



## **Accessibility Progress Report** **2024**

### **ISSUED BY**

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## Object Timeframes

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

In June of last year, Air Tindi proudly implemented our 2023–26 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.

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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.airtindi.com/feedback](http://www.airtindi.com/feedback)

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:**

Manager, Scheduled Services  
107 Berry St.  
Yellowknife, NT  
X1A 3T2

**Email:**

[reservations@airtindi.com](mailto:reservations@airtindi.com)

**Phone:**

(867) 669-8200 ext:8221

**Website:**

[www.airtindi.com/feedback](http://www.airtindi.com/feedback)

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

Air Tindi will provide the following alternative formats of this progress report 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)

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.	A comprehensive audit of websites, software, and digital platforms has been initiated to pinpoint any potential accessibility hurdles, ensuring inclusivity for all users.	In progress	Medium 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 has been completely redesigned and launched in November of 2023. The redesign 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 is set to begin soon, aimed at improving readability, particularly for users with visual impairments.	Ongoing	Medium term
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.	Clear and descriptive error messages are being integrated into the website redesign, accompanied by helpful guidance for error correction. Clear instructions and feedback are also being prioritized to aid all users, including those with disabilities, in navigating the platform seamlessly.	In progress	Medium 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. The best approach moving forward is currently being evaluated.	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 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.	Ongoing	Short term

## Communication, other than ICT

We've focused on ensuring our communication to both our valued customers and dedicated employees was 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.	Air Tindi is preparing for the launch of new flight management software, which will significantly elevate our communication capabilities with customers, providing more effective channels for sharing information.	In Progress	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 training program every 3 years to ensure compliance with regulatory standards.	Ongoing	N/A
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.	Air Tindi is planning to spend more time investigating this objective over the next year.	Ongoing	Medium term

## Procurement of Goods, Service, and Facilities

We’ve kept accessibility at the forefront of our procurement practices to ensure equal access for all at Air Tindi.

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.	There have been no developments in this area, but our commitment remains strong in ensuring 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.	Air Tindi is planning to enhance reach in this space over the next year, to ensure we’re following the principle of “nothing about us without us.”	Ongoing	Short 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.	Compliance with regulations has been ensured, and valuable insights collected by NATA from the National Air Accessibility Summit held in May 2024 have been received. There remains a commitment to staying updated with accessibility guidelines and best practices, ensuring continuous enhancement of services for an inclusive travel experience.	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 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.	Following a review, clarity of current terminal signage has been confirmed, with no corrections required. Consideration will be given to installing additional signage over the next year to assist with navigation of public spaces.	In progress	Medium 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.	Budget has been allocated to make necessary repairs and to consider the replacement of some assistive equipment over the next year.	Ongoing	Short term
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.	Brainstorming is ongoing to determine the best path forward for making enhancements in this area.	Ongoing	Long term
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.	Mobile assistive lift devices have been acquired for easy transportation on aircraft where their use is required.	In progress	Short 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 Air Tindi 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.	This review will be completed over the next year.	Ongoing	Short term
Ensure that all future renovations, expansions, or construction projects for Air Tindi 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	-

## Provisions of CTA Accessibility-Related Regulations

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, Air Tindi 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.

## 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.