

# **Iqaluit International Airport**

## **Nunavut Airport Services Ltd. 2025 Accessibility Progress Report**

# Nunavut Airport Services Ltd.

## Accessibility Progress Report

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## 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.

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:

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Air Terminal Manager

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## Information and Communication Technologies (ICT)

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, Feedback and Reporting Process and the Accessibility Progress Report. NASL will ensure the website has adaptive technology and that our website complies with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

In the terminal we continue to 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.

## Communication Other Than ICT

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

NASL has not received any complaints or feedback regarding communication but will address issues should they arise.

## Procurement of Goods, Services, and Facilities

The Accessible Canada Act requires accessibility requirements for procurement and includes accessibility as part of the provision of good, services and facilities where appropriate. NASL will review all public tendering documents with a lens of accessibility to prevent barriers.

## Design and Delivery of Programs and Services

NASL has developed 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. Training is delivered through a combination of online training and hands on training.

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

## Transportation

Currently NASL does not have any agreements in place with any transportation companies. Should NASL enter 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 and the provider is trained to support passengers with disabilities and comply with regulations.

## 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 and hold our tenants to the same standard.

NASL has installed wayfinding signs throughout the terminal for pet relief areas. We have relocated the pet relief area in the restricted area to a more accessible, barrier free location beside the gate 3 washrooms. NASL has installed braille and tactile signs for both indoor and outdoor pet relief areas. A curbside assistance sign with the international symbol of accessibility, braille and tactile was installed at the entrance to the terminal.

## Provisions of CTA Accessibility-Related Regulations

NASL remains 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.*"

NASL has met or remains on target to meet all actions items captured in our Accessibility Plan 2024 -2027.

## Feedback Information

NASL has collected feedback regarding Airport Accessibility through passenger and employee surveys, consulting with advocacy groups, speaking directly with passengers with disabilities and consulting with the airline. Through our feedback process we've learned that better communication with passengers with reduced mobility is essential during times where passengers are being transferred to lifts during embarking and disembarking aircrafts. We've also learned that more training is required for handling mobility aids. More education on disabilities that are not visible was also brought up in the feedback process. NASL acknowledges the need for more education and has implemented online and hands on training as well as yearly recurrent training.

## Consultations

NASL used a variety of approaches to engage with people with disabilities in order to better understand accessibility needs at the Iqaluit Airport. This included surveys conducted with both passengers and employees with lived experience, as well as direct consultation with the Nunavummi Disabilities Makinnasuaqtiit Society.

On May 15, 2024, at 10:00 a.m., NASL met virtually via Zoom with two representatives from the Nunavummi Disabilities Makinnasuaqtiit Society to discuss accessibility challenges and potential improvements at the Iqaluit Airport.

Key points raised during the consultation included:

- Limited assistance provided by airlines when passengers are moving through security.
- The need for a designated quiet area for neurodivergent passengers who may require a low-stimulation environment while waiting for their flight.
- Concerns regarding the availability of functioning wheelchairs within the airport.
- Concerns regarding the use of a washroom chair to assist with lifting passengers on and off aircraft.
- The restaurants and stores should provide adequate space to ensure individuals using wheelchairs can navigate and move around comfortably.

### **Passenger Accessibility Survey**

Survey Period: March 10-14, 2025

Purpose:

- Assess airport accessibility for passengers.
- Identify strengths, challenges, and opportunities for improvement.
- Focused on seven areas: general experience, physical accessibility, signage and information, assistance services, technology & communication, safety & comfort, and open feedback.

### **Survey Findings**

Strengths:

- Physical accessibility features and signage clarity were positively rated.
- Overall airport safety measures are effective and appreciated by passengers.

Areas for Improvement:

- Staff assistance in certain areas need improvement.
- Digital communication tools require attention to improve accessibility and usability.



#### Opportunities / Recommendations:

- Upgrade technology and communication platforms to better serve all passengers.
- Enhance staff training, support services and awareness to ensure improved assistance.

#### Conclusion:

These findings will guide NASL in implementing practical improvements to ensure that Iqaluit Airport is fully accessible, safe, and welcoming for all users.

### **Employee Accessibility Survey**

Survey Date: March 10, 2025

#### Purpose:

- Assess workplace accessibility for employees at Iqaluit Airport.
- Identify strengths, challenges, and opportunities for improvement.
- Survey focused on six key areas: general experience, physical accessibility of facilities, assistance services, technology and communication, safety and comfort, and overall feedback.

### **Survey Findings**

#### Strengths:

- Physical accessibility features and workplace safety measures are effective.
- Support services are generally available and positively received.

#### Areas for Improvement:

- Sidewalks require better maintenance during winter to ensure safe and accessible movement.
- Common areas, such as the restaurant and store, need additional space for employees using mobility aids.

#### Opportunities / Recommendations:

- Ensure adequate space in common areas to improve accessibility for employees using mobility devices.
- Implement improved winter maintenance plans for pathways to maintain safety and accessibility year-round.

#### Conclusion:

The survey findings will guide NASL in strengthening accessibility initiatives at Iqaluit Airport. By addressing identified challenges and building on existing strengths, NASL can foster a more inclusive, safe, and supportive workplace for all employees.