



NORTHWAY AVIATION

## **Accessibility Plan 2023 - 2026**

### **ISSUED BY**

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## Definitions

The following are important terms used throughout this accessibility plan.

**Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

**Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

**Accessibility:** The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

**CTA:** The Canadian Transportation Agency (CTA) is an independent, quasi-judicial tribunal and economic regulator.

**ACA:** Accessible Canada Act is a federal law that aims to find, remove and prevent barriers facing people with disabilities.

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## Overview

The Accessible Canada Act (ACA) is legislation that benefits all Canadians, especially persons with disabilities through identification, removal, and prevention of barriers to accessibility. The goal of the ACA is to “realize a barrier-free Canada by 2040.” Outlined by the ACA and regulated by the Canadian Transportation Agency (CTA), Northway Aviation LP is required to establish an accessibility plan.

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## Statement of Commitment

At Northway Aviation LP, we believe in fostering a barrier-free environment that promotes equal access and participation for all individuals. As an organization, we understand the importance of ensuring that accessibility remains a top priority in the delivery of our customer experience and services. We recognize the significance of advancing accessibility to identify barriers, develop our practices, and prevent the creation of any further accessibility obstacles as we continue to evolve.

We are actively engaging with individuals with disabilities to gain a deeper understanding of their unique experiences and needs throughout their air transportation journey. This commitment reflects our dedication to providing equal opportunities for all Canadians to benefit from our services while also working towards a barrier-free workplace for our employees.

Our accessibility plan represents a crucial step forward in our ongoing commitment to accessibility, highlighting our dedication and our continued effort to realize meaningful change.

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## General

Your feedback matters to us. If you have suggestions or concerns about our accessibility experience or the material contained in this plan, you may submit that feedback through one of the methods listed below. Alternatively if you would like to submit feedback anonymously, you can do so by visiting the following link -

[www.northwayav.com/contact](http://www.northwayav.com/contact)

To request an alternate format of our accessibility plan, alternate description of the feedback process or to provide feedback, please contact us by using one of the following methods:

**Mail:**

Operations Manager  
508 Airline Road.  
St Andrews MB R1A 3P3  
Canada

**Email:**

[flights@northwayav.com](mailto:flights@northwayav.com)

**Phone:**

(888) 667-8492

**Website:**

[www.northwayav.com/contact](http://www.northwayav.com/contact)

Northway Aviation LP will acknowledge receipt of feedback, other than anonymous feedback, using the same method it was received.

Northway Aviation LP will provide the following alternative formats of this plan on request:

- Print
  - Large print (Increased font size)
  - Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
  - Audio (a recording of someone reading the text out loud)
  - Electronic formats that are compatible with adaptive technology
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## Information and Communication Technologies (ICT)

Information and communication technologies refer to the various tools and platforms used to create, store, process, and transmit information, including print and online materials, websites, software applications, and more. These technologies can play a crucial role in facilitating accessibility for persons with disabilities. However, we are aware that certain technologies may unintentionally create barriers due to a lack of accessibility features. We are committed to identifying and addressing any barriers that our customers or employees may encounter when interacting with our information and communication technologies. We recognize the importance of continually improving these platforms to ensure inclusivity for all. With this in mind, we have established specific goals to guide our efforts in achieving these objectives.

1. Conduct an accessibility audit: Perform a thorough review of our websites, software applications, and other digital platforms to identify potential accessibility barriers.
  2. Enhance website navigation: Simplify website navigation and ensure clear and consistent structure, headings, and labels to improve usability and ease of navigation for all users, including those with disabilities.
  3. Optimize color contrast: Ensure that color combinations used on our digital platforms meet accessibility guidelines, making the content easily readable for individuals with visual impairments.
  4. Provide clear instructions and error messages: Ensure that error messages are clearly visible and descriptive and provide guidance on how to correct any errors. Additionally, ensure there are clear instructions and feedback to assist all users, including those with disabilities.
  5. Provide accessible contact channels: Research and investigate improvements to our customer support channels, including phone lines or online chat services, to ensure they're accessible and equipped to assist individuals with disabilities effectively.
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6. Improve accessibility of internal websites and portals: Review and update internal websites and portals to ensure they meet accessibility standards. This includes providing accessible navigation, clear labels, and properly structured content.

7. Foster an inclusive digital workplace: Encourage employees to create and share content in accessible formats, such as using heading structures, alternative text for images, and providing captions for multimedia content. This will help ensure that all employees can access and engage with the information shared within our organization.

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## Communication, other than ICT

Inclusive and accessible communication is important for both our customers and employees. We believe that everyone, regardless of their abilities, should have equal access to the information shared by our organization. Whether it's internal communications or interactions with our valued customers, we strive to ensure that all communication is created and distributed with accessibility in mind. This commitment extends across various channels, including internal documents, external communications, website content, and social media platforms. We recognize that effective communication is essential for both our customers and employees to understand and engage with information provided.

By prioritizing accessibility in our communication practices, we aim to meet the diverse needs of individuals with disabilities and ensure that they can fully participate in and benefit from our services. Through ongoing efforts, we strive to cultivate an inclusive environment where everyone feels valued, included, and empowered to access the information they need to effectively engage with Northway Aviation LP. The goals listed below will help ensure we're providing information in a way that is available to everyone and that we meet the needs of the people we serve.

1. Develop clear and concise communication materials: Ensure customer communications, such as emails, letters, and brochures, are created in a clear and easily understandable language to ensure that all customers can comprehend the information without confusion.
  2. Provide training on inclusive communication: Educate employees on effective communication strategies when interacting with colleagues and customers with disabilities, promoting empathy, understanding, and respectful dialogue.
  3. Offer assistive technology support: Provide resources and support for employees who require assistive technologies, such as screen readers or speech-to-text software. Ensure that these tools are readily available and properly configured to meet individual needs.
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## Procurement of Goods, Service, and Facilities

Keeping accessibility at the forefront during the procurement of goods, services, and facilities is crucial in minimizing barriers to accessibility. We recognize the importance of considering accessibility standards right from the beginning to ensure that the items and services we acquire are suitable and ready to be used by all our employees and customers. It is essential for us to collaborate and partner with suppliers who adhere to accessibility regulations and provide accessible goods. Feedback from customers with disabilities is important to help identify any barriers and areas for improvement in the services provided by our vendors.

By integrating accessibility into our procurement practices, we strive to remove barriers and ensure equal access for all individuals at Northway Aviation LP. To prioritize accessibility in procurement, we have established the following objectives. These goals will help guide our efforts to make accessibility a top priority in the acquisition of products and services.

1. **Integrate Accessibility Considerations in Procurement Processes:** We will actively incorporate accessibility requirements and standards into our procurement processes, ensuring that the products and services we acquire are accessible to all individuals, including those with disabilities.
  2. **Establish Accessibility Requirements in Contracts:** We will ensure specific accessibility requirements and standards are outlined in procurement contracts to ensure that suppliers are accountable for delivering accessible goods and services.
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## Design and Delivery of Programs and Services

Northway Aviation LP is fully committed to ensuring the design and delivery of inclusive and accessible programs and services. Our commitment to the design and delivery of accessible programs and services is rooted in the belief that every individual should have the opportunity to travel with comfort, dignity, and independence. Common challenges can include physical barriers in airport facilities, communication barriers, limitations in the availability of assistive devices, and inadequate staff training in disability awareness and assistance. By working to address these challenges, we will enhance the overall travel experience for passengers with disabilities. The goals below reflect our dedication to identifying and addressing areas for improvement in the design and delivery of our programs and services.

1. Collaborate with Disability Advocacy Groups: We will engage with local disability advocacy groups and organizations to gain valuable insights and perspectives on accessibility. By working together, we can address specific challenges, gather diverse perspectives, and implement practical solutions to enhance the overall travel experience for passengers with disabilities.
  2. Regularly Review and Update Accessibility Guidelines: We will stay up-to-date with accessibility guidelines and best practices established by relevant authorities and organizations. By proactively staying informed about the evolving accessibility standards, we can continuously enhance our services and maintain our commitment to providing an inclusive travel experience.
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## Transportation

As an airline, transportation lies at the core of our operations. Recognizing the unique needs of individuals with disabilities, we are dedicated to addressing these needs in the design and delivery of our travel offerings.

Throughout the travel journey, accessibility challenges can arise in various areas, ranging from the passenger terminal to boarding the aircraft and during flight. We are committed to proactively identifying and resolving these challenges to create a more accessible environment for our customers.

We place great importance on providing clear signage, accessible facilities, and seamless assistance for passengers with disabilities. By actively engaging with industry stakeholders and seeking valuable feedback from our passengers, we will continue to work towards removing existing barriers and improving accessibility at every step of the travel journey.

The goals outlined below will serve as a step towards developing our approach in providing accessible air travel.

1. **Improve Terminal Signage Visibility and Clarity:** Enhance the visibility and clarity of terminal signage to ensure all passengers, including those with visual impairments or cognitive disabilities, can easily navigate the terminal. To do this we will use high-contrast colors, larger fonts, and clear symbols, we aim to make our signage more legible and understandable for everyone, reducing confusion and enhancing the overall travel experience.
  2. **Conduct a Review and Inventory of Existing Assistive Equipment:** Conduct a comprehensive review and inventory of our existing assistive equipment throughout our facilities and aircraft. This assessment will help us identify any gaps, inefficiencies, or outdated equipment that may hinder accessibility. By conducting this review, we will ensure that our assistive devices, such as wheelchairs, mobility aids, and other supportive equipment, are in good working condition and readily available for passengers who require them.
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3. **Replace or Repair Aged or Damaged Equipment:** Replace or repair any aged or damaged assistive equipment. Through regular inspections and proactive maintenance, we will identify equipment that is no longer functioning optimally or has reached the end of its lifespan. By promptly replacing such equipment, we will ensure that passengers with disabilities have access to reliable and safe assistive devices.

4. **Upgrade Boarding Assistance Equipment and Procedures:** Explore options to enhance our boarding experience through the purchase of a new lift device and development of procedures to provide efficient and dignified assistance to passengers with mobile impairments.

5. **Enhance Availability and Accessibility of Assistive Equipment:** Enhance the availability and accessibility of assistive equipment across our facilities and aircraft. We will strategically position equipment in easily accessible locations, ensuring passengers can readily request and utilize them as needed.

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## Built Environment

A well-designed built environment plays a vital role in providing an inclusive travel experience for all passengers. The built environment, as defined by the Canadian Transportation Agency (CTA) and the Accessibility Act, encompasses physical spaces, structures, and facilities within the transportation sector. This includes passenger terminals, boarding gates, ticket counters, aircraft, ramps, lifts, and other elements that passengers interact with during their travel journey.

Common barriers to accessibility in the built environment include inadequate signage, narrow doorways and corridors, the absence of ramps or lifts for wheelchair access, insufficient seating for individuals with mobility limitations, and limited visual or auditory cues for people with sensory impairments. These barriers can restrict the freedom of movement, independence, and overall travel experience for individuals with disabilities.

To address these barriers, it is crucial to implement inclusive design principles and consider universal accessibility features during the planning, construction, and renovation of our transportation facilities. We fully recognize the significance of creating an accessible environment and are committed to eliminating barriers to ensure equal access to our facilities and services.

The goals presented below will propel our ongoing commitment to deliver accessible air travel. By actively identifying and addressing barriers, our aim is to foster an environment that caters to the diverse needs of our customers and employees. The following goals will serve as catalysts for growth, propelling us towards a future where accessibility seamlessly integrates into every aspect of our operations. We aspire to leave a lasting positive impact on all those who choose Northway Aviation LP.

1. **Conduct a Comprehensive Facilities Accessibility Review:** Initiate a thorough review of all Northway Aviation LP facilities, hangars, terminals, offices, and other operational spaces, to identify any accessibility barriers. This review will involve assessing various aspects such as parking facilities, entrances, pathways, signage, restrooms, seating areas, and any other areas relevant to customer and employee accessibility.

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2. Implement Accessible Design Standards: Ensure that all future renovations, expansions, or construction projects for Northway Aviation LP facilities adhere to recognized accessibility design standards and guidelines. Incorporate accessible features and consider universal design principles to create inclusive spaces for all individuals.

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## Provisions of CTA Accessibility-Related Regulations

In this section of our accessibility plan, we will identify and list all the provisions from the Canadian Transportation Agencies accessibility-related regulations that apply to our organization.

As defined by the CTA, Northway Aviation LP is classified as a small carrier. As a small carrier we're required to abide by the following accessibility regulations:

1. Air Transportation Regulations, Part VII: This regulation applies to air carriers that are not covered by the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). It sets out requirements and obligations for small carriers to ensure accessibility in air transportation services.
  2. Personnel Training for the Assistance of Persons with Disabilities Regulations: This regulation applies to all transportation service providers (TSPs) that are not covered by the ATPDR. It mandates training programs for personnel to assist individuals with disabilities, ensuring they receive appropriate support and assistance throughout their travel experience.
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## Consultations

We at Northway Aviation LP acknowledge the significance that consultations hold in our ongoing commitment to improving accessibility for our customers and employees. During the development of our accessibility plan, we actively sought input from individuals with disabilities who have firsthand experience utilizing our services.

**Whom you consulted**

Names of any disability organizations, advocates, or experts who participated and the number of participants

**When you consulted**

The dates or periods of time during which the consultations took place

**How you consulted**

A description of the consultation process and activities (example, in person, virtual, group discussions, digital surveys)

**What you consulted on**

Description of questions asked and answers received

Specific details of how those questions and answers informed decisions made about your accessibility plan

Their invaluable insights have played a pivotal role in shaping the foundation of this plan. We recognize that consultations should be an ongoing practice, and we are dedicated to establishing and nurturing relationships built on trust and respect with individuals and organizations that provide their guidance. By continuing to engage in meaningful conversations and expanding our outreach efforts, we are determined to further advance our accessibility initiatives and ensure that the diverse needs of the people who rely on us are effectively met.

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