Accessibility Progress Report 2025

ISSUED BY
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Objective Timeframes

When considering objective timeframes for advancing accessibility in St. Andrews, Manitoba, it is important to recognize how local seasonal conditions may affect the implementation process. While St. Andrews is not a northern or remote region, winter weather can still impact certain changes—such as upgrades to facilities, infrastructure modifications, or the introduction of new transportation services—by causing potential delays in construction and limiting access. Most major outdoor projects are typically scheduled during periods of favorable weather, from spring through early fall, to avoid complications from snow and cold temperatures.

Consequently, timelines for short-term (one year), medium-term (one to two years), and long-term (three or more years) objectives should remain flexible enough to account for these seasonal realities, ensuring compliance with the Canadian Transportation Agency's requirements while setting realistic expectations for progress.

By acknowledging and planning for these seasonal factors, organizations in St. Andrews can better coordinate with stakeholders, allocate resources efficiently, and communicate transparently with both customers and regulators. This approach not only supports successful submissions to the CTA but also demonstrates a clear commitment to overcoming regional challenges in the pursuit of a barrier-free Canada.

Our objective timeframes are outlined as:

- Short Term — One year
- Medium Term — One to two years
- Long Term — Three or more years

Summary

In 2024, Northway Aviation proudly implemented our Accessibility Plan and Feedback Process, in line with a key objective of the Canadian government: achieving a barrier-free Canada by 2040. We're committed to playing our part by collaborating with our peers in the transportation industry. Together, we aim to identify and address accessibility barriers experienced by both our customers and employees, following the guidelines established by the Canadian Transportation Agency (CTA).

This progress report serves as a snapshot of our achievements and ongoing commitment to enhancing accessibility. While there's still much work to be done, we're dedicated to continuous improvement. Moving forward, we'll continue to provide annual progress reports to keep our valued customers informed about our efforts and initiatives.

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:

https://www.northwayav.com/

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

Mail:
Human Resources
508 Airline Rd
St Andrews MB
R1A 3P3

Email:
info@northwayav.com

Phone:
(204) 339-2310

Website:
https://www.northwayav.com/

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

Northway Aviation will provide the following alternative formats of this progress report upon request received through one of the above contact methods:

- 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

Information and Communication Technologies (ICT)

We've refined the accessibility of our website, while also working towards optimizing our digital channels for improved customer communication.

Objective	Action	Status	Timeframe
Perform a thorough review of our websites, software applications, and other digital platforms to identify potential accessibility barriers.	We continue to work through a comprehensive audit of websites, software, and digital platforms to pinpoint any potential accessibility hurdles, ensuring inclusivity for all users.	Ongoing	Short Term
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.	Our website creation focused on streamlined navigation with clear structures and consistent labeling, enhancing usability for everyone, especially those with disabilities.	Completed	-
Ensure that color combinations used on our digital platforms meet accessibility guidelines, making the content easily readable for individuals with visual impairments.	A review of color combinations used on digital platforms continues, our goal is to improve readability, particularly for users with visual impairments.	Ongoing	Short Term
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.	Research has begun on enhancements for customer support channels, exploring various options to ensure accessibility and effectiveness for individuals with disabilities. We are working to improve our existing support channels with a focus on ensuring that they are accessible to everyone.	In progress	Long term
Review and update internal websites and portals to ensure they meet accessibility standards. This includes providing accessible navigation, clear labels, and properly structured content.	Plans are underway to review and update our internal websites and portals to align with accessibility standards.	Ongoing	Long term
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.	A commitment to ensuring that materials are created with accessibility in mind is planned to be formally established by educating staff on this objective. This effort complements the existing culture, which fosters inclusivity.	On going	Medium Term

Communication, other than ICT

We've focused on ensuring our communication with both our valued customers and dedicated employees are done with accessibility in mind.

Objective	Action	Status	Timeframe
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.	Northway Aviation is in the process of launching new flight management software, which will significantly improve our communication capabilities with customers, providing more effective channels for sharing information. New communication options will be tested and implemented within the next year.	In Progress (Launch Feb 1st, 2026)	Short Term
Educate employees on effective communication strategies when interacting with colleagues and customers with disabilities, promoting empathy, understanding, and respectful dialogue.	Our front-line managers are continuously working alongside staff to develop and maintain effective communication strategies. This includes promoting empathy, understanding, and respectful dialogue when interacting with colleagues and customers with disabilities. Employees also complete an online accessibility training program annually to ensure compliance with regulatory standards.	Ongoing	Medium term
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.	Northway Aviation is still investigating the best way to achieve this objective, however in the meantime we are working to ensure employees who require assistance have access to alternative means of communication that meet their needs.	Ongoing	N/A

Procurement of Goods, Service, and Facilities

We've kept accessibility at the forefront of our procurement practices to ensure equal access for all at Northway Aviation.

Objective	Action	Status	Timeline
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.	We have implemented additional steps within our procurement processes to ensure accessibility considerations are prioritized when acquiring products and services.	Ongoing	N/A
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.	There have been no developments in this area, but our commitment remains steadfast in ensuring that accessibility is considered in procurement contracts.	Ongoing	N/A

Design and Delivery of Programs and Services

We've upheld our dedication to providing inclusive and accessible programs and services to ensure comfort, dignity, and independence.

Objective	Action	Status	Timeframe
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.	We are working closely with the people in the many communities we serve to meet our passengers' accessibility needs. We also continue to make plans to connect more closely with local advocacy groups.	Ongoing	Long term
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.	Northway Aviation continues to be committed to staying updated with accessibility guidelines and best practices, ensuring continuous enhancement of services for an inclusive travel experience. Northway Aviation has recently onboarded an Employee Resources position in part of the leadership team who will have oversight on these programs and participations.	Ongoing	N/A

Transportation

We've prioritized enhancing processes, equipment, and training to ensure a positive travel experience.

Objective	Action	Status	Timeframe
Enhance the visibility and clarity of onsite signage to ensure all passengers, including those with visual impairments or cognitive disabilities, can easily navigate the premises. 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.	After consideration over the past year, we have determined that additional signage to clearly identify long term, short term and accessible parking is needed. We will add the following signage in the parking areas: • 1 Large sign at front of building to provide parking overview • 2 signs at each end of short-term parking lot • 6 signs for long-term parking lot	Ongoing	Short term
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.	An inventory and review of existing equipment have been completed. Through this process, it has been determined that some equipment requires repairs or replacement.	Completed	-
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.	Broken equipment and missing pieces of equipment have been fixed or replaced as required. A regularly occurring equipment inspection process has been implemented.	Completed	-
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.	Wheelchairs have been placed in strategic, easy-to-access places for the ease of customer transportation. Northway Aviation is also looking into acquiring and training staff on the use of gait belts to help with customer transfers in and out of chairs/wheelchairs/etc.	In progress	Medium Term

Built Environment

We recognize the significance of creating an accessible environment and are committed to eliminating barriers to ensure equal access to our facilities and services.

Objective	Action	Status	Timeframe
Initiate a thorough review of all Northway Aviation 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.	A review of all spaces has been completed, and accessibility barriers have been removed wherever possible. We are in the process of adding the following signage to the facilities: • 1 large Washroom sign • Service Animal Welcome sign • Service Animal Relief Area sign To enhance wheelchair accessibility throughout our facility, we will reposition furniture and relocate accessories – such as water coolers – to more convenient and unobstructed areas. These adjustments are intended to improve maneuverability and ensure an inclusive environment for all users.	In progress	Medium term
Ensure that all future renovations, expansions, or construction projects for Northway Aviation facilities adhere to recognized accessibility design standards and guidelines. Incorporate accessible features and consider universal design principles to create inclusive spaces for all individuals.	There have been no developments in this area, but our commitment remains steadfast to ensuring that no new accessibility barriers are created in the development of any of our facilities or equipment.	Ongoing	N/A

Provisions of CTA Accessibility-Related Regulation

In this section of our Accessibility Progress Report, 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 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 ATPDR. It mandates training programs for personnel to assist individuals with disabilities, ensuring they receive appropriate support and assistance throughout their travel experience.

Feedback Summary

During the past year Northway Aviation has received little feedback regarding accessibility through any posted channel. In the coming year we plan to strengthen our initiatives to proactively solicit feedback so that we may ensure our strategies for improving accessibility for our passengers are in tune with their needs.

Consultations

We value ongoing consultations and strive to build trusting relationships with those who offer guidance. By expanding our outreach and having meaningful conversations, we're determined to advance accessibility initiatives and meet the diverse needs of our customers.

During the past year we have continued to have our frontline team members who interact with our passengers inquire directly with our frequent travelers with disabilities on how we are currently meeting their needs and how we can provide a better experience for each unique individual. This information has then been shared with other team members and leadership to ensure appropriate arrangements are in place each time our passengers travel with us and we take steps to improve accessibility and experience.

Northway Aviation continues to participate in working groups with NATA and NACC.