



PROGRESS REPORT

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Prepared by : Marie-Pier Dubé

Marie-Pier Dubé, Cheffe de service, Opérations aéroportuaires

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Validated and approved by : 

Alexandre McGraw, Directeur, Opérations aéroportuaires

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1. Introduction

Québec City Jean Lesage International Airport's (YQB) management team and staff are committed to providing safe, accessible facilities and services to all passengers and employees, which is why YQB is happy to comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR).

This accessibility plan is part of the management's commitment to providing a safe, accessible environment for all users. The goal is to identify and develop procedures that make facilities accessible.

2. General Information

Person in charge

Aéroport de Québec Inc. has designated the Manager, Airport Operations, as the person who receives all feedback related to accessibility.

Providing feedback

The public can provide feedback through 3 different means:

- 1) By sending a letter to the mailing address:
Aéroport de Québec Inc.
505, rue Principale
Québec, (QC)
G2G 0J4
- 2) By calling: **(418) 640-2700** or toll-free at **1 (877) 769-2700**.
- 3) By visiting the accessibility section of our website:
<https://www.aeroportdequebec.com/en/plan-a-flight/accessibility>

3. Information and Communication Technologies

In order to identify and eliminate barriers, and to avoid creating new ones, YQB has set up technological tools and procedures related to information and communication technologies.

- Audio and visual formats for public announcements in the terminal
- Accessible check-in kiosks
- Accessible parking payment kiosks
- Accessible website
- Information requests available through email

- Information requests available through telephone relay
- Videoconferences

Airlines and staff who must make announcements are provided with the procedure for using the public address system, which includes steps to ensure that audio announcements are displayed on screens in the terminal.

4. Other Communication Methods

In addition to the technological means listed in the previous section, YQB has other strategies to ensure respectful, accessible communications with persons with disabilities, as listed below.

- **Verbal communications which take the following into account:**
 - o Nature of the disability
 - o Use of assistive devices
 - o Information about the person's preferred form of physical assistance
 - o Description of the services that YQB can provide
- **Public announcements made inside the terminal:**
 - o Most of the announcements are pre-recorded and played several times
 - o Messages that are not recorded must be clearly enunciated.

Employees receive training based on their role and responsibilities, which includes guidance on interacting respectfully with persons with disabilities.

5. Procurement of Goods, Services, and Facilities

When procuring goods and implementing new services or opening new facilities, YQB ensures that the process remains respectful of and accessible to persons with disabilities. As such, the following procedure is applied.

- **When procuring goods:**
 - o The good's impact on the passenger journey must be checked.
 - If it will be part of the passenger journey, the elements that need to be accessible must be identified and a follow-up must be done with the vendor to ensure compliance with accessibility standards.
- **When implementing new services:**
 - o The service's impact on the passenger journey must be checked.
 - If the service is part of the passenger journey, the staff on duty must be trained and everything must be accessible.

- **When opening new facilities:**
 - o The new facility's impact on the passenger journey must be checked.
 - If the facility is part of the passenger journey, it must meet accessibility standards.

Staff in charge of procuring goods, implementing new services, or opening facilities must systematically ensure that all elements comply with accessibility standards.

6. Design and Delivery of Programs and Services

When designing and delivering new programs and services, YQB ensures that the process remains respectful and accessible to persons with disabilities by taking the following into account.

- **Assistance at the terminal drop-off area:**
 - o A disability support and service agency trains the staff involved in this task.
 - o The training covers:
 - Physical assistance to persons with disabilities
 - Transportation of aides or service dogs
 - Assistance to persons with disabilities and introduction to a range of disabilities

Check-in, boarding, and deplaning assistance is provided by trained airline personnel.

7. Transportation

Users can get to YQB by private car, taxi, ride-sharing, and public transportation. Access to the terminal via these means of transportation must meet accessibility standards. Some additional considerations are presented below.

- **Curbside zone for vehicles in the drop-off area:**
 - o A curbside zone to drop off and pick up persons with disabilities is available near the terminal's main entrance.
 - o Assistance can be provided by YQB staff.
 - This service can be arranged through the Accessibility section of our website.
 - o The curbside zone is identified by signage showing the phone number and website for assistance.
- **Taxis:**
 - o All taxi companies operating at YQB must sign a contract stating that drivers have received training to assist persons with disabilities.
 - o Paratransit is available upon request.

- **Ride-sharing:**
 - o All ride-sharing companies operating at YQB must sign a contract stating that drivers have received training to assist persons with disabilities.
- **Public transit:**
 - o The Réseau de transport de la Capitale links YQB to the rest of Québec City via two routes (76 and 80). Stop 7306, located near the terminal’s main sliding doors, meets accessibility standards.

8. Built Environment

The YQB terminal was built to the National Building Code standards. All new projects are built to these standards, which meet universal design requirements. The following elements in the terminal meet accessibility requirements:

- **Signage in and around the terminal:**
 - o Signage within reach in and around the terminal contains braille and embossed text.
- **Washrooms:**
 - o There are accessible stalls in all washrooms.
- **Pet relief area:**
 - o There are two pet relief areas at YQB—one outside the terminal building near domestic arrivals and one in the secure area, near gate 29.
- **Parking lots:**
 - o Reserved parking spaces for persons with disabilities are available in all YQB parking lots and there are adapted walkways to reach them easily.

9. Accessibility Provisions in Canadian Transportation Agency Regulations

YQB must comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), namely the following.

Communication of information to persons with disabilities

- [Section 4: General Information – alternative formats](#)
 - o Information for the public is available in the following formats:

- Electronic format compatible with adaptive technology
 - On request, in large print or braille
 - Audio and visual formats
- Section 5: Information to be published
 - The following information is published on our website, www.aeroportdequebec.com:
 - List of sections of the Regulations that apply to YQB
 - The services we offer to persons with disabilities
 - Our complaint resolution service and how to use it
- Section 6: Communication
 - Our staff is trained to interact with persons with disabilities in a manner that respects the nature of their disability.
- Section 7: Telephone system
 - A relay service (telecommunications device) is available for deaf persons. The number is displayed everywhere the general YQB phone number is posted.
- Section 8: Website
 - Our website is adapted to persons with disabilities; access to our services is explained in the Accessibility section.
- Section 9: Website – requirements
 - Our website is available on all electronic platforms.
- Section 10: Public announcements inside the terminal
 - Both audio and visual public announcements are made inside the terminal.
- Section 11: Automated self-service kiosks
 - Automated self-service kiosks can be used by persons with disabilities and are identified as such.
- Section 12: Temporary application
- Section 13: Assistance with use of self-service kiosks
- Section 14: Accessible self-service kiosks
 - Our automated self-service kiosks are functional and serviced regularly.

Staff training on assisting persons with disabilities

- [Section 15: Application](#)
 - o Our staff is trained to provide assistance to persons with disabilities.
- [Section 16: Interactions with the public](#)
 - o Our staff is trained to ensure that interactions with persons with disabilities are respectful.
- [Section 17: Physical assistance](#)
 - o Staff members who must physically assist persons with disabilities are trained to do so.
- [Section 18: Handling of mobility aids](#)
 - o Staff members who are required to handle mobility aids are trained to do so.
- [Section 19: Using or assisting with special equipment](#)
 - o Staff members who are required to use or assist with special equipment are trained to do so.
- [Section 20: Initial training – timeline](#)
 - o The staff must receive training within their first 60 days on the job.
- [Section 21: Refresher training](#)
 - o The staff must receive refresher training every three years.
- [Section 22: Duty to inform personnel](#)
 - o Personnel are notified of changes to regulations or procedures.
- [Section 23: Preparation of training programs](#)

Requirements applicable to terminal operators

Service Requirements

- [Section 212: Application](#)
- [Section 214: Prohibition – no charge for required services](#)
 - o YQB does not charge for services provided to persons with disabilities.
- [Section 215: Communication of information](#)
 - o Our services are published on the YQB website and can also be explained over the phone.

- [Section 216: Assistance for persons with disabilities](#)
 - o Upon request, YQB can:
 - Provide a wheelchair
 - Assist persons with disabilities with their baggage
 - Help persons with disabilities move from the curbside zone to the check-in area or from the baggage carousel to their transportation

- [Section 217: Service provider for ground transportation](#)
 - o As mentioned in part 7 of this document, our ground transportation service providers comply with accessibility standards.

Technical requirements

- [Section 218: Application](#)

- [Section 220: Pre-existing terminals](#)

- [Section 221: Duty of terminal operator](#)
 - o YQB ensures that all requirements are met.

- [Section 222: Terminal – requirements](#)

- [Section 223: Lift, ramp, or stairs – requirements](#)

- [Section 225: Wheelchairs](#)
 - o An appropriate number of wheelchairs are made available to passengers.

- [Section 226: Seats](#)
 - o Designated seats for persons with disabilities are available in all areas of the terminal.

- [Section 227: Designated relief areas](#)
 - o Two designated relief areas are available for service dogs:
 - Outside near the domestic flights arrivals
 - In the secure area near gate 29

- [Section 229: Obstruction due to repairs or maintenance](#)
 - o Safety measures are put in place when there are obstructing objects in or around the terminal.

- [Section 230: Non-accessible path of travel](#)
 - o Alternative paths are made available if a path of travel is not accessible to persons with disabilities.

- [Section 231: Maintenance](#)

10. Consultations

Before drafting its accessibility plan, YQB consulted [a few times](#) K roul, a Montr al, Qu bec-based support and service organization for persons with disabilities. [An on-site consultation took place at Quebec City Airport on September 27th, 2022, focusing on the airport’s facilities and services offered.](#) The organization also provided training to YQB staff and checked the technological equipment available to passengers [on May 24th, 2022.](#) It rated YQB as “Accessible.”

YQB is also a member of the Canadian Airport Council’s accessibility subcommittee, where Canadian airport officials meet monthly to discuss the implementation of accessibility standards in their facilities.

[Additionally, YQB participated in a study on accessibility at Canadian airports conducted by Laval University. A post-study meeting between the university and the airport took place on March 5th, 2024, where best practices and areas for improvement were discussed. A final meeting will occur, and a report on the study’s results will be published.](#)

11. Feedback Information

YQB’s feedback procedure is annexed to this progress report.

In addition to the feedback received via passengers, YQB was a participant in a study conducted by Laval University in collaboration with Air Canada, Canadian Air Transport Security Authority (CATSA) and Canada Border Services Agency (CBSA). This study took place in December 2023 and January 2024 in YQB. Twenty-four (24) participants with a handicap went through the departures and arrivals process at the airport. This study also took place at Calgary and Toronto airports. The preliminary results showed that YQB goes beyond the participants expectations in regard to accessibility. YQB did not yet receive the completed final report of this study.

Also, the K roul organization used YQB’s pet relief areas as examples in training sessions with their partners and clients. YQB has two pet reliefs areas, one outside on the curbside and one inside the terminal.

Finally, YQB is on the Canadian Airports Committee (CAC) where are discussed the components of the Canadian Transportation Agency’s regulations in regard to accessibility.

12. Appendix: Retroaction Procedure



RETROACTION PROCEDURE

2023-11-13

Designated person to receive feedback

The designated person to receive feedback at the Jean-Lesage International Airport in Quebec is the Chief of Airport Operations. Feedback will be received by the customer service team and then forwarded to the Chief of Operations for follow-up.

How to submit feedback to Aéroport de Québec

Within the framework of the Regulation on Accessible Transportation for Persons with Disabilities (RATPD), YQB has established an anonymous feedback procedure where individuals can share their comments with the organization.

Here are the steps to follow for the general public wishing to provide feedback:

- Website :
 - o Go to the accessibility section of the website:: [Accessibility | Aéroport international Jean-Lesage de Québec \(YQB\) \(aeroportdequebec.com\)](https://aeroportdequebec.com/Accessibility)
 - o In the Additional Resources section, click on the feedback link.
 - o Fill out the form and click on Send.
- Telephone :
 - o Call at (418) 640-2700 or toll-free at 1 (877) 769-2700.
- By mail:
 - o Care of: Accessible Transportation Service for Persons with Disabilities
Québec Airport
505 rue Principale Québec
(Québec) G2G 0J4

Anonymous Feedback

It is possible to go through the process anonymously, and the feedback will receive the same treatment, except for follow-up with the individual. For anonymous feedback, the comment must be submitted via the website.

Acknowledgement of receipt

When the comment is not anonymous, and an email address or phone number is provided, YQB staff will follow up with the person who submitted the comment.

Addressing Feedback

All comments and complaints are received and addressed within a maximum of 24 hours by YQB personnel. The staff forwards the comments to the responsible individuals within the organization, and all comments and complaints are compiled. The comments are analyzed, and corrective measures are implemented when necessary. If the comments or complaints pertain to YQB partners, they will be informed accordingly.