually.	Ongoing	Ongoing Plan and goals were reviewed with staff.
14	Update the airport Accessibility Plan a minimum of every three years and notify the ACA and ATPDR regulators when updated accessibility plans are published.	June 2024	Completed Initial plan and feedback process was created in 2024. New plan to be developed in 2028.
15	Provide ACA and ATPDR progress reports based on stated deadlines in the ACA and notify the ACA and ATPDR regulators when updated accessibility progress reports are published.	Ongoing	Ongoing Annual progress reports will be completed as per regulations and provided to ACA and ATPDR regulators by May 30 of each year.
16	Increase marketing and promotion efforts to help raise awareness of accessible services, features, and facilities available at the Airport.	Ongoing	Ongoing Marketing and promotional efforts are ongoing throughout the year.

Procurement of Goods, Services, and Facilities

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in procurement of goods, services and facilities were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for procurement of goods, services and facilities.

#	Accessibility Goal	Timeline	Status
17	<p>Review legal agreements regarding procurement of accessible goods, services, and facilities.</p> <p>Ensure clear wording and procedures related to accessibility requirements are in legal agreements. (For example, ensure specific accessibility requirements are included in RFPs and agreements with third-party vendors, such as WCAG 2.1 AA for digital information; building code and built environment standards; accessibility standards for kiosks; provincial accessibility and human rights training for local employees.)</p>	March 2026	<p>Completed</p> <p>As of March 2026, any legal agreements renewed have been amended for accessibility requirements.</p>
18	<p>Ensure managers and RFP developers and assessors understand how to describe and assess accessibility requirements related to procurement of goods, services, and facilities.</p>	In Progress	<p>Ongoing</p> <p>We are currently working to ensure that managers, RFP developers, and assessors have the guidance and tools needed to consistently describe and assess accessibility requirements in the procurement of goods, services, and facilities.</p>
19	<p>Monitor third-party vendors to ensure they are meeting their commitments to provide accessible services.</p> <p>Review specific commitments to accessibility prior to making initial agreements, prior to contract renewals, and through occasional random service checks (for example, are hand-held controls and adaptive driving devices available at Airport car rental vendors).</p>	August 2024	<p>Completed</p> <p>Third-party vendors are being monitored, and future vendors will be required to commit to improving accessibility</p>

Design and Delivery of Programs and Services

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in design and delivery of programs and services were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for design and delivery of programs and services.

#	Accessibility Goal	Timeline	Status
20	Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.	Ongoing	Ongoing During National AccessAbility Week, GMIAA is proud to highlight its ongoing commitment to creating an inclusive and accessible environment for all. Throughout the week, the airport promotes its accessible features across social media to increase awareness about the importance of accessibility.
21	Create an Airport Accessibility Policy to document our accessibility commitment and describe how to access Airport accessibility services, procedures, and facilities. Publish and maintain the Accessibility Policy on the Airport Accessibility page and share with Airport employees, tenants, and vendors.	Aug 2024	Completed An Accessibility policy has been created and shared with employees and the public via our website.
22	Ensure that the Airport website's Accessibility page (and other online content, where appropriate) is updated regularly to include current, accurate information.	Ongoing	Ongoing The website is reviewed annually to ensure that all accessibility information remains current and accurate.

23	Ensure that accessibility is incorporated into broader airport goals and plans, including strategic plans and workplans.	Ongoing	Ongoing GMIAA completed a Strategic Plan refresh in 2025. Accessibility and Diversity, Equity, Inclusion and Belonging initiatives were incorporated in the new plan.
24	Promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program (or similar method for travelers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport).	Sept 2024	Complete The Sunflower Program was implemented at GMIAA in 2024, allowing site users to self-identify as having a non-visible disability. Training for this program was provided for staff and volunteers. The program is promoted throughout the year in social media.

Transportation

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in transportation were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for transportation.

#	Accessibility Goal	Timeline	Status
25	Current contracts with transportation providers are reviewed to ensure they are equipped and prepared to provide services to individuals with disabilities.	Oct 2024	Completed All contracts have been reviewed to ensure compliance.
26	Provide additional training and resources to airport employees, volunteers, tenants, and third-party vendors to raise awareness about:	Ongoing	Ongoing Ability NB provides annual in-person training to staff and

	<ul style="list-style-type: none"> • accessibility barriers. • Airport programs (e.g., Sunflower Lanyard Program) and services available to remove or prevent barriers; and how to respond to or assist others appropriately, particularly persons who might have hidden disabilities. 		tenants.
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Built Environment

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in transportation were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for transportation.

#	Accessibility Goal	Timeline	Status
27	Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.	Ongoing	In Progress Wayfinding outside has been completed. Internal wayfinding is in progress.
28	Ensure that TTY (TeleTYpewriter) and telephone relay services are functioning and available for public use.	Ongoing	Ongoing This item has been added to the terminal check.
29	Review the need for tactile attention indicators for walking surfaces (TWSIs) where public spaces might present a hazard.	Dec 2026	In Progress Audit was conducted and the terminal team is looking into tactile indicators for the stairs coming into the terminal.
30	Ensure that accessibility reviews (including persons with lived experience) are provided on all airport design proposals; ensure that any identified barriers are addressed prior to approval of design and	Ongoing	Ongoing Organizations providing accessibility services are consulted annually, and feedback is also gathered through the

	development of new facilities (internal or for stakeholders). Reviews will be carried out to current and anticipated standards, as needed.		accessibility progress report survey.
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Employment

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in employment were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for employment.

#	Accessibility Goal	Timeline	Status
31	Review job descriptions prior to posting to ensure requirements are accurate and potential accessibility barriers are removed where possible.	Ongoing	Ongoing Job descriptions are reviewed and updated as needed to remove barriers prior to posting.
32	Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.	July 2024	Completed Job postings include information on accommodations, and candidates are asked prior to interviews whether any accommodation is required.
33	Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.	Ongoing	Ongoing Requests are addressed on a regular basis upon request and during annual performance reviews.
34	Ensure emergency response teams review and are aware of individual accommodation plans for employees, volunteers, and others with documented support requests during emergencies or evacuations.	Aug 2024	Completed Onboarding process was updated to include this information. Individual accommodation plans

			will be reviewed with the OSH committee and Manager of Emergency Planning and Response.
35	Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on available accessibility supports and the accommodation request process.	June 2024	Completed Offer letters and onboarding information have been updated to include accessibility supports.
36	Ensure new technology, software, and processes implemented and applicable for all employees meet appropriate accessibility guidelines or are available in an alternate format.	Ongoing	Ongoing New technology will be assessed to ensure it meets accessibility guidelines.
37	Develop a recruitment accommodation policy outlining the accommodation process during recruitment.	Oct 2026	In Progress Draft document has been created and needs to be reviewed and approved.
38	Partner with accessibility organizations for resources and best practices in supporting individual accommodation needs.	Ongoing	Ongoing Outreach is conducted as accommodation requests are received.
39	Develop and implement a scent free policy.	Oct 2026	In Progress Draft document has been created and needs to be reviewed and approved.

Training

Throughout the initial consultation process for the Accessibility Plan, opportunities for improvement in training were noted. Some of these initiatives were listed, including implementation timelines, within the Accessibility Plan.

This Progress Report provides an update on the status of each initiative from our Accessibility Plan for training.

#	Accessibility Goals	Timeline	Status
40	Provide resources and training on how	Ongoing	Ongoing

	to create accessible information and communication to all content creators.		Resources and training on creating accessible information and communication are provided to all content creators on an ongoing basis.
41	Provide customer service training incorporating Airport- specific accessibility information to customer-facing employees, including training on Airport assistive devices and services, and how to address accessibility feedback and accommodation requests.	Ongoing	Ongoing All new staff complete the required training, and an external provider has delivered accessibility training to all employees, including airport-specific assistive devices, services, and procedures for handling accessibility feedback and accommodation requests.
42	Provide opportunities for employees to participate in conferences, external training events, and online webinars, to increase knowledge about accessibility resources and best practices.	Ongoing	Ongoing

Provisions of CTA Accessibility- Related Regulations

At GMIAA, we are required to meet the applicable provisions of the CTA requirements made under subsection 170(1) of the CTA including:

Part 1: Requirements Applicable to Transportation Service Providers

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231.

Consultation

The following section summarizes the consultation conducted through a survey open from March 30 to April 22, 2026. The survey gathered feedback from airport visitors, employees, volunteers, and organizations that provide accessibility services, which has been used to inform the development of this Progress Report. We appreciate the time and input provided and extend our sincere thanks to all participants.

Five survey responses were received during the draft 2026 Progress Report review period (March 30, 2026, to April 22, 2026).

Organizations that were consulted include the following:

- CNIB New Brunswick
- Ability NB
- Autism Resource Centre
- Inclusion Advocacy SENB
- New Brunswick Coalition of Persons with Disability
- United Way Greater Moncton and Southeastern New Brunswick
- Canadian Mental Health Association of NB

Airport Consultation Response

All consultation feedback was reviewed by Airport management. Responses were organized into the following categories.

- 1) Feedback already addressed in the current Accessibility Plan or not applicable to the airport (for example, feedback on general travel barriers or on specific airline or travel experiences unrelated to the Airport).
- 2) Feedback incorporated into the final 2025 Progress Report (as revised or new goals, approved by the Airport).
- 3) Feedback noted for ongoing tracking by the Airport for future consideration (for example, comments that could not be addressed in the current Accessibility Plan timeframe were shared for consideration with relevant Airport teams, for potential inclusion as future goals).
- 4) Feedback forwarded to appropriate external organizations (for example, concerns related to responsibilities of airline operators or third-party vendors).

The Airport also responded directly to all survey participants and contacts who provided Accessibility Plan review feedback, where contact information was provided.

Feedback Received

Since the publication of the Accessibility Plan in June 2024 and the 2025 Progress Report, feedback has been received through a required process as described above. This feedback is provided below along with response and implementation as required by the ATPDR.

Accessibility Goal	Feedback	Response
Ensure that Airport website accessibility is reviewed regularly and updated as needed to meet WCAG 2.1 AA-level success criteria (or most recent versions of WCAG that is available in both English and French)	Is someone from Vision Loss Canada testing it with a screen reader as well?	Feedback Noted: We will follow up with the organization that conducts our annual WCAG 2.1 AA-level audit to confirm whether screen reader testing is included. If not, we will explore incorporating testing by organizations such as Vision Loss Canada or individuals with lived experience to further strengthen our accessibility review process.
Review the accessibility of the Airport public address (PA) and sound system to ensure that announcements and information are clearly audible.	The audio quality is very poor. There is a need for standardized announcements and better speakers. Displaying text would also help. Audio system PA address is very poor. Difficult to	Feedback Noted: GMIAA is currently exploring upgrades to the existing public address (PA) system. Discussions have taken place with airline partners

	<p>hear any message.</p> <p>Have you considered installing a hearing loop.</p>	<p>to implement more standardized messaging, and options for introducing a hearing loop system are also being evaluated.</p>
<p>Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and for members of the public.</p>	<p>Does the airport have accessibility transfer devices for evacuation?</p>	<p>Feedback Noted: The airport is equipped with accessibility transfer devices. Signage for the second-floor emergency intercom that connects to security has been identified as needing improvement, and this will be addressed within the current year.</p>
<p>Review the Airport Accessibility Plan and Status of accessibility goals annually.</p>	<p>Appreciated bringing disability organizations together to review the plan.</p>	<p>Feedback Noted: We are committed to working in partnership with organizations that provide accessibility services and ensuring they are actively providing feedback on our Accessibility Plan.</p>
<p>Coordinate with Airport team members to develop, promote, and deliver National AccessAbility Week activities and awareness events annually.</p>	<p>Involve local disability organizations.</p>	<p>Feedback Incorporated: We will incorporate this feedback by strengthening engagement with local disability organizations in the planning, promotion, and delivery of National Accessibility</p>

		<p>Week activities. This will include early coordination with community partners to support meaningful participation, ensure relevant programming, and enhance awareness initiatives that reflect lived experience and local perspectives.</p>
<p>Review and improve wayfinding and signage to create a more accessible experience when navigating the facility.</p>	<p>No new signage</p> <p>Signage could be better Larger Font.</p> <p>The new signage has strong colour contrast and it is easy to navigate the airport. Consider having Access Now Map out of the airport, too.</p>	<p>Feedback Noted</p> <p>GMIAA acknowledges the feedback received regarding the need for improved signage, including the use of larger fonts to enhance readability. While no new physical signage has been installed during this reporting period, existing signage continues to be evaluated for accessibility improvements.</p> <p>In addition, GMIAA is actively reviewing digital wayfinding solutions to provide more accessible, real-time navigation support within the terminal. These efforts are part of our ongoing commitment to improving the overall passenger experience and ensuring clear,</p>

		accessible navigation for all travellers.
Ensure that accessibility reviews (including persons with lived experience where possible) are provided on all airport design proposals; ensure that any identified barriers are addressed prior to approval of design and development of new facilities (internal or for stakeholders).	Ability NB can help with design plan. Call Us!	Feedback Noted: GMIAA is planning for future terminal expansion and will incorporate a consultation process to ensure accessibility considerations are integrated throughout the design and planning stages as the project is finalized.
Partner with accessibility organizations for resources and best practices in supporting individual accommodation needs.	Ensure your team has all the AvenueNB funded agencies who provide employment support to persons with a disability and employers, fee of charge.	Feedback Incorporated: GMIAA appreciates the feedback highlighting the importance of ensuring staff are aware of and connected with AvenueNB-funded agencies that provide employment supports for persons with disabilities and employers at no cost. We recognize the value these organizations bring in strengthening inclusive employment practices and supporting individual accommodation needs. GMIAA will review and update its internal resource

		listings to ensure relevant AvenueNB-funded agencies are clearly identified and accessible to staff. This will help improve awareness of available services and strengthen referral pathways when supporting both employees and candidates.
Develop and implement a scent free policy.	Hopefully this applies to employees only and not passengers.	Feedback Noted: We are currently on track for completing the policy. This policy is directed to GMIAA staff only.
Provide customer service training incorporating Airport-specific accessibility information to customer-facing employees, including training on Airport assistive devices and services, and how to address accessibility feedback and accommodation request.	Would recommend ReThink Ability.	Feedback Noted: We currently partner with Ability NB to provide annual training to airport staff and tenants. We will look into the type of training that ReThink Ability also provides.

YQM Airport Accessibility policies, plans, and procedures can be found on the [Airport Accessibility page](#).

For more information on Airport accessibility services or to request any of these documents in an alternate format, email us at accessibility@cyqm.ca. The Airport will make every effort to provide these documents in an alternate format, upon request.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as

timely a manner as possible.

Feedback will be acknowledged and provided in the same manner in which it was received.

Feedback can also be provided anonymously through the online webform located on the [Airport Accessibility page](#).

Conclusion

At GMIAA, we are committed to identifying and removing barriers to accessibility while fostering an inclusive and welcoming air terminal environment for people of all abilities. We recognize that continuous improvement depends on meaningful engagement, and we value the importance of listening to and learning from members of our community.

As we move forward, feedback from passengers, employees, partners, and accessibility organizations will continue to play a vital role in shaping our priorities and actions. This collaborative approach helps ensure that our facilities, services, and communications evolve to better meet diverse needs.

We remain dedicated to providing a safe, respectful, and accessible experience for all. We extend our sincere appreciation to everyone who contributed their time, insights, and expertise to the consultation process, as well as to those involved in the preparation and publication of this Progress Report.