



***CANADIAN  
NORTH***

## Accessibility Progress Report

CN 7129

Revision 2  
01 Jun 2025



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## 1. General Information

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

[tfreeman@canadiannorth.com](mailto:tfreeman@canadiannorth.com)

### **Mailing Address:**

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20 Cope Drive

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### **Email:**

[accessibility@canadiannorth.com](mailto: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.

### **How to request alternate formats:**

You can use the contact information listed above to ask for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille. This may take up to 45 days.



## 2. Information and Communication Technologies (ICT)

### 2.1 ALTERNATE MEDIA

Canadian North provides itinerary information by email through the TripCase® program. When an email address is added to a passenger's reservation, the itinerary is automatically generated and sent.

Reservations can be made through the Canadian North website, by contacting the Reservations Centre by phone, at any Canadian North airport location, or via your local travel agency. Flight and itinerary details can also be sent by SMS or voice message to a mobile phone or computer pager.

### 2.2 ANNOUNCEMENTS

Announcements are made regularly to keep all passengers informed about flight status, including departure times, gate locations, and any delays. Passengers who are hard of hearing or have difficulty understanding announcements are encouraged to approach a Canadian North agent for assistance. A booklet containing announcements has been translated into multiple languages and dialects to serve as a helpful guide.

### 2.3 WEBSITE

Canadian North is committed to making its website accessible through the use of adaptive technologies. The site interface includes tools that allow users with specific disabilities to customize the website to suit their individual needs.

We ensure our website complies with the Web Content Accessibility Guidelines (WCAG), currently meeting Level AA of version 2.1.

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



### 3. Communication (other than ICT)

Canadian North is committed to ensuring that passengers with visual or hearing disabilities can access publicly available information about our services, facilities, and equipment in formats that are accessible to them.

This includes providing information not only in conventional print and video formats, but also through alternative formats such as:

- Accessible electronic formats;
- Large print;
- Audio formats;
- Braille;
- Clear, concise language and a slower speaking pace
- Instructions broken into manageable steps
- Offering key information in writing, if requested
- Relocating to a quieter or more private setting when appropriate, especially in busy or noisy areas

To date, we have not received any feedback or concerns specific to this area. However, we remain committed to ongoing monitoring and will continue to review and address any issues as they arise.



## 4. Procurement of Goods, Services and Facilities

The Accessible Canada Act requires that accessibility considerations be integrated into procurement processes, including the provision of goods, services, and facilities where applicable—such as accessible technologies, materials, and amenities.

As part of this commitment, accessibility is embedded in our procurement practices to ensure that goods and services purchased support the inclusion of persons with disabilities.

To support this effort, the Accessibility Committee regularly meets with the Purchasing Department to review items intended for use at airports, ensuring they meet accessibility standards before acquisition.



## 5. Design and Delivery of Programs and Services

### 5.1 TRAINING PROGRAMS

In early 2025, we updated key components of our accessibility program for our Airport and Ramp Services teams. This update included a comprehensive review of the annual recurrent training program, incorporating an enhanced on-the-job training element. The revised training materials now include a thorough review of relevant policies and dedicated sessions on performing physical transfers (lifts) and effective communication with passengers.

Looking ahead to 2026, we plan to conduct a full review of the program in collaboration with our Accessibility Committee to identify and implement further improvements. We remain committed to continuous improvement in accessibility across all areas of our operations.



## 6. Transportation

There have been no changes to this area of our plan. Should Canadian North enter into an agreement or arrangement with a service provider for ground transportation from the terminal, we will ensure that the services provided are accessible to persons with disabilities. This includes, but is not limited to, taxis, limousines, buses, and rental vehicles



## 7. Built Environment

- Established a Mobility Aid Management Program across all locations, with information centralized in a database for review by each regional Manager and Director.
- Initiated quarterly inspections of all wheelchairs and other mobility devices.
- Launched a repair and replacement initiative for all non-serviceable wheelchairs, with a goal of full completion mid-2025. This includes ensuring availability of a variety of wheelchair sizes and models suitable for outdoor terrain.
- Formed an Accessibility Committee to oversee and address all accessibility-related matters.
- Implemented a Quality Control program in early 2025 to review and address any areas of non compliance with regard to accessibility.



## 8. Provisions of CTA Accessibility-Related Regulations

As of 2024 Canadian North is considered a large airline for the ATPDR.

This progress report is a requirement to our organization obligations under the ACA and ACR.

Relevant legislation and regulations are as follows:

- Accessible Canada Act (ACA)
- 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. Consultations

Our initial consultation efforts have focused specifically on medical travel, recognizing its critical importance to many of our passengers.

We continue to engage with frontline employees—such as reservations agents, customer relations representatives, and customer service agents—who interact directly with passengers. Their insights help us identify frequent flyers with disabilities and better understand their needs.

Looking ahead, we are forming a new advisory group composed of individuals with disabilities and those who provide care or support to family members with disabilities. These consultants will offer valuable perspectives to inform the development of our training programs and instructional methods. This team will also review all accessibility-related reports. Their feedback will be carefully considered, and revisions will be made where necessary to enhance accessibility across our operations.



## 10. Feedback Information

Canadian North has continued to gather valuable feedback throughout the development of this plan, including:

- Reviewing concerns raised by some of our frequent travelers who identify as having a disability.
- Gathering direct feedback from passengers travelling for medical reasons.
- Conducting a network-wide employee survey.

We engaged in meaningful discussions with frequent travelers, who provided us with insightful input. Key topics raised included:

- The availability of various styles and sizes of wheelchairs.
- The need for wheels adaptable to snow-covered ramps.
- Passenger-boarding ramps to improve boarding ease on our combi aircraft.

The feedback we have received—and continue to collect—has been instrumental in guiding our efforts to ensure the right equipment is available and in driving ongoing research into improved solutions and services for passengers traveling with disabilities.