



Voyageur Aviation Accessibility Progress Report 2025

General

Overview of Voyageur Aviation

Voyageur Aviation Corp. is a wholly-owned subsidiary of Chorus Aviation Inc., headquartered in North Bay, Ontario, with approximately 425 employees. Voyageur is a leading provider of specialized aviation services including:

- specialty air charter,
- contract flying services,
- aircraft modification and MRO (maintenance, repair and overhaul) services,
- aeronautical parts and provisioning, and
- in-service support, for customers around the world.

Air charter and contract flying services are comprised of medical, logistical and humanitarian flights for governmental agencies and organizations, and NGOs (non-governmental organization) such as the United Nations and World Food Program. Aircraft modification, MRO services, the provisioning and sale of aircraft parts, base inventory (BI) management services, component repair and overhaul, supports regional airlines, aircraft leasing companies, cargo and specialty operators, NGOs, governments, and other aviation related companies throughout the world.

Voyageur Aviation delivers innovative solutions to customers with unique aviation requirements and operates under the core principles of comprehensive safety management, quality assurance, and client-dedicated solutions.

Accessibility Statement

Voyageur Aviation (VA) is committed to the intent of the ACA of making Canada barrier-free by January 1, 2040. Through this initial, as well as successive, Accessibility Plans, VA will identify, remove and prevent barriers. We will work alongside our employees, accessibility working groups, community members and partners to create and implement these plans. We are committed to creating and supporting inclusive, barrier-free, working environments to increase participation of persons with disabilities.

Feedback on the Voyageur Aviation Accessibility Plan

To obtain a copy of Voyageur Aviation's Accessibility Plan, Feedback Process and/or Progress Report in an alternate format, or to provide feedback on accessibility at Voyageur Aviation, please contact the Manager, Human Resources.

Mail:

Manager, Human Resources

1500 Airport Road
North Bay, Ontario
P1B 8G2 CANADA

Telephone:

Monday – Friday 8 a.m. – 6 p.m. Eastern Standard Time (EST)

Telephone: Human Resources: 249-506-2407

Email:

hr@voyav.com

Voyageur Aviation commits to providing our accessibility plan in the following formats within 15 days of a request:

- **Print**
- **Large print** (increased font size and clarity)
- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- **Audio** (a recording of someone reading the text out loud)
- **Electronic** (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

Feedback Information

Since the creation of the feedback channels above, we have received feedback through all channels. All feedback was acknowledged in the manner it was submitted.

From our employees, the most common feedback we received were questions about workplace accommodations and resources for employees with disabilities. Voyageur will solicit feedback regarding the accessibility plan and feedback process in the coming year. This will be completed by way of interviews, surveys and questionnaires.

Accessibility Regulations

Being federally regulated, Voyageur Aviation is subject to regulations established by the [Accessible Canada Act](#), which was legislated in 2019 with the intent to achieve a barrier-free Canada by January 1, 2040.

Consultations

The consultation process was designed and facilitated by Chorus' Human Resources team for the Chorus group of companies. Below is a combined summary of the questions posed, and feedback received.

- The doorways are too narrow to be able to use a wheelchair in the building
- An employee would have to hold the door open for a person who is using a ambulation device
- The hallways aren't well lit, especially in places that aren't prone to frequent traffic
- Is there clear communication about how employees can request or receive support related to accessibility needs?
- The benefit plan does not support an employee with multiple health care issues.
- Has there been sufficient training for employees and management regarding accessibility and inclusive practices?

Much of the input received is addressed directly through the actions outlined in this report. We will continue to listen to employee feedback, solicit external feedback and inform on how we continuously improve by the next publication of our progress report, by June 1, 2026.

Progress Report Scope

This progress report provides an overview of the progress we have made in identifying, removing and preventing barriers in seven key areas, for both customers and employees:

- Design and Delivery of Programs and Services
- Transportation
- Built Environment
- Employment
- Information and Communication Technology (ICT)
- Communication, other than Information and Communication Technology
- Procurement of Goods, Services and Facilities

Due to the publication timeframe, this report includes progress made until May 30, 2025.

Information and Communication Technologies (ICT)

The accessibility of the information and communication technology hardware and software has not been assessed and optimized consistently across the organization. Voyageur's goal is to provide accessible technology to ensure all staff have access tools and platforms needed to perform work.

Commitment	Action	Status
Existing technology is optimized and/or updated to improve accessibility. New technology and digital systems meet accessibility requirements.	IT employees are trained on how to use, implement and support assistive/adaptive technologies and accessibility capabilities of the IT operating systems.	In progress
Websites, web-tools and templates meet technical and functional accessibility requirements for all users.	Complete comprehensive review of exiting digital systems to identify and remove accessibility barriers and to ensure all information platforms are compatible with current adaptive technology.	Completed

Communication, other than ICT

We need to communicate in ways that make our messages inclusive for all. Sometimes we fail to use plain language in our communications, and we do not consistently consider barriers to accessibility when choosing spaces and venues for meetings and gatherings.

Commitment	Action	Status
Information is fully accessible: communication systems, processes, products and services are designed and implemented in accordance with accessibility standards, are inclusive and respectful of persons with disabilities.	Develop a reference guide for accessible and inclusive communication.	In progress

Commitment	Action	Status
	Provide accessible communication training to employees engaged in disseminating information.	In progress
	Provide guidance, promote and socialize best practices for events, gatherings and group communications.	In progress

Procurement of Goods, Services and Facilities

The procurement of barrier-free products and services, including adaptive and assistive technologies and devices, is done on a case-by-case basis. This potentially introduces too much variation in the accessibility of products and services and it's difficult to consistently apply relevant procurement best practices.

Commitment	Action	Status
Accessibility is a key consideration when procuring products and services for employees.	Identify and list products and services with accessibility requirements.	In progress
	Develop a reference guide and a checklist for Accessibility requirements and considerations for products and services that need to be barrier free.	In progress - Ergonomics programming has identified accessibility items/equipment

Design and Delivery of Programs and Services

The design and delivery of programs and services at Voyageur are not consistently informed by persons with disabilities and relevant accessibility best practices are not consistently considered and incorporated.

Commitment	Action	Status
Develop and deliver accessible and inclusive programs and services to ensure an optimal user experience.	Develop a process to ensure persons with disabilities are consulted, and accessibility best practices are considered and where possible in the design and delivery of programs and services.	In progress

Transportation

Voyageur Aviation's goal is to create a seamless and respectful boarding process for passengers with disabilities, ensuring they can board and deboard the aircraft safely, comfortably, and with dignity.

Commitment	Action	Status
Create a seamless and respectful boarding process for passengers with disabilities, ensuring they can board and deboard the aircraft safely, comfortably, and with dignity.	Improve the ease and comfort of mobility for all passengers through airports, ensuring seamless assistance for all passengers, with particular attention to those requiring additional support.	In progress
	Provide training for airport staff on customer service and assistance techniques tailored	In progress

Commitment	Action	Status
	for passengers with varying needs and on how to assist passengers with mobility needs in a manner that respects privacy and dignity.	
	Create specialized boarding zones at the gate for passengers with disabilities to board first, reducing wait times and stress.	In progress
	Implement a luggage handling policy that ensures passengers with disabilities have priority for storage space in overhead bins.	In progress
	Create a mobility aid handling procedure to ensure that all mobility aids are safely transported, including special packaging if needed.	In progress
	Label and track mobility aids to minimize the risk of loss, ensuring each item is clearly identifiable through the baggage system.	In progress
	Develop a standardized system for mobility aid storage in the aircraft hold, such as designated compartments or	In progress

Commitment	Action	Status
	the ability to securely stow items in the cabin for easy access.	
	Implement post-flight assistance for passengers to disembark with ease, ensuring that the same level of care and respect is maintained throughout the journey.	In progress
Remain compliant with the applicable CTA regulations for accessible transportation, identify and remove accessibility barriers in our charter and specialty flight service	Continue to audit and assess policies and procedures for compliance with the CTA regulations for transportation of persons with disabilities.	Follow CARs in respect to accessibility
	Review the ATPDR to identify best practices to incorporate into our Standard Operating Procedures (SOPs) to remove accessibility barriers in the provision of flight services.	Follow CARs in respect to accessibility

Built Environment

Our physical workspaces meet all building codes; however, these standards do not mean offices are accessible. For example, not all doors are equipped with automatic door openers.

Commitment	Action	Status
Create a workspace free of physical barriers to improve the working environment for all VA employees and visitors.	Revise Voyageur's Building Condition Assessments (BCA) to incorporate a11y findings and recommendations of Built Environment Action Plan.	In progress
	Replace low lumines incandescent lighting noise-making light ballasts with silent LEG lights in Hangars 5 & 6 to reduce eyestrain and noise.	Completed
	Install automatic door openers on specific external and internal doors to facilitate barrier-free travel throughout the North Bay hangar facilities.	Completed
	Identify locations for and create accessible work stations/office(s)/cubicles, including ones with access to natural light.	Completed
	Identify a location and develop a design for a quiet/safe space, with dimmable lights across to support multi-faith practice	In progress

	and provide a low sensory environment.	
Ensure all employees have a safe environment to work in.	Ensure that smoke, fire and other emergency alarms have visual as well as auditory alerts	In progress
	Modify emergency exits from Hangar 5 (airside) and H1 (parking lot side) to make fully accessible.	In progress
	Add accessible access between Hangar 1 and Hangar 2 inside the building	Almost complete
	Add external lighting to illuminate building evacuation collection zone to improve safety at night.	Completed
	Integrate an accessibility lens in the investigation of identification of occupational safety and health safety issues.	Completed
	Review and update all safety and emergency procedures to ensure they are barrier-free and support persons with disabilities.	In progress

Provisions of CTA accessibility-regulated regulations

Voyageur Aviation is subject to the Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42) Commitment	Action	Status
Ensure that personnel are adequately trained to assist persons with disabilities, promoting accessibility and support in various environments.	Provide training to staff that covers: The specific needs of persons with disabilities. The appropriate methods and techniques for providing assistance. The rights of persons with disabilities and the importance of dignity and respect.	In progress