



# 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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**For Alternative Formats:** Accessibility plan, description of the feedback process and/or the progress report are available in print, large print, braille, audio, and electronic formats compatible with assistive technology within specified timelines.

## 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:** Accessibility plan, description of the feedback process and/or the progress report are available 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.

## Provisions of CTA Accessibility-Related Regulations

### Consultations

#### Summary

- **Employee Consultations:** Engaged with employees who have identified as disabled to gather feedback on accessibility improvements. Hosted focus groups: Organized small group discussions to delve deeper into specific accessibility topics or challenges. Establish an open-door policy: Encourage employees to discuss accessibility concerns directly with HR or designated accessibility officers.
- **External Consultations:** Participated in consultations with the Canadian Hearing Society and CNIB to enhance our accessibility plan. Compliance guidance: Note that these consultations helped ensure your accessibility plan aligns with relevant standards and regulations when discussing our new space. Technology insights: discussions about assistive technologies and digital accessibility solutions that emerged from these consultations.

### Feedback Information

#### 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.

### Actions

North Star Air intends to enhance this Accessibility Plan over the current year and launch a more in-depth one once we find areas needing improvement in the current Accessibility Plan. North Star Air will continue to be non-discriminatory in our hiring practices and will continue to take the important and necessary steps to comply with what is required of us by the regulations.

### 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.



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