



Progress Report 2026



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Introduction

This accessibility plan progress report was prepared by PASCAN AVIATION.

As stated in PASCAN AVIATION's Accessibility Plan dated June 30, 2025, PASCAN committed to meeting the requirements of the Accessible Transportation for Persons with Disabilities Regulations ("ATPDR" or the "Regulations") that apply to small air carriers. PASCAN AVIATION is confident that its accessibility policies and procedures meet all applicable regulatory requirements. This progress report outlines PASCAN's ongoing efforts to incorporate feedback from passengers and other advisors into evolving practices, with the goal of improving the services it provides to persons with disabilities.

This plan applies to all PASCAN AVIATION activities, including scheduled and charter air services, operations at the airports it serves, and interactions with passengers at every stage of their journey. It is intended for all company staff and partners, including contractors and ground service providers.

Regulatory References

This progress report, along with our plan, is based primarily on the requirements of the **Accessible Transportation Regulations** (SOR/2019-244), in effect since June 25, 2020. It also aligns with the **Accessible Canada Act (ACA)** and the guidance published by the CTA. PASCAN Aviation is committed to complying with all applicable laws and standards, and to updating this plan on a regular basis or whenever there are significant changes to its operations.

Feedback Process

Your feedback matters to us. If you encounter an accessibility barrier—whether physical, psychological, architectural, technological, or behavioral—and you’d like to help us improve and advance our accessible services, please contact us using one of the methods below:

By mail:

PASCAN AVIATION
Attn: Accessibility Officer (Joanie Turcotte Beaudoin)
6575 Savanna Road,
Saint-Hubert, QC J3Y 8Y9

By email:

jtbeaudoin@pascan.com

By phone:

Joanie Turcotte Beaudoin
Phone: (450) 443-0500 ext. 2224

Website:

An accessible form is available upon request for now; it will be available soon on our website.

You can also submit feedback anonymously. If you choose to remain anonymous, we won’t be able to respond to your question.

Response to Feedback

PASCAN AVIATION will respond to non-anonymous feedback using the same communication method in which it was received—for example, email for email, phone call for phone call, etc.

At this time, the only way to provide anonymous feedback is by phone at the number below:

Joanie Turcotte Beaudoin
Phone: (450) 443-0500 ext. 2224.

General Accessibility Policies

Policy Statement

PASCAN AVIATION is committed to providing an accessible, safe, and respectful transportation environment for everyone, including people with disabilities.

Accessibility is built into our day-to-day operations and is a core part of our company culture. We recognize our responsibility to remove barriers and to prevent any form of discrimination against people with disabilities.

Equity and Inclusion Principle

Our policies are grounded in the following principles:

1. Everyone must be treated with dignity, regardless of disability.
2. Everyone, no matter their disability, should have the same opportunity to live the life they want.
3. Everyone must have barrier-free access to full and equal participation in society, regardless of disability.
4. Everyone should have meaningful options and be free to make their own choices—with support, if they choose—regardless of disability.
5. Laws, policies, programs, services, and structures must take into account people's disabilities, the different ways they interact with their environment, and the multiple, intersecting forms of marginalization and discrimination people face.
6. People with disabilities must be involved in developing and designing laws, policies, programs, services, and structures.
7. Creating and reviewing accessibility standards, and adopting regulations, must be done with the goal of achieving the highest level of accessibility for people with disabilities.

About the ATPRR

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

Accessible Transportation Planning and Reporting Regulations (ATPRR)

The ATPRR requires PASCAN AVIATION, as a transportation service provider (TSP), to have planning, reporting, and feedback processes in place to identify and remove barriers—and prevent new ones.

The ATPRR also requires PASCAN AVIATION to publish and keep up to date an accessibility plan describing the organization's policies, programs, practices, and services.

This includes considerations for:

1. Information and communication technologies;
2. Communications, other than information and communication technologies;
3. Procuring goods, services, and facilities;
4. Program and service design and delivery;
5. Transportation;
6. The built environment.

PASCAN AVIATION updates its accessibility plan every three years, with annual progress reports published no later than June 1 each year. The CTA and the Accessibility Commissioner must be notified of the publication of updates and progress reports within 48 hours of publication.

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

Status Update – Task Table

Information and Communications Technologies (ICT)

Observed Barriers	Action(s)	Performance Indicator	Responsible Department	Due Date
No “Accessibility” tab to inform travelers about available services and accessible facilities for people with disabilities on the website;	1. Assessment of our website needs; 2. Consultation with people with disabilities to validate the content of an “Accessibility” tab; Update our website, including adding an “Accessibility” tab that presents information on the various procedures and services for people with disabilities.	Publish an “Accessibility » tab on our website.	Passenger Services	Completed August 21, 2026
Lack of implementation of WCAG 2.0 standards on our website;	1. Assess our website’s needs; 2. Update our website to meet WCAG 2.0 standards.	Launch a website that complies with WCAG 2.0.	Passenger Services	To be determined
Front-line staff lack awareness of the services available to passengers with disabilities;	Training for current and future staff on welcoming and assisting passengers with disabilities.	All employees hold a valid training certificate from a recognized organization for assisting travelers with disabilities.	Passenger Services	In progress
No dedicated communication channel to notify staff of a new accessibility-related procedure;	Implementing a communication method that will enable the entire organization to access information related to accessibility at PASCAN AVIATION.	A communication channel that connects all staff.	Passenger Services and Ground Services Manager	Completed January 21, 2026

Communications (excluding information and communications technology)

Observed barriers	Measure(s)	Performance indicator	Department(s) concerned	Due date
Discomfort communicating with and requesting information considered sensitive from travelers with disabilities;	1. Training for current staff—and future public-facing staff—on welcome and customer service for people with disabilities.	All employees hold a certificate of valid training from a recognized organization for serving people with disabilities.	Passenger Services, Reservations, Ramp Agent, and Flight Attendant	In progress
Lack of awareness of the facilities available to staff;	1. Facility assessment; 2. Drafting a reference information document for welcoming travelers with disabilities.	Reference document published and distributed to staff across our organization.	Facilities Manager	Pending
Lack of awareness of services available to people with disabilities;	1. Training for current staff and future staff who interact with the public on welcoming and serving people with disabilities.	All employees hold a certificate of valid training from a recognized organization for serving people with disabilities.	Passenger Services, Reservations, Ramp Agent, and Flight Attendant	In progress
Lack of training at the time of hire, intended to equip staff to welcome and assist people with disabilities;	1. Add a training module on welcoming people with disabilities during the onboarding of new employees.	All employees hold a certificate of valid training from a recognized organization for serving people with disabilities.	Passenger services, reservations, ramp agent and flight attendant	In progress

Lack of procedures that clearly outline how to welcome people with disabilities;	1. Assessing the travel journey for passengers with disabilities; 2. Consulting people with disabilities to identify barriers; 3. Drafting the procedure for welcoming and assisting people with disabilities based on their needs.	Our procedures for welcoming passengers with disabilities are published and distributed to our staff.	Passenger Services	In progress, following the training sessions
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Program and Service Design and Delivery

Barriers Identified	Measure(s)	Performance Indicator	Department Impacted	Deadline
No policy in place for employing people with disabilities;	1. Training for managers on hiring people with disabilities; 2. Developing a policy that supports the hiring of people with disabilities.	Publish and implement a hiring policy for people with disabilities.	Human Resources	To be determined
Emergency management procedures require emergency management procedures including people with disabilities;	1. Review of current procedures for emergency measures; 2. Consultation with an organization specializing in welcoming people with disabilities; 3. Establishing an advisory committee of people with disabilities to help improve PASCAN AVIATION's service delivery ; 4. Update to emergency procedures.	The updated procedures emergency procedures is published and distributed to our organization's staff.	Human Resources	To be determined
Lack of familiarity with transfer and mobility-assistance techniques for people with disabilities;	1. Training on transfer and mobility-assistance techniques for staff.	All employees who interact with passengers as part of their duties hold a certificate of valid training from an organization recognized for transfer and mobility-assistance techniques for people with disabilities.	Passenger Services, flight attendant, and ground services	In progress

Procurement of goods, services, and facilities;

Observed barriers	Action(s)	Performance indicator	Responsible service	Due date
No transfer board available;	1. Purchase a transfer board.	Procure a transfer board.	Passenger Services	Completed August 1, 2026
Lack of know-how for the safe handling of mobility aids;	1. Staff training on handling mobility aids starting at hire and ongoing refresher training.	All employees who handle baggage hold a certificate for valid training from a recognized organization.	Passenger Services and Ground Operations	November 2026
Emergency procedures must be updated to include people with disabilities;	1. Review of the current emergency procedures ; 2. Consultation with an organization specializing in welcoming and assisting people with disabilities; 3. Update the emergency procedures.	The updated emergency procedures are published and distributed to our organization's staff.	Human Resources	To be determined
Technical constraints of aircraft (limited space in small aircraft);	1. Aircraft certification; 2. Drafting a procedure to inform travelers of potential constraints on boarding and/or the transport of a mobility aid.	Publishing and distributing the procedure to staff.	Operations and Human Resources Department	To be determined

Transportation

PASCAN AVIATION's fleet is made up primarily of **SAAB 340B** aircraft, well suited for short- and mid-range routes. These planes operate out of small regional airports, often with limited facilities. Specific accessibility measures are assessed for each service location.

Observed barrier	Measure	Performance Indicator	Service Affected	Deadline
Aircraft technical limitations (limited space on smaller aircraft);	Implement a procedure to inform travelers of potential constraints related to boarding and/or transporting mobility aids.	Publish the procedures and distribute them to staff.	Operations and Human Resources Department	To be determined

Built Environment

Although PASCAN AVIATION leases its facilities, we recognize and take seriously the role the environment plays in the customer experience of our travelers with disabilities.

The infrastructure used is that of the airports we serve, which can vary in accessibility. PASCAN works closely with airport operators to ensure coordinated assistance for passengers with disabilities.

Observed Barriers	Measure(s)	Performance Indicator	Service involved	Deadline
Use of boarding ramps may be hazardous in certain weather conditions (snow, ice, and rain);	1. Certification of boarding ramps; 2. Recommendation report; 3. Implementation of recommendations.	Obtaining certification for an accessible facility issued by a recognized organization.	Ground Services Manager	In progress
Lack of awareness of assistance techniques to assist passengers with disabilities when using boarding ramps which may be hazardous in certain weather conditions (snow, ice, and rain);	1. Training on transfer techniques and how to provide assistance to staff; 2. Provide a safe escort service for people who may need assistance.	All employees who interact with passengers as part of their duties hold a training certificate valid from an organization recognized for transfer techniques and assistance for people with disabilities.	Passenger Services, Reservations, Ground Services, and Flight Attendant.	In progress
Non-automated entry door;	1. Automate the entry door with a mechanism.	Automated entry door in place.	Facilities Manager	Completed June 15, 2026

No designated relief area for service dogs;	1. Create a relief area for service service-dog relief area.	An accessible relief area is available.	Facilities Manager	Completed June 15, 2026
Insufficient number of accessible parking spaces (2 spaces);	1. Add accessible parking spaces that meet required standards.	A sufficient number of accessible parking spaces is available.	Facilities Manager	Completed June 15, 2026
Lack of signage that makes passenger wayfinding difficult within our facility;	1. Site certification; 2. Recommendation report by a qualified organization to address the various mobility and wayfinding issues at our facility; 3. Implementation of the recommendations.	Obtaining certification as an accessible facility issued by a recognized organization.	Facilities Manager	Pending