



# ACCESSIBILITY PLAN PROGRESS REPORT 2025

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## PROGRESS REPORT 2025

### 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 last report in June 2024. 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:

- Dedicating a new aircraft for the transportation of patients;
- Hire new key team members to ensure better accessibility training on the ground;
- Strengthened our feedback process to better assist passengers with disabilities.

This year, our team continued to focus our commitment to accessibility by taking meaningful steps to create a more inclusive and equitable environment for all. Guided by our core values and informed by feedback from our community, we have made significant progress in identifying and removing barriers that impact individuals with disabilities.

This plan outlines the initiatives we've undertaken, the measurable improvements we've achieved, and the priorities we've set for the year ahead as we work toward our goal of full accessibility for everyone we serve

## 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

This year, we tried to emphasize the visibility of our Feedback questionnaire and have received a good amount of retroaction compared to the first year. Passengers that participated, mostly provided input concerning reduced mobility issues.

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 continue to meet monthly to work on the implementation of the actions of the 2023-2026 plan. 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

We were able to consult an organization called the Deaf Community of Nunavik who were able to provide us with some improvement suggestions. During a Workshop organized in Montreal the organizers reserved a moment in their scheduled planning to discuss air travel and accessibility upon our request. Their input helped shape several of our accessibility initiatives and deepened our understanding of the unique challenges faced by Deaf and hard-of-hearing individuals. This plan outlines some of progress we've made, the actions we've taken in response to this feedback, and our continued commitment to removing barriers and enhancing accessibility across all aspects of our services. We are looking forward to continue to work with this specific organization in the future.

### DEDICATED AIRCRAFT FOR TULATTAVIK HEALTH CENTER

During the discussions concerning the new dedicated aircraft for patient transport, consultations with the health center was ongoing. Their experts were a great resource for us in making sure the aircraft would be adapted to passengers' special needs. We therefore took advantage of these exchanges with the establishment to address the subject of improving accessible services with them. The clientele of the hospitals represents the majority of passengers who require special needs on our flights.

## GENERAL

Air Inuit has prepared the progress report that provides updates on the progress we made in implementing the Accessibility Plan published in 2023, to meet our obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

## CONTACT PERSON

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 Andr  a Richard, Customer Relations Representative.

## FORMAT

If you need this a copy of this document, please email: [airinuit.info@airinuit.com](mailto:airinuit.info@airinuit.com)

Or contact us by mail at:

Accessibility plan  
Air Inuit  
6005 C  te-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](mailto: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)**

We updated the *Mobility Assistance* page of 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**

We have received some feedback concerning methods that could be utilized to better communicate with passengers with hearing difficulties at the airport and on board the aircraft. Mostly regarding the directions given to reach the boarding gate, security measures onboard and available menu options.

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

Following these comments, we have implemented new ways to communicate with passengers with hearing difficulties.

- The counter agents are encouraged to take the passenger one on one and accompany them to the gate if possible, if not written instructions on how to proceed to the gate is given.
- Passengers with disabilities are invited to pre-board and in the case of a hard of hearing traveler, our crew makes sure to point to the emergency card in the seat so the information can be seen and read.
- Our crew will write down the menu choices available for the passengers.

### 3 – THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Our goal is to ensure that the goods, services and facilities we provide will eliminate the barriers faced by people with disabilities when travelling with Air Inuit.

#### **Enhanced Medical Air Transport Accessibility for Northern Communities**

On February 26, 2025, a newly modified Dash8-100 aircraft, specifically designed to improve medical evacuation capabilities, was officially launched to serve communities along the Ungava Coast. This initiative is the result of a partnership between the Ungava Tulattavik Health Centre (UTHC) and Air Inuit, representing a major step forward in improving healthcare accessibility for the region.

The upgraded aircraft offers significant improvements for both medical personnel and patients. Key enhancements include increased onboard capacity, a reconfigured interior layout, and advanced medical equipment to support better patient care during transit.

Critically, accessibility has been prioritized with the addition of widened rear cargo doors, simplifying boarding and disembarking for individuals with mobility needs and facilitating the safe and efficient transport of patients and medical staff. Developed with input from medical aviation specialists, this initiative reflects an ongoing commitment to equitable healthcare access and innovative, community-responsive transport solutions.

## 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)**

- Air Inuit has hired three new Station Supervisors, bringing the team to six, to strengthen frontline operations, enhance employee accessibility training, and improve service delivery for passengers with special needs. These supervisors are stationed on the two coasts, Hudson and Ungava and rotate between all our stations and play a crucial role in ensuring accessibility standards are met and exceeded. Their responsibilities include overseeing the implementation of specialized assistance protocols, supporting staff with tailored training in accessibility services, and providing on-the-spot guidance to ensure that passengers requiring additional support receive a safe, respectful, and comfortable travel experience.

## 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
  - Kangiqsujaq 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, 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 2024, 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 15 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	May 2025	Completed
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	Ongoing	Ongoing
Revise our existing Comment card	Commercial Operations	TBA	TBA
Evaluate modernizing our ground equipment	Ground Operations / Commercial Operations	Ongoing	Ongoing
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	Ongoing	Ongoing
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