



ACCESSIBILITY PLAN
Air Inuit 2023-2026

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GENERAL

CONTACT PERSON

Air Inuit worked with different entities to develop this Accessibility Plan 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
Montreal, QC
H4S 0B1

By phone:
Toll-free: 1-800-361-5933
Telephone: 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.

MESSAGE FROM AIR INUIT

As of June 1, 2023, the Canadian Transportation Agency mandates all Canadian airlines to produce an accessibility plan every 3 years. This plan should demonstrate how we expect 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 is our first canvas aiming to reduce, remove, or eliminate barriers to accessibility at Air Inuit.

A “barrier” is anything that keeps a person with a disability from participating fully and equally in society. A “disability” is any physical, mental, intellectual, cognitive, learning, communication or sensory impairment or functional limitation.

Air Inuit is already sensitive to the needs of passengers traveling with disabilities. A good percentage of our clientele flies on our network for medical reasons, be it to attend medical appointments or to receive treatment. Some of these passengers present temporary disabilities due to their health conditions. Our employees on board and on the ground have a lot of experience attending to these travelers.

We still took this project seriously so that passengers traveling on our aircraft or members of the public accessing our facilities should not be restricted by any barriers that keep them from using our services. Accessibility should be considered in our policies and our day to day operations.

In the first months of 2023, our small group, composed of members from different departments relevant to the accessibility plan, set up consultations with the Inuit community. We wanted to gather feedback not only from the general population but based on our unique clientele. We also surveyed our own employees to collect their comments and ideas to help us understand some of the present accessibility issues they face every day.

This plan highlights what resulted from these consultations and what we aim to work on in the next 3 years to improve accessibility at Air Inuit. Our group will continuously look for new ways to meet the CTA requirements.

CATEGORIES

1 – INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

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

UNIVERSAL FORMAT

- We will work with our website agency to add an accessibility menu powered by a digital accessibility program. The menu would allow to:
 - Change the contrast
 - Highlight links
 - Enlarge the text
 - Enlarge spacing
 - Etc.

ACCESSIBILITY WEBSITE PAGE

- Improve and rename the Mobility Assistance page of our website to include more information available for passengers with all type of disabilities.
 - Add a travel form for passengers to prepare their future trip, in order to help them but also help us be better equipped to assist them.
 - Add descriptions of all the accessibility services we can offer.
 - Include contact information and create new email for all questions related to accessibility.
 - Add the consultation survey permanently so passengers and employees can continue giving feedback.

IMPROVE INTERNAL COMMUNICATION

- Create an internal email address to let employees share actual situations related to accessibility, and provide feedback and suggestions to continually improve our service.
- Set up new and improve processes to inform all necessary departments when a passenger requiring special assistance is traveling.

2 – COMMUNICATION OTHER THAN ICT

- When asked, we commit to provide these alternate formats as soon as possible and within time frames listed in the Accessible Canada Regulations:
 - print
 - large print
 - braille
 - audio format
 - an electronic format that's compatible with adaptive technology meant to help people with disabilities
- Revise our existing comment card in order to include feedback about accessibility issues.

3 – THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Our goal is to make sure the goods, services and facilities we provide will remove the barriers that people with disability face when traveling with Air Inuit. Following the consultations and employee feedback that we have received, we plan on ensuring our services are streamlined throughout the stations of our network.

- We will evaluate if our ground equipment could be modernised thanks to new technological advances, including automated lift, wheelchairs, including special larger models to accommodate passengers, etc.
- Improve our acceptance of mobility aids onboard our aircraft.
 - EX. Lumbar support
 - Canes, crutches, etc.
- Create a visual support to make known the possibility of receiving special assistance when needed.
- Be more proactive in the way we offer assistance to passengers with disabilities. Asking how we can help them as soon as they contact us by phone or when they arrive at the airport.

4 – THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We're committed to reviewing and developing programs and services through an accessibility lens. To do this, we will:

- Consult people with disabilities when we develop or review programs or services or policies, such as:
 - Acceptance of emotional support animals
 - Extra seats for larger passengers

- Evaluate the possibility of providing a discounted ticket to a person assisting a passenger with a disability
- Review training sessions given to employees about accessibility standards
- Develop and launch standard templates to make sure all official information is as accessible as possible.

5 – TRANSPORTATION

We will develop an informational chart for our airport agents. This chart will disclose all the means of transport available to passengers before and after boarding the aircraft.

6 – THE BUILT ENVIRONMENT

Most of the buildings we occupy and operate out of do not belong to 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
 - Puvirnituaq Airport
 - Quaqtuaq Airport
 - Salluit Airport
 - Tasiujaq Airport
 - Umiujaq Airport
- The Kuujjuaq 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.

Even though these airports do not belong to us, Air Inuit is committed to help remove and prevent barriers from reducing accessibility to all. We will work in collaboration with the different entities to improve the services provided at each of the buildings.

The only space that we own and operate flights out of is our FBO (Fixed base operator) terminal. It is located adjacent to our Technical Center in Montréal and was built in 2012. Since, the construction is pretty recent the accessibility guidelines were originally followed. The FBO is already a welcoming and accessible environment. However, we plan to evaluate how we can further improve its accessibility based on our consultations and forthcoming feedback. We will also be proactive in keeping up to date with everchanging accessibility construction guidelines when improvement work is required.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

As a small carrier, transporting less than a million passengers a year, Air Inuit is not captured under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). However, we must comply with the Air Transportation Regulations, Part VII and the Personnel Training for the Assistance of Persons with Disabilities Regulations, for which you can find the links below.

[*Air Transportation Regulations, Part VII*](#)

[*Personnel Training for the Assistance of Persons with Disabilities Regulations*](#)

Training

Our training programs are divided in 3 categories, depending on how our agents come in contact with passengers. We plan to review and improve our training programs, reflecting the feedback we have received while creating this plan.

Commercial Operations

- Reservations, Passengers Services and Charters departments.
 - Telephone and email interactions with the public regarding the offered services

Ground Operations

- All stations counters including, YUL FBO (Terminal) and Ground handlers YUL, YQB
 - Customer service agents and Ramp agents that interact with the public, provide physical assistance, handle mobility aids and offer assistance with special equipment or aids.

Flight Operations

- In-flight crews
 - In-flight interactions with passengers, provide assistance during the flight.

CONSULTATIONS

Different approaches were adopted to collect feedback as we developed this plan, including:

- Contacting some of our regular passengers who we know have a disability.
- Creating a questionnaire that we handed out on board our flights.
 - the questionnaire was also posted on our website and social media platforms
 - it was also sent to medical centers and organisations in Nunavik
- Collecting feedback directly at the Ullivik hospital in Montreal
- Making a survey that was sent to all employees working in the stations of our network
- Creating an internal working group to identify barriers and develop a plan to reduce or remove those barriers

Our first consultation priority was to focus on the Inuit community of Nunavik. We are their main mean of transportation and we operate in difficult conditions. This can create more barriers or even amplify an existing one. Which is why we wanted to collect their feedback first.

We reached out to the Nunavik Regional Board of Health and Social Services (NRBHSS) to inquire if an association for Nunavimmiut with disabilities existed and unfortunately there are none. Compared to services available in Nunavut, those offered in Nunavik (the territory which Air Inuit serves) are very limited.

We faced challenges at the start of our consultations campaign, it was difficult to motivate people to participate in this important step. Also, we had a hard time connecting with passengers with a disability.

The solution that we found to solve this problem was to consult our employees who are in direct contact with passengers, such as our reservations agents, airport agents, passenger services agents, to see if they knew of frequent flyers with disabilities. With this approach we were able to connect with a few travellers who answered our survey and provided us with valuable feedback.

One of the respondents of our survey, a visually impaired elder, was very helpful with her testimony.

“If there are any delays or modifications on the flight at the airport, it would be good to be advised (not just a general message) and the thing I would appreciate the most is if someone could take care of my luggage, it would make my travel so easier.”

We proceeded with sending this survey to medical entities in Nunavik (Tulattavik Health Center, Inuulistik Health Center) and we also sent a small group of Air Inuit employees to the Ullivik hospital in Montreal to meet patients and collect their feedback. With the information that we collected, we understood that our passengers traveling with disabilities are all different and we should communicate more with each one of them to better understand how we can help them on their journey. They would want us to be more proactive in providing assistance.

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Overall, we found that people appreciated that we took the time to listen to their stories and our openness towards improving services for all.

“Thank you for the phone call, I have been travelling for over 40 years and I never had somebody who had asked me how my travels were with my condition.”

APPENDIX A

SUMMARY OF ACTIONS AND RESPONSIBLE DEPARTMENT

ACTION	RESPONSIBLE DEPARTMENT	DATE COMPLETE	STATUS
Improve accessibility of our website	Commercial Operations	TBA	TBA
Revise the Accessibility page of our website	Commercial Operations	TBA	TBA
Create internal email address for employee feedback about accessibility	IT	TBA	TBA
Set up new internal notifications processes for travelers 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