



Accessibility Plan Progress Report

General

Overview

North Star Air is committed to providing safe, reliable, and accessible transportation. This progress report outlines the steps we have taken to implement our Accessibility Plan and the progress made in 2023.

Contact Information

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Employment

Progress Summary

- **Physical Requirements:** We have reviewed and adjusted job descriptions to ensure they are inclusive and do not unnecessarily exclude individuals with disabilities.
- **Accommodation:** Implemented flexible work arrangements and provided necessary accommodation for employees with disabilities. A multi-level lift is being installed at our new base location to further enhance accessibility.

The Built Environment

Progress Summary

- **Accessibility Enhancements:** Installed accessible seating and parking spots at terminals, ground-level entrances at base locations, and reclining lift chairs at Thunder Bay Airport.
- **Collaboration:** Worked with property owners to ensure terminals are accessible.
- **Service Animals:** Continued acceptance of service animals on flights with proper documentation.

Information and Communication Technologies (ICT)

Progress Summary

- **Website:** We are committed to updating the website to be Level AA WCAG compliant, including clear language and pictogram formats for services, accessible forms, and feedback processes.



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Communication

Progress Summary

- **Alternative Formats:** Offered documents in print, large print, braille, audio, and electronic formats compatible with assistive technology within specified timelines.
- **Feedback Process:** Established a clear process for receiving and addressing feedback on accessibility.

Procurement of Goods, Services, and Facilities

Progress Summary

- **Accessible Procurement:** Implemented programs for employees on procuring accessible materials and equipment. Solicited feedback to identify challenges in accessing these items.

Design and Delivery of Programs and Services

Progress Summary

- **Customer Service:** Enhanced materials and standard operating procedures to assist passengers with disabilities throughout their travel experience.
- **Mobility Aids:** Ensured the safe transportation of mobility aids and service dogs.

Transportation

Progress Summary

- **Lift Chairs and Wheelchairs:** New equipment purchased and/or relocated accessible equipment.
- **Remote Community Services:** Coordinated with local health departments to provide medical transportation to and from airports.



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Consultations

Summary

- **Employee Consultations:** Engaged with employees who have identified as disabled to gather feedback on accessibility improvements.
- **External Consultations:** Participated in consultations with the Canadian Hearing Society and CNIB to enhance our accessibility plan.

Summary

- **Feedback Mechanism:** Established a process for receiving feedback on accessibility, including anonymous submissions. Feedback is acknowledged in the same manner it was received.
- **Feedback Received:** Summarized the feedback received and how it has been incorporated into our accessibility initiatives.

Conclusion

North Star Air remains dedicated to creating a barrier-free environment for all passengers and employees. We will continue to review and enhance our accessibility measures, ensuring compliance with the Accessible Transportation Planning Reporting Regulations (ATPRR) and the future Accessible Transportation Persons Disability Regulations (ATPDR) for small carriers.

Contact Information for Feedback

- **Mailing Address:** 1480 Walsh Street West, Thunder Bay, Ontario, P7E 6H6
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