

October 18, 2023

To whom This May Concern,

Canadian Air Transport Security Authority (CATSA) engaged CNIB Frontier Accessibility to provide a review of instructions booklets for accessibility, feedback, and recommendations. CNIB Frontier Accessibility assembled a team of 4 Lived User Experience Testers. Three were anglophone, one bilingual (English French). Two were low vision large print users, one large print user who was also a novice braille reader and one expert braille reader. All were white cane users; one was also a guide dog user.

They provided detailed feedback based on their lived experience on the following overall criteria:

- Braille quality
- Contrast
- Colour
- Letter size
- Booklet size
- Readability

The booklet was then reviewed against the best practices found in CNIB Clear Print Guidelines: <https://cnib.ca/sites/default/files/2018-07/CNIB%20Clear%20Print%20Guide.pdf>

CATSA remediated the booklets and the same lived experience users provided their feedback suggesting no further changes.

It should be noted that the scope of this project was the booklets alone. Identifying additional potential solutions and assessing them for accessibility was not in scope. Based on tester feedback CNIB Frontier Accessibility finds that this can be a good alternative to signage in this case.

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