



Greater Toronto Airports Authority

Accessibility Plan Progress Report

2025

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General

Alternate format(s)

Should you require an accessible alternate format of the 2023 to 2026 Accessibility Plan, our 2024 or 2025 Progress Reports or the Feedback Process, please contact us using the email, phone number, mailing address, feedback form or social media channels on this page.

We will ensure that your requested alternative formats are provided as follows:

- **Print** – not more than 15 days after the day that the request is received.
- **Large print** – not more than 15 days after the day that the request is received.
- **Braille** – not more than 45 days after the day that the request is received.
- **Audio format** – not more than 45 days after the day that the request is received.
- **Electronic format** that is compatible with adaptive technology that is intended to assist persons with disabilities – not more than 15 days after the day that the request is received.

Designated person to receive feedback or issue alternate formats

Appointed Contact Position:
Manager, Passenger Care

Email



Manager, Passenger Care
[Customer Service Online Contact](#)
customer_service@gtaa.com

Phone number



(416) 247-7678
(we accept Video Relay Service calls at this number)
or
1 (866) 207-1690 (toll free)

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Social media channels



[X](#)



[Instagram](#)



[Facebook](#)



[LinkedIn](#)



[YouTube](#)



[TikTok](#)

Feedback process

If you have feedback about how the Greater Toronto Airports Authority (GTAA) is implementing its 2023 to 2026 Accessibility Plan and 2024 or 2025 Progress Reports, and/or if you have encountered any barriers at Toronto Pearson as a passenger or employee, you can reach out to us personally or anonymously.

Contact us by email, phone number or mailing address, submit an online feedback form through our website or direct message us on our social media channels using the links provided. Our feedback options offer an acknowledgment of receipt and can maintain anonymity.

Our designated Manager of Passenger Care will review and keep records of all feedback.



[Feedback Form](#)

If your feedback is for airline services (check-in, boarding, baggage or mobility assistance), security screening or Canada Customs and Immigration, please use the links below to contact them directly.

Contact us:

torontopearson.com/en/contact-us

Airlines contact:

torontopearson.com/en/airlines



For more information on Accessibility at Toronto Pearson, please visit our Accessibility page: torontopearson.com/en/accessibility

All communication records are kept for a minimum of seven years as required by the applicable Regulations.

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Our Progress

Under the *Accessible Canada Act*, on June 1, 2023, we issued our first 2023 to 2026 Accessibility Plan – our pathway to becoming the most accessible airport in the world. On June 1, 2024, we published our first Progress Report. Today, on June 1, 2025, we have published our second Progress Report to update the public on our advancements over the past 12 months toward achieving the goals outlined in the 2023 to 2026 Accessibility Plan.

We are pleased to share our accomplishments in improving the airport's accessibility across the seven key focus areas and to outline what lies ahead for the next year, including the development of our 2026 to 2029 Accessibility Plan.

Key highlights of this year's progress include:

- Introducing real-time travel notifications by delivering live updates directly to passengers' phones, empowering them to explore the airport while waiting for their flight to board.
- Demonstrating our commitment to innovation and passenger empowerment, we launched an AI robotics pilot using 'Follow Me' robots that assist passengers in carrying their luggage while following them as they navigate through the airport.
- We are especially honoured to have received the 2024 Corporate Patron Award from the Lions Foundation of Canada Dog Guides. This award acknowledges our exceptional service and commitment to supporting individuals with disabilities who navigate the airport with the assistance of service dogs.

While we have made significant progress, we know there's always more to be done. We strive to exceed industry standards by ensuring smart, inclusive and accessible innovations form the core of our plans. Our vision is to put the joy back into travel, and accessibility is a cornerstone, ensuring that inclusive design, innovation and passenger-first thinking are embedded in every aspect of how we operate.

Kurush Minocher

Interim Chief Commercial Officer



Information and Communication Technologies (ICT)

At Toronto Pearson, we continually strive to implement innovative technology that maximizes the positive impact for passengers with disabilities. We leverage emerging technological advancements to build our airport for the digital age, delivering a world-class passenger experience.

Our focus this year:

This year, we've focused on offering flexible, innovative and supportive technologies for passengers with disabilities. Impactful partnerships have guided our progress in going above and beyond standard practices to help us offer passengers a variety of technology options, redefining and improving their airport experience.

Commitments achieved:

- Installed the remaining 100 (out of 600 total) new self-service kiosks at airline check-in points and Canada Customs areas, which feature accessible elements such as tactile graphics, audio jack integration and more.
- Introduced QR codes at boarding gates, allowing passengers to access live information directly from the gate screens

on their smart devices, ensuring they don't miss important airline updates (e.g., "Boarding Now"). This initiative has allowed passengers to stay informed while enjoying more freedom to roam in the Terminals.

- Created and displayed American Sign Language (ASL) and Langue des Signes Québécoise (LSQ) videos on various monitors through Terminals 1 and 3 with various messages such as "*Welcome to Toronto Pearson - have a safe journey*".
- Established ongoing tracking, monitoring and reporting on the use of our accessible and adaptive technology to ensure that future decisions incorporate user data.
- Partnered with the Canadian National Institute for the Blind (CNIB) to conduct a web accessibility assessment and implement fixes to enhance screen-reader capabilities.
- Implemented a new internal process to review accessibility requirements for all documents before uploading them to our website.
- Completed a website visual refresh project that has provided opportunities to continually improve the accessible experience on torontopearson.com.

Communications (Other Than ICT)

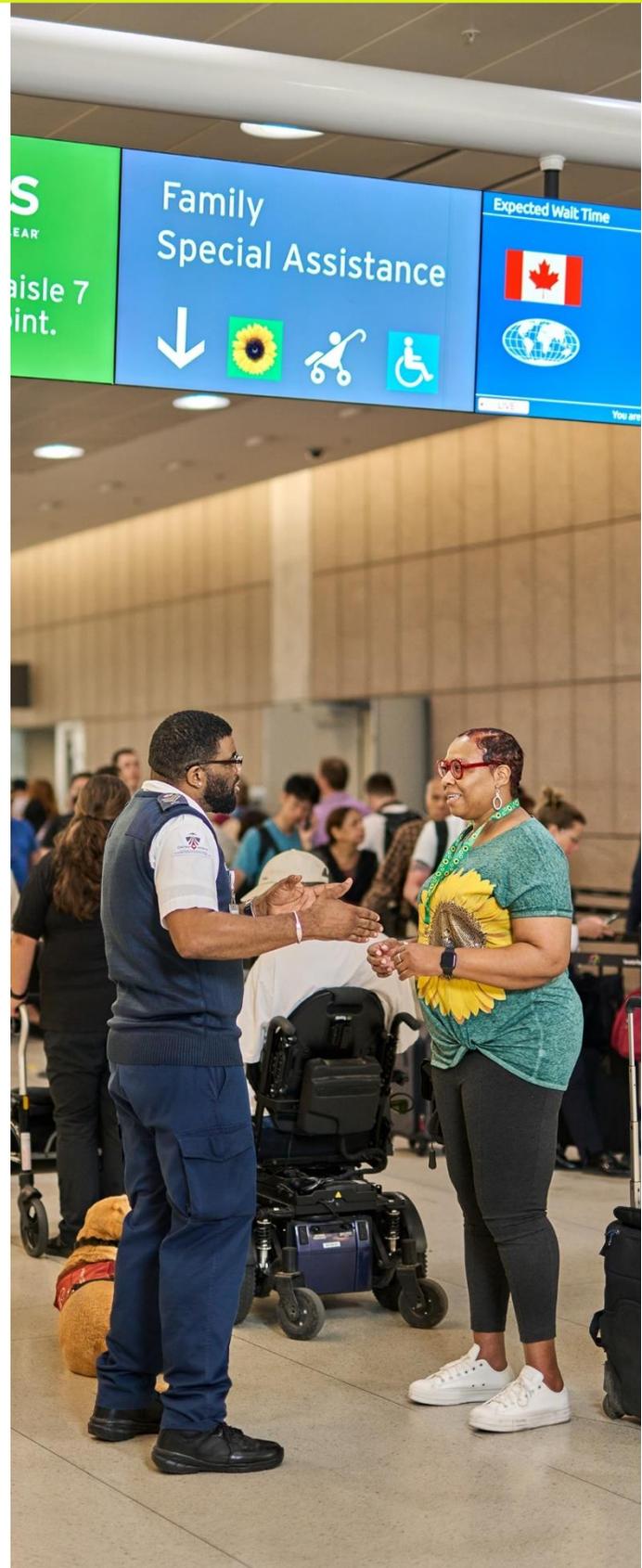
At our airport, we recognize that clear and accessible communication is crucial for providing a seamless and stress-free travel experience for all passengers. From real-time flight updates to wayfinding assistance, effective communication matters so that passengers can navigate the airport with confidence.

Our focus this year:

This year, we've focused on utilizing our communication channels to raise awareness about the accessible programs and services we offer to both passengers and employees.

Commitments achieved:

- Introduced the Hidden Disabilities Sunflower Lanyard Program logo at all Canadian Air Transport Security Authority (CATSA), Canada Customs and United States (US) Customs assistive services lines to support passengers with invisible disabilities.
- Continued our efforts to improve social media accessibility and expand the use of alternative text across our social channels.
- Initiated the development of the 'Toronto Pearson Guide for Inclusive Communications' to support employees and ensure consistency across all communications.
- Partnered with Canadian Hearing Services for World Hearing Day to include welcome videos in ASL and LSQ at 102 screens across our Terminals. The videos are updated throughout the year to enhance communication and awareness of key events (e.g., the 2024 Canada Deaf Games).



Procurement of Goods, Services and Facilities

At Toronto Pearson, we rely on an extensive purchasing network to procure the goods, services and facilities necessary for our daily operations. With almost 47 million passengers annually (in 2024) and more than 53 airlines flying to 195+ destinations around the globe, the sheer scale of our operations requires a robust supply chain and strong partnerships. Our extensive network of partners is crucial in supporting our commitment to delivering a positive experience for passengers.



Our focus this year:

We recognize that to be a true leader in accessibility, we must intentionally seek out and implement goods, services and facility enhancements to support our efforts. This includes partnering with various professionals and service providers to support and enhance our accessibility offerings here at Toronto Pearson.

Commitments achieved:

- Continued evaluating Request for Proposals based on how accessible they are according to our social procurement evaluation criteria.
- Ongoing monitoring of our supplier diversity reporting tool to collect information related to accessibility for our suppliers and vendors.
- Secured contracted partners to conduct an accessibility audit of employee workspaces and to develop training.
- Procured software and hardware for the dashcam initiative on our in-terminal shuttles.
- Purchased accessible sit-to-stand desks, accessible washroom fixtures and kitchenette sinks as well as tactile and braille signage for employees' workspaces.

Design and Delivery of Programs and Services

Toronto Pearson is committed to transforming the experience of passengers with disabilities at our airport by designing world-class programs and services to support a top-tier journey. By expanding training initiatives, providing familiarization experiences, strengthening community partnerships and leveraging innovation and technology, we are bringing our vision to life.

Our focus this year:

We recognize that real commitments to accessibility go beyond infrastructure. They require thoughtful program design, meaningful engagement with people with lived experience and continuous improvement. This year, we've focused on integrating real-world training opportunities through immersive travel experiences and direct collaboration with advocacy groups to reimagine accessible passenger experiences.

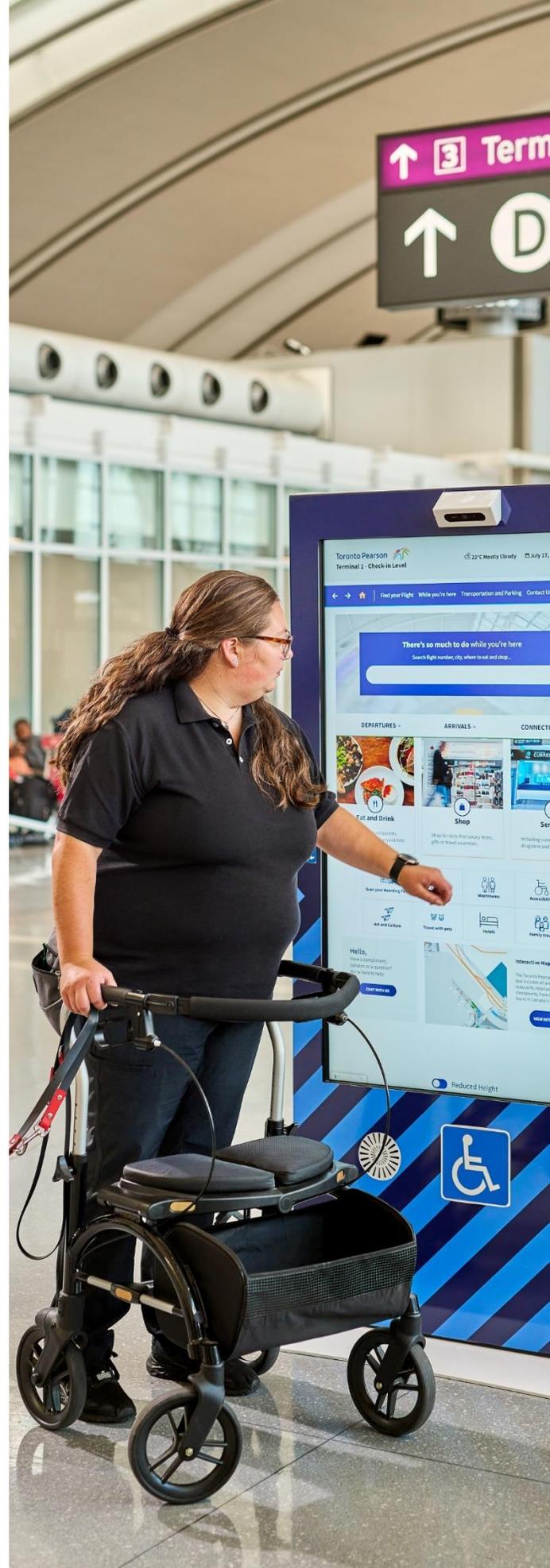
Commitments achieved:

- Received the 2024 Corporate Patron Award from the Lions Foundation of Canada Dog Guides (LFCDG) for our exceptional commitment to our training program. This ongoing monthly training with our airline partner, WestJet, enables future guide dogs to navigate real-life scenarios alongside their handlers and exposes them to various distractions, crowds and airport environments.

- Expanded the LFCDG training to additional employee groups, including CATSA management teams, to support a more seamless experience for people with service dogs navigating through security.
- Initiated our AI robotics pilot using 'Follow Me,' which assists passengers with disabilities by carrying their luggage. Two robots are currently undergoing trials in Terminal 1, from the curb to the check-in counter before security.



- Hosted the second annual ‘Ready Set Fly...with YYZ’ event in collaboration with Autism Ontario, Air Transat, CATSA and Canada Customs. We welcomed 150 participants to a real-life mock travel experience that included check-in, security, boarding an aircraft and going through Canada Customs. It’s a genuinely impactful experience that empowers families and individuals with neurodiversity to navigate the airport environment and the flying journey with familiarity and confidence.
- Established the Toronto Pearson Accessibility Advisory Council to foster ongoing collaboration with community partners and advocacy groups.
- Initiated the installation of dashcam technology on our in-terminal shuttle carts to enhance safety, transparency and accountability for passengers travelling on shuttles within the Terminals.
- Enhanced our Hidden Disabilities Sunflower Lanyard Program with additional signage at security and Canada Customs and US customs, ensuring passengers wearing the lanyards have the option to use a dedicated lane.
- Created and implemented five additional decks for our MagnusCards® application, including processes for the In-Field Concourse (IFC), parking, check-in and the Union Pearson Express.
- Secured 200+ new wheelchairs in 2024 to support airlines and the increased demand for mobility assistance.



Transportation

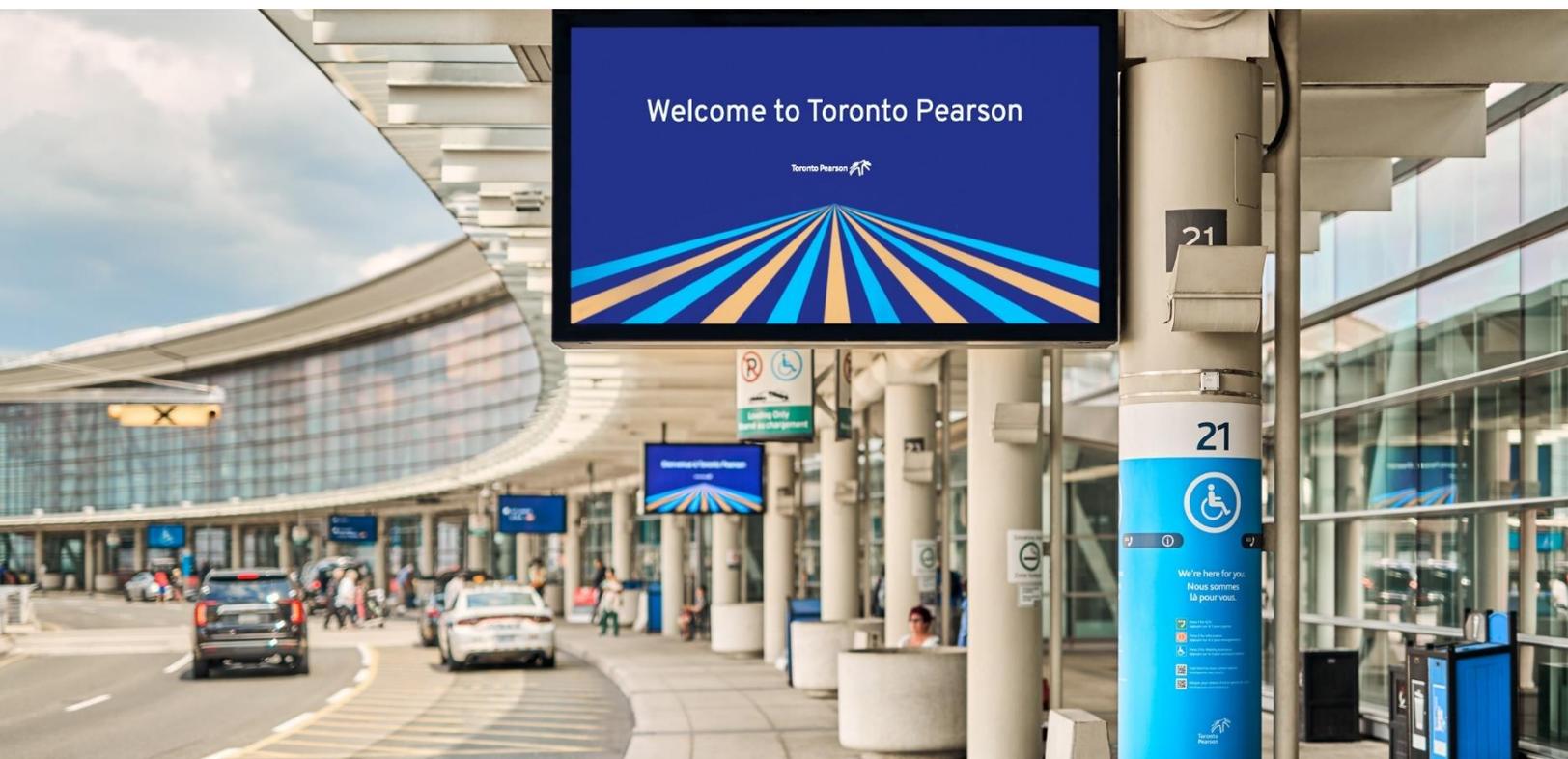
Toronto Pearson continues to strengthen our transportation offerings from an accessibility perspective by reinforcing guidelines for ground transportation providers, engaging directly with employees to enhance awareness and planning infrastructure upgrades to improve accessible parking options.

Our focus this year:

Recognizing the importance of accessible transportation, we have made efforts to improve both service awareness and physical accessibility. This helps us ensure that transportation to and from the airport is safe, equitable and convenient for all passengers.

Commitments achieved:

- Reinforced ground transportation accessibility through communications to taxi drivers and ground transportation teams, reminding them of their requirements and expectations when providing services to passengers with disabilities.
- Attended the ground transportation appreciation event to discuss accessibility programs, distribute informational cards and discuss expectations with providers.
- Initiated revitalization infrastructure plans for Terminals 1 and 3 parking garages, which will include upgrades to accessible parking, taking into consideration the types of parking, location, size and distribution.



Built Environment

Over the past two years, we've reflected on our progress toward creating a fully barrier-free environment. We're proud to recognize the results of our commitments to consistently identifying, preventing and removing barriers. With ongoing improvements to our infrastructure and actively seeking feedback from passengers with disabilities, we continue to enhance the experience at Toronto Pearson, making it more enjoyable for everyone.

Our focus this year:

Toronto Pearson is committed to developing world-class infrastructure to address immediate passenger growth demands and future-proof our facilities to meet evolving industry trends and expectations of our passengers, employees and partners.

In 2025, we recognized the importance of enhancing our employees' experiences at on-site workspaces. To achieve this, we initiated the Employee Improvement Program, which included accessibility assessments of the GTAA employee administration and office spaces. These assessments helped us create a priority plan to increase comfort through ergonomic furniture and to ensure alignment with Standards that go beyond the building code.

Commitments achieved:

- Completed Phase 1 and 2 of the Rick Hansen Foundation (RHF) Accessibility Assessments for the GTAA employee workspaces.
- Added accessibility features to the Airway Centre (AWC) as part of our Employee Improvement Program, demonstrating our commitment to creating inclusive workplaces. Some of those enhancements included the following:
 - Two wellness rooms were added to provide employees with access to a quiet space that can be used for prayer, silent breaks or as needed. These spaces include comfortable seating, are stocked with first aid supplies as well as a refrigerator for employees who are nursing or for medical uses.
 - Workstations and office spaces were upgraded with height-adjustable desks.
 - Passageways, doorways and transition areas were improved to support easier navigation of the spaces (e.g., made wider, or entryways were equipped with power door operators).



- All accessible washrooms were equipped with power door operators, including the integration of a new accessible washroom inclusive of grab bars, accessible fixtures, an emergency call system and ample floor space for turning.
- The 'Oasis' lunchroom features an accessible height kitchen sink with adequate knee clearances.
- Room signage throughout the facility includes tactile characters and braille.
- Initiated the High Priority Program, established in 2024, to address immediate concerns regarding operational disruptions, including various accessibility and built environment considerations. This program consists of a series of stand-alone projects with a focus on the general infrastructure of our facilities at the airport.
- Installed 14 power door operators at universal washrooms and nursing rooms throughout Terminal 1. The project will remain in progress until all washrooms are equipped with power door operators over the next 1 to 2 years.
- Integrated assistive listening technology at various information, check-in and service counters and collaborated with the operational team to develop an auditing tool that assesses all hearing loops monthly for proper functionality.
- Added upgraded seating areas with sound barriers across various sections, which aid in quieter gate seating and incorporate other diverse seating options and arrangements.
- Installed four new power door operators on various universal washrooms.
- Constructed a new, fully universal washroom featuring an adjustable height adult-size change table and an emergency call system.
- Added a new quiet room featuring a combination of soft seating materials and forest nature imagery to create a soothing and calming environment.
- Constructed a new parenting and breastfeeding room with a power door operator, comfortable love seats and booths for enhanced privacy. This room also features an emergency assistance system.
- Initiated feasibility plans for integrating additional adult-size change tables and ceiling lifts into universal washrooms for Terminals 1 and 3 and the IFC, post-security.
- Started construction on the updates to the Terminal 1 passenger washrooms to incorporate accessibility features, including wider entryways, improved lighting and colour contrast, limited-mobility stalls and accessible and standard-height urinal options with grab bars. Accessible stalls are equipped with occupancy notification hardware (red for “occupied” and green for “not occupied”) and feature updated emergency call systems. Tactile, colour-contrasting signage has been added to make it easier to locate the accessible and limited-mobility stalls.

How we continue to go above and beyond:

- In partnership with ABE Factors, the IFC is undergoing a review of the Rick Hansen Foundation Accessibility Certification (RHFAC) after having completed several upgrades to enhance the passenger experience, including:

Employment

In the three years since we published our first Accessibility Plan, we have made significant progress in developing a workplace where all employees feel a sense of belonging.

Our focus this year:

Our focus this year has been on training and awareness, as well as taking steps to improve the built environment for employee workspaces. Through these efforts, we have made significant progress in enhancing workplace accessibility for GTAA employees and the broader Toronto Pearson employee community.

Commitments achieved:

- Completed significant accessibility enhancements to the built environment of GTAA employee workspaces under the Employee Improvement Program (see Built Environment section for details).
- Developed disabilities in the workplace training for our employees to enhance their skills in supporting peers with disabilities.
- Developed inclusive leadership training for board and executive team members focused on disability inclusion.
- Conducted the Annual Diversity Census Survey to support work to upgrade accessibility for GTAA employees.
- Completed accessibility refresher training for our Passenger Service Representatives.
- Provided enhanced immersive training opportunities for the GTAA employees to participate in the LFCDG training program. This training takes place on-site and in-person, allowing employees to learn about various service dogs and how they assist people with disabilities as they navigate the airport.
- Promoted the Hidden Disabilities Sunflower Lanyard Program for hidden disabilities at our Operational Service Representatives Appreciation Day.
- Developed a quick tips information sheet for airport-wide employees, reminding them of the top things they need to know about accessibility.
- Participated in new hire orientations to educate on accessibility programs and services and distributed over 50 Sunflower Lanyard materials and support pins.
- Coordinated an employee activation for World Autism Awareness Day, distributing over 1,000 information cards to airport workers at two locations across the airport.
- Provided additional accessibility training and resources to Toronto Pearson employers, with in-person meet-and-greet sessions for their employees at strategic and high-traffic locations within the Terminals.

Provisions of CTA Accessibility-Related Regulations

Pursuant to a Canadian Transportation Agency (CTA)-issued Information Bulletin entitled “*Information Bulletin - Accessible Transportation Planning and Reporting Regulations (ATPRR)*,” the GTAA has elected to publish one Accessibility Plan and subsequent Progress Reports that address each set of requirements outlined by the *ATPRR* and *Accessible Canada Regulations (ACR)* from both a Transportation Service Provider (TSP) and employer perspective.

As the GTAA is considered a terminal operator forming part of the federal transportation network as a TSP under the *Canada Transportation Act (CTA)*, this Accessibility Progress Report has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

- Progress Reports – Regulations Under the *CTA*, and Regulations under the *Accessible Canada Act (ACA)*:
 - *ACA* – Principles
 - *ACA*, Part 4, Duties to Regulated Entities – Regulated Entities in the Transportation Network: Progress Reports
 - *ACA - ACR* – Progress Reports
 - *CTA, ACA - ATPRR* – Progress Reports
 - *CTA PART V* Transportation of Persons with Disabilities

Additional Guides and Regulations:

- CTA - *Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* Part 1 and Part 4 Divisions 1 and 2
- Government of Canada, [Guidance on the ACR: Progress Reports](#), 17 March 2023
- CTA, [ACA and the ATPRR: A Guide on Progress Reports](#), 20 March 2025
- CTA, [ACA and ATPRR: A Guide on Feedback Processes](#), 22 December 2021
- CTA, [Personnel Training for the Assistance of Persons with Disabilities Regulations \(PTR\)](#) as it pertains to GTAA employees. Last amended 25 June 2020

Agency notifications:

Within 48 hours of publishing this Progress Report and its Feedback Process, the following agencies were notified:

- The Accessibility Commissioner
- The Canadian Transportation Agency

Should any edits or changes be made to this Progress Report and its information, the Agencies listed above will be notified upon re-publication.

Feedback Received

Toronto Pearson solicits, collects, tracks and responds to all feedback related to implementing the Accessibility Plan and Progress Reports or any barriers encountered at the airport. We welcome feedback from our passengers, employees, airport partners and our community to help us continuously improve our accessibility journey. Feedback can be submitted via the methods shared in the General Section of this Progress Report.

This year, we recorded 15 items of feedback: one related to the built environment and the rest related to accessible programs and services. Three feedback items were referred to our airline partners for further action.

In response to this feedback, Toronto Pearson has individually followed up, addressed and rectified the feedback where applicable.

Examples of what we heard and how we listened:

- GTAA employees asked for opportunities for enhanced training.
 - We invited GTAA employees to join the immersive LFCDG training program in person to experience navigating the airport with people with disabilities who use service dogs. We received such great feedback that we expanded the invitation to include CATSA management employees.

- Passengers told us they needed a better way to know the live updates being shared at their gate.
 - We created a QR code for passengers to scan and receive live gate updates directly on their phone, no matter where they are in the airport.
- There was a need for increased communication and awareness surrounding the Hidden Disabilities Sunflower Lanyard Program.
 - We implemented the Hidden Disabilities Sunflower Lanyard Program logo at all CATSA and Canada Customs/US customs assistive services lines to include passengers with invisible disabilities.
 - On World Autism Awareness Day, we distributed more than 1,000 information cards and hosted several training sessions for passenger-facing employees.

“I wanted to reach out to share how incredibly impressed I am with the Toronto Pearson's response to my feedback less than a year ago. We were thrilled to see the hidden disabilities sunflower symbol on display throughout the airport. It made it so much easier for us to know where to go plus we found the staff recognized it as well. This, along with the Autism event held at the airport, has been one of the best customer experiences we have had in a long time.”

- Toronto Pearson Passenger 2025

Consultations

We are proud to have met and exceeded many of our accessibility commitments while maintaining avenues and opportunities for those with lived experience to guide our approach. We are dedicated to seeking the input of our local and national partners, passengers with disabilities and our employees as we strive for continuous improvement toward becoming a fully barrier-free airport.

Our process and activities

In preparation for this Progress Report, Toronto Pearson hosted consultations in February and March 2025 using virtual focus groups (preferred choice of participants) led and facilitated in partnership with ProHara Accessibility to ensure comprehensive feedback from those with lived experience.

Consultation activities featured a presentation of draft materials followed by a feedback session to our focus groups both local and Canada-wide. Consultations were held virtually using Microsoft Teams and Zoom to maximize accessibility and participation levels.

Before the sessions, participants were invited to request accessibility supports or alternate formats if needed. Accessibility accommodations including those specifically requested by participants included ensuring there were descriptions of visual presentation materials, closed captioning and live ASL interpreters.

Focus group consultations were held for the following stakeholders:

- **Session 1** - Community partners via the Toronto Pearson Accessibility Advisory Council.
- **Session 2** - Passengers with disabilities via ProHara Accessibility Advisory Team.
- **Session 3** - Employees via the 'Sky's the Limit' Employee Resource Group (ERG).

Each focus group consultation session included the following as an agenda:

- Welcome message from the Manager of Passenger Care/Program Manager DEI.
- Presentation on the Draft GTAA Accessibility Progress Report 2025, covering:
 - The GTAA and Partners
 - Draft Update on the Accessibility Progress Report
 - Seven Key Focus Areas
 - Reporting on Commitments
 - Continued Plan of Action
 - Feedback
 - Passenger/Employee Accessibility Journey Maps

To ensure that comprehensive feedback was captured, the sessions featured a journey map outlining all of the accessible touchpoints for both passengers and employees. Participants used the journey maps to identify which areas of the passenger or employee experience they encountered barriers.

Examples of questions asked during the sessions included, but were not limited to:

- Tell us your thoughts on the progress we have made so far.
- Let's think about all the steps a passenger/employee with a disability goes through when navigating the airport. Where do you think improvements could be made?

A consultation summary captured the feedback received across all three focus groups about preventing, identifying and removing barriers. This summary was shared across internal departments and with the authors of this Progress Report to ensure that the lived experiences of passengers with disabilities are represented in the Progress Report and our ongoing efforts.

Session 1

Toronto Pearson Accessibility Advisory Council

Toronto Pearson hosted a virtual focus group with our Accessibility Advisory Council, which is comprised of community partners with diverse disabilities, backgrounds and experiences.

Thirteen people participated in this focus group, including representatives from:

- Autism Ontario
- Canadian Hearing Services
- Alzheimer Society of Ontario

- Canadian National Institute for the Blind
- Lions Foundation of Canada Dog Guides
- Spinal Cord Injury Ontario

Key highlights of feedback received:

“As a person who is blind, I appreciate the fact that the Progress Report and Plan are fully accessible and able to be used with a screen reader. So many airports do not do this, so it’s very refreshing - great work!”

“I believe that overcommunication and ongoing communication are really important. I didn't know about the QR feature for information on the monitor, but I love the feature implemented by Toronto Pearson.”

“The Lions Foundation Training really helps the airport employees understand what the barriers are since it offers in-person, real-time training with people with disabilities.”

“Because of the challenges that many people living with dementia face and having to be able to answer quickly in a busy area with many distractions, tasks like connecting flights can be challenging for individuals with dementia due to time constraints and the need to quickly navigate their next steps.”



Session 2

ProHara Accessibility Advisory Team

Toronto Pearson hosted a virtual focus group with the ProHara Accessibility Advisory Team, which includes passengers from across Canada with diverse disabilities, backgrounds and experiences. The participants are also frequent passengers connected to broader disability advocacy groups and accessible travel organizations.

- Sixteen participants, which included:
 - People who are Deaf or hard of hearing
 - People who are blind or partially sighted
 - People with spinal cord injuries
 - People who are wheelchair users
 - People who are neurodiverse or have Autism
 - People who use Service Dogs
 - People with invisible disabilities
 - People with episodic disabilities
 - People with chronic disabilities
 - People with mental health disabilities

Key highlights of feedback received:

"Efforts are definitely visible; I see improvements, and Toronto Pearson is clearly moving in the right direction. It's essential to keep investing in it, especially given the aging population facing mobility challenges and others encountering barriers at the airport. This presents a great opportunity to enhance the experience for everyone."

"Porters and mobility assistance should be approached with care, focusing on training

and clear expectations for third-party providers. It's vital to treat individuals with respect and dignity, ensuring airport staff understand their role in providing assistance. Enhancing this experience and removing barriers are crucial for people with disabilities at the airport.

"Having lots of Sign language on the screens in different areas has been beautiful to see, and it means a lot to me."

Session 3

The GTAA's 'Sky's The Limit' ERG

Toronto Pearson hosted a focus group with the accessibility- and disability-focused internal ERG 'Sky's The Limit' to provide an opportunity for employees with disabilities to give input, guidance and feedback, which have been directly incorporated into this Progress Report.

- This focus group included 15 employees from the 'Sky's The Limit' ERG, which is comprised of employees with disabilities, allies and GTAA Leadership.

Key highlights of feedback received:

"Kudos on the washrooms and renovations downstairs. They are fantastic."

"I really appreciate the stand-up desks, as they offer a comfortable and dynamic workspace that encourages better posture and increased energy throughout the day."

"I'm excited to hear that there will be more wellness and quiet rooms within the workplace for employees to use, enhancing mental wellness."

On the Horizon for 2026

Built environment

As part of [Pearson LIFT](#), which stands for 'Long-term Investment in Facilities and Terminals', we will integrate accessibility into all future programs. This commitment will ensure that accessibility is a core element of our construction efforts.

By prioritizing accessibility, we aim to support passenger growth and provide a more seamless, user-friendly experience for everyone traveling through Toronto Pearson.

Our plans include:

- Working towards an official RHFAC designation for the IFC.
- Incorporating accessibility features and concepts into our plans for the playground redevelopment project.
- Exploring building a family zone in Terminal 3 Arrivals with sensory elements to support families with children while using the nearby Canada Customs kiosks.

Digital concierge

We will explore the feasibility of an end-to-end journey planner encompassing the full passenger journey through Toronto Pearson. This will include accessibility features, such as services and facilities available throughout the journey that will add ease and reduce the stressors of an airport environment.

Airport announcements

We will research the opportunity for an innovative platform to deliver real-time airport announcements in multiple languages (including ASL/LSQ) directly to passengers' mobile devices.

Rehearsal program

We will explore the feasibility of providing passengers with disabilities an opportunity to schedule a visit before their travel to preview their journey through the airport.



Our Partners in Accessibility



Awards

