


# YQB ACCESSIBILITY PLAN

2026-10-27

Québec City Jean Lesage International Airport

**(2026-10-27 version)**

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# 1. Introduction

The management and staff of Aéroport de Québec Inc. (YQB) are committed to providing safe and accessible facilities to all passengers and employees. YQB ensures that all of its services and facilities comply with the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR).

This accessibility plan is part of the management's commitment to providing a safe, accessible environment for all users. Its aim is to identify and develop procedures that promote accessibility.

# 2. General Information

### Person in charge

YQB has appointed the manager, Airport Operations, to receive all feedback related to accessibility.

### Feedback methods

Members of the public can provide feedback in three different ways and request copies of the accessibility plan or a description of the feedback process. Anonymous feedback can also be provided via YQB's website. All feedback is reviewed, and an acknowledgement of receipt is provided for non-anonymous feedback.

- Feedback can be provided by mail to:

  Aéroport de Québec Inc.
  505 Rue Principale
  Québec City, QC
  G2G 0J4

- Feedback can also be provided over the phone by calling:

  418-640-2700

- Feedback can also be provided on the website's accessibility section at:

  https://www.aeroportdequebec.com/en/plan-a-flight/accessibility

## 3. Information and Communication Technologies

In order to identify and eliminate barriers, and to avoid creating new ones, Aéroport de Québec Inc. (YQB) has set up technological tools and procedures for information and communication technologies. These include:

- Public announcements inside the terminal made in audio and visual formats.
- Accessible check-in kiosks
- Accessible parking payment kiosks
- Accessible website
- Information available through email
- Information available through telephone relay

The procedure for using the public address system, which displays audio announcements on terminal screens, is shared with airlines and staff who need to make announcements.

## 4. Other Communication Methods

In addition to the technological means listed in the previous section, YQB has other strategies to ensure respectful, accessible communications with persons with disabilities, including:

- Consideration of the following elements during verbal communications:
    - Nature of the disability
    - Use of assistive devices
    - Information about the person's preferred form of physical assistance
    - Description of the services that YQB can provide
- Public announcements made inside the terminal:
    - Most of the announcements are pre-recorded and played several times
    - Messages that are not recorded must be clearly enunciated

Staff members receive training that includes guidance on interacting respectfully with persons with disabilities, tailored to their roles and responsibilities.

## 5. Procurement, Services, and Facilities

When procuring goods and implementing new services or opening new facilities, YQB ensures that the process remains respectful of and accessible to persons with disabilities. As such, the following procedure is applied.

- When procuring goods:
    - The good's role in the passenger journey is considered.
        - If the good is part of the passenger journey, the elements that need to be accessible must be identified, and a follow-up must be done with the vendor to ensure compliance with accessibility standards.
- When implementing new services:
    - The service's role in the passenger journey is considered.
        - If the service is part of the passenger journey, the staff on duty must be trained, and everything must be accessible.
- When opening new facilities:
    - The facility's role in the passenger journey is considered.
        - If the facility is part of the passenger journey, it must meet accessibility standards.

The procedures for staff members responsible for procuring goods, setting up new services, or opening new facilities state that all elements need to be checked for compliance with accessibility standards.

## 6. Design and Delivery of Programs and Services

When designing and delivering new programs and services, YQB ensures that the process remains respectful and accessible to persons with disabilities by taking the following into account.

- Assistance at the drop-off area:
    - Staff involved in this task receive online training. Training from a disability support and service organization is also available if required.
    - The training covers:
        - Physical assistance to persons with disabilities
            - Transportation of aides or service dogs
        - Assistance to persons with disabilities and introduction to the different types of disabilities

Check-in, boarding, and deplaning assistance is provided by trained airline personnel.

## 7. Transportation

Users can access YQB by private car, taxi, ride-sharing, and public transit. Access to the terminal for these modes of transportation must comply with accessibility standards. To this end, the following elements are taken into account:

- Curbside zone for vehicles in the pickup and drop-off area:
    - A curbside zone to drop off and pick up persons with disabilities is available near the terminal's main entrance.
    - Assistance can be provided by YQB staff.
        - This service can be arranged through the Accessibility section of our website.
    - The curbside zone is marked with signage showing the phone number to call for assistance.
- Taxis:
    - All taxi companies operating at YQB must sign a contract stating that drivers have received training on assisting persons with disabilities.
    - Paratransit is available upon request.
- Ride-sharing:
    - All ride-sharing companies operating at YQB must sign a contract stating that drivers have received training on assisting persons with disabilities.
- Public transit:
    - The Réseau de transport de la Capitale links YQB to the rest of Québec City via two routes (76 and 80). Stop 7306, located near the terminal's main sliding doors, meets accessibility standards.
- Parking:
    - Reserved spaces for persons with disabilities are available and marked in all YQB parking lots.
    - An accessible shuttle service is available for certain parking lots during busy periods.

## 8. Built Environment

The YQB terminal was built to the National Building Code standards. All new projects are also built to these standards, which meet universal design requirements. The following elements in the terminal meet accessibility standards:

- Signage in and around the terminal:
  - Signage within reach in and around the terminal contains braille and embossed text.
- Washrooms:
  - There are accessible stalls in all washrooms.
- Pet relief area:
  - There are two pet relief areas at YQB—one outside the terminal building near the vehicle rental office and one in the secure area, near boarding gate 29.
- Parking areas:
  - Reserved parking spaces for persons with disabilities are available in all of our parking lots, and there are accessible routes to reach them easily.

## 9. Accessibility Provisions in Canadian Transportation Agency Regulations

YQB must comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations*, namely the following.

### Communication of information to persons with disabilities

- Section 4: General Information – alternative formats
  - Information for the public is available in the following formats:
    - Electronic format compatible with adaptive technologies
    - On request, in large print or braille
    - Audio and visual formats
- Section 5: Information to be published
  - The following information is published on www.aeroportdequebec.com:
    - List of sections of the Regulations that apply to YQB
    - The services we offer to persons with disabilities
    - Our complaint resolution service and how to use it
- Section 6: Communication
  - Our staff is trained to interact with persons with disabilities in a manner suitable to the nature of the disability.

- Section 7: Telephone system

    - A relay service (telecommunications device) is available for hearing-impaired persons. The number is displayed everywhere the general YQB phone number is posted.
- Section 8: Website
    - Our website is adapted to persons with disabilities; access to our services is explained in the Accessibility section.
- Section 9: Website – requirements
    - Our website is available on all electronic platforms.
- Section 10: Public announcements inside terminals
    - Public announcements inside the terminal are made in audio and visual formats.
- Section 11: Automated self-service kiosks
    - Automated self-service kiosks can be used by persons with disabilities and are identified as such.
- Section 12: Temporary application
- Section 13: Assistance with use of self-service kiosks
- Section 14: Accessible self-service kiosks
    - Our automated self-service kiosks are in good working order and serviced regularly.

## Personnel training for the assistance of persons with disabilities

- Section 15: Application
    - Our staff is trained to provide assistance to persons with disabilities.
- Section 16: Interaction with public, etc.
    - Our staff is trained to ensure that interactions with persons with disabilities are respectful.
- Section 17: Physical assistance
    - Staff members who must physically assist persons with disabilities are trained to do so.
- Section 18: Handling mobility aids
    - Staff members who are required to handle mobility aids are trained to do so.
- Section 19: Using or assisting with special equipment
    - Staff members who must use or assist with specialized equipment are trained to do so.
- Section 20: Initial training – timeline
    - Staff must receive training within their first 60 days on the job.
- Section 21: Refresher training
    - Staff must receive refresher training every three years.
- Section 22: Duty to inform personnel
    - Staff are notified of changes to regulations or procedures.

- Section 23: Preparation of training programs

## Requirements applicable to terminal operators (design of premises, signage)

Service requirements

- Section 212: Application
- Section 214: Prohibition – no charge for required services
    - YQB does not charge for services provided to persons with disabilities.
- Section 215: Communication of information
    - Our services are published on the YQB website and can also be explained over the phone.
- Section 216: Assistance for persons with disabilities
    - Upon request, YQB can:
        - Provide a wheelchair
        - Assist persons with disabilities with their baggage
        - Help persons with disabilities move from the curbside zone to the check-in area or from the baggage carousel to their transportation
- Section 217: Service provider for ground transportation
    - As mentioned in part 7 of this document, our ground transportation service providers comply with accessibility standards.

Technical requirements

- Section 218: Application
- Section 220: Pre-existing terminals
- Section 221: Duty of terminal operator
    - YQB ensures that all requirements are met.
- Section 222: Terminal – requirements
- Section 223: Lift, ramp or stairs – requirements
- Section 225: Wheelchairs
    - A sufficient number of wheelchairs are made available to passengers.
- Section 226: Seats
    - Designated seats for persons with disabilities are available in all areas of the terminal.
- Section 227: Designated relief area
    - Two designated relief areas are available for service dogs:
        - Outside near the vehicle rental office
        - In the secure area near gate 29
- Section 229: Obstruction due to repairs or maintenance
    - Safety measures are put in place when there are obstructing objects in or around the terminal.
- Section 230: Non-accessible path of travel

    - Alternative paths are made available if a path of travel is not accessible to persons with disabilities.
- Section 231: Maintenance

### Service pricing

The services offered by YQB to persons with disabilities are free of charge and available at all times.

## 10. Consultations

YQB consulted Kéroul on several occasions when preparing its first accessibility plan, which was published in 2023. This included an on-site consultation at Québec City Jean Lesage International Airport on September 27, 2022, which focused on the airport's physical facilities and services. Kéroul is a Montréal-based support and service organization for persons with disabilities in the province of Québec. The organization also provided training to YQB staff and checked the technological equipment available to passengers on May 24, 2022.

YQB also participated in a 2024 Université Laval study on accessibility in Canadian airports. The study involved persons with various disabilities completing the passenger journey. In addition, the built environment was assessed using the Rick Hansen tool.

When drafting its second accessibility plan, YQB consulted with Université Laval, which presented the results of its study on accessibility in Canadian airports twice. During the first meeting on December 5, 2025, university researchers presented the results to a group of YQB managers. The second meeting, held on February 18, 2026, consisted of a presentation on important considerations for project design. This presentation was given to professionals working on a construction project.

The Kéroul organization was also consulted on two occasions. A meeting was held at YQB on July 30, 2025, during which airport training was discussed and a tour of the terminal was given. Another virtual meeting was held on March 2, 2026, to discuss staff training programs.

On February 16, 2026, YQB also consulted the community organization CAPVISH (Comité d'action des personnes vivant des situations de handicap) to discuss accessible facilities at the airport and current standards.

Lastly, YQB is also a member of the Canadian Airports Council's accessibility subcommittee, where Canadian airport officials hold monthly virtual meetings to discuss the implementation of accessibility standards in their facilities. They also hold annual in-person meetings.

Québec City Jean Lesage International Airport

# FEEDBACK PROCESS

2026-10-27

## Person appointed to receive feedback

The person appointed to receive feedback at Québec City Jean Lesage International Airport is the Manager, Airport Operations. Feedback will be received by the customer service team and then forwarded to the manager for follow-up.

## How to submit feedback to Aéroport de Québec Inc.

Under the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), YQB has set up an anonymous feedback procedure to enable members of the public to send comments to the organization.

Those wishing to provide feedback should follow the steps below.

- Website:
  - Go to the Accessibility section of the website at https://www.aeroportdequebec.com/en/plan-a-flight/accessibility.
  - In the "Additional resources" section, click on the link to the comment form.
  - Fill in the form and click Send.
- Phone:
  - Call 418-640-2700 or toll-free 1-877-769-2700.
- Email:
  - Attn.: Specialized transportation service for persons with disabilities
    Aéroport de Québec Inc.
    505 Rue Principale
    Québec City, QC  G2G 0J4

## Anonymous feedback

Feedback can be provided anonymously. Anonymous feedback will be handled in the same way as identified feedback, except when it comes to following up with senders. To submit anonymous feedback, please use the website.

## Acknowledgement of receipt

If the feedback is not anonymous and an email address or telephone number has been provided, YQB staff will follow up with the person who made the comment in the same way it was sent.

## Processing feedback

All comments and complaints are received and processed by YQB staff within 24 hours. Staff then pass the comments on to the relevant people in the organization and compile a summary of all comments and complaints. Feedback is analyzed, and corrective action is taken where necessary. When comments or complaints concern YQB partners, they are informed.

## Obstacles at the airport

Occasionally, the parking spaces reserved for disabled persons may be full. Daily patrols are carried out to ensure that only valid permit holders park in these spaces.

Passenger assistance services are also the responsibility of airlines. Occasionally, this may result in additional delays for passengers.