



AIR CANADA
EXPRESS

A C C E S S I B I L I T Y
P L A N .

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1. General

1.1 About Jazz Aviation LP

Jazz Aviation LP (“**Jazz**”) is the largest regional carrier in Canada and the primary operator of Air Canada Express flights to 80 destinations across North America.

Jazz and Air Canada – Capacity Purchase Agreement

Jazz and Air Canada are partners under a commercial agreement called the Capacity Purchase Agreement (the “**Agreement**”). Jazz operates regional flights on behalf of Air Canada as Air Canada Express.

From a passenger perspective, Air Canada is responsible for setting the standards for service, including accessibility, for all flights operated by Jazz. Jazz must adhere to these standards as part of the Agreement between the two carriers.

Under this Agreement, the passengers are Air Canada passengers and so, Air Canada is accountable and responsible to passengers, including those travelling on Jazz operated flights. This relationship uniquely benefits passengers, as it ensures that all travellers receive consistent and equal access to high-quality service, support, and commitment to an accessible travel experience.

Under the Agreement, Air Canada is responsible for the direction of customer relations for all Air Canada and Air Canada Express flights (as operated by Jazz).

Given Air Canada is responsible for setting the standards for service and because Air Canada is responsible for the direction of customer relations for all Air Canada Express flights (as operated by Jazz), the Jazz Accessibility Plan is linked to Air Canada’s Accessibility Plan.

1.2 Contact Information

The primary Jazz Accessibility Plan contact is the Equity, Inclusion and Accessibility Manager. The secondary contact is the Manager, Learning and Development.

Alternate formats of this Plan can be requested by the means outlined below.

Mail:

ATTN: Manager, Learning & Development
Jazz Aviation LP
310 Goudey Drive
Enfield, Nova Scotia
B2T 1M6 CANADA

Phone: +1 (905) 671-7471

Email: Accessibility-Accessibilité@flyjazz.ca

Additionally, feedback can be submitted via the following Jazz social media outlets:

- Instagram – [Click here to view our Instagram account](#)
- LinkedIn - [Click here to view our LinkedIn account](#)

Passengers of Air Canada Express flights (as operated by Jazz) are directed to provide feedback regarding accessibility matters directly to Air Canada. Refer to section 1.3 below.

1.3 Feedback Process – Air Canada Express Passengers Served by Jazz

The Agreement sets the policies and procedures for receiving feedback from Air Canada passengers. Jazz refers all feedback on the identified barriers and priorities to Air Canada for remediation.

The following is an excerpt from the Air Canada Accessibility Plan on how passengers can provide accessibility feedback (Section 1.5).

Online: [Air Canada Accessibility feedback form.](#)

[Email the Air Canada Accessibility Office](#)

Phone: 1-888-422-2408

TTY: If you have a teletypewriter (TTY), you can contact us with a few simple steps:

- Dial 711.
- After the operator gives you the go ahead, type in 1-833-984-0896 and then type GA.
- The operator will dial the number for you and will let you know as soon as someone answers the call.
- You will then proceed to use teletype to communicate with the operator, and the operator will act as a translator to Air Canada.

Mail:

Director, Diversity, Equity and Inclusion
7373 Cote-Vertu Blvd. West
Ville Saint-Laurent, Quebec
H4S 1Z3
ZIP 1261

Director, Customer Accessibility
525 rue Viger
Montreal, Quebec
H2Z 1G6

2. Consultations

2.1 Consultations – Air Canada Express Passengers Served by Jazz

Air Canada engaged an independent consulting firm to help conduct its consultations, which were designed to allow passengers with disabilities to provide feedback confidentially, to encourage greater dialogue, and to gain a deeper understanding of their experiences. Air Canada included Air Canada Express flights operated by Jazz in this consultation process.

2.2 Who Was Consulted

The following excerpts are direct quotes from Air Canada's Accessibility Plan (Section 2.2):

"We consulted persons with disabilities in four ways: advisory panels, working groups, air travel customers, and direct testing, adding to our understanding of their journeys. In direct testing, all aspects of our customer journey – from booking to end of travel – were experienced and reported on over several months by persons with different types of disabilities, including people with limited vision, hearing, or mobility, various cognitive disabilities, or neurodiversity or mental health issues. Some of them travelled with mobility aids such as power wheelchairs, while others travelled with service dogs."

"We engaged with government agencies, regulators and other stakeholders in our industry about accessibility."

Refer to the Air Canada Accessibility Plan for additional details in relation to consultations held.

3. Information And Communication Technologies

All information provided to, and all communications with Air Canada passengers is provided by Air Canada.

Under the Agreement, all telecommunication systems for Air Canada passengers are controlled and directed by Air Canada. Some systems are operated by Jazz in the service of Air Canada passengers. Air Canada sets the policies and standards for these systems.

An assessment of barriers and priorities regarding Information and Communication Technologies was completed by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

4. Communication (other than ICT)

All communication methods for Air Canada passengers are determined solely by Air Canada.

All Jazz employees who interact with Air Canada passengers must complete training with respect to the transportation of persons with disabilities, including best practices for communication. This includes considering the nature of the person's disability, communicating in clear, concise, and plain language, and using alternate methods of communication such as pen and paper. An assessment of barriers and priorities regarding communication (other than ICT) was completed by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

5. The Procurement of Goods, Services and Facilities

All procurement of goods, services, and facilities for passengers are completed in conjunction with Air Canada to meet accessibility commitments.

The procurement of goods, services, and facilities for the public is included in the Agreement under the control and direction of Air Canada. Jazz operated airport facilities in Canada are administered through leasing arrangements between Air Canada and the various airport authorities. Public facing goods and services provided by these airport facilities are determined by the various airport authorities.

Jazz considers accessibility with respect to required Procurement of Goods, Services, and Facilities in consultation with Air Canada.

An assessment of barriers and priorities regarding the Procurement of Goods, Services and Facilities for Air Canada passengers was completed by Air Canada

Refer to the Air Canada Accessibility Plan for further details.

6. The Design and Delivery of Programs and Services

The design and delivery of programs and services for Air Canada passengers is controlled solely by Air Canada. Air Canada sets the policies, processes and standards which Jazz follows in the service to Air Canada passengers.

An assessment of barriers and priorities regarding the design and delivery of programs and services for Air Canada passengers was completed by Air Canada.

Jazz considers accessibility with respect to required delivery of programs and services, which are approved by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

7. Transportation

If there are transportation arrangements for Air Canada passengers, then all such transportation is controlled by Air Canada.

Transportation for Air Canada passengers may also be determined by airport authorities where Air Canada/ Jazz are a tenant.

An assessment of barriers and priorities regarding transportation for Air Canada passengers was conducted by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding transportation for all passengers may have been conducted by individual airport authorities where Air Canada/ Jazz are a tenant.

Refer to Airport Authority Accessibility Plans for further details.

8. The Built Environment

The built environment for Air Canada passengers includes aircraft and airport facilities. Air Canada determines the aircraft flown by Jazz and Air Canada determines the airport facilities where Jazz provides such services.

Jazz considers accessibility with respect to required built environment (aircraft and facilities) which are approved by Air Canada.

An assessment of barriers and priorities regarding the built environment for Air Canada passengers was conducted by Air Canada.

Refer to the Air Canada Accessibility Plan for further details.

An assessment of barriers and priorities regarding the built environment for all passengers may have been conducted by individual airport authorities where Jazz is a tenant under leasing arrangements between the various airport authorities and Air Canada.

Refer to Airport Authority Accessibility Plans for further details.

9. Provisions of CTA accessibility-related regulations

As a Canadian air transportation provider, Jazz is subject to the Accessible Canada Act (S.C. 2019, c. 10), Parts 1, 2, 3, and 7 of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244), the Accessible Transportation Planning and Reporting Regulations (SOR/2021-243) and the Accessible Canada Regulations (SOR/2021-241).