



TSHIUETIN RAIL TRANSPORTATION
MULTI-YEAR ACCESSIBILITY PLAN AND [FEEDBACK PROCESS](#)

January 26, 2024

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1 Introduction

Tshiuetin Rail Transportation operates a rail transportation service designated as an essential service, carrying passengers between Sept-Îles and Schefferville, Québec.

Passenger train stops along the line are not pre-determined. Passengers advise of their destination when purchasing their tickets. They can board or disembark anywhere on the line, such as hunting, fishing camps or other facilities.

This creates unique challenges for the company, because at many of the stops made by our train, there are no accessible amenities.

The present accessibility plan informs as to how Tshiuetin Rail Transportation manages the various issues related to passenger accessibility on its train.

2 General Information

2.1 Person designated to receive feedback in the name of Tshiuetin Rail Transportation

Mr. James Berube, Director General and Chief Operating Officer, is designated to receive feedback relating to the accessibility plan of the Tshiuetin Rail Transportation passenger train.

2.2 Feedback Process

To provide feedback, or to request a copy of the accessibility plan, please use one of the following methods:

- By phone (418) 960-0982, extension 102 (ticket office)
- By email at accessibilite-accessibility@tshiuetin.net ; or
- By mail at :
Customer services – Tshiuetin Rail Transportation
148, des Montagnais Boulevard, Uashat (QC) G4R 5R2

Our customer service department will acknowledge your comments and contact you directly to take appropriate action.

3 Information and communication technologies (ICT)

In order to recognize and eliminate obstacles and avoid creating new ones, Tshiuetin Rail Transportation has implemented technological tools and procedures related to information and communication technologies.

These technological tools are:

- A company website;
- Information made available by e-mail;
- Information made available by telephone;
- The broadcast of important messages in collaboration with local radio stations.

4 Communications, other than ICT

In addition to the technological means listed above, Tshiuetin Rail Transportation uses other means to communicate in a respectful and accessible manner with persons with disabilities. These are as follows:

- Verbal communications, taking the following into account:
 - The nature of the disability
 - Use of assistive devices
 - Information on the person's preferred form of physical assistance;
 - A description of the services TRT can provide.
- Public announcements on board trains
 - Announcements are made on televisions and by audio in passenger carriages.

5 Procurement of goods, services and facilities

When acquiring goods, implementing new services or setting up new facilities, TRT ensures that acquisitions are made in a manner that is respectful of and accessible to people with disabilities.

When acquiring or modifying goods that can be used by people with disabilities, TRT identifies the elements that must be made accessible according to our accessibility standards.

When new equipment is commissioned, we verify that it is accessible to passengers. TRT ensures that staff receive the necessary training and that everything is accessible.

The staff responsible for acquiring goods, setting up new services or installing new equipment ensures that an accessibility assessment is carried out beforehand.

6 Design and delivery of programs and services

In the implementation of its programs and services, TRT ensures that customer service is provided in a manner that is respectful and accessible to persons with disabilities.

In order to achieve this objective, the following element is considered:

- Assistance to passengers embarking and disembarking our train.

7 Transportation

Access to Tshiuetin Rail Transportation stations is possible by private car, taxi cab and paratransit. The following elements were considered:

- A drop-off and pick-up area for people with disabilities is available near the entrance to the central doors of the Schefferville and Sept-Îles stations;
- The City of Sept-Îles also offers a paratransit service for its users, with the aim of promoting the social, educational and professional integration of persons with disabilities and loss of autonomy.

8 The built environment

The Schefferville station was built to national building code requirements that meet universal design standards. The Sept-Îles station is leased from the QNS&L railway. It also has accessible amenities.

The following element meets station standards:

Washrooms :

- Accessible toilets are located in station washrooms areas.

9 Accessibility provisions in CTA regulations

Tshiuetin Rail Transportation is governed by the following provisions of the Accessible Transportation for Persons with Disabilities Regulations:

Communication of information to persons with disabilities

- Section 4 - General information - alternative communication format

Information made available to the public is available in the following formats:

Electronic format compatible with adaptive technologies;

- o On request, in large print;
- o Audio and visual support.
- Section 5 - Published information

The following information is published on the www.tshiuetin.net website:

 - o A list of the sections of the regulations that apply to TRT ;
 - o The services offered to persons with disabilities;
 - o TRT's complaints resolution process and how to use it.
- Section 6 - Communication
 - o Employees are trained to interact with persons with disabilities in a way that respects the nature of their disability.
- Section 7 - Telephone system
 - o A relay service is not available for deaf people. We ask that people communicate with us by email when possible.
- Section 8 - Web site
 - o The website is accessible to people with disabilities, with instructions on how to access the various services.
- Section 9 - Web site requirements
 - o The website is accessible via all electronic platforms.
- Section 10 - Public announcement inside the station
 - o Public announcements inside the stations are done by station personnel.
- Section 11 - Automated self-service kiosks
 - o Tshiuetin Rail Transportation does not have automated self-service kiosks.

Personnel training for the assistance of persons with disabilities

- Section 15 – Application
 - o Staff receive the training they need to provide assistance to people with disabilities.

- Section 16 – Interaction with the public
 - Staff receive the necessary training to ensure that interactions with people with disabilities are respectful.
- Section 17 – Physical assistance
 - Staff with a role to play in providing physical assistance to a disabled person are trained to do so.
- Section 18 – Handling mobility aids
 - Staff who have to handle mobility aids are trained to do so.
- Section 19 – Using or assisting with special equipment.
 - Personnel required to operate or assist with specialized equipment receive applicable training.
- Section 20 – Initial training – timeline
 - Staff must receive training within 60 days of hiring.
- Section 21 – Refresher training
 - Staff must receive a refresher training every 3 years.
- Section 22 – Duty to inform personnel
 - Staff are notified of changes to regulations or procedures.
- Section 23 – Preparation of training program
 - Training programs are administered in accordance with the regulations.

Requirements applicable to terminal operators

- Section 212 - Application
 - This requirement applies to Tshiuetin Rail Transportation stations.
- Section 214 – Prohibition – no charge for required service
 - TRT does not charge for services provided to persons with disabilities.

- Section 215 – Communication of information
 - The services offered are published on the TRT website and can be presented by telephone as well.
- Section 216 – Assistance for persons with disabilities
 - Assistance provided by TFT to disabled people on request includes:
 - Assistance with wheelchair;
 - Assistance with luggage;
 - Assistance in moving from the minute stop area to check-in and from the carousel exit to the mode of transport.
- Section 217 – Service provider for ground transportation
 - As mentioned in section 7 of this document, ground transportation service providers meet accessibility standards.
- Section 220 – Pre-existing terminals
 - These requirements apply to TRT as a passenger rail operator.
- Section 221 – Duty of terminal operator
 - TRT ensures that the necessary requirements are met.
- Section 222 – Terminal – requirements (applicable to TRT)
- Section 223 – Lift, ramp or stairs – requirements (applicable to TRT)
- Section 225 - Wheelchairs
 - A sufficient number of wheelchairs is made available for passengers.
- Section 226 – A terminal must have
 - Reserved seating for persons with disabilities is available in all areas of the station.
- Section 227 – Designated relief area
 - A designated area for service dogs to relieve themselves is available:
 - Outside, in proximity the station entrance.

- Section 229 – Obstruction due to repairs or maintenance
 - TRT has measures in place to ensure safety when an obstructing object is present.
- Section 230 – Non-accessible path of travel
 - An alternative path is provided if a passageway is not accessible.
- Section 231 - Maintenance
 - TRT ensures that its stations and related facilities are kept in good working order and satisfactorily maintained.

10 Initiatives under way

A quality assurance review regarding accessibility on our passenger train has revealed the following:

10.1 Internet service on board the passenger train

Our new Internet service on board passenger trains gives most passengers access to the company's website, which describes the services on board the train and also provides real-time geolocation of the train.

10.2 Audio announcements on-board our trains

Even if the company began a process to provide public announcement messages on our trains a few years ago, the project is unfortunately still not up and running. This makes it more difficult for visually impaired passengers to understand where they are and what is going on around them.

10.3 Video announcements on-board our trains

We've begun an initiative to provide video announcements at the same time the audio project began. To date, video screens have been installed in each passenger coach, but messages have yet to be developed and programmed.

All the items above will be addressed within the next fiscal year. This entails installation of communications equipment and training of key personnel.

11 Consultations

11.1 Consultation Process

This plan was prepared in consultation with the organisation *Module d'épanouissement à la vie de Sept-Îles* (MEV SI), an association that promotes and defends the rights of people living with disabilities.

In autumn 2023, virtual meetings were held to comment on and revise the accessibility plan.

MEVSI also acts as an advisory body for our passenger train service. Its representatives contribute to the quality of accessibility of our facilities and our passenger train. More specifically, they work with us to ensure that any modifications made to our passenger cars over the next 18 months are carried out with a view to making them as accessible as possible to persons with disabilities.

12 Complaint resolutions

Tshiuëtin Rail Transportation is committed to resolving any complaints concerning the accessibility of its passenger train in a satisfactory manner.

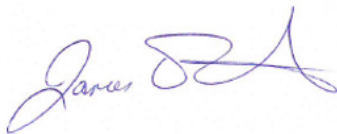
To make a complaint, please use the contact details found in section 2.2 of this document (Feedback process).

13 Our commitment to accessibility

- We will continue to promote a culture of respect and dignity for our passengers and employees;
- We value our passengers' experience and will seek their feedback to make our service more accessible;
- We will provide our employees with the training and tools they need to better serve our customers.

14 Publication of the Accessibility Plan

This plan is published on the Tshiuëtin Rail Transportation website, at www.tshiuëtin.net.



James Berube
Director General and Chief Operating Officer