



Progress report - 2025

June 2025

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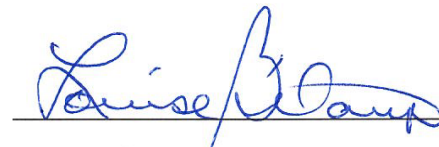


Pascale Boivin, Coordonnatrice Expérience client

Date :

_____ mai 2024 _____

Approuvé par :



Louise Bélanger, Directrice Aéroport Saguenay-Bagotville

Date :

_____ mai 2024 _____

Table des matières

Introduction	4
Renseignements généraux	4
Technologies de l'information et des communications	6
Communications, autre que les technologies de l'information et des communications	6
Acquisition de biens, de services et d'installations.....	7
Conception et prestation de programmes et de services	8
Environnement bâti.....	9
Dispositions des règlements de l'OTC en matière d'accessibilité.....	9
Consultations.....	10

Introduction

The Saguenay-Bagotville Airport is committed to offering its customers and employees the maximum comfort and safety. The *Accessibility Plan and Feedback Process* is part of this vision and serves as a guide to identify the current and future accessibility needs 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 Saguenay-Bagotville Airport, the new facilities took into account the guidelines and standards related to accessibility, layout and services to be offered to people living with disabilities.

Through our Welcome Program, the airport management wanted to ensure that it offers an environment that is inclusive and protects the dignity of its customers with certain more specific needs

The *Accessibility Plan and Feedback Process* has been drafted to meet the obligations and standards set out in the following regulations:

1. Accessible Transportation Planning and Reporting Regulations" which specifies obligations to meet the "Accessible Canada Act"
2. Regulation respecting the training of personnel in the field of assistance to persons with disabilities

The *Accessibility Plan and Feedback Process* is also available on our website at: <https://aeroport.saguenay.ca/fr/voyageurs#accessibilite-1>.

The specific elements of the progress report are written in **purple** in the text of this document

General Information

Person Responsible for Feedback

The public, whether or not they are travellers, can contact or request feedback at any time with the airport authority, either by phone, email via the airport's website or via messages from our social networks.

The person charged by management to receive suggestions, complaints and/or requests for feedback is the Customer Experience Coordinator, supported by management.

Means of Providing Feedback

Upon receipt of a public communication or a request for feedback, we undertake to respond, if requested, by the same method of communication and to offer at least an acknowledgement and/or response to the requester within 5 business days. Any communication or request for feedback may remain anonymous, depending on the choice of the person contacting us.

Feedback details

We have not received any requests to obtain a copy of our plan or to submit any questions, complaints or comments since January 2025.

Our various communication access points are as follows:

Social media:

FB: Aéroport Saguenay-Bagotville YBG

Instagram: AeroportYbg

X (Twitter): @aeroportybg

Website: <https://aeroport.saguenay.ca> , section on the services offered under the heading "Welcoming you":
<https://aeroport.saguenay.ca/fr/voyageurs#services-aux-voyageurs>

Phone:

Customer Experience Coordinator: 418-677-2651 ext. 6918 or email:
aeroportybg@saguenay.ca

Note: A copy of the *Accessibility Plan and Feedback Process* and *the 2025 Progress Report* are also available upon request directly at the airport at the address below:

Mailing Address:

7000 Airport Road
The Bay, Quebec
G7B 0E4

The documents are currently available in paper or electronic format. Any request for alternative support will be processed as per the request.

Information and Communications Technologies

As a result of its expansion and renovation project, the airport has been able to introduce new information and communication technologies.

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

Other services can also be offered upon request by either the airline or the airport authority at no additional cost. For example, we regularly welcome children on the autism spectrum for one-on-one visits to help them prepare for air travel.

The description of the services offered can be found on our website at: <https://aeroport.saguenay.ca/fr/voyageurs#accessibilite-1>

Communications, other than information and communications technology

All airport employees (operator and partners) have completed and continue to receive training from the Canadian Transportation Agency at <https://otc-cta.gc.ca/fra/videos-formation-sur-laide-aux-personnes-handicapees>. This training ensures the uniformity of the services offered and a human and respectful approach, attentive to the clientele.

We also have a team specifically dedicated to welcoming people who make sure to meet the needs of people arriving at the airport. The members of this team are the first to intervene with people with certain disabilities or deficiencies and see to it that they are assisted according to the needs expressed by them, from their arrival to their

departure. We also welcome service animals and offer the owner our help to meet the needs of the animal.

In addition, employees responsible for assisting persons with disabilities in boarding/disembarking from the aircraft are trained in the handling/transfer of persons using tools adapted to provide physical assistance.

Procurement of goods, services and facilities

In general, any acquisition of goods and services dedicated to the public and their implementation incorporates compliance with accessibility standards.

Outdoor environment (access road, parking lot, access to the terminal):

1. The access road, parking lot, pedestrian crossing and sidewalks are barrier-free and easy to use
2. Parking lots reserved for permit holders are located near the main entrance doors
3. Part of the pavement is lowered to facilitate the passage of a person with reduced mobility.

Indoor Environment (Terminal Building):

1. Access to the building is without having to cross steps or door thresholds
2. All access doors (landside or airside) have all been automated to facilitate access for all
3. An elevator allows easy movement between the two public floors of the building
4. The passenger journey is at the same level and free of obstacles
5. Lowered parts of service counters (One service counter was noted as non-functional. A folding shelf will be provided in response to this observation)
6. Push buttons are fitted at key points (disabled bathroom access on the ground floor, external access via regulated area). Access to the bathrooms from the sterile room or upstairs is considered too difficult because the door leading to the toilet blocks offers too much resistance to opening. A push-button project will be put in place in 2025 to try to solve this problem.
7. All bathrooms have a cabin specifically dedicated to people with reduced mobility
 1. Easily accessible equipment for people with reduced mobility such as: water fountains, payment terminal, vending machines, etc
 2. Display system on TVs distributed throughout the building
 3. Zone-specific public announcement system for the entire building

4. Easy-to-locate signage using mostly standard icons
5. Information kiosk located at the main entrance
6. Interior furniture shall be arranged in such a way as to permit persons with disabilities to sit comfortably and without noticeable obstruction and shall be distributed at intervals that facilitate breaks for persons with mobility impairments. *The tables in the upstairs dining room seem too small to allow a person in a wheelchair to easily sit in. The bench spaces were deemed more adequate with the possibility of sitting at the end of the table.*

Design and delivery of programs and services

The operator of the Saguenay-Bagotville Airport ensures that services are provided in a respectful and accessible manner for people with disabilities. To do so, the airport operator's employees have completed training as previously recorded.

In addition, assistance with check-in, boarding and disembarkation is provided by the ground handling provider or by the airlines. These stakeholders are subject to their own rules and must comply with them. The airport operator has no role in this regard.

Transport

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

Some external organizations offer specialized services in terms of adapted transportation for people with reduced mobility. For reservations or information, you must consult each organization directly:

1. Paratransit with the Société de transport du Saguenay (STS):
<https://sts.saguenay.ca/transport-adapte>
2. Taxis Unis, located in the borough of Chicoutimi: <https://taxis-unis.com/>
3. Taxi 2151, located in the borough of La Baie:
<https://www.facebook.com/taxi2151/>

A car rental company is located within the airport's infrastructure and the vehicles are easily accessible and located a few meters from the terminal.

Finally, the winter maintenance program dictates snow removal priorities in order to maximize the safety of customers, with or without special needs. Access to the

parking lot, reserved parking lots, the pedestrian path between the parking lot and the terminal and the sidewalks of the terminal are priority #1.

Built environment

As mentioned in the previous sections, the terminal has undergone a major rejuvenation between 2021 and 2024 and meets the Quebec Building Code. Elements such as accessible bathrooms or toilets, barrier-free customer journeys, elevators, have been integrated into the new facilities. *A few additional suggestions were offered during a customer journey simulation by a person with reduced mobility and will be integrated as soon as possible. These suggestions are listed in the preceding paragraphs of this document.*

Accessibility provisions of the CTA regulations

The operator of the Saguenay-Bagotville Airport is subject to the following provisions of *the Regulation respecting the training of personnel in the field of assistance to persons with disabilities*:

Article 3 – Application

These Regulations apply to the operator of the Saguenay-Bagotville Airport.

Section 4 – Employees and Contractors Who Deal with the Public

The airport operator shall ensure that its employees and partners who provide transportation-related services and who may be required to deal with the public or make decisions concerning the transportation of persons with disabilities receive training appropriate to the needs of their duties.

Article 8 – Initial training

The airport operator shall ensure that its employees and partners who are required to complete training have completed the training within sixty (60) days of commencing employment.

Article 9 – Recycling

The airport operator shall ensure that its employees and partners who are required to undergo training periodically attend refresher courses appropriate to the needs of their duties.

Section 10 – Training Record

The airport operator ensures that its employees' training records are kept up to date.

Article 11 – Training Program

The airport operator follows the training program available on the Canadian Transportation Agency (CTA) website.

Consultations

The "Kéroul" organization, as well as the suggestions of passengers over the years, have been the main sources of information and consultation that have allowed us to ensure that the remodeled terminal meets the needs of people living with disabilities and have also been used in the final drafting of the current plan.

On October 8, 2024, following major modernization work on the terminal, our airport was recertified by "Kéroul" as a "place accessible to people with reduced mobility. "Kéroul" is an organization recognized by the Government of Quebec that offers various services and support to promote the principles of universal accessibility and inclusion. The "Kéroul" consultant submitted suggestions for improvement that have been implemented or will be implemented in the coming months. Kéroul's suggestions for improvement focused mainly on interior signage (interior signage installed in August 2025), outdoor parking (upcoming corrective measures for exterior signage) and ease of access to the bathrooms (corrective project to come).

In May 2025, we invited the organization *Interassociation des personnes handicapées du Saguenay* to visit the airport to simulate the customer journey and provide us with their impressions and suggestions for improvement.

A general satisfaction survey is available with a QR code to allow customers to evaluate and comment on the services received on site. No specific accessibility requests have been submitted under this survey to date.

We have offered the required services to people with physical disabilities who have requested them (less than 5 requests since January 2025).

However, we accompanied a few passengers who encountered certain ambulatory difficulties without these people having to ask for our help. These people expressed their satisfaction and appreciation for the help that was given to them spontaneously.

During this period, we did not welcome other people with certain difficulties (visually impaired, hearing impaired or with other limitations).

We will continue to seek feedback from our customers throughout 2025.