



Comox Valley Airport Commission

Accessibility Plan

Progress Report

2026

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General

Introduction

The Accessibility Plan includes the requirement for a progress report to ensure that the airport continues to move in the direction of eliminating or reducing the impact of all barriers to accessibility. Additional information about Comox Valley Airport accessibility services, as well as contact links for feedback, are available online at:

www.comoxairport.com/accessibility

Alternative Format

The plan can be made available in alternative formats upon request. Guidelines stipulate that the Comox Valley Airport must:

- a. provide print, large print, and electronic formats of their plan within 15 days of a request; and
- b. provide braille or audio versions of their plan within 45 days of a request.

Feedback Process

The public is invited to provide feedback about how the Comox Valley Airport is implementing this Accessibility Plan, our feedback process, or any barriers discovered at the airport. Please contact us by using the address, phone number, or email identified below. All feedback will be acknowledged promptly in the same manner in which it was received. Feedback can be submitted anonymously.

Mailing Address:

Phone: 250-890-0829

Comox Valley Airport Commission
118-1250 Knight Road
Comox, BC, V9M 4H2

Email: accessibility@comoxairport.com

The Comox Valley Airport Operations Manager coordinates the plan and manages the feedback.

Principles of Accessibility

The Comox Valley Airport believes in, and is committed to, upholding the following principles of accessibility:

1. All persons must be treated with dignity, regardless of their disabilities;
2. All persons must have the same opportunity to make for themselves the lives that they are able to have and wish to have, regardless of their disabilities;
3. All persons must have barrier-free access to full and equal participation in society regardless of their disabilities;

4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons;
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
7. The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Consultation

In May 2024, the airport established an Airport Accessibility Consultation Committee (AACC). The group is comprised of persons with disabilities from the Comox Valley region as well as two members of the airport management team. The committee has been engaged to identify and assist in removing barriers to accessibility. Its members look at present challenges, assist with customer feedback, and examine future plans. The airport continues to work closely with the team to bring about positive change to our facility in mitigating present barriers to access and preventing new ones from being created.

The aim of this committee is to offer timely support to the airport management team and provide accessibility expertise through lived experience. The work of this committee enhances our current review process by examining our practices outside of the five-year recertification assessment provided by the Rick Hansen Foundation.

The AACC met three times over the last twelve months. The meetings were conducted in person, at the airport, and all members were in attendance. The meetings took place on 30 May 2025, 27 Feb 2026, and 28 Apr 2026. The meetings took place in the airport boardroom which is wheelchair accessible.

Items discussed:

Public Transportation -The committee continues to view this subject as an area of concern. The issue is that public transportation (although accessible) is very limited in its frequency to the airport. We understand that this is a challenging element for a small community and although it is outside the airport's direct control, we continue to highlight this concern with local government, as well as advocating for improved service.

A member of the Airport Accessibility Committee led a wheelchair training session for a member of the airport management team. The event involved using a wheelchair in downtown Comox and travelling through each business on the main street. A multitude of challenges faced by wheelchair users quickly became evident. This training will be completed by other airport managers to ensure that accessibility remains top of mind while planning for the airport expansion.

The airport progress report for 2026 was reviewed by the committee prior to the publication.

The airport continues to utilize the expertise of the Rick Hansen Foundation (RHF) as an additional source for consultation. An RHF representative conducted a visit to the airport on 11 August 2026 to complete a detailed assessment of the entire airport facility. On 20 October 2025, the Comox Valley Airport was successfully re-certified by the Rick Hansen Foundation (RHF). The qualification will remain valid until 20 October 2026.

The airport is preparing for a significant expansion of the terminal with construction expected to begin within five years. This will provide an opportunity to bring the facility up to code in all aspects of accessibility. The detailed expansion plans will be analyzed by both the Airport Consultation Committee and the Rick Hansen Foundation prior to the commencing construction.

Planning Framework

Plan Review Cycle

The Airport Accessibility Consultation Committee will continue meeting twice a year to review the seven Focus Areas of Accessibility described above, make recommendations for improvement, and/or propose methods to mitigate barriers.

The Accessibility Plan will be reviewed on an annual basis by the Comox Valley Airport Operations Manager after completing the consultations with the Airport Accessibility Consultation Committee. The review will include ensuring compliance with all elements of the Accessible Canada Act (ACA).

The Comox Valley Airport Accessibility Plan will be updated in 2027.

Progress Reports

All progress reports will be published annually on the Comox Valley Airport website to highlight any changes to the current barriers and provide updates on remaining barriers.

Feedback received concerning accessibility issues must also be retained for a period of seven years.

Focus Areas of Accessibility

Employment

No barriers identified. No action taken.

Information and Communication Technologies (ICT)

The aim of the Information and Communication Technologies section of the accessibility plan is to ensure that airport information (which includes airline arrival and departure times, delays, cancellations, and all other items of importance) is transmitted via various methods to ensure equitable access for all airport guests and airport employees.

No barriers identified. No action taken.

Communication (other than ICT)

No barriers identified. No action taken.

Procurement of Goods and Services

The Comox Valley Airport endeavors to purchase all goods in an ethical, inclusive, and accessible manner. The facility depends on the procurement of supplies to maintain the most basic functions (maintenance, cleaning, food, etc.) for passengers and employees. Obtaining cost-effective items is fundamental to the process but must be balanced with the other requirements of our accessible and inclusive culture.

The airport will ensure vendors are accountable to similar standards of accessibility. This will be balanced with assisting them when needed, such as support when receiving goods (i.e., convenient accessible parking, and assistance with moving products when they arrive).

No barriers identified. No action taken.

Design and Delivery of Programs and Services

The Comox Valley Airport is committed to ensuring that all programs and services we provide are implemented in a manner that includes everyone and respects the dignity of persons with disabilities. The airport management team will review present and future programs to ensure that they effectively meet the aim of inclusion.

- 1. The review has not yet been completed. The Accessibility Committee will be consulted to develop a way ahead.**
- 2. The airport implemented a comfort dog program this year which has been a great benefit to all airport passengers as they navigate the stress of air travel. The airport partnered with Freedom Paws, an organization that provides service dogs to individuals**

living with PTSD, including veterans and first responders, and deploys therapy dog teams to support mental health and emotional well-being in communities across Canada.

Transportation

A vital component of anyone's journey through the Comox Valley Airport includes transportation to and from our facility. We strive to ensure that a variety of options are available and that choices are accessible for both passengers and employees. Parking, drop-off, and loading also play an important role in the transportation element of making the airport accessible.

- 1. The airport received a complaint regarding the lack of an accessible curbside drop-off and pick-up area. We recognize this as a barrier and are working to create a designated spot. The Rick Hansen Foundation was contacted for technical guidance, and practical advice was sought from our Accessibility Advisory Committee. The project is expected to be completed by the end of June 2026.**
- 2. A member of the Airport Accessibility Committee identified a discrepancy between the positioning of the sign for the bus stop versus the location where the bus stops to pick up passengers. The sign was relocated to align more closely with the actual passenger pick up area.**

Built Environment

The small scope of our airport combined with its open architecture creates a pleasing space that is simple to navigate while offering the conveniences of a much larger facility. We strive to maintain these fundamentals in our Built Environment, allowing all people to move easily through the terminal spaces.

Our Airport Accessibility Committee determined that the airport elevator door was not remaining open long enough when being utilized by a person in a wheelchair. As a consequence, the Otis elevator technician increased the time that the elevator door stays open.

Provisions of CTA Accessibility-Related Regulations:

The Comox Valley Airport is considered a terminal operator forming part of the federal transportation network as a transportation service provider (TSP) under the Canada Transportation Act (CTA). This Accessibility Plan Progress Report has been developed in accordance with the applicable regulations, principles and provisions of the accessibility-related legislation listed below. The means by which YQQ

meets these requirements is identified throughout this document. (Links to the legislation can be found on the airport website www.comoxairport.com under “Accessibility”).

- CTA - Accessible Transportation for Persons with Disabilities Regulations Part 1 Plans; <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-1.html#h-1175933> ; and
- CTA - Accessible Transportation for Persons with Disabilities Regulations Part 4 Divisions 1 and 2. <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-1.html#h-1175944> .

Feedback and Response:

We received a complaint concerning the fact that the airport did not having a dedicated accessible drop-off/pick-up area curbside. This matter was subsequently sent to the Canadian Transportation Agency. As noted above, we are actioning this concern and will complete the project by the end of June 2026.

Conclusion:

Accessibility has continued to be a fundamental principle of the Comox Valley Airport culture. The past year’s efforts with our Accessibility Committee have been truly gratifying. From raising accessibility awareness and enhancing staff training, to identifying challenges within the built environment, our focus has remained on making the airport more inclusive and welcoming. It is important to note that the role the Airport Consultation Committee plays in sharing their lived experience with the airport cannot be understated. While we recognize there is more work to be done, we embrace that responsibility and remain committed to removing barriers and improving accessibility for all airport users.