



Accessibility Plan and Feedback process Saguenay-Bagotville Airport

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Introduction

Aéroport Saguenay-Bagotville is committed to offering its customers and employees maximum comfort and safety. The *Accessibility Plan and feedback process* is part of this vision; it serves as a guide to determine current and future needs in terms of the accessibility of its facilities and to facilitate communication with people living with certain disabilities.

As part of the expansion and renovation project of the main building of the Aéroport Saguenay-Bagotville, the new facilities considered the guidelines and standards related to accessibility, layout and services to be offered to people living with disabilities.

Through its welcome Program, the airport management is aiming to provide an inclusive environment that protects the dignity of customers with specific needs.

The Accessibility Plan and feedback process was drafted to meet the obligations and standards set out in the following regulations:

- *Accessible Transportation Planning and Reporting Regulations*, which specifies the obligations needed to meet the *Accessible Canada Act*
- *Personnel Training for the Assistance of Persons with Disabilities Regulations*

The Accessibility Plan and feedback process is also available on our website at: <https://aeroport.saguenay.ca/en/travellers#accessibility-1>

General information

Points of contact

The public, travellers or not, can contact the airport administration at any time by telephone, email via the airport website or by messaging us on our social media accounts.

The Customer Services Coordinator is the person assigned by management to receive suggestions, complaints and/or requests, and is supported by management.

Means to offer feedback

Once a communication has been received, we undertake to follow up, if requested, via the same communication channel and, as a minimum, provide an

acknowledgement of receipt or a response to the requester within 5 working days. Any communication may remain anonymous, according to the preferences of the person contacting us. The different communications access points are as follows:

Social media:

FB:	Aéroport Saguenay-Bagotville YBG
Instagram:	AirportYbg
X (Twitter):	@aeroportybg
Website:	https://aeroport.saguenay.ca/en

Phone - Customer Experience Coordinator:
418-677-2651 ext. 6918

Note: A copy of this Accessibility plan and Feedback process can also be requested at the terminal building of the airport at the following address:

Address:

7000 chemin de l'Aéroport
La Baie, Québec
G7B 0E4

Information and communication technologies

Following its expansion and renovation project, the airport was able to introduce new information and communication technologies.

Messages to our customers are communicated either in the form of public announcements via pre-recorded messages or individual messages (inside and outside the terminal, targeted areas inside), audio and visual messages on TV in certain targeted areas (waiting or boarding rooms for example) or formulated at the various check-in counters (verbally or via posters).

Other services are also available upon request either from the airline or from airport administration at no additional cost. For example, we regularly welcome autistic children on individual visits to help them prepare for air travel.

A description of the services offered can be found on our website at: <https://aeroport.saguenay.ca/en/travellers#accessibility-1>

Other means of communication

All airport employees (operator and partners) have taken and re-take the training course given by the Canadian Transportation Agency every year at <https://otc-cta.gc.ca/eng/training-videos-how-assist-persons-disabilities>. This training ensures the uniformity of the services offered and an empathetic and respectful approach, by employees who are responsive to customers.

We also have a team specifically dedicated to guest reception, which ensures that we meet the needs of people arriving at the airport. The members of this team are the first to interact with people with certain disabilities or impairments, assisting them according to their needs, from their arrival until their departure. We also welcome people with service animals and offer them our assistance in meeting the animal's needs.

In addition, employees assisting people with disabilities to board/disembark the aircraft are trained in handling/transferring people using tools adapted to provide physical assistance.

Procurement of goods, services and infrastructures

In 2024, following our major modernization project, our airport was recertified by “Kéroutl” as being “accessible to people with reduced mobility”. “Kéroutl” is an organization recognized by the Gouvernement du Québec and offers various services and support in order to promote the principles of universal accessibility and inclusion. The “Kéroutl” consultant proposed some improvement suggestions that have already been implemented or should be in the following months.

Outdoor environment (access road, parking lot and terminal access):

- The access road, parking lot, pedestrian crossing and sidewalks are barrier-free and easy to use.
- Parking spots reserved for parking permit holders are located near the main entrance doors.

Indoor environment (terminal):

- The building is accessible without having to walk up steps or over door thresholds.

- All access doors (land side or air side) have been automated to facilitate access for all.
- An elevator allows for easy movement between the two public floors of the building.
- The passenger path is level and free of obstacles.
- Parts of the service counters are lowered.
- Push buttons are provided in key locations (disabled bathroom access, exterior access).
- All bathrooms have a stall specifically dedicated to people with reduced mobility.
- Facilities are easily accessible for people with reduced mobility, for example water fountains, payment terminals, vending machines, etc.
- Display systems on TVs are located throughout the building.
- The public announcement system is adaptable to each zone for the entire building.
- Signage is easy to spot and mainly uses standard icons.
- The information kiosk is located at the main entrance.
- The interior furniture is arranged to allow people with disabilities to sit comfortably and without significant obstruction as well as being located at intervals permitting regular pauses for people with limited mobility.

Conception and delivery of programs and services

The airport management ensures that services are provided in a respectful manner and with ease of access and assistance for people with disabilities. In support of this vision and as mentioned previously, airport employees have all had the appropriate training.

In addition, assistance for registration, boarding and disembarking is provided by the ground services provider or by the Air Carrier's employees, subject to their own set of rules in line with the rules and regulations of the Canadian Government. Airport Management is not responsible for these aspects.

Transportation:

Access to the airport is relatively easy because we are located at the crossroads of two districts of the city de Saguenay, La Baie and Chicoutimi.

Certain external organizations offer specialized transport services adapted to people with reduced mobility. For reservations or information, contact each organization directly:

Paratransit with the Société de transport du Saguenay (STS):

<https://sts.saguenay.ca/transport-adapte>

Taxis Unis, located in the district of Chicoutimi: <https://taxis-unis.com/>

Taxi 2151, located in the district of La Baie: <https://www.facebook.com/taxi2151/>

A car rental company is located inside the airport terminal and access to the rental vehicles is made easy as they are only a few meters away from the building.

Finally, our snow removal program dictates the snow removal priorities in order to ensure that our clients, with or without any disabilities, are safe and secure in our environment. Parking lot access road, reserved spaces, sidewalks between the parking lot and the terminal are all Pri #1.

Infrastructure

As mentioned in previous sections, the airport terminal building has undergone a major improvement program between 2021 and 2024 and is compliant with the Québec's Code du Bâtiment. Specific items such as special washrooms or stalls, client pathway without any obstacles, elevator, etc. have been incorporated in the new design.

Accessibility provisions of the CTA regulations

The Aéroport Saguenay-Bagotville is subjected to the following provisions of *the Personnel Training for the Assistance of Persons with Disabilities Regulations*:

Article 3 – Application

The Aéroport Saguenay-Bagotville must follow this regulation.

Article 4 – Employees and partners directly involved with the public

The airport management must ensure that all employees and workers responsible for providing transportation related services and in direct contact with the public or who might make decisions involving the transportation of disabled public receive the appropriate formation and training.

Article 8 – Initial training

The airport management must ensure that all new employees and workers responsible for providing transportation related services have all had the first training

no later than sixty (60) days after start of employment.

Article 9 – Training updates

The airport management must ensure that all employees and workers responsible for providing transportation related services have a yearly refresher training.

Article 10 – Training register

The airport management ensure up to date training files for its employees

Article 11 – Training Program

The airport management ensure that the online training program offered by the Canadian Transportation Agency (CTA) is the preferred program for all its employees and partners

Consultations

“Kéroul” material and consultant as well as passengers’ suggestions over the years were the primary sources used to ensure that the new airport building would be adequate and meet the needs of people with disabilities and to complete the current plan.

For future updates and improvements, a consulting committee will be convened and will comprise community volunteers, specialized consultants, and people living with disabilities.