

# Accessibility Plan and Feedback Process

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REVISION 1 – 2024-07-18



## LIST OF EFFECTIVE PAGES

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1	1	2024-07-18
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## REVISION LOG

Revision No	Revision Date
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## 1 GENERAL

Chrono Aviation and its subsidiaries, Chrono Jet Inc. and LUX FBO, henceforth referred to simply as Chrono Aviation for simplicity, hold a firm belief that every individual, irrespective of their abilities or requirements, should have seamless access to air travel. This commitment to accessibility is demonstrated through our accessibility plan. For detailed information regarding Chrono Aviation's accessibility services, please visit our website at [www.chronoaviation.com](http://www.chronoaviation.com).

### 1.1 Feedback or Requests

We welcome feedback on our accessibility efforts and encourage you to reach out if you require our accessibility plan or feedback process in an alternative format. You can provide feedback anonymously or with your name—your choice. Feedback will be acknowledged or responded to in the same manner in which it was received. If you have any specific accommodation requests, please feel free to reach out to us directly.

Feedback can be submitted by visiting this link: <https://avionchrono.com/feedback/send.php?lang=en>

### 1.2 Contact Us

To provide feedback or request accommodations, please contact us in the following methods:

Designated Contact Person	Mailing Address	Telephone	Email
Serge Bernier Occupational Health & Safety Coordinator	706 A 7e Airport Avenue Quebec Jean-Lesage Airport Quebec Canada, G2G 2T6	418-529-4444	<a href="mailto:tickets@chronoaviation.com">tickets@chronoaviation.com</a> <a href="mailto:info@chronoaviation.com">info@chronoaviation.com</a> <a href="mailto:sbernier@chronoaviation.com">sbernier@chronoaviation.com</a>

## 2 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

This section outlines Chrono Aviation's policies, programs, practices, and services designed to identify, remove, and prevent barriers in ICT.

### 2.1 Reservation Systems

#### 2.1.1 Online

The online reservation system of Chrono Aviation is more than just a booking platform; it's a comprehensive tool designed to provide travelers with all the essential itinerary information they need at their fingertips. Seamlessly navigating through the booking process, customers are presented with a user-friendly interface that guides them through inputting their travel details and preferences.

Once completed, the system generates a tailored itinerary, detailing crucial information such as departure and arrival times, flight numbers, gate assignments, and optional add-ons like seat selection and in-flight meals. This comprehensive itinerary ensures that travelers are well-prepared and informed every step of the way. Furthermore, the system offers flexibility and convenience, allowing customers to easily make changes to their itinerary and receive real-time updates and notifications, ensuring a smooth and stress-free travel experience from start to finish.

### **2.1.2 Telephone**

Reservations with Chrono Aviation extend beyond the confines of our online platform; we also offer the convenience of booking through our phone reservations system. With a simple call, travelers can connect with our dedicated team of reservation specialists who are committed to providing personalized assistance and guidance throughout the booking process. Whether it's selecting the perfect flight itinerary, securing preferred seating arrangements, or addressing any special requests, our knowledgeable representatives are equipped to ensure that every aspect of the reservation meets the traveler's needs and preferences.

### **2.1.3 In-Person**

For travelers who prefer the familiarity and convenience of in-person assistance, Chrono Aviation extends the option to make reservations directly at the airport with the assistance of our dedicated airline customer service representatives. Located within our airport terminals, these knowledgeable and friendly professionals stand ready to assist travelers with all their booking needs.

## **2.2 Announcements**

To ensure that all passengers remain well-informed throughout their travel experience, Chrono Aviation is committed to making timely announcements regarding essential flight details such as departure times, gate locations, and any potential delays. These announcements serve as vital updates to keep passengers abreast of the latest information, allowing them to plan and adjust their schedules accordingly.

Recognizing that effective communication is paramount for all travelers, including those who may be hard of hearing or facing language barriers, our dedicated agents are readily available to provide personalized assistance. Passengers who require additional support or clarification are encouraged to approach our agents, who are trained to accommodate diverse needs and ensure that every passenger receives the necessary information in a clear and accessible manner.

## **2.3 Website**

### **2.3.1 Ease of Use**

Chrono Aviation recognizes that individuals may utilize adaptive technologies to navigate the digital landscape, and it is our responsibility to accommodate their needs effectively. By implementing best practices in web accessibility standards, such as clear navigation structures, alternative text for images, and keyboard-friendly interfaces, we aim to create an online environment that is intuitive and barrier-free. Additionally, we remain vigilant in continuously evaluating and improving our website's accessibility features to ensure that every visitor, regardless of their abilities or assistive technologies, can engage with our content seamlessly.

### **2.3.2 Available Information**

Chrono Aviation is committed to transparency and accountability in our accessibility efforts. As part of this commitment, we will provide our accessibility plan on our website.

### 3 COMMUNICATION, OTHER THAN ICT

This section outlines Chrono Aviation’s approach to communicating important information using non-ICT (Information and Communication Technology) methods, ensuring accessibility for all passengers regardless of their access to digital technology. Non-ICT methods encompass a variety of traditional communication channels that do not rely on digital devices or internet connectivity. Chrono Aviation recognizes the importance of ensuring that passengers can access essential information through alternative means, particularly those who may have limited access to technology or face barriers in using digital platforms.

#### 3.1 Communications

Chrono Aviation is dedicated on ensuring that all personnel who interact with passengers during their duties receive training and are capable of recognizing:

1. The nature of a person’s disability;
2. Whether a person uses an assistive device to assist them to hear, see or communicate; and,
3. Whether there are methods of communication that may be used by a person or that may assist with communication with a person, such as an augmentative or alternative communication system, sign language or clear, concise, and plain language;
4. Seeking information from a person with respect to their preferred method of assistance when providing physical assistance;
5. Engaging in a conversation with a person if they identify the nature of their disability when making a reservation, for the purpose of identifying their needs in relation to their disabilities and the services offered by Chrono Aviation in relation to those needs; and
6. Describing, if requested, the services that Chrono Aviation can provide to persons, and any conditions in respect of those services.

#### 3.2 Visual or Hearing Impairments

Chrono Aviation has the responsibility of ensuring that individuals with visual or hearing impairments can access publicly available information about our services or facilities, including equipment, in formats that are accessible to these travelers. This entails providing information in alternative formats alongside conventional print and video formats, such as:

1. Accessible electronic formats
2. Large print
3. Audio formats
4. Braille
5. Providing information in clear, short sentences, and avoid speaking too fast
6. Break instructions into small parts
7. Ask the person if they would like key information in writing
8. Consider moving to a quiet or private location, especially if you’re in a public area with many distractions

### 3.3 Safety Features Card

Chrono Aviation is committed to the safety and well-being of all passengers, including those with visual impairments. To ensure that every traveler can access vital safety information, safety feature cards specifically designed for individuals with visual impairments are made available on all our flights. These cards are equipped with tactile markings, Braille text, and clear, high-contrast visuals to convey essential safety instructions effectively.

## 4 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Accessible Canada Act mandates accessibility considerations in procurement processes, encompassing the provision of goods, services, and facilities. This involves incorporating accessibility features where appropriate, such as accessible technology, materials, and amenities.

### 4.1 Procurement Processes

As part of our commitment to inclusivity, Chrono Aviation will integrate accessibility as a key criterion in our procurement process. When assessing goods and services that will be utilized by or assist persons with disabilities, accessibility is given top priority. We meticulously evaluate factors such as usability, availability of alternative formats or assistive technologies, and compliance with relevant accessibility standards. By prioritizing accessibility in our procurement decisions, we ensure that our offerings are inclusive and accessible to all passengers. This proactive approach not only enhances the overall customer experience but also reflects our dedication to creating an environment where everyone feels valued.

## 5 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Chrono Aviation, as a transportation service provider, is committed to actively considering accessibility needs in all facets of its services and programs. Chrono Aviation will take proactive steps to anticipate and address accessibility requirements at every stage of the customer journey, from booking to disembarking.

### 5.1 Consultations

In our commitment to proactive accessibility measures, Chrono Aviation recognizes the invaluable perspective that consultations with individuals with disabilities bring to the table. By actively engaging with this community, we aim to comprehensively identify and address all aspects that may impact a customer's journey. These consultations serve as a vital means to ensure that our services and facilities cater to the diverse needs of all passengers, regardless of their abilities or disabilities. Accessibility Training

Chrono Aviation is dedicated to reviewing and enhancing all training provided to employees who directly engage with our passengers to ensure it addresses accessibility standards. We understand the critical importance of equipping our frontline staff with the knowledge and skills necessary to effectively support passengers with diverse needs.

## 6 TRANSPORTATION

Chrono Aviation is dedicated to ensuring that all aspects of our passengers' travel experience are accessible and inclusive, including ground transportation from the terminal. When forming agreements or arrangements with ground transportation service providers, we prioritize accessibility for individuals with disabilities. This commitment extends to various modes of transportation, such as taxis, limousines, buses, or rental vehicles.

## 7 THE BUILT ENVIRONMENT

Chrono Aviation, operating from LUX FBO terminals at Montreal Saint-Hubert Airport and in Quebec City, has designed its facilities to eliminate barriers to accessibility. This initiative is in line with the Canadian Transportation Agency's (CTA) accessibility plan requirements for airlines, which mandate that transportation services must be accessible to all passengers, including those with disabilities.

The design features of the LUX FBO terminal include ground-level parking and terminal access, ensuring that all facilities are easily accessible without the need for stairs or elevators. This is particularly beneficial for passengers with mobility issues, as it removes potential obstacles that could hinder their access to our air services.

Additionally, Chrono Aviation offers wheelchairs at all the locations it serves and provides specialized chairs designed for boarding and deplaning. This not only complies with the CTA's requirements but also demonstrates Chrono Aviation's commitment to accommodating passengers with varying levels of mobility. By ensuring that wheelchairs are readily available, Chrono Aviation enhances the travel experience for passengers who require assistance, facilitating a smoother and more comfortable journey from the terminal to the aircraft.

Overall, Chrono Aviation's approach to designing its facilities and providing necessary mobility aids aligns with the broader objectives of the CTA's accessibility requirements. This commitment helps ensure that all passengers, regardless of their physical abilities, can experience seamless access to air travel, reflecting the airline's dedication to inclusivity and equal access for all travelers.

## 8 PROVISIONS OF CTA ACCESSIBILITY RELATED REGULATIONS

Under the Accessible Transportation Planning and Reporting Regulations (ATPRR), Chrono Aviation is considered a Class 3 Transportation Service Provider (TSP). The ATPRR apply to TSPs that operate in the federal transportation network and are required to comply with any provision of regulations made under subsection 170(1) of the Canada Transportation Act (i.e., any CTA accessibility-related regulations), notably:

- Part VII of the Air Transportation Regulations (ATR); and,
- The Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR).

Chrono Aviation will publish a progress report for each of the following two years, and an updated accessibility plan by June 1, 2027. The reporting cycle would be as follows:

- June 1, 2024 – Initial accessibility plan
- June 1, 2025 – Progress report
- June 1, 2026 – Progress report
- June 1, 2027 – Updated accessibility plan



## 9 CONSULTATIONS

### 9.1 Consultation Methods

#### 9.1.1 Interviews via Microsoft Teams and Phone

- **Format:** Interviews were conducted online through Microsoft Teams and by phone, in individual and group formats to gather diverse perspectives.
- **Participants:** Individuals with motor, visual, and cognitive disabilities were involved.

#### 9.1.2 Submitted Questionnaires:

- The questionnaires were specifically designed to explore the particular difficulties faced by individuals with disabilities. They were distributed to the same target groups: people with motor, visual, and cognitive impairments. Responses were analyzed to identify recurring issues and unmet needs.

#### 9.1.3 Addressed Questionnaires:

##### 1. Physical Accessibility:

- **Questions:** What physical obstacles do you encounter in our facilities? Have you experienced issues with access ramps or space for wheelchairs?
- **Answer:**
  - Access ramps are in poor condition, requiring repairs or improvements.
  - Insufficient space for maneuvering wheelchairs, making access difficult in certain areas.

##### 2. Adaptive Equipment

- **Questions:** Do the available adaptive equipment meet your needs? What specific adaptive equipment is missing?
- **Answer:**
  - Lack of adaptive equipment in certain areas, affecting comfort and autonomy.
  - Need for additional or improved equipment to better serve the needs of individuals with disabilities.

##### 3. Signs and Orientation:

- **Questions:** How do you rate the directions and ease of finding?
- **Answer:**
  - Difficulty navigating due to a lack of clear and intuitive signs, making it hard to find one's way in the facilities.

#### 4. Reservation and Check-in Procedures:

- **Questions:** Are the reservation and check-in procedures suitable for your needs? Which aspects are particularly challenging?
- **Answer:** Reservation and check-in procedures are considered complicated, with particular difficulties in understanding and managing bookings.

#### 5. Staff Training and Awareness:

- **Questions:** How do you assess the training and awareness of staff regarding accessibility?
- **Answer:** Lack of specific staff training, with insufficient awareness of the particular needs of disabled clients.

#### 9.1.4 Results and Adaptation of the Accessibility Plan Following the Consultation:

The September 2024 consultation, allowed us to validate several essential aspects concerning the needs of individuals with disabilities. Based on the feedback received, we significantly improved our accessibility plan. In collaboration with various specialized organizations, such as Adapte ta vie and Keroul Québec (Partner for Accessible Discoveries, a Provincial Organization), we have been able to better address the identified needs and assess the invaluable value of the information gathered.

#### 9.1.5 Conclusion:

Chrono Aviation is committed to regularly organizing consultations within our permanent advisory subcommittee, which includes individuals with motor, cognitive, visual, or other disabilities, each bringing diverse experiences. This subcommittee is an integral part of both the Occupational Health and Safety Committee (OHS) and the Aeronautical Occupational Health and Safety Committee (AOHS). These consultations are crucial to ensuring that our services and facilities remain inclusive and effectively meet the diverse needs of all passengers, regardless of their abilities or limitations.