

Accessibility Plan - Version 2 – January 30, 2024

General

North Star Air is an Air Transportation provider established in 1997. We are strongly committed to providing safe, reliable, and accessible transportation to all who use our services or visit our bases and head office, located in Thunder Bay, Ontario. North Star Air strives to provide a barrier-free environment and transportation system for our valued passengers, freight customers and employees. Our focus in the next several years will be to continuously review our programs, policies, and the service we provide to identify any areas in need of improvement.

The President and Chief Operations Officer Jeff Stout is the company executive responsible for receiving and actioning accessibility feedback.

North Star Air welcomes all feedback including anonymous feedback on our Accessibility Plan and Feedback Process, any requests for materials in alternative formats, or information about any barriers that you may encounter. With the exception of anonymous feedback, any other feedback that is provided North Star Air will acknowledge feedback in the same manner in which it was received.

You can send your requests, comments, or concerns to:

Accessibility
1480 Walsh Street West
Thunder Bay, Ontario
P7E 6H6

Email: barrierfree@northstarair.ca

Phone: 1-844-633-6294

Fax: 807-475-8040

Accessibility Statement

North Star Air strives to provide a barrier-free environment, both for our customers and our employees. Improving accessibility has been a long time focus of North Star Air, and we will continue to strive to provide equal access to transportation services for all people.

We are aware that barriers continue to affect travel for some of our passengers, therefore we are committed to identifying, removing, and preventing barriers to accessibility and meeting the requirements of the Accessible Transportation Planning Reporting Regulations (ATPRR) and the future Accessible Transportation Persons Disability Regulations (ATPDR) for small carriers.

Employment

North Star Air has a variety of positions within the company with different physical requirements. Some positions are more physical in nature and would require employees to be able to lift large or heavy items from various levels, either as a team or on their own while loading and unloading vehicles, aircraft, and warehouses. There are also positions within the company that do not have physical requirements that would restrict anyone from performing the required duties.

Changes will be ongoing within our company to allow employees with disabilities to feel welcome and experience a barrier-free environment.

The Built Environment

North Star Air is committed to identifying and addressing barriers that may prevent passengers and employees with disabilities from accessing the airline's facilities and services. Our passengers pass through both larger passenger terminals in more urban settings, and smaller remote stations. We are a tenant in many of the terminals that our passengers pass through and we work with our property owner partners to ensure that we are creating a barrier-free travel environment.

Listed below are the services we currently offer to assist with a barrier-free built environment:

- Accessible seating is indicated and available at the terminals where we fly.
- Accessible parking spots in parking lots.
- Base locations have entrances that are ground level.
- Head office is staffed with a receptionist to assist visitors.
- We accept service animals on our flights with proper documentation.
- Our scheduled flight locations are all supplied with aircraft loading chairs.
- We have recently purchased two reclining lift chairs for the passenger lounge at the Thunder Bay Airport.

Information and Communication Technologies (ICT)

North Star Air is aware that our employees and customers rely on sharing and communicating information digitally. We want to ensure that our information and communications technology products, services, and digital content is accessible to everyone, including people with disabilities.

We are committed to upgrading our website to be more accessible by implementing the following changes:

Dedicated accessibility web page (Level AA WCAG compliant) indicating the following:

- All services offered by North Star Air listed in clear language and pictogram format.
- All forms required, including APPR-related information in accessible formats.
- Clear description of the accessible feedback process, including contact information.
- Persons with hearing or speech impairments may experience communication barriers. when accessing our services. To mitigate this concern, we offer the following services:
- Public Telephones are TTY compliant.
- Bell Relay Service (711).

Communication

At a customer or employee's request, North Star Air will offer alternative formats within the timelines specified in the Accessible Canada Regulations and the Air Transportation Planning Reporting Regulations (ATPRR), which include:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio format (within 45 days)
- Electronic format compatible with assistive technology designed to aid individuals with disabilities (within 15 days)
- Alternative formats of this Accessibility Plan can be requested at barrierfree@northstarair.ca

Procurement of Goods, Services and Facilities

North Star Air strives to create an environment where goods, services, and facilities are barrier-free. We will ensure that accessible material and equipment procurement processes are in place to aid us in meeting our accessibility goals. Employees responsible for procuring goods that aid in accessibility will receive training in the procurement process for obtaining these items. To make certain that accessible procurement practices are successfully implemented, we will solicit employee feedback on any challenges faced when attempting to access equipment and services that remove barriers.

Design and Delivery of Programs and Services

North Star Air prides itself on delivering effective customer service to all passengers. We strive to provide a service that eliminates barriers within our network. Our goal is to design and deliver programs and services to be accessible to everyone, particularly for people with disabilities.

Our training material and standard operating procedures outline how to assist passengers with disabilities during each step of the travel experience, the transportation of mobility aids, and the transportation of service dogs.

Transportation

Our passenger service aircraft have access to lift chairs to facilitate the transfer of clients with mobility issues. At our Sioux Lookout and Thunder Bay bases we have wheelchairs available for our passengers to utilize while in the terminal building and to assist with the safe movement of passengers to and from the aircraft.

Remote communities that we service have medical transportation to and from the airport. These services are provided by the Health Departments in the community or through the nursing stations. Sioux Lookout and Thunder Bay airport websites also list transportation providers for these locations.

Provisions of CTA Accessibility-Related Regulations

North Star Air is subject to and compliant with Part VII of the Air Transportation Regulations and Personnel Training for the Assistance of Persons with Disabilities Regulations.

North Star Air's Accessibility Plan complies with the provisions of the CTA accessibility-related regulations. By complying with these regulations, we ensure that we provide accessible transportation services to all individuals, including those with disabilities. Our continued compliance aids us in ensuring that everyone has fair and equal access to travel.

Consultations

North Star Air has consulted with employees that have identified themselves as disabled and has participated in ongoing consultations with other organizations and institutions to aid in ensuring our continuous improvements in accessibility.

We will continue consultations in 2023 and will potentially hire a firm for further guidance on how to enhance our accessibility plan. Any revisions made to this plan based on the feedback we receive during consultations will be published when the newest version is completed.

Actions

North Star Air intends to enhance this Accessibility Plan over the current year and launch a more in-depth one once we find areas needing improvement in the current Accessibility Plan.

North Star Air will continue to be non-discriminatory in our hiring practices and will continue to take the important and necessary steps to comply with what is required of us by the regulations.