



# Accessibility Plan and Feedback Process

GRH-6142-M-AP

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## Table of Contents

<b>1.</b>	<b>Introduction.....</b>	<b>1-1</b>
1.1	GENERAL INFORMATION.....	1-1
1.2	ABOUT THE ATPRR.....	1-2
1.2.1	Accessible Transportation Planning and Reporting Regulations (ATPRR).....	1-2
<b>2.</b>	<b>Information and Communication Technologies (ICT).....</b>	<b>2-1</b>
2.1.1	Alternate Media.....	2-1
2.1.2	Announcements.....	2-1
2.1.3	Website.....	2-1
<b>3.</b>	<b>Communication (other than ICT).....</b>	<b>3-1</b>
3.1.1	Communication.....	3-1
3.1.2	Braille Cards.....	3-1
<b>4.</b>	<b>Procurement of Goods, Services and Facilities.....</b>	<b>4-1</b>
<b>5.</b>	<b>Design and Delivery of Programs and Services.....</b>	<b>5-1</b>
5.1.1	HR Policy.....	5-1
5.1.2	Duty to Accommodate.....	5-1
5.1.3	Job postings.....	5-1
<b>6.</b>	<b>Transportation.....</b>	<b>6-1</b>
<b>7.</b>	<b>Built Environment.....</b>	<b>7-1</b>
<b>8.</b>	<b>Action Plan for 2023-2025.....</b>	<b>8-1</b>
<b>9.</b>	<b>Provisions of CTA Accessibility-Related Regulations.....</b>	<b>9-1</b>
9.1.1	Target Groups for Training.....	9-1
<b>10.</b>	<b>Other Principles.....</b>	<b>10-1</b>
10.1.1	Consultations.....	10-1



## 1. Introduction

### 1.1 GENERAL INFORMATION

Canadian North is committed to providing accessibility to all from flight booking to destination.

This accessibility plan and additional information about Canadian North accessibility services are available online at [www.canadiannorth.com](http://www.canadiannorth.com).

To provide feedback, request the accessibility plan or the feedback process in an alternate format, or if you have any accommodation requests, contact Canadian North.

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## 1.2 ABOUT THE ATPRR

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The Accessible Transportation Planning and Reporting Regulations (ATPRR), created under the authority of the Accessible Canada Act (ACA), came into force on December 13, 2021.

### 1.2.1 Accessible Transportation Planning and Reporting Regulations (ATPRR)

The ATPRR require that Canadian North as a transport service provider (TSP) have requirements related to planning, reporting, and feedback processes in order to identify and remove barriers, and prevent new barriers.

The ATPRR require that Canadian North publish and maintain an Accessibility Plan outlining the organization's policies, programs, practices, and services that are in place.

This includes considerations for:

- Information and communication technologies (ICT), such as making information available in multiple formats and/or compatible with adaptive technologies;
- Communications, such as interactions with the public;
- The procurement of goods, services, and facilities;
- The design and delivery of programs and services;
- Transportation;
- The built environment, including requirements for the physical space, signage, etc.;
- Provisions of CTA accessibility-related regulations; and
- Consultations.

Canadian North updates its Accessibility Plan and Feedback Process every three years, with yearly progress reports.

The following principles are considered in the Canadian North accessibility plan:

- 1) All persons must be treated with dignity and respect regardless of their disabilities;
- 2) All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- 3) All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- 4) All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;



- 5) Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
- 6) Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.



## 2. Information and Communication Technologies (ICT)

### 2.1.1 Alternate Media

Canadian North provides itinerary information via email using the TripCase® program. Adding an email address to the Passenger Reservation generates the itinerary.

Reservations can be made via the Canadian North website, Phone Reservations Centre, any Canadian North airport location, or your local travel agency. Canadian North can also provide flight and itinerary information via SMS or voice sent to your computer pager or mobile phone.

### 2.1.2 Announcements

Announcement will be made to keep all passengers informed of flight status such as departure times, gate locations and any delays. If a passenger who is hard of hearing or cannot understand they may approach our agents for assistance. The announcement booklet has been translated in multiple languages and dialects as a guide.

### 2.1.3 Website

Canadian North will ensure the Company website has adaptive technology.

Canadian North will post the accessibility plan for public review and access.



## 3. Communication (other than ICT)

### 3.1.1 Communication

Canadian North employees who interact with passengers in the course of carrying out their functions are trained to recognize:

- The nature of passenger's disability;
- Whether the passenger uses an assistive device to assist them to hear, see or communicate;
- Whether there are methods of communication that may be used by the passenger or that may assist with communication with the passenger, such as an augmentative or alternative communication system, sign language or clear, concise and plain language;
- Seeking information from a passenger with respect to their preferred method of assistance when providing physical assistance;
- Engaging in a conversation with a passenger 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 Canadian North in relation to those needs; and
- Describing, if requested, the services that Canadian North can provide to passengers, and any conditions in respect of those services.

Canadian North is responsible for ensuring that passengers with visual or hearing disabilities can receive publicly available information about the services or facilities (including equipment) in ways that are accessible to those travelers. This means offering that information in alternative formats – in addition to conventional print and video formats – such as:

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

### 3.1.2 Braille Cards

Emergency procedures available on all Canadian North flights. Seat numbers are identified in Braille under the overhead bins.



## 4. Procurement of Goods, Services and Facilities

The Accessible Canada Act requires accessibility requirements for procurement and include accessibility as part of the provision of goods, services and facilities, where appropriate (e.g., accessible technology, materials and amenities).

Accessibility becomes a part of the procurement expectations on goods and services purchased and cultivate procurement practices that respect the inclusion of persons with disabilities.





## 5. Design and Delivery of Programs and Services

### 5.1.1 HR Policy

Review and update Duty to Accommodate Policy every 3 years, as well as assess this Policy's continued suitability, adequacy and effectiveness and, where appropriate, develop and implement action plans to carry out its intent.

### 5.1.2 Duty to Accommodate

Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees, and during annual performance reviews.

### 5.1.3 Job postings

Remove accessibility barriers for job postings where possible.

Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.

Increase outreach and collaboration with disability organizations, recruitment agencies and job boards for persons with disabilities, to increase promotion of employment opportunities in the disability community.



## **6. Transportation**

When Canadian North enters into an agreement or arrangement with a service provider for the provision of ground transportation from the terminal, this agreement or arrangement should ensure that the transportation is accessible to persons with disabilities. This includes taxis, limousines, bus or rental vehicles.



## 7. Built Environment

Canadian North will provide wheelchairs and carry on / carry off wheelchairs at all locations served.

Passenger boarding ramps are available at the following locations:

- Ottawa
- Iqaluit
- Yellowknife
- Montreal Pierre Elliott Trudeau
- Hay River
- Rankin Inlet

Where possible and available, Canadian North will use passenger boarding bridges.



## 8. Action Plan for 2023-2025

Canadian North's long-term action plan for 2023-2025 includes:

- Implement a (Mobility Aid Management program) – for all locations. Information to be stored on a central database for review by Director by end of 2023.
- Quarterly inspections of all wheelchairs and other mobility devices by end of 2nd quarter of 2023.
- Repair or replace all wheelchairs that are no longer serviceable by end of 3rd quarter of 2023.
- Update company website section on accessibility to provide additional detail on the services available to Canadian North passengers by the end of the 4th quarter of 2023.
- Consider closed captioning on videos – review with departments by end of 2023.
- Ongoing review of Canadian North website to ensure compliant with latest WCAG (web content accessibility guidelines)



## 9. Provisions of CTA Accessibility-Related Regulations

Canadian North is considered a large airline for the ATPDR.

Relevant legislation and regulations are as follows:

- [Canadian Accessibility Act](#)
- [Canadian Accessibility Regulations](#) (CAR)
- [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR)
- [Air Transportation Regulations, Part VII - for air carriers not covered by the ATPDR](#)
- [Personnel Training for the Assistance of Persons with Disabilities Regulations](#) (PTAPDR)
- [Accessible Transportation Planning and Reporting Regulation](#) (ATPRR)

### 9.1.1 Target Groups for Training

#### 9.1.1.1 Commercial Operations

Customer Service Agents – Airports, Cargo Attendants and Station Agents that interact with the public, provide physical assistance, handle mobility aids and offer assistance with special equipment or aids.

#### 9.1.1.2 Customer Call Centre

Customer Service Agents – interact with the public and inform the public of all services offered to our passengers.

#### 9.1.1.3 In-Flight Services

In-Flight services employees – interact with the public, handle mobility aids and guide employees in the proper execution of transfers and lifts.



## 10. Other Principles

Canadian North's Policy is to meet the needs of passengers with disabilities and special needs by complying with all applicable Canadian Transportation Agency (CTA) Regulations and Guidelines.

A passenger with a disability will be treated with dignity, respect and courtesy at all times.

Canadian North will offer the following:

- No charge for mobility devices at check-in;
- Assist the person with registration at the check-in counter;
- Assist the person in proceeding to the boarding area;
- Assist the person in boarding and deplaning;
- Periodically inquire about the needs of the person who is in a wheelchair, is not independently mobile and is waiting to board an aircraft, and attend to those needs; and
- Allow the person, upon request, to board the aircraft in advance of other passengers, where time permits and where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage.

### 10.1.1 Consultations

Canadian North used different approaches to collect feedback as we developed this plan, including:

- Reviewing issues raised by some of our frequent travelers who we are aware have a disability.
- Collecting feedback directly from our passengers on medical travel.
- Conducting a survey that was sent to all employees in our network.

Our first consultation priority was to focus on the medical travel.

We consulted with our employees who are in direct contact with passengers, such as our reservations agents, customer services agents, to see if they knew of frequent flyers with disabilities. We were able to have discussions with our frequent travelers who provided us with valuable feedback.

These included availability of different styles of wheelchairs, wheels to adapt to snow covered ramps, passenger-boarding ramps for ease of boarding on our combi aircrafts, new stretcher systems.



The information that we collected and continue to collect has helped us ensure we have proper equipment available and research continuous ways of providing the best solutions and services for our passengers traveling with disabilities.

Canadian North employee survey May 2023 with both Employees who identify as having a Disability and all other Employees.

The areas identified were:

- Facilities and access to floors, elevator availability
- Physical Barriers (narrow doorways, inaccessible washrooms, lack of ramps)
- Communication barriers (lack of diverse communication methods, lack of video captioning)

A review of each item identified on the survey is under review by each department.