



airCreebec

**NOUS VISIONS PLUS HAUT !
WE AIM HIGHER!**

Accessibility plan

Note: ***Any amendment contents to this plan will be highlighted in yellow.***

First Edition

October 2023

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ACCESSIBILITY PLAN

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1. INTRODUCTION

1.1 ABOUT AIR CREEBEC

Air Creebec is a regional airline based in Waskaganish, Quebec. It operates regularly scheduled flights, charter, and freight services to 16 destinations in Quebec and Ontario. The main bases are located at the Val-d'Or, Montreal, and Timmins airports, with hubs in Waskaganish, Chisasibi, and Moosonee.

Air Creebec is committed to providing top-quality airline services in Quebec and Ontario. Established in 1982, we have worked very hard over the past 40 years to achieve our vision of reliable and comfortable air travel to the north. The pursuit of excellence is our primary and unwavering focus.

1.2 GENERAL

According to the 2017 Canadian Survey on Disability, one in five Canadians (6.2 million) aged 15 and over had at least one disability that limited their activities and full participation in society.

The Canadian Accessibility Act, which came into force in July 2019, aims to make Canada barrier-free by January 1, 2040. The Act requires federally regulated organizations to prepare and publish multi-year accessibility plans and annual progress reports.

We are committed to serving our customers with passion and friendliness, and to providing safe and reliable service, and we are committed to respecting the principles of accessibility set out in the Act, which are stated as follows:

1. All persons must be treated with dignity, regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support, if they desire, regardless of their disabilities.
5. Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons.
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
7. The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.



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1.3 CONTACT US

This accessibility plan is available in PDF online at:

<https://www.aircreebec.ca/accessibility-plan-first-edition-amend-3-24-May-2024/>

Alternatively, if you are on our website <https://www.aircreebec.ca>, then, on the far right of the web page is the accessibility tab, clicking on that tab will open the plan in PDF.



Alternate formats of the plan can be obtained by request through the feedback process below.

For more detail on alternate formats see [sec 3.1](#) from this plan.



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1.3.1 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 using one of the methods below:

Mailing Address: Air Creebec Inc.
PWD Feedback c/o Maurice Lauzon
4599, Airport Road
Timmins, Ontario
P4N 7C3

Email: pwdfeedback@aircreebec.ca

Phone: 1-705-264-9521 ext. 3108 Maurice Lauzon

Website: <https://www.aircreebec.ca/contact/>

To access the feedback form on the website, you need to click on the contact tab and scroll to the bottom of the page where you find this form:

The screenshot shows a feedback form titled "GOT QUESTIONS ?" with a hamburger menu icon above it. Below the title, it says "Fields marked with an * are required". The form contains a large text area for "MESSAGE*", a dropdown menu for "ACCESSIBILITY ISSUES / QUESTIONS?", a checkbox for "Send anonymously", and three input fields for "FIRST NAME*", "LAST NAME*", and "EMAIL". An orange "SEND" button is at the bottom.

Clicking on **SUBJECT** will open the drop down menu where **ACCESSIBILITY ISSUES / QUESTIONS?** can be selected. This will automatically send your feedback to the correct person. There is also an option to send anonymously. If you choose to select anonymous, we will not be able to respond to your question.



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1.3.2 RESPONSE TO FEEDBACK

Air Creebec will respond to non anonymous feedback in the communication format for which the feedback was received. Eg. An email for an email, phone call for a phone call etc...

At this time the only way we can receive anonymous feedback is via telephone at the number indicated above. We plan to update our website by Oct 31,2025 to accommodate anonymous feedback.

1.4 ABOUT THE ATPRR

The Accessible Transportation Planning and Reporting Regulations (ATPRR), created under the authority of the Accessible Canada Act (ACA), came into force on December 13, 2021.

1.5 ACCESSIBLE TRANSPORTATION PLANNING AND REPORTING REGULATIONS (ATPRR)

The ATPRR require that Air Creebec as a transport service provider (TSP) have requirements related to planning, reporting, and feedback processes in order to identify and remove barriers and prevent new barriers.

The ATPRR require that Air Creebec publish and maintain an Accessibility Plan outlining the organization's policies, programs, practices, and services that are in place.

This includes considerations for:

- Information and communication technologies (ICT), such as making information available in multiple formats and/or compatible with adaptive technologies;
- Communications, such as interactions with the public;
- The procurement of goods, services, and facilities;
- The design and delivery of programs and services;
- Transportation;
- The built environment, including requirements for the physical space, signage, etc.;
- Provisions of CTA accessibility-related regulations; and
- Consultations.

Air Creebec Inc. updates its Accessibility Plan every three years, with yearly progress reports published by June 01 of each year. The OTC and Accessibility



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Commissioner must be advised of the publishing of the updates and progress reports within 48 hours.

Any amendments must be submitted within 48 hours to the CTA OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca and, to the Accessibility Commissioner via the online portal <https://accessibility-portal.chrc-ccdp.ca/>.

Please note that the feedback plan is included in the accessibility plan and when the CTA is updated notification, a note to this effect must be included in the update. The notification email to the CTA must include the URL for the location of the plan

<https://www.aircreebec.ca/accessibility-plan-first-edition-amend-3-24-May-2024/>

The principles as stated in [section 1.2](#) are considered in our accessibility plan.

2. INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

2.1 ALTERNATE MEDIA

Email address

Reservations can be made via Air Creebec Inc. website <https://www.aircreebec.ca/>, or by phone Reservations # 1-800-567-6567 or 1-819-825-8355, or your local travel agency.

2.2 ANNOUNCEMENTS

Announcement will be made to keep all passengers informed of flight status such as departure times, gate locations and any delays. If a passenger who is hard of hearing or cannot understand they may approach our agents for assistance.

2.3 WEBSITE

Air Creebec Inc. has posted the accessibility plan for public review and access. <https://www.aircreebec.ca/>

3. COMMUNICATION (OTHER THAN ICT)

3.1 COMMUNICATION

Air Creebec employees who interact with passengers in the course of carrying out their functions are trained to recognize:

- The nature of passenger's disability;
- Whether the passenger uses an assistive device to assist them to hear, see or communicate;
- Whether there are methods of communication that may be used by the passenger or that may assist with communication with the passenger, such as an augmentative or alternative communication system, sign language or clear, concise and plain language;
- Seeking information from a passenger with respect to their preferred method of assistance when providing physical assistance;
- Engaging in a conversation with a passenger if they identify the nature of their disability when making a reservation, for the purpose of identifying their needs in relation to their disabilities and the services offered by Air Creebec in relation to those needs; and
- Describing, if requested, the services that Air Creebec can provide to passengers, and any conditions in respect of those services.

Air Creebec is responsible for ensuring that passengers with visual or hearing disabilities can receive publicly available information about the services or facilities (including equipment) in ways that are accessible to those travelers. This means offering that information in alternative formats.

In addition to conventional print and Display screens – such as:

- Print - by the 15th day after the day that the request is received.
- Large print - by the 15th day after the day that the request is received.
- Braille – within 45 days after the day that the request is received.
- Audio format – within 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 - by the 15th day after the day that the request is received.
- Providing information in clear, short sentences, and avoid speaking too fast,
- Break instructions into small parts.
- Ask the person if they would like key information in writing; and
- Consider moving to a quiet or private location, especially if you're in a public area with many distractions.

3.2 Braille Cards

- Emergency procedures available on all Air Creebec flights.
- Assistance in pre-boarding and deplaning is offered.



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4. 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 Creebec. 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.
- Create a visual support to make known the possibility of receiving special assistance when needed.

5. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

5.1 HR POLICY

Review and update Duty to Accommodate Policy every 3 years, as well as assess this Policy's continued suitability, adequacy, and effectiveness and, where appropriate, develop and implement action plans to carry out its intent.

5.2 DUTY TO ACCOMMODATE

Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.

Consulting individuals with disabilities while ongoing development and review of programs and services, ensuring all individuals who engage with us are satisfied with the accessibility of our programs and services.

5.3 JOB POSTINGS

Remove accessibility barriers for job postings where possible.

Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.

Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.



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6. TRANSPORTATION

Our aircraft along with facilities may cause physical barriers to passengers with mobility limitations. We endeavor to provide accessible facilities and equipment, including wheelchair-accessible ramps, lifts.

Review and inventory of all existing accessible equipment such as wheelchair and lift devices will be updated and monitored. Improve training for staff who assist with person with disabilities.

We do not manage ground transportation as part of our regular operations. However, we recognize that it is essential to address the barriers that our customers living with a disability may encounter in the transportation used to access our services. We will work with our partner airport authorities to identify and remove transportation barriers throughout the customer's airport experience.

7. BUILT ENVIRONMENT

Air Creebec will provide wheelchairs and boarding chairs at all locations we serve.

Charts of equipment are available at each location and can be found here,

<https://www.aircreebec.ca/accessibility-equipment-station-charts/>

Passenger boarding ramps are available at the following locations:

- Montreal
- Timmins
- Val d'Or

We will evaluate all our northern stations for the need of ramps or lifts.

8. ACTION PLAN FOR 2023-2025

ACTION	RESPONSIBLE DEPARTMENT	Status	Deadline	DATE COMPLETE
Develop a plan and submit to CTA	CCCD Maurice Lauzon / Robert Bouchard	Done	Oct 31,2023	Oct 31, 2023
Improve/Design accessibility page of our website	IT Stanley Lee / Micheline Lavoie via consultant	In progress	Oct 31,2024	
Design a new website	IT Stanley Lee / Micheline Lavoie	In progress	Oct 31,2025	
Evaluate and establish a modernization plan for our ground equipment	Clayton Richard	In progress	Oct 31,2026	
Review and update training sessions about how to assist passengers with disabilities	CCCD Maurice Lauzon / Robert Bouchard	Done	Yearly/End of year	Completed for 2023/24
Evaluate our facilities for accessibility	External consultant / Micheline Lavoie	In progress	Oct 31,2025	
Develop information chart for available transportation to the different airports	Operational Support / Dan Plourde and Connie Ragusa Clayton Richard	Done	Apr 30,2024	May 31, 2024
Develop an internal audit	CCCD Maurice Lauzon / Robert Bouchard	In progress	Oct 31,2024	
Establish Advisory committee	Admin / Sylvain Aubin	In progress	Jan 31,2024	

9. CONSULTATIONS

In the initial preparation of the plan Air Creebec was not aware of the need for a plan until August 2023 and in the time allotted to submit the plan, we were unable to consult with persons from the disabled community. As a result, this is the reason the above plan contains the objective to establish an Advisory committee as a first priority. We have since established contact with K eroul to help us achieve this objective.

Based on our consultation with K eroul, different approaches may be adopted to collect feedback as part of this plan, including:

- Set up a committee.
- Contacting some of our regular passengers who we know have a disability.
- Creating a questionnaire that we will hand out on board our flights.
 - the questionnaire will also be posted on our website.



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- Develop a survey that will be sent to all employees working in the stations of our network.

10. PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

10.1 REGULATIONS APPLICABLE TO AIR CREEBEC INC.

- Air Transportation Regulations, Part VII – for air carriers not captured under the ATPDR
- Personnel Training for the Assistance of Persons with Disabilities Regulations – for all TSPs not captured under the ATPDR

10.2 TARGET GROUPS FOR TRAINING

10.2.1 GROUND OPERATIONS

Passenger Service Agents and Northern Station Agents, Cargo/Ramp Attendants (including Supervisors and Managers) that interact with the public, provide physical assistance, handle mobility aids, and offer assistance with special equipment or aids.

10.2.2 IN-FLIGHT SERVICES

Flight crews (Pilots) and Flight Attendant (including Supervisors and Managers) that interact with the public, handle mobility aids and guide employees.

10.2.3 ADMINISTRATION/EXECUTIVE

Familiarization or training for Senior Managers.



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11. OTHER PRINCIPLES

Air Creebec Inc. policy is to meet the needs of passengers with disabilities and special needs by complying with all applicable Canadian Transportation Agency (CTA) Regulations and Guidelines for an operation of our size.

A passenger with a disability will be treated with dignity, respect, and courtesy at all times.

We will offer the following:

- No charge for mobility devices at check-in;
- Assist the person with registration at the check-in counter;
- Assist the person in proceeding to the boarding area;
- Assist the person in boarding and deplaning;
- Periodically inquire about the needs of the person who is in a wheelchair, is not independently mobile and is waiting to board an aircraft, and attend to those needs; and
- Allow the person, upon request, to board the aircraft in advance of other passengers,
- where time permits and where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage.