



ACCESSIBILITY PLAN-
PROGRESS REPORT 2024

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PROGRESS REPORT 2024

GENERAL MESSAGE FROM THE ACCESSIBILITY ADVISORY COMMITTEE

Following the publication of the 2023-2026 Accessibility Plan, our objective was to be more visible and accessible to our customers and the communities using our services. This report presents the progress that has been made since our publication of the plan in June 2023. We worked on the plan with the objective in mind to continue our discussions on accessibility and most importantly on the changes that will be necessary in the coming years.

Over the past year, Air Inuit's Accessibility Advisory Team has accomplished a number of initiatives related to the removal and prevention of new barriers, such as:

- Visibility on accessibility as a carrier;
- Improving accessibility on our website;
- Complete update of our Mobility Assistance web page and services available for special needs.

Our team worked, during the first year of the plan, on the actions considered the highest priority in order to be more visible and accessible following the comments received concerning the current accessibility issues that our passengers faced on a daily basis.

This progress report highlights the results of our accessibility improvements at Air Inuit. It goes without saying that our group will continually look for new ways to meet the CTA requirements during the current year.

FEEDBACK

Following comments received from our customers or Air Inuit employees regarding accessibility situations, the committee team analyzes the event or problem raised and discusses it with the departments concerned. These discussions lead us to make decisions in order to correct the problem by evaluating the range of possible solutions and implementing new procedures or processes.

CLARIFICATION ON FEEDBACK

Since publishing our accessibility plan, we have received very little feedback. Passengers have reported concerns to us mostly about traveling with service animals, being accompanied by support people and assistance with cabin baggage for people with reduced mobility. These are the 3 categories of comments we received the most.

Our customer service team made sure in each case to inform the sectors in contact with these passengers in order to be able to offer them the necessary services.
Every feedback received was followed up and analyzed with the parties involved.

CONSULTATIONS

ACCESSIBILITY ADVISORY COMMITTEE

The members of the accessibility advisory committee met monthly to work on the implementation of the actions of the 2023-2026 plan. Following an initial meeting and the constructive comments received, a draft of the Air Inuit Accessibility Plan was sent to the committee members in order to select the priorities of actions to be covered and completed by June 2024.

The consultations took the form of a round table and focus groups to identify current barriers among Air Inuit customers in the six priority areas of the Accessible Canada Act that concern Air Inuit. The committee members provided comments and a plan to guide future sessions and the progress of the work.

CUSTOMERS AND PEOPLE WITH SPECIAL NEEDS

In order to consult more extensively with people living with disabilities and the general public, a survey was broadcast on our various multimedia platforms. Different approaches were taken to collect feedback during the development of the plan (2023-2026). Following this collection, we left our customers free to continue this collection by posting a permanent questionnaire on our website.

RENEWAL OF CONTRACTS WITH NUNAVIK HOSPITAL CENTRES

The contracts of the 2 main hospital centres in Nunavik expired at the end of 2023. We therefore took advantage of discussions with the establishments during this renewal period to address the subject of improving accessible services with them. The clientele of these two centres represents the majority of passengers who require special needs. Our discussions with them allowed us to identify certain issues and make the necessary corrections.

GENERAL

CONTACT PERSON

Air Inuit worked with different entities to develop its Accessibility Plan and this Progress Report to identify, remove and prevent new barriers. Our working group consulted passengers and employees with various types of disabilities.

Air Inuit's designated official for the development of the Accessibility Plan is Cynthia Cartolano, Scheduled Network Manager.

The person designated to receive feedback is Andréa Richard, Customer Relations Representative.

FORMAT

If you need this a copy of this document, please email: airinuit.info@airinuit.com

Or contact us by mail at:

Accessibility plan

Air Inuit

6005 Côte-Vertu

Montreal, QC

H4S 0B1

Or contact us by Phone:

514-905-9445

1-800-361-5933

Or visit our social network platforms:

<https://www.facebook.com/AirInuit>

<https://www.instagram.com/air.inuit/>

<https://ca.linkedin.com/company/air-inuit>

If you need an alternate format of this Accessibility plan, you can contact us through the same channels and we will send it to you within 15 days. Please note that requests for a Braille version can take up to 45 days.

FEEDBACK

Your feedback is important to us.

If you're experiencing a barrier, be it physical, psychological, architectural, technological or attitudinal, to accessibility and want to help improve and advance our accessible services, please contact us, anonymously or not, using one of the methods below.

Through our online feedback tool: <https://www.airinuit.com/en/client-services/feedback>

By email: airinuit.info@airinuit.com

By mail: Feedback – Accessibility Plan
Air Inuit
6005 Côte-Vertu
Montréal (Québec) H4S 0B1

By telephone: Toll-free: 1-800-361-5933
Local: 514-905-9445

Feedback will be treated in the same manner, whether it is sent anonymously or not. However, we cannot acknowledge receipt of anonymous feedback.

We will take received feedback into consideration when publishing our progress reports and implementing the accessibility plan.

SUMMARY

As of June 1, 2023, Air Inuit published its first accessibility plan, as required by the Canadian Transportation Agency. A plan must be produced every 3 years. This plan must demonstrate how we plan to remove barriers in the following categories:

- INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)
- COMMUNICATION OTHER THAN ICT
- THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES
- THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES
- TRANSPORTATION
- THE BUILT ENVIRONMENT

This plan consists of continuously reducing, removing or eliminating barriers to accessibility at Air Inuit. In the years between publications of a new plan, a progress report is required. This progress report describes the steps we have taken to address some of the barriers identified during our consultations with people with disabilities and through Transport Canada's online feedback form.

An “obstacle” is anything that prevents a person with a disability from participating fully and equitably in society. A “disability” is a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or functional limitations.

Air Inuit is already sensitive to the needs of passengers with disabilities. A high percentage of our customers travel on our network for medical reasons, whether to attend medical appointments or to receive care. Some of these passengers have temporary or permanent disabilities due to their state of health. Our employees on board and on the ground already have experience in supporting these travellers.

Even though our commitment is already deployed with our accessibility services, we still seized this opportunity so that passengers travelling on our aircraft or members of the public accessing our facilities are not limited by obstacles which prevent them from using our services. Accessibility must be considered in our policies and daily operations.

CATEGORIES

1 – INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Air Inuit is committed to updating its communication platforms with available technologies in order to reach all users without barriers.

Obstacles observed

Although Air Inuit's information technology department is aware of the importance of accessibility following the plan issued in 2023, skills and resources in remote areas, especially internet access, are generally lacking to ensure that digital products and services are fully accessible to all of our customers.

Measures and improvements since the issuance of our plan (2023-2026)

That being said, during the year 2023, we have, however, implemented an accessibility menu on our website allowing the adjustment of the display according to the specific needs and preferences of users. Contrast, highlighted links, font and space enlargement, and other options are now editable via this menu.

Additionally, we have significantly improved the *Mobility Assistance* page on our website. All the information necessary for the different types of disabilities of passengers with special needs has been improved. This page contains, among other things, the services that Air Inuit offers before, during and after air travel. In order to help plan future trips and assist our passengers with special needs to be better equipped and prepared. We worked jointly with our different departments for each category found there. In fact, adding descriptions of all the accessibility services we offer is now available. In addition, the addition of contact details of resource people to contact for questions related to accessibility is now visible. Finally, the addition of our accessibility survey is currently permanently attached to our page. We strongly hope that passengers and employees can continue to give their feedback by providing their comments and suggestions for continuous improvement regarding our services.

2 – COMMUNICATION OTHER THAN ICT

As mentioned in our Accessibility Plan, we are committed to providing alternative formats upon request as soon as possible and within the deadlines indicated in the Canadian Accessible Regulations:

- Printing
- Large character printing
- Braille
- Audio format
- Electronic format compatible with adaptive technologies intended to help people with disabilities.

Obstacles observed

No comments or complaints have been reported since the submission of our Accessibility Plan regarding communications. However, we noticed during our consultations that the only main means of communication with Customer Service is by email and for reservations by telephone, which could be an issue in the future for deaf or hard of hearing people.

Measures and improvements since the issuance of our plan (2023-2026)

Offering different ways to communicate with Customer Service, in addition to communicating by email, people now have the contact details directly on our page in order to have the option of mail and telephone if they wish. Passengers can also make reservations via email by contacting our customer service address if they cannot communicate by telephone.

3 – THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Our goal remains the same, we will ensure that the goods, services and facilities we provide will eliminate the barriers faced by people with disabilities when travelling with Air Inuit. Following consultations and employee feedback we received, we plan to ensure consistency of our services at all airports in our network.

However, with the help of members of all Air Inuit departments, we still need to determine where the obstacles are in the process of obtaining goods, services and facilities from our network.

If goods and services are to be obtained, we must ensure the best possible value that they will provide in terms of accessibility for Air Inuit.

4 – THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Air Inuit remains committed to reviewing services with a view to improving accessibility. Moreover, during the improvement of our web page on accessibility and during our consultations with the committee, several questions came up about programs and services.

Obstacles observed

- Our employees are not all trained, and those who are should have a review every year in order to offer optimal service to our passengers who need specific mobility assistance.

Ongoing measures and improvements

- Guarantee training at start of hire for the employees concerned and provide periodic training on accessibility for all our employees on our network.
- Develop and create standard distribution templates to ensure that all official information and our services offered on accessibility are as accessible as possible to all employees and passengers.
- Ensure at all times that passengers with special needs get to their plane seat by the most optimal means depending on their situation.
- Promote awareness of Air Inuit accessibility policies and existing procedures.
- Evaluate the possibility of offering a reduced fare ticket to a person accompanying a passenger with a disability.

Improvements and decisions made since the issuance of our accessibility plan (2023-2026)

- Refusal of emotional support animals (ESA) on board

Following numerous requests in past years regarding the transport of emotional support animals (ESA), we have held several discussions on the subject in order to evaluate the acceptance for transport of pets other than assistance dogs for passengers in need. After reading the *Expert Report on the Transport of Emotional Support Animals on Board Transport Equipment* issued by the CTA and evaluating allergy cases and northern conditions that we face on the territory in which we operate, we retain our decision of refusing emotional support animals (ESAs) on board our aircraft. Please note that this excludes service animals.

- Extra Seat

We offer a second seat free of charge to people who must occupy two seats due to their disability. We have added this policy to our accessibility webpage so that passengers can easily find this information regarding their particular needs. In addition, we have informed the affected team members of this application and the regulations attached to this specific service request.

5 – TRANSPORTATION

Air Inuit is an air carrier, we do not manage any other means of transport as part of our operations. In order to ensure a service before and after the flights, we will eventually develop an information charter for our airport agents. This table will disclose all means of transportation by external entities that are available to passengers before and after boarding the aircraft.

As indicated, Air Inuit does not operate any other ground transportation as part of these scheduled operations. However, we recognize that it is essential to counter the obstacles that our customers with disabilities may encounter in the transportation used to access our services.

In terms of transport, we undertake to take into account the principles of accessibility in any possible transport agreement concluded with third parties.

Obstacles observed

- Have information on the actual dimensions of large motorized mobility aids in smaller aircraft, such as the Twin Otter and the King Air.

Ongoing measures and improvements

- Continue to implement practices to improve the safe handling of mobility aids and provide our consistent service. Among other things, in the majority of cases, when we are notified within 48 hours or more, we provide transportation of motorized mobility aids in remote areas. We travel to the passenger's home and transport the motorized aids to the aircraft. When the passenger arrives at the terminal, he/she is escorted by wheelchair from arrival until departure.
- Evaluate the effectiveness of safe transportation of fixed mobility aids (canes, crutches, etc.), where possible, and identify other possible improvements to provide optimal service on departure and arrival.
- Continuously improve the travel experience for customers who travel with mobility aids.
- Strengthen the training of our ground and in-flight staff (ticketing agents, handling agents and flight attendants) on transport and handling services regarding mobility aids.

6 – THE BUILT ENVIRONMENT

As mentioned in our 2023-2026 plan, most of the buildings we occupy and operate are not owned by Air Inuit, but are under the control of government or private entities.

- The following airports in Nunavik are owned by Transports Québec and operated by the Kativik Regional Government (KRG)
 - Akulivik Airport
 - Aupaluk Airport
 - Inukjuak Airport
 - Ivujivik Airport
 - Kangiqsulujjuaq Airport
 - Kangirsuk Airport
 - Kangiqsujuaq Airport
 - Kuujjuaraapik Airport
 - Puvirnituq Airport
 - Quaqtaq Airport
 - Salluit Airport
 - Tasiujaq Airport
 - Umiujaq Airport
- The Kuujuaq Airport is owned by Transport Canada and is operated by the KRG
- The Airport La Grande Rivière in Radisson is operated and owned by the Société de développement de la Baie James.
- The Montréal-Trudeau Airport is owned by Aéroports de Montréal.
- The Jean-Lesage Airport in Québec is the property of Aéroport de Québec Inc.
- Both the Schefferville and Sept-Îles airports are under the management of Transport Canada.
- Finally, the Sanikiluaq airport belongs to the Government of Nunavut.

Although we do not own these airports, Air Inuit is committed to helping remove and prevent barriers that reduce accessibility for everyone. We will work in collaboration with the different entities to improve the services provided in each of the buildings, because our daily objective is to make the front door of our aircraft, which are the airports and terminals, accessible to all those who use them.

Obstacles observed

Over the past few years buildings have evolved enormously, however there are obstacles in some of the airports and terminals we use that are not owned by us (as previously mentioned). In fact, some airports are more difficult to access, especially in remote regions, during the winter season. However,

during the year 2023, neither negative nor positive comments were collected for the built environment.

Ongoing measures and improvements

The accessibility team works closely with the Building Management Department which handles projects related to infrastructure improvement programs, as well as new construction, expansions or rental of premises. In 2023, no plans regarding improving accessibility to our Montreal FBO have been presented. We are deferring this action to our next progress report.

For airports operated by the private and government sector, it is the responsibility of the operators to ensure that they are always accessible in accordance with our requirements where appropriate. Our premises use commitments, however, allow us to require various accessibility features, including directional signs, barrier-free paths and automatic doors to and from airports. We intend to conduct airport accessibility audits in the coming year. Although no comments regarding the built environment were received, we will develop a database containing information from the accessibility audits. It will help us monitor progress in creating a more accessible network and prioritize installations for upgrades where necessary. No date has yet been issued on this subject.

PROVISIONS OF THE CANADIAN TRANSPORT AGENCY REGULATIONS RELATING TO ACCESSIBILITY

Accessibility requirements come from legislation and regulations adopted by the Canadian Transportation Agency, under subsection 170(1) of the Canada Transportation Act.

The improvement measures that we have carried out in the implementation of the elements of our accessibility plan with regard to the provisions that concern us are detailed in this document. We refer the reader to pages 9 to 16 for more details.

The laws and regulations affected include the following:

- [Accessible Canada Act](#)
- [Accessible Canada Regulations](#)
- [Air Transportation Regulations part VII](#)
- [Accessible Transportation Planning and Reporting Regulations](#)
- [Personnel Training for the Assistance of Persons with Disabilities Regulations](#)

APPENDIX A

SUMMARY OF ACTIONS AND RESPONSIBLE DEPARTMENT

ACTION	RESPONSIBLE DEPARTMENT	DATE COMPLETE	STATUS
Improve accessibility of our website	Commercial Operations	July 2023	Completed
Revise the Accessibility page of our website	Commercial Operations	June 2024	Ongoing
Create internal email address for employee feedback about accessibility	IT	TBA	TBA
Set up new internal notifications processes for travellers with disabilities	Commercial Operations / Ground Operations / Flight Operations	TBA	TBA
Revise our existing Comment card	Commercial Operations	TBA	TBA
Evaluate modernizing our ground equipment	Ground Operations / Commercial Operations	TBA	TBA
Improve acceptance of mobility aids	Commercial Operations / Ground Operations / Flight Operations	TBA	TBA
Create a visual support for special assistance	Commercial Operations	TBA	TBA
Review training sessions about how to assist passengers with disabilities	Ground Operations	TBA	TBA
Develop information chart for available transportation to the different airports	Commercial Operations / Ground Operations	TBA	TBA
Evaluate accessibility improvements to our FBO terminal	Commercial Operations / Building department	TBA	TBA