



***CANADIAN
NORTH***

Accessibility Progress Report

GRH-6142-M-AP

Revision 1
October 01 2024



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1. Progress Report

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

From June 2023 to May 2024 - our team worked on the action plan as this was our priority

This report represents the progress our team has made over the past year. Our vision is on continuous improvement. We have hired a Manager of Continuous Improvement and all areas of accessibility at Canadian North will be on the top of our list to review for the remaining of 2024 and into 2025. This will include review of training programs for all operational team members, website content and our equipment.

Proactive risk management such as auditing and ongoing training will help maintain compliance with accessibility standards.

We welcome all feedback in regards to our accessibility plan and any other areas of interest. This feedback is important for us in order to ensure we are barrier-free.

Email:

accessibility@canadiannorth.com



2. General Information

This accessibility plan and additional information about Canadian North accessibility services are available online at www.canadiannorth.com.

We welcome accessibility feedback (including anonymous feedback) and feedback on our plan.

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

The person designated to receive feedback on behalf of Canadian North:

Tanya Freeman
Director Commercial Operations Support
tfreeman@canadiannorth.com

Mailing Address:

Director Commercial Operations Support
Canadian North
20 Cope Drive
Kanata Ontario
K2M 2V8

Email:

accessibility@canadiannorth.com

Phone:

613-297-6371

Anonymous:

<https://app.integritycounts.ca/org/canadiannorth>

Canadian North will acknowledge receipt of feedback in the same manner it was received other than anonymous feedback. A review and evaluation will take place of the feedback and incorporate into our plans accordingly.



3. Information and Communication Technologies (ICT)

3.1 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.

3.2 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.

3.3 WEBSITE

Canadian North will ensure the Company website has adaptive technology. The website utilizes various technologies that are meant to make it as accessible as possible at all times. The interface allows persons with specific disabilities to adjust the website user interface and design it to their personal needs.

We will ensure that our website complies with the Web Content Accessibility Guidelines (WCAG) – currently we have 2.1 Level AA standards.

Canadian North will post the accessibility plan, feedback process and progress reports for public review and access.



4. Communication (other than ICT)

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.

We have not received any feedback or comments in regards to this area. We will continue to review any issues that may arise and address accordingly.



5. 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.

The newly formed accessibility committee will meet with the purchasing department and recommend a procurement policy is put in place to include area mentioned above.



6. Design and Delivery of Programs and Services

6.1 TRAINING PROGRAMS

In 2024 we updated parts of our accessibility program for the airport and ramp services team. The update included a review of annual recurrent training that includes on the job element. The updated on the job training document includes a review of the policies and sessions for performing lifts (physical transfers and communication with passenger).

In 2025 we plan on reviewing the program with our accessibility committee for areas requiring updates. We will continue to strive for continuous improvement.



7. Transportation

There has been no change to this area of our plan. If and 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 will ensure that the transportation is accessible to persons with disabilities. This includes taxis, limousines, bus or rental vehicles.



8. Built Environment

Canadian North will provide wheelchairs and carry on / carry off wheelchairs at all locations served. We are currently reviewing our inventory to ensure the wheelchairs are functioning appropriately, various sizes and units that require repair are addressed immediately.

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 loading bridges (Edmonton, Montreal and Ottawa).

We plan to review our current list of boarding ramps and request additional units for some of our other locations in 2025-2026.

In early 2024 our 737-700 aircrafts that operate on our Montreal to Kuujuaq were equipped with permanent stretchers. Our medical passengers that require special assistance may now travel comfortable to Montreal for appointments.

Any issues that arise from our Safety Management systems via reports are actioned immediately. The various occurrences that have arose in the past year were in regards to boarding ramp availability, assigned seats for passengers, damaged wheelchairs, performing lifts of passengers and others. We continue to review these occurrences on a weekly basis and ensure action is taken to improve our service.



9. Action Plan for 2024-2025

Canadian North's long-term action plan for 2024-2025 includes:

- Implement a (Mobility Aid Management program) – for all locations. Information to be stored on a central database for review by Director before end of year 2024.
- Quarterly inspections of all wheelchairs and other mobility devices by end of 2024.
- Repair or replace all wheelchairs that are no longer serviceable by end 2024 to mid 2025. Ensure we have a variety of wheelchair sizes and suitable for outdoor terrain.
- Update company website section on accessibility to provide additional detail on the services available to Canadian North passengers by the end 2024 to mid 2025.
- Ongoing review of Canadian North website to ensure compliant with latest WCAG (web content accessibility guidelines)
- Create an Accessibility Committee to review all matters related to accessibility by the end of 2024



10. Provisions of CTA Accessibility-Related Regulations

As of 2024 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)



11. Consultations

Our community investment centres on making life better in the communities we serve. It is important for us to ensure we are providing the best service including our passengers travelling for medical purposes.

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

We continue to consult with our employees who are in direct contact with passengers, such as our reservations agents, customer relations and customer services agents, to see if they know of frequent flyers with disabilities.



12. Feedback Information

Canadian North continues 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.

We were able to have discussions with our frequent travelers who provided us with valuable feedback.

These included availability of different styles and sizes 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.