



Accessibility Progress Report **2025**

ISSUED BY

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Objective Timeframes

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

Summary

In June of 2023, 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.

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

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:

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

Email:

reservations@airtindi.com

Phone:

(867) 669-8200 ext:8221

Website:

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 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
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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.	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	Long 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 continues, our goal is to improve readability, particularly for users with visual impairments.	Ongoing	Long 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.	<p>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.</p> <p>We continue to work with our web developers to achieve this objective.</p>	In progress	Long 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.	<p>Research has begun on enhancements for customer support channels, exploring various options to ensure accessibility and effectiveness for individuals with disabilities.</p> <p>We are working to improve our existing support channels with a focus on ensuring that they are accessible to everyone.</p>	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.	Ongoing	Medium 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 has launched new flight management software, which has significantly improved our communication capabilities with customers, providing more effective channels for sharing information. New communication options will be tested and implemented within the next year.	Ongoing	Medium 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 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.	In progress	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.	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.	<p>We are working closely with the Indigenous Nations in the communities we serve to meet our passengers' accessibility needs.</p> <p>We also continue to make plans to connect more closely with local advocacy groups.</p>	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.	<p>Air Tindi continues to be committed to staying updated with accessibility guidelines and best practices, ensuring continuous enhancement of services for an inclusive travel experience.</p> <p>Air Tindi continues to participate in working groups with NATA and NACC.</p>	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.	<p>After consideration over the past year we have determined that no additional signage is currently needed.</p> <p>We will continue to review our spaces and consider changes as required.</p>	Completed	-
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	-

<p>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.</p>	<p>Broken equipment and missing pieces of equipment have been fixed or replaced as required.</p> <p>A regularly occurring equipment inspection process has been implemented.</p>	<p>Completed</p>	<p>-</p>
<p>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.</p>	<p>A prototype Wright Lift™ has been procured and has been received at our Yellowknife facility. Work is now in progress to develop company procedures and employee training so use of the device can begin.</p>	<p>Ongoing</p>	<p>Long term</p>
<p>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.</p>	<p>Mobile assistive lift devices have been acquired for easy transportation on aircraft where their use is required.</p> <p>Air Tindi has procured a new Passenger Shuttle Bus that is used to transport passengers to and from our FBO terminal in Yellowknife and other locations in the community including medical appointments, the bus is designed to accommodate everyone.</p>	<p>Completed</p>	<p>-</p>

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.	<p>A review of all spaces has been completed, and accessibility barriers have been removed wherever possible.</p> <p>Air Tindi is committed to continue to improve accessibility to and within our facilities, hangars, terminals, offices, and other operational spaces in the future.</p>	Completed	-
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 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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Feedback Information

During the past year Air Tindi 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.

We did receive direct feedback from a passenger who is legally blind who travelled on Air Tindi recently between Fort Smith and Edmonton. The passenger advised that while she is very stressed about travelling due her disability that Air Tindi's employees made it a very comfortable experience. She said that staff were competent and confident in the assistance they were able to provide and went above and beyond in her opinion with the care and attention she received throughout her journey from ticket purchase to check-in, to in-flight experience as well as physical guidance to baggage claim and on to her next air carrier in Edmonton. We were very pleased to receive such high praise, and this kudos was given to the frontline team members involved.

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.

Air Tindi continues to participate in working groups with NATA and NACC.

We had the opportunity to be introduced to the Chief Accessibility Officer (CAO) of Canada and have extended an invitation to visit Yellowknife to see our unique operations.
