

# Air Creebec Inc Accessible Planning and Reporting Regulations Progress report 2024

## 1. General

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](mailto:pwdfeedback@aircreebec.ca)**

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

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

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.

Our customers may request an alternate format of the accessibility plan, a description of the feedback process and/or the progress report, using the same methods of contact.

## 2. Information and communication technologies (ICT)

Air Creebec has implemented certain parts of our Accessibility plan and has made it available on our current website. A new website is currently being worked on with an external designer to continue to improve our service for our customers. Our company website is being reviewed and will be updated by October 2025.

**At present we have the following available to our customers:**

- **Our website has a dedicated area for Accessibility.**
- **All documents relating to the accessibility plan are available upon request in multiple formats upon request.**
- **A chart with available equipment at our stations**
- **A telephone number and email address for information and to offer Feedback.**

### 3. Communication, other than ICT

Air Creebec Inc is committed to have information requested by our customers available to them when needed.

At this time, Air Creebec Inc has not received any feedback or reports of any difficulties with the services offered and information requested by our customers.

### 4. Procurement of goods, services and facilities

Air Creebec Inc has begun the process of evaluating its equipment at various stations and accessibility to its facilities.

A chart of equipment to assist our customers is available for all our station on our website.

Air Creebec Inc will continue to evaluate and add required equipment as per our Accessibility plan.

### 5. Design and delivery of programs and services

Air Creebec Inc has established a committee. Its first meeting is to be held before the end of 2024.

Since our website has had its Accessibility plan posted we have not received any feedback.

### 6. Transportation

Air Creebec has charts available on our website of accessibility equipment at all our stations and continues to look at purchasing the required equipment for the future.

Our staff has received online training in assisting persons with disabilities and receives practical (Hands on training) from previously trained supervisors to be able to assist with confidence and assurance for our customers safety and comfort.

When creating our online training, we used CTA guidance material and instructional videos for assisting persons with disabilities.

### 7. Built environment

Air Creebec Inc has the following services available to our customers to provide a safe and barrier-free environment:

- **Passengers pre-boarding and assistance to aircraft**
- **Service animal policy and procedures**
- **Accessible seating on all aircraft**

## 8. Provisions of CTA accessibility-related regulations

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

**The laws and regulations affected include the following:**

- 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

## 9. Feedback information

As of this time no feedback has been received via website or any other means.

In our plan we discuss implementing hand-out surveys for our customers which are not yet implemented. ACI does have a Feedback process on our website.

## 10. Consultations

We have begun the process of establishing a committee. We are working with K eroul on this. We have identified a person with a disability from the region we operate in who has agreed to participate in the committee. We anticipate the first meeting will occur before year end.

Surveys and questionnaires will be developed alongside the committee members. There have been challenges in finding members of the communities who are persons with disabilities to participate on our accessibility committee.

Air Creebec Inc is actively looking for other members for our accessibility committee. if you are interested, please contact Maurice Lauzon at [lauzonm@aircreebec.ca](mailto:lauzonm@aircreebec.ca).