

Iqaluit International Airport

Nunavut Airport Services Ltd. Accessibility Plan & Feedback Process 2024 – 2027

Nunavut Airport Services Ltd.

2024 – 2027 Accessibility Plan & Feedback Process

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Definitions

The following definitions apply to this Accessibility Plan

NASL: Nunavut Airport Services Ltd.

ACA: The Accessible Canada Act.

ATPDR: The Accessible Transportation for Persons with Disabilities Regulations.

ATPRR: The Accessible Transportation Planning and Reporting Regulations.

Assistive Device: Any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Barrier: Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Curbside Zone: The area that is located outside of an air terminal building where passengers are picked up or dropped off and that is owned, operated, leased, or otherwise controlled by the air terminal building operator.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment or a functional limitation whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Mobility Device: Any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Service Animal: A dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

FIDS: Flight Information Display Systems.

General

Nunavut Airport Services Ltd. (NASL) is committed to providing a barrier-free, inclusive environment for passengers, staff, and customers within the Iqaluit International Airport. This plan outlines the objectives related to accessibility within the airport and guides Iqaluit International Airport on creating a barrier-free environment. NASL reviews this document every three years to ensure that it reflects the needs of all users of the airport.

NASL is committed to meeting the requirements of the Accessible Canada Act (ACA), the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), and the Accessible Transportation Planning and Reporting Regulations (ATPRR).

NASL encourages feedback on all accessibility related concerns, complaints, and compliments as well as all requests for documentation in alternative formats including NASL's Accessibility Plan 2024 – 2027. Once received an acknowledgement of its receipt will be issued in the same format as it was submitted. All comments are kept on file for record keeping and responses will be issued in a timely manner providing the feedback is not anonymous.

The person designated to receive feedback on behalf of Nunavut Airport Services Ltd:

Keli Boudreau

Terminal Operations Manager

Email: helpdesk@nunavutairportservices.ca

Phone: 867-877-6060

Mailing Address:

1528 Ungalliqaat Cres

Iqaluit NU

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Principles

NASL will ensure this Accessibility Plan is carried out in accordance with the following principles as outlined in the ACA:

- all persons must be treated with dignity regardless of their disabilities.
- 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.
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- 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.
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- 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.

Information and Communication Technologies (ICT)

The Iqaluit International Airport is the main hub connecting Nunavut Communities to other parts of Canada. NASL understands that information and communications technologies are critical to ensuring a stress-free travel experience. NASL is in the process of developing a website that will provide updated flight information, all airport accessibility related information as well as publishing NASL's Accessibility Plan and Feedback and Reporting Process. NASL will ensure the website has adaptive technology.

In the terminal we provide updated flight information through audio and visual format. Audible announcements in English, French and Inuktitut are made through our public address system. We also provide visual updated flight information throughout the terminal on the FIDS (Flight Information Display System) monitors. Emergency Systems are also in place with audible and visual notifications so all individuals can be notified in the event of an alarm.

The Iqaluit International Airport is committed to making information and communication accessible to persons with disabilities. This includes ensuring both print and online information is accessible to both employees and the public. The Airport is also committed to making every effort to provide information in alternate formats.

Communication Other Than ICT

Understanding types of barriers an individual with a disability may encounter in the airport increases effective communication. NASL staff have been trained to recognize the nature of a person's disability, whether a passenger uses an assistive device to assist them to hear, communicate or see. NASL staff are committed to providing a way of communicating, that best suits the individuals preferred method of communication and that is informed, respectful and accessible to persons with disabilities. This means offering information in alternative formats such as:

- large print
- braille
- audio format
- electronic format
- Providing information in clear, short sentences and avoid speaking too fast.
- Breaking instructions into small parts
- Ask the individual if they would like key information in writing.
- Ask the individual if they would rather speak in a quiet or private location, especially if they are in the public area with many distractions.

Procurement of Goods, Services, and Facilities

The Accessible Canada Act requires accessibility requirements for procurement and include accessibility as part of the provision of good, services and facilities where appropriate. Accessibility becomes a part of the procurement expectations on goods and services purchased and cultivated procurement practices that respect the inclusion of persons with disabilities. NASL will review all public tendering documents with a lens of accessibility to prevent barriers.

Design and Delivery of Programs and Services

NASL is developing an accessibility committee to consult with advocacy groups and people with lived experience. The committee lets NASL receive feedback from employees and airport users on the implementation of accessibility services at the airport and how to prevent potential barriers.

NASL provides accessibility awareness training to all NASL employees within 60 days of their date of hire as well as to contracted service providers who provide customer service in the airport. This includes curbside assistance for passengers with disabilities. NASL also provide training on identifying barriers and strategies for overcoming barriers for persons with disabilities.

All NASL staff and contracted service providers who are required to provide services to persons with disabilities receive adequate knowledge and training in the following:

- The role of Canadian Transportation Agency (CTA) and the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Key terminology and definitions
- Types of mobility aids and devices
- Types of assistive devices
- Identification of barriers to equal access
- Providing physical assistance
- Handling mobility aids and equipment
- Recognition of universal access symbols
- Service Dogs and Support Persons Roles
- Accessibility Feedback Process
- Services available at the Iqaluit International Airport
- Curbside Assistance services which include:
 - Assisting with baggage
 - Providing and/or assisting with a wheelchair
 - Providing assistance by guiding
 - Assisting the person from the curbside zone to the check-in area

- Assisting the person between the baggage pick-up area in the public area to the curbside zone

NASL has completed the “Training Program Information” as outlined in ATPDR Schedule 1 and is available for inspection by the CTA. NASL will update with any new information when it becomes available.

Employment

NASL is committed to providing fair, accessible, and inclusive employment opportunities, this includes ensuring an accessible recruitment and selection process, providing formal written accommodation and return to work plans. NASL will also inform all employees of policies and procedures that support employees with disabilities. NASL’s policies that are currently in place to address potential systemic barriers to equal access include:

- Workplace Harassment and Violence Prevention Policy
- Accommodation Policy
- Employee Equity Policy

Transportation

If NASL enters into an agreement with a service provider for ground transportation from the terminal, this agreement will ensure that the transportation is accessible to persons with disabilities. This includes taxis, bus, or rental vehicles. When NASL enters into a contract with a transportation company we will ensure they are trained to support employees and passengers with disabilities. This training is part of our requirements to comply with the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Currently NASL does not have any agreements in place with any transportation companies.

Built Environment

The Air Terminal Building was designed according to the Universal Design principles which help ensure the architectural environment remains barrier-free. NASL also ensures that any changes to the terminal and any new construction comply with the most up to date building codes and standards. This includes Canadian Standards Association (CSA) and Accessibility Standards Canada (ASC).

The Airport terminal is designed with and Elders and quiet lounge between Gate 5 & 6 for people who many require a quieter space away from the general passenger area. The Airport is wheelchair accessible and has ramps at all boarding gates as well as a portable aircraft ramp for embarking/disembarking the aircraft. The Airport also provides designated priority seating for persons with disabilities at all boarding gates. Accessible washrooms are also available throughout the terminal.

Accessibility Goals	Completion Date
Add wayfinding signage for both pet relief areas at decision making points throughout the terminal	8 May 2024
Relocate pet relief area to a more accessible, barrier free location by gate 3 washrooms	24 May 2024
Install braille and tactile signage for both outdoor and indoor pet relief areas	21 June 2024
Install Curbside Assistance sign with international symbol of accessibility, braille and tactile	21 June 2024
Review the need for tactile attention indicators for walking surfaces where public spaces might present a hazard	Ongoing

Provisions of CTA Accessibility-Related Regulations

NASL is committed to meeting the needs of employees and passengers with disabilities and special needs by complying with all the applicable Canadian Transportation Agency (CTA) regulations and guidelines including the Accessible Canada Act (ACA), the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and Accessible Transportation Planning and Reporting Regulations (ATPRR).

NASL is subject to the *Canadian Transportation Agency's Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* and the provisions of these regulations that apply to it. NASL is subject to “*Part 1 – Requirements Applicable to Transportation Service Providers*” and “*Part 4 – requirements Applicable to terminal Operators.*”

Consultations

NASL used different approaches to collect feedback to develop this plan, including:

- Conducting customer service surveys
- Collecting feedback directly from some airport employees and airport users with lived experience.
- Consulting with Nunavummi Disability Makinnasuaqtiit Society (NDMS)

The following are areas for improvement that have been identified to NASL during consultations and how NASL is committed to improving these services.

Items Identified for Improvement	Corrective Action	Status/Timeline
Tactile and braille signage for pet relief areas	Tactile and braille signage for indoor and outdoor pet relief areas have been ordered and will be installed as soon as received	21 June 2024
No wayfinding signage for pet relief areas	Wayfinding signage for both pet relief areas have been installed at decision making points.	8 May 2024
No signage for Curbside Assistance Services	Tactile and braille signage for Curbside Assistance has been ordered and will be installed as soon as received	21 June 2024
Difficult to find information on what services are provided for persons with disabilities	Made available in the terminal an information brochure on services available for persons with disabilities. This Accessibility Plan and Feedback Process will also be available in the terminal. NASL is in the process of developing an Airport Website to publish all accessibility information	Brochure: In Place Accessibility Plan & Feedback Process: 28 May 2024 Website: In development
No airport website	NASL has consulted with a company for the development of a website to provide a relevant information regarding the Iqaluit Airport	In development process
Lack of communication while assisting persons with mobility devices	Provide training on proper communication with persons with disabilities	Ongoing
lack of knowledge on assisting with mobility devices	Providing hands on training for handling mobility devices	Ongoing
Quiet Area for persons with disabilities that may require a less stimulating area to wait	Notifying passengers of the Elders lounge between gate 5 & 6 that is available for a quieter location. Also added to NASL's Accessibility Plan and accessibility brochure.	In Place

Conclusion

NASL is committed to making the Iqaluit International Airport a barrier-free and inclusive air terminal building for persons of all abilities. We invite feedback from the employees and users of the airport so we can continue our commitment to accessibility and inclusiveness. We thank all those involved in the consultation and preparation of this Accessibility Plan, and we will continue to make updates as soon as new information becomes available.

Nunavut Airport Services Ltd.

Accessibility Feedback Process

Designated Person to Receive Feedback

Nunavut Airport Services Ltd. (NASL) encourages feedback on all accessibility related concerns, complaints, and compliments.

The person designated to receive feedback on behalf of NASL:

Keli Boudreau

Terminal Operations Manager

How to Submit Feedback

There are multiple ways to submit feedback to NASL. These ways include:

- In person at the administration office on the 2nd floor of the Iqaluit International Airport
- Phone: 867-877-6060
- Email: helpdesk@nunavutairportservices.ca
- A letter via mail:

Mailing Address:

1528 Ungalliqaat Cres

Iqaluit NU

X0A 3H0

Anonymous Feedback

There are options to provide NASL feedback anonymously via:

- Phone with blocked caller ID: 867-877-6060
- letter mail:

Mailing Address:

1528 Ungalliqaat Cres
Iqaluit NU
X0A 3H0

Since this feedback is anonymous, it can not be responded to. It will be kept on file and included in the feedback and reporting process.

Acknowledgement of Feedback

Nunavut Airport Services Ltd. must acknowledge receipt of feedback in the same manner it was received. This does not apply to anonymous feedback. This acknowledgement ensures a person knows their feedback has been received. If there is an actionable item the person will be informed of how and when it will be addressed.

If the feedback is received by phone call the feedback acknowledgement will be immediate unless it requires a response from a different department, airline partner or ground handler. The person who received the call will be responsible to forward the contact information to the appropriate department, airline partner or ground handler to ensure the feedback is properly addressed in a timely manner and check back to ensure that the follow up call was made, and concerns were addressed.

Publishing the Feedback Process

NASL will ensure the description of the Feedback process is published in clear, simple, and concise language.

The Feedback Process will be included with the Accessibility Plan and meet the requirements of AA conformance that are set out in the WCAG.

NASL will publish a print copy of the most recent description of the Feedback Process and Accessibility Plan and display it in the Information booth in the main reception area.

NASL is in the process of developing a website, upon completion NASL will publish the description of the Feedback Process and Accessibility Plan directly on the homepage or by way of a hyperlink from the homepage.

Date of Publication

A description of the feedback process will be published on the same day as the Accessibility Plan. Updates to the Accessibility Plan or progress reports will coincide with updates to the feedback process.

Updates to Feedback Process

If there is an update to the Feedback Process NASL will ensure the update is made to all forms of publication as soon as feasible.

Notice To Agency

Once the publication of the Feedback Process is complete we will notify the CTA by email within 48 hours of publication.

When the notice is sent it must include a hyperlink to the URL of the description or updated description or the addresses of the publicly accessible business locations where a print copy of the description or updated description is available.

The notice of publication will be sent directly to the CTA using the following email address:

OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca

Alternate Formats

As the transportation service provider (TSP) Nunavut Airport Services Ltd. (NASL) will make the description of the feedback process available to anyone who requests it in the following alternative formats, as soon as feasible after the request is received and no later than the timeline set by the CTA below:

Requested Format	CTA Timeline for Class 3 TSP
Print	on the 20th day after the day that the request is received
Large Print	On the 20th day after the day that the request is received
Braille	45 days after the day that the request is received
Audio	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	on the 20th day after the day that the request is received

NASL must accept a request for the description of its feedback process in an alternate format made through any means by which NASL communicates with the public. This includes by mail, by telephone, or via electronic means, such as email.