

Iqaluit International Airport

Nunavut Airport Services Ltd. 2026 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 continues to work toward identifying, removing, and preventing barriers to meet 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).

Throughout 2025–2026, NASL continued to improve accessibility awareness, staff training, communication practices, and terminal accessibility features while engaging with individuals with disabilities and community organizations to better understand accessibility needs.

NASL welcomes feedback regarding accessibility concerns, compliments, complaints, or requests for documents in alternative formats, including NASL’s Accessibility Plan and Progress Reports. Feedback may be submitted in person, by telephone, by email, or by mail.

All feedback received is acknowledged in the same format in which it was submitted. Feedback is retained for record keeping and reviewed to support ongoing accessibility improvements.

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Information and Communication Technologies (ICT)

NASL recognizes that accessible technology and communication systems are essential to creating a safe and stress-free travel experience for all passengers.

During the reporting period, NASL continued development and enhancement of its digital communication platforms to improve accessibility and usability for passengers and airport users. Efforts included reviewing website accessibility requirements and ensuring alignment with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

The airport continues to provide:

- Audible flight and emergency announcements in English, French, and Inuktitut.
- Visual flight information through Flight Information Display System (FIDS) monitors located throughout the terminal.
- Audible and visual emergency notification systems.

NASL also reviewed opportunities to improve digital accessibility, including:

- Improving readability and navigation of online information.
- Ensuring accessibility-related information is easier to locate online.
- Reviewing alternative communication methods for passengers with hearing or visual disabilities.

NASL will continue working toward expanding digital accessibility tools and improving communication technologies.

Communication Other Than ICT

NASL remains committed to communicating with individuals in a respectful, accessible, and inclusive manner that best meets their individual needs.

Alternative formats continue to be available upon request, including:

- Large print
- Electronic format
- Audio format
- Braille

Staff are encouraged to:

- Use clear and concise language.
- Break information into manageable steps.
- Speak at an appropriate pace.
- Offer written instructions when appropriate.

- Provide communication in quieter areas when possible.

During this reporting period, NASL continued to reinforce accessibility awareness through staff training and operational discussions. Additional emphasis was placed on improving communication with passengers requiring mobility assistance and passengers with non-visible disabilities.

NASL did not receive any formal complaints regarding communication barriers during this reporting period; however, all feedback NASL may receive will continue to be reviewed to identify opportunities for improvement.

Procurement of Goods, Services, and Facilities

NASL continues to incorporate accessibility considerations into the procurement of goods, services, and facilities whenever appropriate.

Accessibility requirements continue to be reviewed during procurement and tendering processes to help ensure products, services, and infrastructure support barrier-free access.

Where applicable, NASL considers:

- Accessibility standards and design requirements.
- Accessibility features in equipment and technology.
- Service provider ability to support persons with disabilities.
- Compliance with applicable accessibility legislation and standards.

NASL remains committed to integrating accessibility into future procurement planning and operational decision-making.

Design and Delivery of Programs and Services

NASL continues to promote accessible and inclusive services throughout airport operations. During this reporting period, a passenger assistance phone was installed at the terminal information booth to support medical travel passengers in contacting medical travel services and boarding homes for transportation, accommodation, and travel coordination assistance. This initiative helps make the medical travel process clearer, safer, and more accessible for passengers requiring additional support.

Accessibility awareness training continues to be provided to NASL employees and applicable contracted service providers. Training is provided within 60 days of hire and reinforced through recurrent training and operational discussions.

Training topics continue to include:

- Roles and responsibilities of Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Key terminology and definitions
- Communication and customer service practices
- Handling Mobility aids and assistive devices
- Providing physical assistance
- Service dogs and support persons role
- Identifying and removing barriers
- Recognition of universal access symbols
- Accessibility feedback process
- Accessibility Services available at the Iqaluit International Airport
- Awareness of non-visible disabilities

NASL also continued to reinforce curbside assistance procedures, including:

- Assistance with baggage
- Providing or assisting with wheelchairs
- Passenger guidance assistance
- Assistance between curbside and check-in areas
- Assistance between baggage claim and curbside areas

Additional focus during this reporting period was placed on improving staff awareness relating to mobility aid handling and respectful communication with passengers requiring additional support.

NASL continues to support consultation and feedback initiatives involving employees, passengers, and community stakeholders.

Transportation

At this time, NASL does not directly provide ground transportation services.

Should agreements with transportation providers be established in the future, NASL will continue to ensure accessibility requirements are considered and that transportation providers comply with applicable accessibility standards and regulations.

NASL continues to review transportation accessibility needs and operational practices relating to passenger drop-off, curbside assistance, and passenger flow within the airport environment.

Built Environment

NASL continues to maintain and improve the accessibility of the Iqaluit International Airport terminal and surrounding areas.

The airport terminal continues to operate in accordance with universal design principles intended to support barrier-free access for all users.

During this reporting period, NASL continued to:

- Maintain accessible pathways and terminal access points.
- Maintain braille and tactile signage.
- Monitor accessibility of pet relief areas.
- Review common areas for accessibility and maneuverability.
- Review winter maintenance procedures for sidewalks and exterior pathways.
- Assess accessibility concerns identified through employee and passenger feedback.

NASL recognizes the importance of maintaining safe and accessible movement throughout the facility, particularly during winter conditions, and continues working to improve pathway maintenance and accessibility monitoring.

Accessibility considerations continue to be incorporated into future renovations, modifications, and operational planning.

Provisions of CTA Accessibility-Related Regulations

NASL remains committed to complying with all applicable Canadian Transportation Agency (CTA) accessibility regulations and guidelines, including:

- Accessible Canada Act (ACA)
- Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Accessible Transportation Planning and Reporting Regulations (ATPRR)

NASL continues to review accessibility policies, operational procedures, and training programs to support ongoing compliance and continuous improvement.

NASL remains subject to the *Canadian Transportation Agency's Accessible Transportation for Persons with Disabilities Regulations (ATPDR)* and the applicable provisions:

- Part 1 – Requirements Applicable to Transportation Service Providers
- Part 4 – Requirements Applicable to Terminal Operators

NASL continues to monitor progress related to the Accessibility Plan 2024–2027 and remains committed to achieving identified action items and accessibility objectives.

Feedback Information

Throughout the reporting period, NASL continued to collect accessibility feedback through:

- Passenger surveys
- Employee surveys
- Direct feedback from passengers
- Consultation with advocacy organizations
- Discussions with airport stakeholders and airline partners

Feedback received highlighted the importance of:

- Clear communication during boarding and deplaning processes.
- Improved support for passengers with mobility aids.
- Continued education relating to non-visible disabilities.
- Improving accessibility of digital communication tools.
- Maintaining accessible pathways and public areas.

In response to feedback, NASL continued to:

- Reinforce accessibility awareness training.
- Promote respectful communication practices.
- Review mobility aid handling procedures.
- Review operational procedures relating to passenger assistance.
- Assess opportunities to improve digital accessibility.

NASL values feedback received from passengers and employees and recognizes that ongoing consultation is essential to improving accessibility throughout airport operations.

Consultations

NASL continued engaging with individuals with disabilities, employees, passengers, and community organizations to better understand accessibility needs and identify areas for improvement.

Consultation activities included:

- Passenger accessibility surveys
- Employee accessibility surveys
- Discussions with community organizations and advocacy groups
- Direct feedback from airport users and stakeholders

On October 10, 2025, NASL met via Zoom with three 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:

- The stores should provide adequate space to ensure individuals using wheelchairs can navigate and move around comfortably.
- 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 use of a washington chair to assist with lifting passengers on and off aircraft.

Passenger Accessibility Survey

Survey Period: December 8-12, 2025

The Passenger Accessibility Survey was conducted to evaluate the accessibility experience at the Iqaluit Airport and identify opportunities for improvement. The survey focused on the following key areas:

- General passenger experience
- Physical accessibility
- Signage and information
- Assistance services
- Technology and communication
- Safety and comfort
- Open feedback and recommendations

Survey Findings

Key Strengths:

- Passengers provided positive feedback regarding the airport's physical accessibility features and the clarity of signage throughout the facility.
- Airport safety measures were viewed as effective and contributed to a positive passenger experience.
- Overall feedback indicated that passengers appreciate ongoing efforts to maintain an accessible and welcoming airport environment.

Areas for Improvement:

- Survey responses indicated that staff assistance and support services could be improved throughout the check-in, security, and boarding process.
- Some passengers identified the need for increased awareness and understanding of invisible disabilities to support a more inclusive travel experience.

Opportunities / Recommendations:

- Provide enhanced staff training focused on accessibility awareness, communication, and passenger assistance.
- Increase awareness and understanding of invisible disabilities to promote a more inclusive and supportive passenger experience.
- Continue reviewing accessibility practices and passenger feedback to identify opportunities for ongoing improvement.

Conclusion:

The survey results highlight both the strengths and opportunities for improvement within the passenger accessibility experience at Iqaluit Airport. Positive feedback regarding physical accessibility features, signage, and safety measures demonstrates the airport's continued commitment to accessibility and inclusive service delivery.

The findings also identified opportunities to further improve passenger assistance and accessibility awareness, particularly throughout key travel processes such as check-in, security screening, and boarding. These insights will support NASL in implementing practical and meaningful improvements aimed at enhancing accessibility, safety, comfort, and overall passenger experience. Through continued collaboration, awareness, and ongoing accessibility initiatives, NASL can help ensure the airport remains welcoming, inclusive, and accessible for all passengers and visitors.

Employee Accessibility Survey

Survey Date: December 8, 2025

Purpose:

The Employee Workplace Accessibility Survey was conducted to assess workplace accessibility for employees at Iqaluit Airport and identify opportunities for improvement. The survey focused on six key areas:

- General workplace experience
- Physical accessibility of facilities

- Assistance and support services
- Technology and communication
- Safety and comfort
- Overall employee feedback

Survey Findings

Strengths:

- Employees noted improvements in winter maintenance of sidewalks and pathways, helping to ensure safer and more accessible movement throughout the airport property.
- Employees indicated that physical accessibility features and workplace safety measures are effective.
- Accessibility support services and assistance resources were viewed positively and considered available when needed.

Areas for Improvement:

- The restaurant and store areas require additional space to better accommodate employees using mobility aids or assistive devices.

Opportunities / Recommendations:

- Ensure adequate space in public areas to improve accessibility for employees using mobility devices.
- Continue monitoring and maintaining accessibility improvements to support a safe and inclusive workplace environment.

Conclusion:

The survey results demonstrate continued progress in improving workplace accessibility at Iqaluit Airport. Employees identified several positive improvements, particularly in winter maintenance, workplace safety, and accessibility support services, reflecting NASL's commitment to creating a more accessible and inclusive environment.

The feedback also identified opportunities to further enhance accessibility within shared public areas. By continuing to address these areas and build on existing strengths, NASL can further support a safe, respectful, and barrier-free workplace that promotes accessibility, comfort, and equal participation for all employees.