

Wasaya Airways Accessibility Plan and Feedback Process

Statement of Commitment

Wasaya Airways strives to provide services to respect the dignity and independence of persons with disabilities. We are committed to removing, identifying, and preventing barriers to accessibilities and understand it's important that our policies, practices, programs, and services are accessible for all.

General

Wasaya Airways commits to meeting the communication needs of persons with disabilities.

If you are experiencing a barrier to accessibility and want to help improve and advance our accessible services, please contact us using one of the methods below.

- Calling 1-877-492-7292 or TTY relay service
- Complete and submit form on website at:
<https://wasaya.com/contact/accessibility-feedback/>
- Emailing us at reservations@wasaya.com
- Mailing us at 201 Kelner Place, Thunder Bay Ontario P7E 6V3

The Executive stakeholder responsible for receiving and to action accessibility feedback is:

Contact Person: Rob Fox (Director of Flight Operations)

Phone: 807-252-5983

Email: rfox@wasaya.com

You can also use these channels to request this plan or our progress reports in 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)

Electronic format (within 15 days)

You may also request an alternate format of the description of the feedback process by contacting us and establishing the alternative format needed.

Your feedback is important to us. You can submit any comments and feedback to any of the above-mentioned methods of contact or to the link below, with an option to submit anonymously.

<https://wasaya.com/contact/accessibility-feedback/> All anonymous feedback will be acknowledged the way it is received.

Information and Communication Technologies (ICT)

Communication is an area Wasaya has and will continue to focus attention on improving accessibility. Wasaya has removed some of our barriers to communication, including the following:

Our website will be updated to include an accessibility section. This is where most passengers learn about our flight schedules, routes, cargo, Northern ownership communities, travel tips and bookings.

Wasaya Airways communicates with persons with disabilities by means of:

Telephone Service: Commit to provide a fully accessible telephone interface to our customers and potential customers. We have and will continue to train staff to communicate with customers over the telephone in a clear and professional manner. We will also communicate with customers using email if telephone communication is not suitable or available.

Documentation: All published documents are and will be available in hard copy, large print, braille, and email upon request. Wasaya Airways will answer any questions customers may have about our content, by telephone or email.

Public Safety: In preparing emergency procedures, plans and public safety information documents, Wasaya Airways will ensure all documents are made available to the public. These will be made available in an accessible format or with appropriate communication supports, upon request.

Procurement of Goods, Services and Facilities

To ensure accessible procurement practices are implemented, we will take the following steps:

Create a procurement policy which provides a checklist of accessibility criteria for purchasing goods and services.

Develop a training framework for all individuals involved in the procurement process.

Our accessibility committee will meet and consult to further understand any barriers impacting the purchase of goods or services.

To meet our accessibility goals, understanding and consideration must be practiced during the procurement process.

End Goal

All employees and customers will have access to the tools and resources needed to ensure full interaction with our airline.

Design and Delivery of Programs and Services

We are committed to reviewing and creating programs and services to eliminate barriers for those who experience them anywhere within our network.

An accessibility committee has been formed consisting of employees and community members who have or may experience barriers.

Consulting individuals with disabilities while ongoing development and review of programs and services, ensuring all individuals who engage with us are satisfied with the accessibility of our programs and services.

Standardized forms created to ensure relevant information is accessible.

Review HR policies to ensure support of anti-discrimination, tolerance, and accommodation support.

Transportation

Our aircraft along with facilities may cause physical barriers to passengers with mobility limitations. We endeavor to provide accessible facilities and equipment, including wheelchair-accessible ramps, lifts, and lavatories.

Review and inventory of all existing accessible equipment such as wheelchair and lift devices will be updated and monitored.

Improve training for staff who assist with person with disabilities.

Research accessibility of air travel.

We're also looking for best and new ways to safely contain and transport mobility aids on small aircraft and share findings on best practices.

Built Environment

We are committed to identifying and addressing barriers preventing passengers with disabilities from accessing our airlines facilities and services.

Services we currently offer to assist in creating a barrier-free built environment:

- Passengers pre-boarding and assistance to aircraft
- Accessible seating on all aircraft
- Service animal policy and procedures
- Accessible seating is available in terminals where we fly
- Accessible parking spots in parking lots

Provisions of CTA Accessibility-Related Regulations

By having a plan which respects the provisions of the CTA accessibility-related regulations, Wasaya Airways strives to provide accessible transportation services to all individuals, to accomplish an airline where everyone has equal access to travel.

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)

We are currently part of a working group of Airlines that is CTA led, and we are working on defining the ATDPR regulations for small carriers. Until this is defined, we are subject and held to regulatory policies.

Consultations

An accessibility committee has been established with the intention of promoting inclusivity of which the needs of persons with disabilities are considered. The committee includes individuals with disabilities and employees who have experience with barriers. Bringing together diverse individuals, the committee provides valuable insights into the best way to address accessibility barriers. Meetings will be held to review projects and plans and to provide guidance on accessibility. The committee will provide projects, feedback, and advice to ensure accessibility solutions work for everyone.

Wasaya Airways conducted consultations with employees who identified themselves as a person with a disability and with Wesway, an organization specializing in respite helping people with disabilities or chronic health conditions.

The information we collected and continue to collect will help ensure we have proper equipment available to provide the best resolutions and services to assist our passengers travelling with disabilities.

Policies

Wasaya Airways has a commitment to creating and maintaining a safe and inclusive environment for all. Policies promoting accessibility and inclusion are:

- Non-Discrimination Policy
- Equal Employment Opportunity
- Workplace Harassment and Violence Prevention
- Employee Safe Work training

We will continue to review all programs, services, training and policies, and will implement new initiatives with a view on providing accessibility for all.

Training

Wasaya Airways provides training to all applicable staff, including any third party acting on our behalf, on accommodating customers with disabilities. Training will cover the following.

- How to interact and communicate with person with various types of disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing Wasaya Airways services.

Barriers

Wasaya Airways has taken action to reduce and eliminate barriers within our environment for staff and customers with disabilities, as well providing service to these individuals in accordance with the requirements of “Accessible Transportation for Persons with Disabilities Regulations”, “Accessible Transportation Planning and Reporting Regulations” and the “Accessible Canada Act”.

Wasaya Airways updates its policies, practices, and procedures to reflect any changes made to the regulations. We take the following steps in our day-to-day business activities:

- Identification of barriers
- Removal of identified barriers
- Prevention of barriers
- Increased awareness of accessibility initiatives at all levels of the organization

Communication (Other than ICT)

The public relies on sharing and communicating information digitally. We want to ensure everyone can access and use our information and communications technology products, services, and digital content.

We know it is essential everyone, including people with disabilities, can access what they need through our websites, communications, software, and hardware.

Employment

Wasaya Airways values diverse, equitable, and accessible work environment, and we commit to meet the needs of persons with disabilities during the recruitment process.

Informing staff of supports: Staff are informed of the policies in place to support anyone with disabilities, including but not limited to, providing on-the-job accommodations if required by a staff member with a disability.

Accessible formats and communication support for staff: Upon request from a staff member with a disability, Wasaya Airways will consult with the staff member to arrange accessible formats needed to perform the staff members’ role.

Return to Work Process: Wasaya Airways is committed to supporting staff who have been absent from work due to illness, injury, or disability, and require accommodations to return to work. We will work with the returning staff member and other stakeholders to create an individualized return to work plan to ensure a successful reintegration of the staff member into the workplace.