



Accessibility Plan 2026 - 2029

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.

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.” As outlined by the ACA and regulated by the Canadian Transportation Agency (CTA), Air Tindi is required to establish an accessibility plan, issue annual progress reports outlining actions taken towards meeting the objectives of our accessibility plan and update our accessibility plan every three (3) years.

Statement of Commitment

At Air Tindi, 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 actively engage 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 updated accessibility plan represents our ongoing commitment to accessibility, highlighting our dedication and our continued effort to realize meaningful change.

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, 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 all non-anonymous feedback using the same method by which it was received.

Air Tindi will provide the following alternative formats of this plan on request:

- Print
 - Large print (Increased font size)
 - Braille (a system of raised dots where people who are blind or who have low vision can read with their fingers)
 - Audio (a recording of someone reading the text aloud)
 - Electronic formats that are compatible with adaptive technology
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Feedback Process

Air Tindi will improve website content to make information on specialized assistance and accessible services easier to find, and to provide contact information for accessibility inquiries.

We will review each feedback message, assign it to the appropriate department, track key details and follow-up actions, and respond when contact information has been provided. Air Tindi will also review feedback periodically to identify themes and patterns, based on the volume received.

Feedback received will inform future progress reports and accessibility plan updates.

Employment

Air Tindi is committed to reducing barriers to employment and creating an accessible, inclusive workplace for people with disabilities. We work with community and industry partners to support accessible career pathways, training, and mentorship opportunities. We also gather employee feedback to identify accessibility barriers and improve workplace support. Through ongoing outreach and review, we aim to improve accessibility in hiring, retention, and advancement.

Over the next several years, Air Tindi will focus on improving workplace accessibility for employees with disabilities through the following initiatives:

1. Complete an annual analysis of employee feedback, engagement surveys and reported concerns around accessibility. We will use the results to remove barriers and improve workplace accessibility in tangible ways.
2. Strengthen accessible outreach by working with industry organizations and community groups to better understand barriers to employment for people with disabilities. We will identify and promote accessible pathways to training, mentorship, and employment. We will continue to support workplace development through training opportunities, workshops, mentorship initiatives, and career fairs in partnership with organizations such as CDENTO and Elevate Aviation.
3. Improve employee feedback options by providing accessible ways for employees to share feedback, request support, and identify workplace barriers including anonymous options. We will promote awareness of available feedback channels and encourage open dialogue. We will review feedback regularly and act to improve workplace accessibility and inclusion.

Through these initiatives, Air Tindi aims to foster a workplace culture that values diversity, accessibility, and continuous improvement while supporting meaningful employment opportunities in the North.

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 people 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. We continue to work towards completing specific goals to guide our efforts in achieving these objectives.

4. Conduct an accessibility audit: Perform a thorough review of our websites, software applications, and other digital platforms to identify potential accessibility barriers.

5. To make our website as accessible as possible we have established an implementation plan to complete all required improvements to meet WCAG 2.1 Level AA guidelines compliance based on an external analysis completed in March 2026. The implementation plan includes three phases with the following timelines and focus areas:

- Phase 1: June – July 2026 “Quick Fixes”
- Phase 2: Sept – Nov 2026 “Design”
- Phase 3: Jan – Mar 2027 “Major Fixes”

6. Provide accessible contact channels: Replace phone system with modern technology that will offer significant accessibility improvements. Continue to research additional customer support channels, ensuring they are accessible and equipped to assist individuals with disabilities effectively.

7. 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.

8. 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.

Communication, other than ICT

Inclusive and accessible communication is essential for both our customers and employees. We are committed to ensuring that everyone, regardless of ability, has equal access to the information shared by our organization. From internal communications to customer interactions, we strive to create and distribute content with accessibility in mind across all channels, including documents, websites, social media platforms, and external communications. We recognize that effective communication is key to ensuring people can fully understand, engage with, and benefit from the information we provide.

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 Air Tindi. The goals listed below will help ensure we are 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 we create customer communications, including emails, letters, and brochures in clear and easily understandable language to ensure that all customers can comprehend the information without confusion.
 2. Continue to 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 text-to-speech software. Ensure that these tools are readily available and properly configured to meet individual needs.
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Procurement of Goods, Services, 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 usable 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 Air Tindi. 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 we outline specific accessibility requirements and standards 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

Air Tindi 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. Frequent 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 significant 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. 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 mobility disabilities.
 2. 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 access assistive equipment when needed.
 3. Collaborate with industry partners on future development opportunities to eliminate barriers and enhance the travel experience for passengers with disabilities, while continuing to lead progressive advancements.
 4. Engage with local agencies to advocate for more resources, services, and accessibility improvements at community airport terminals across the Northwest Territories, using a collaborative approach to address challenges in remote northern communities.
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Built Environment

A well-designed built environment is essential to an inclusive travel experience. As defined by the Canadian Transportation Agency (CTA) and the Accessible Canada Act, it includes physical spaces and facilities in transportation, such as terminals, gates, ticket counters, aircraft, ramps, lifts, and other areas passengers use throughout their journey.

Common barriers include poor signage, narrow doorways and corridors, missing ramps or lifts, limited seating for people with mobility challenges, and insufficient visual or auditory cues. These barriers can reduce independence, mobility, and overall travel quality for people with disabilities.

To address these barriers, we will apply inclusive design and universal accessibility features in the planning, construction, and renovation of our facilities. We are committed to removing barriers and ensuring equal access to our facilities and services.

The goals below support our commitment to accessible air travel. By identifying and removing barriers, we aim to create an environment that meets the needs of our customers and employees and makes accessibility part of all our operations.

1. Continue to work towards completion of larger projects to remove barriers that we identified in the completed comprehensive facilities accessibility review of all Air Tindi facilities, hangars, terminals, offices, and other operational spaces.
 2. Implement Accessible Design Standards: 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.
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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 Agency's 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 are 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

Consultation is central to our ongoing commitment to improving accessibility for customers and employees. In developing this plan, we sought input from people with disabilities who have firsthand experience with our services. Their insights helped shape this plan. We recognize that consultation must continue, and we are committed to building trusted, respectful relationships with individuals and organizations that provide guidance. Through ongoing engagement and expanded outreach, we aim to strengthen our accessibility efforts and better meet the needs of the people who rely on us.

Our HR Manager attended training that included a panel discussion on neurodiversity, accessibility advocacy, Indigenous inclusion, cultural safety leadership, and inclusive workplace design. Thomas Stenson was the panel's accessibility speaker and facilitator. Afterward, participants worked in small groups to identify workplace gaps and practical solutions.

Over the past year, Air Tindi received multiple email and online inquiries about services and assistance for passengers with mobility disabilities at the remote airports we serve, as this information was not readily available. We responded promptly and continue to focus on personalized service for passengers, their families, and caregivers to meet unique individual needs.

In response to this feedback, Air Tindi plans to improve its website so people can easily find information about available services without needing to contact us directly, though direct inquiries remain welcome.

Air Tindi continues to participate in NATA and NACC working groups, has joined ATAC and our Scheduled Services Manager has joined the ATAC Accessibility Committee.

We have contacted two local advocacy organizations, Inclusion NWT and NWT Disabilities Council, to create more opportunities to consult people with disabilities in our area of operations. As a northern air operator, we and our passengers often do not have access to the services and facilities available at larger airports and in metropolitan areas. We believe it is essential to work with groups that understand these unique realities. We recognize the need to make specific plans to enhance our consultation initiatives.
