



Accessibility Plan and Feedback Process 2025-2028



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1. Introduction

1.1 Purpose of the document

This Accessibility Plan has been developed by PASCAN AVIATION to meet the requirements of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), issued by the Canadian Transportation Agency (CTA). This plan aims to identify barriers to accessibility, describe the current measures in place to remove them and propose concrete actions to improve the experience of its passengers with disabilities.

1.2 Scope and Application

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

1.3 Commitment to Accessibility

PASCAN AVIATION recognizes the fundamental right of all people, including those living with disabilities, to travel with dignity, safety and comfort. We are committed to providing a barrier-free environment, adopting inclusive practices, and empowering people with disabilities. Accessibility is at the heart of our vision for fair and humane regional air travel.

1.4 Provision of the CTA's accessibility regulations

This plan is based primarily on the requirements of **the Air Transportation Regulations, Part VII (SOR/88-58) and the Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42)** and is aligned with the **Accessible Canada Act (ACA)** and guidelines 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 during significant changes in its operations.

1.5 Consultation

The drafting of this 2025-2028 accessibility plan and feedback process was the subject of a 2025 consultation process involving all relevant stakeholders. As such, in April 2025, the management of PASCAN AVIATION was consulted by Kéroul, to ensure that the specific needs of passengers with disabilities and staff were considered to guarantee the relevance and effectiveness of the actions envisaged in this plan.

In addition, PASCAN AVIATION managers from the following departments:

- Flight Attendant
- Ramp Agent
- Station Agent
- Reservation Agent

Consulted with their passengers with special needs during their trip and each of their comments was identified to make the accessibility plan.

Moreover, PASCAN AVIATION is committed to creating an advisory committee of people with disabilities who will be relisted to guide us in all our efforts.

2. General Information

Person responsible for the 2025-2028 Accessibility Plan Feedback and Feedback Process:

Ms. Joanie Turcotte Beaudoin
Accessibility Officer
Pascan Aviation
6200 Airport Road,
Saint-Hubert, Quebec J3Y 8Y9
jtbeaudoin@pascan.com
(450)443-0500 ext. 2224

2.1 Feedback Process

Your feedback is important to us. If you encounter a barrier, whether physical, psychological, architectural, technological, or behavioral, to accessibility and would like to help improve and advance our accessible services. Please contact us using one of the methods below:

Ways to submit feedback:

1. By mail

PASCAN AVIATION
c/o Accessibility Officer (Joanie Turcotte Beaudoin)
6200 Airport Road,
Saint-Hubert (QC) J3Y 8Y9

2. By email:

jtbeaudoin@pascan.com

3. By phone:

Ms. Joanie Turcotte Beaudoin, Accessibility Officer
Phone: (450)443-0500 ext. 2224

4. Website:

Feedback form available upon request by mail, email or phone for the time being, it will be available shortly via our website.

There is also an option to send anonymously.

To send us your request anonymously, please contact us by phone at the following number:
(450)443-0500 ext. 2224.

If you choose to select anonymity through our website (when the form is available), we will not be able to answer your question.

2.2 Response to feedback

PASCAN AVIATION will respond to non-anonymous comments in the communication format for which the comments were received. For example, an email for an email, a phone call for a phone call, etc.

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

Joanie Turcotte Beaudoin, Accessibility Officer
(450)443-0500 ext. 2224.

2.3 Contact us

This 2025-2025 Accessibility and Feedback Process Plan is available in PDF format online at: [Accessibility and Feedback Process Plan](#) .

Additional formats of the Accessibility Plan and feedback process are available upon request through the feedback process below:

1. By mail

PASCAN AVIATION
c/o Accessibility Officer (Joanie Turcotte Beaudoin)
6200 Airport Road,
Saint-Hubert (QC) J3Y 8Y9

2. By email:

jtbeaudoin@pascan.com

3. By phone:

Ms. Joanie Turcotte Beaudoin, Accessibility Officer
Phone: (450)443-0500 ext. 2224

3. Company Profile

3.1 Overview of Activities

PASCAN AVIATION is a Quebec-based regional airline founded in 1999 and based at the Saint-Hubert Regional Airport in Longueuil, Quebec. It offers scheduled and charter air transportation services, serving several remote, northern and regional communities mainly in Quebec, Newfoundland and Labrador, New Brunswick and Prince Edward Island.

Our mission is to bring the regions closer together by ensuring a safe, reliable and humane service, with a particular focus on the quality of the passenger experience, including people with special needs.

3.2 Types of Services Offered

PASCAN AVIATION operates the following services:

- Scheduled passenger flights between urban centres and remote areas;
- Charter flights for corporate, institutional or government clients;
- Light freight service as part of its regular operations.

4. General Accessibility Policies

4.1 Policy Statement

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

Accessibility is built into our business practices and is a key pillar of our corporate culture. We recognize our responsibility to remove barriers and prevent all forms of discrimination against people with disabilities.

4.2 Principle of equity and inclusion

Our policies are based on the following principles:

1. All people must be treated with dignity, regardless of their disability.
2. All people, regardless of their disability, must have the same opportunity to have the life they want to have.
3. All people must have barrier-free access to full and equal participation in society, regardless of their disability.
4. All people should have meaningful options and be free to make their own choices, with support, if they wish, regardless of their disability.
5. Laws, policies, programs, services and structures must consider people's disabilities, the different ways in which they interact with their environment, and the multiple and intersecting forms of marginalization and discrimination that people face.
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 achieved with the goal of achieving the highest level of accessibility for people with disabilities.

4.3 About the ATPRR

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

4.4 Accessible Transportation Planning and Communication Regulations (ATPRR)

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

The ATPRR requires PASCAN AVIATION to publish and maintain an accessibility plan outlining the organization's policies, programs, practices and services.

This includes considerations for:

1. Information and communications technologies;
2. Communications, other than information and communications technology;
3. Procurement of goods, services and facilities;
4. The design and delivery of programs and services;
5. Transportation;
6. The built environment.

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

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

Please note that the feedback plan is included in the accessibility plan. When the CTA issues a notice of update, a note to that effect must be included in the update. The notification email to the CTA must include the URL of the plan's location.

The principles outlined in section 3.2 are reflected in our Accessibility Plan.

5. Accessibility Plan 2025-2028

Information and communication technologies (ICT)

Obstacles observed	Action(s)	Performance indicator	Relevant department	Maturity
Lack of an "Accessibility" tab that informs travellers of the services offered and facilities accessible to people with disabilities on the website;	1. Assessing the needs of our website;2. Consultation with people with disabilities to validate the content of an "Accessibility" tab;3. Updating our website, including the addition of an "Accessibility" tab that presents information on the various procedures and services for people with disabilities.	Putting an "Accessibility" tab online on our website.	Passenger Service	October 2025
Lack of application of WGAG 2.0 standards on our website;	1. Assessing the needs of our website;2. Updating our website to meet WGAG 2.0 standards.	Launch of a website that complies with WGAG 2.0 standards.	Passenger Service	TBD
Lack of knowledge of the services offered to people with disabilities by reception staff;	Training for current and future staff regarding the reception of people with disabilities.	All employees hold a valid training certificate from an organization recognized for the reception of people with disabilities.	Passenger Service	December 2025
Lack of a communication channel to inform staff of a new accessibility procedure;	Implementation of a means of communication that will allow the entire organization to know information on accessibility at PASCAN AVIATION.	Communication channel that unites all staff.	Passenger Service and Ground Services Manager	October 2025

Communications, other than information and communications technology

Obstacles observed	Action(s)	Performance indicator	Relevant department	Maturity
Discomfort in communicating and requesting sensitive information from disabled travellers;	1. Training for the reception of current and future staff in contact with the public regarding the reception and service of people with disabilities.	All employees hold a valid training certificate from an organization recognized for the reception of people with disabilities.	Passenger Service, Reservations, Ramp Attendant and Flight Attendant	April 2026
Lack of knowledge of facilities accessible by staff;	1. Facility Assessment; 2. Drafting of an information reference document for the reception of disabled people.	Reference document published and distributed to the staff of our organization.	Building Manager	June 2026
Lack of awareness of services available to people with disabilities;	1. Training for current and future public-facing staff on welcoming and serving people with disabilities.	All employees hold a valid training certificate from an organization recognized for the reception of people with disabilities.	Passenger Service, Reservations, Ramp Attendant and Flight Attendant	April 2026
Lack of training from the time of hiring to equip staff to welcome people with disabilities;	1. Integration of training for the reception of people with disabilities when hiring new employees.	All employees hold a valid training certificate from an organization recognized for the reception of people with disabilities.	Passenger Service, Reservations, Ramp Attendant and Flight Attendant	April 2026

Lack of clear procedures for the reception of people with disabilities;	1. Evaluation of the journey of the traveller with a disability; 2. Consultation with persons with disabilities to identify barriers; 3. Drafting of the procedure for the reception of disabled people according to their needs.	The procedures for welcoming people with disabilities are published and given to the staff of our organization.	Passenger Service	April 2026 (following training)
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Design and delivery of programs and services

Obstacles observed	Action(s)	Performance indicator	Relevant department	Maturity
Lack of a policy on the employment of people with disabilities;	1. Training for managers on hiring persons with disabilities; 2. Development of a policy to promote the hiring of persons with disabilities.	Publication of a hiring policy for people with disabilities and enforcement.	Human resources	December 2025
Required updating of emergency management procedures involving people with disabilities;	1. Evaluation of current emergency procedures 2. Consultation with an organization specialized in the reception of disabled people; 3. Creation of an advisory committee of persons with disabilities to contribute to the improvement of PASCAN AVIATION's service delivery; 4. Updated emergency procedures.	Updated emergency procedures are published and distributed to our organization's staff.	Human resources	December 2025
Lack of knowledge of transfer and support techniques for people with disabilities;	1. Training on transfer and support techniques for staff.	All employees who interact with passengers as part of their duties hold a valid training certificate from a recognized organization for transfer and accompaniment techniques for people with disabilities.	Passenger, Flight Attendant and Ground Service	November 2025

Procurement of goods, services and facilities;

Obstacles observed	Action(s)	Performance indicator	Relevant department	Maturity
Lack of a transfer board.	1. Purchase of a transfer board.	Acquisition of a transfer board.	Passenger Service	November 2025
Lack of knowledge for the safe transportation of mobility aids;	1. Training for staff on the handling of mobility aids upon hire and updating.	All employees who handle baggage hold a valid training certificate from a recognized organization.	Passenger and ground service	November 2025
Required updating of emergency procedures including people with disabilities;	1. Evaluation of current emergency procedures 2. Consultation with an organization specialized in the reception of disabled people; 3. Updated emergency procedures.	Updated emergency procedures are published and distributed to our organization's staff.	Human resources	December 2025
Technical constraint of aircraft (small aircraft space);	1. Aircraft certification; 2. Drafting of a procedure to inform the traveller of possible constraints to boarding and/or transporting the mobility aid.	Publication and delivery of the procedure to staff.	Department of Operations and Human Resources	TBD

Transport

PASCAN AVIATION's fleet mainly consists of **SAAB 340B** aircraft, suitable for short and medium-haul flights. These aircraft operate from small regional airports, often with limited infrastructure. Specific accessibility measures are evaluated for each point of service.

Obstacle observed	Measure	Performance indicator	Relevant department	Maturity
Technical constraint of aircraft (small aircraft space);	Establishment of a procedure to inform the traveller of possible constraints for boarding and/or transporting the mobility aid.	Publication and delivery of procedures to staff.	Department of Operations and Human Resources	TBD

Built environment

Although PASCAN AVIATION is a tenant of its spaces, we are aware and concerned that the environment plays a role in the customer experience of our travelers with disabilities. It should be noted that PASCAN AVIATION will be moving in the spring of 2026, which will reduce the presence of obstacles thanks to the building code in effect. However, you should know that we are committed to carrying out actions to overcome the current obstacles.

The infrastructure used are those of the airports served, which can vary in terms of accessibility. PASCAN actively collaborates with airport operators to ensure the coordination of assistance to passengers with disabilities.

Obstacles observed	Action(s)	Performance indicator	Relevant department	Maturity
Use of boarding ramps that may be dangerous in certain weather conditions (snow, ice and rain);	1. Certification of boarding ramps; 2. Recommendation report; 3. Implementation of the recommendations.	Obtaining certification of an accessible facility from a recognized organization.	Ground Services Manager	TBD
Lack of knowledge of techniques for accompanying people with disabilities when using boarding ramps that can be dangerous in certain weather conditions (snow, ice and rain);	1. Training of transfer and support techniques for staff; 2. Offer a safe accompaniment service for people who may require assistance.	All employees who interact with passengers as part of their duties hold a valid training certificate from a recognized organization for transfer and accompaniment techniques for people with disabilities.	Passenger service, reservations, ground service and flight attendant.	November 2025
Non-automated front door;	1. Automate the front door with a mechanism.	Presence of an automated front door.	Building Manager	June 2026

Lack of a relief area for servicing dogs;	1. Provision of a relief area for assistance dogs.	Presence of an accessible relief area.	Building Manager	TBD
Insufficient parking for people with disabilities (2 parking lots);	1. Addition of parking spaces for disabled people that meet standards.	Presence of sufficient parking spaces for disabled people.	Building Manager	TBD
Lack of signage that makes it difficult for the traveler to move around our establishment;	1. Certification of the premises; 2. Recommendation report by a qualified organization to respond to the various mobility and signage issues of our establishment; 3. Implementation of the recommendations.	Obtaining certification of an accessible facility from a recognized organization.	Building Manager	TBD