

# AIR NORTH

Yukon's Airline

## Accessibility Plan

2026-2028



## Plain Language Summary of the Plan

The Accessible Canada Act (ACA) is a federal law that supports the removal of barriers and promotes equal access for people with disabilities across Canada.

In accordance with the ACA, Air North – Yukon’s Airline is developing this accessibility plan to outline how we are advancing accessibility within our organization. The plan focuses on the actions we are taking to recognize existing barriers, address them, and find ways to reduce the risk of new barriers.

Air North recognizes that accessibility is an ongoing responsibility. We are working to improve access for employees and passengers by considering accessibility across our operations and services.

Creating an accessible organization is important to Air North. It reflects our commitment to our employees, to communities in the Yukon, and to people who travel and work with us across Canada.

This plan represents our continued efforts to strengthen accessibility and promote inclusion.

### **We created our plan by:**

- Talking to individuals with disabilities
- Meeting with organizations that serve people who have disabilities
- Participating on a working group with CTA
- Identifying barriers
- Planning to remove or reduce these barriers
- Training staff on accessibility and disability awareness
- Reviewing policies, programs, and services through an accessibility lens
- Tracking progress and reporting publicly on results

### **We plan to make Air North more accessible by doing the following:**

- Improve accessibility of digital content and communication tools
- Explore better communication supports for customers with hearing disabilities
- Work with airports to improve visual and tactile wayfinding and signage
- Review options to make check-in and airport information more accessible
- Review and improve accessibility equipment used across operations
- Explore opportunities to enhance on-board and ground mobility supports
- Monitor industry practices to inform future equipment choices
- Continue supporting accessibility training and awareness for employees
- Strengthen processes for addressing accessibility concerns
- Increase staff awareness of accessible transportation options at served airports
- Share clearer accessibility information for airport facilities on public channels
- Review trial initiatives and improve internal accessibility reference materials
- Improve how accessibility issues are handled when service disruptions occur
- Continue making aircraft and facilities more accessible where possible
- Improve accessibility of training materials and employee learning tools
- Consider accessibility features when planning future fleet upgrades

### **We welcome feedback on this plan.**

# Full Version of the Accessibility Plan

## Message from Air North

Air North, Yukon's Airline: Our Commitment for 2026 and Beyond

At Air North, Yukon's Airline, our purpose is to deliver an authentic and memorable travel experience, whether someone is travelling for business, leisure, family events, or everything in between. We believe air travel is essential, and it plays a vital role in enabling economic growth and strengthening the social fabric of the communities we serve. It connects people to opportunity, supports tourism and trade, and helps ensure that even the most remote regions remain accessible, connected, and resilient.

We are deeply rooted in the North and 100% owned by Yukoners. Our principal partner, the Vuntut Gwitchin First Nation, reflects our strong connection to community, with one in every 15 Yukoners holding an equity or employment stake in the airline.

We are committed to ensuring that every Canadian has the opportunity to participate fully in society. In alignment with the Accessible Canada Act, we uphold the following principles:

- All individuals are treated with dignity, regardless of ability
- Everyone has equal opportunity to build the life they choose
- Barrier-free access enables full participation in society
- Individuals have meaningful choice and autonomy, with support when desired
- Programs, services, and environments are designed with diverse needs in mind
- People with disabilities are actively engaged in shaping policies, programs, and services

We strive to make every journey safe, comfortable, respectful, and uplifting. Our approach is grounded in listening to our customers and responding with care, while remaining firmly aligned with our vision to be Canada's most trusted airline.

Our commitment is to continuously improve, to listen, and to deliver the warm, reliable, and inclusive service Canadians expect, today and in the years ahead.

Sincerely,

Maria Kostaras

Director, Marketing and Communications



# 1. General

## 1.1 Description of Air North

Air North is an airline based in Whitehorse, Yukon that serves destinations in the Yukon, Northwest Territories, British Columbia, Alberta, and Ontario. We have more than 400 full-time and part-time employees.

## 1.2 Contact Information & Feedback Process

Air North welcomes feedback from the public, shareholders, and our employees. Your feedback about this Plan or the feedback process helps us remove barriers.

## 1.3 Accessibility Contact

The Chief Operating Officer is designated to receive feedback on behalf of the entity. The Chief Operating Officer may be contacted by email, telephone, or post.

Chief Operating Officer  
accessibility@flyairnorth.com  
867-668-2228

Accessibility feedback e-mail  
accessibility@flyairnorth.com

You may also submit your feedback by mail to:

Chief Operating Officer  
150 Condor Road  
Whitehorse, Yukon  
Y1A 0M7

You can submit anonymous feedback. If you want to provide anonymous feedback do not provide your name or any other identifying information. Do not include your return mailing address on the envelope if submitting feedback by mail.

We will acknowledge your feedback in the same way you contacted us if you provide contact information.

Air North will provide the following alternative formats of this plan:

- print
- large print
- braille
- audio format, or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

You can request alternative formats of this plan, and a description of our feedback process by contacting us at [accessibility@flyairnorth.com](mailto:accessibility@flyairnorth.com)

## 1.4 Feedback Process

Air North will include on our webpage for services to persons with a disability, the contact person, and a link to our accessibility email account.

The Chief Operating Officer will review each feedback message received. The Chief Operating Officer will assign the message to the relevant department for follow-up by an assigned due-date. Air North will maintain a list of feedback messages received, when the messages were received, contact information if provided, department involved, follow-up actions taken, and respond to the person providing feedback advised of the follow-up. Air North will periodically review these messages to identify themes or patterns. The frequency of the reviews will depend on the volume of feedback messages received.

Feedback will be incorporated into future progress reports and updated plans.

## 1.5 Definitions

The following are important terms in the ACA. They are used throughout this plan. They are defined here in plainer language.

For the full ACA definitions, visit: Accessible Canada Act (<https://laws.justice.gc.ca/eng/acts/A-0.6/page-1.html>)

**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.

**Disability:** Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

# 2. Information and Communication Technologies (ICT)

## 2.1 Goal

Ensure compliance with Phase 1 Digital Technologies Accessibility Regulations under the Accessible Canada Act (ACA) by making all web pages, mobile applications, and digital and non-digital documents (including PDFs, Word files, and downloadable forms) accessible.

Evaluate effective Sign Language support options to improve access for individuals who are Deaf or hard of hearing.

## 2.2 Targets

Large federally regulated private-sector entities will have obligations beginning 2028, Air North will begin meeting that obligation in 2027.

In 2028, evaluate effective Sign Language support options will define how we would be able to integrate into Air North's communication.

## **3. Communications (Non-ICT)**

### **3.1 Goal**

Gauge ways to work with major airports we serve that do not have programmable gate signage with visual destination and messaging information.

Evaluate ways to bring Braille signage for Dangerous Goods indicators, baggage sizers, and counter time information at check-in stations.

Revise the comment card for passengers by adding an accessibility issue feedback space.

### **3.2 Targets**

By the end of 2028, collaborate with all major airports we serve that currently lack programmable gate signage to plan, pilot, or implement gate signage capable of displaying visual destination and passenger messaging information.

2027 into 2028 source companies that have pre-printed Braille adhesive labels that can mirror existing signs or a dual-format card holder mounted to existing signs with printed braille cards for dangerous goods, baggage sizers and counter time information.

End of 2028 to endeavour sending a digital comment card to passengers after their flight with an added space to comment on accessibility issues.

## **4. Procurement of Goods, Services and Facilities**

### **4.1 Goal**

Conduct a full assessment of current wheelchair mover and power-assist device requirements across operations and determine the optimal number needed.

Procure and integrate two additional on-board wheelchair units to improve in-flight accessibility and passenger support capacity.

Research and identify suitable aircraft boarding ramps for turbo-prop aircraft, including specifications, suppliers, costs, and regulatory compliance.

Perform a comprehensive evaluation of wheelchairs and high-back wheelchairs at all stations, including current condition, repair needs, inventory gaps, and consideration of wider models for improved passenger comfort and accessibility.

Research and document Air Canada's wheelchair models that feature integrated storage baskets and safety handbrake systems to identify best practices and potential adoption opportunities.

## 4.2 Targets

2027 carry out a complete review of existing wheelchair movers and power-assist devices across all operations to identify gaps and establish the ideal quantity required.

2027 purchase and implement two extra on-board wheelchair units to enhance accessibility and support for passengers during flights.

2027 into 2028 conduct a thorough inspection and analysis of standard and high-back wheelchairs at every station, assessing condition, maintenance requirements, shortages, and the potential benefits of wider designs.

2027 into 2028 study Air Canada's wheelchair models equipped with built-in storage baskets and safety handbrake features to gather insights and best practices for possible implementation.

2027 and 2028 investigate and select appropriate boarding ramps for turbo-prop aircraft by evaluating technical specifications, vendor options, pricing, and all necessary regulatory standards.

## 5. Design and Delivery of Programs and Services

### 5.1 Goal

Continue active participation in the Canadian Transportation Association (CTA) working group for accessibility training and support the development of an online accessibility training program designed for small transportation service providers (TSP's).

Design and roll out an employee accessibility survey targeting staff who assist passengers requiring accessibility, to identify training needs, challenges, and improvement opportunities.

Establish and implement effective Complaint Resolution Officer (CRO) processes to ensure timely, fair, and compliant handling of accessibility-related passenger complaints.

### 5.2 Targets

2027 & 2028 maintain active engagement with the Canadian Transportation Association (CTA) accessibility working group, contributing expertise and organizational insights to refine and strengthen the online accessibility training program, with a focus on driving adoption.

Leverage findings from the 2027 employee accessibility survey to gauge a tailored training program for staff supporting passengers with accessibility needs and track progress through a follow-up survey to assess growth and identify any emerging gaps.

2028 build the Complaint Resolution Officer (CRO) by completing training from a provider specifically in aviation.

## 6. Transportation

### 6.1 Goal

Create internal reference materials that outline airport-specific accessibility services and transportation resources for all airports served by Air North.

Add accurate and up-to-date sensory room information for Edmonton International Airport and other relevant airports to the Air North website.

Assess the implementation, and outcomes of the A & K self-driving pods at Vancouver International Airport to determine effectiveness and potential for broader adoption.

Improve escalation procedures and response protocols when mobility aids are delayed to ensure faster resolution and better passenger support.

Deliver targeted briefings for all customer-facing staff on accessible transportation options available in airports served by Air North.

### 6.2 Targets

Create a centralized, up-to-date internal reference guide (digital) that details airport-specific accessibility services, transportation options, mobility aid procedures, and support resources for every airport served by Air North. The goal is to equip all staff — especially customer-facing teams — with consistent, reliable information to provide seamless assistance to passengers with disabilities.

During 2027 research and publish accurate, detailed information about sensory rooms (or quiet/relaxation rooms) at Edmonton International Airport and all other applicable airports on the official Air North website. Content will include location details, booking requirements (if any), and accessibility features. This target aims to improve pre-travel planning for neurodiverse passengers and families, enhancing overall customer experience and demonstrating Air North's commitment to inclusive travel.

2027 – 2028 research the use of the A & K self-driving pods that are currently in use at Vancouver International Airport. This includes collecting feedback from passengers and staff.

2027 – 2028 Review and significantly strengthen current escalation protocols for situations where mobility aids (wheelchairs, scooters, etc.) are delayed, lost, or damaged. This includes establishing clearer timelines, defined escalation levels, faster communication channels and dedicated recovery teams. The objective is to reduce passenger wait times, minimize inconvenience, ensure timely provision of suitable replacement aids, and improve overall satisfaction and trust for passengers with reduced mobility.

2027 – 2028 Design and deliver concise, practical briefings or training sessions for all customer-facing staff (check-in, gate agents, ramp staff, and reservations teams) covering accessible transportation options, services, and procedures at all airports served by Air North. The briefings should include real-world scenarios, quick-reference tools, and best practices for assisting passengers with disabilities. This target ensures staff are confident, knowledgeable, and consistent in supporting accessible travel, ultimately improving service quality and compliance with accessibility standards.

## 7. Built Environment

### 7.1 Goal

Enhance aircraft accessibility by completing the refurbishment of a 737-500 classic aircraft with liftable aisle armrests.

Work with training team to add subtitles to all employee training videos.

Inflight management to have training completed for existing flight attendants on the proper use of onboard wheelchair equipment and to incorporate into training for new hires.

Planning for the future acquisition of future aircraft equipped with enhanced accessibility features such as liftable aisle armrests, accessible lavatories, and braille overhead signage.

### 7.2 Targets

2027 completion of the refurbishment of a classic 500 with liftable aisle armrests for ease of accessibility.

2027 completion of flight attendant training for on-board wheelchair and integrate into future training for new hires.

2027 Ensuring all employee training videos to include subtitles.

2028 forward research for further purchase of fuel efficient, accessible aircraft.

## 8. Provisions of Regulations under the CTA and ACA

### 8.1.1 Provisions of CTA Accessibility-Related Regulations (Under ss.170(1))

As a small TSP, Air North is subject and fully compliant to the:

- Air Transportation Regulations, Part VII (for air carriers not captured under the ATPDR); and
- The Personnel Training for the Assistance of Persons with Disabilities Regulations (for all TSPs not captured under the ATPDR).

Air North currently meets the definition of a "small air carrier" under the ATPDR. We do not foresee this changing in the near future. However, in support of providing the highest level of accessible air transportation, Air North voluntarily complies with the more extensive large carrier requirements under the ATPDR.

Further, the U.S. Department of Transportation has additional accessibility rules Air North follows: "Non-discrimination on the Basis of Disability in Air Travel (under CFR Part 382).

### 8.1.2 Provisions of Regulations Made Under ACA ss. 117(1)

The Governor in Council can designate additional areas in which barriers are to be identified and prevented under section 5 of the ACA. As of the time of writing of this plan, it has not done so. If additional areas are designated in the future, Air North will address these as required.

## 9. Consultations

At Air North, we believe that meaningful input from those who experience barriers firsthand is essential to creating genuine, effective solutions that promote dignity, respect, and equal participation in air travel for all Yukoners and Canadians.

### 9.1 Our Consultation Approach

We actively consulted with people with disabilities during the preparation of this Accessibility Plan and we continue to do so. This included:

- Direct conversations with passengers and staff who have disabilities and in some cases with care-takers as well.

- Collecting and consolidating internal & digital feedback and consulting with those that required dialogue.

- Meetings with organizations that serve and advocate for people with disabilities.

- Feedback from an organization involved with our Walk-through Airport Day.

- Consultation and feedback from CNIB on improving our forms on our website.

### 9.2 Consultations with Passengers

Whether with direct scheduled conversations with passengers who made themselves available via telephone or through feedback on our website or email, we gathered accessibility barriers that will assist in developing better accessibility with improving our website and training opportunities for our frontline staff to feel confident in assisting persons with disabilities.

### 9.3 Consultation with Staff

Either conversations or through our accessibility feedback email, staff were open with reporting feedback with our passengers. A reminder to staff each year that reporting feedback from passengers helps us to find the barriers to accessibility and improve our output to dismantle those barriers.

### 9.4 Targets

2027-2028 Building on ongoing consultations and feedback mechanisms, Air North will proactively meet with organizations that support people with disabilities, advocacy groups, government agencies involved in medical travel, and community stakeholders. These collaborative efforts are essential for identifying existing barriers, gathering diverse perspectives, and co-developing practical, effective solutions to improve accessibility across our operations, services, policies, communications, and facilities.

This ongoing engagement—through meetings, joint programs (such as partnerships with Inclusion Yukon and Autism Yukon), surveys, events, and direct feedback channels—ensures that improvements are grounded in real user experiences rather than assumptions. It supports Air North's broader goal of treating all individuals with dignity, providing equitable access, and embedding accessibility into the organizational culture.

These goals position Air North to make meaningful, measurable strides toward a more accessible airline by the end of 2028, while maintaining the “uniquely Yukon” hospitality that defines the carrier. Success depends on sustained collaboration, so feedback from passengers, employees, and partners will remain central.

## **10. Employment and Internal Advances**

### **10.1 Goal**

To advance our commitment to ensure full accessibility for employees with disabilities in compliance with our legal obligations and organizational values, we will implement a robust series of training and development initiatives. These programs are designed to build awareness, eliminate systemic barriers, and strengthen our ability to create an equitable and supportive work environment.

### **10.2 Targets**

2027 - we will deliver mandatory interview and selection training for all hiring managers and interviewers. This training will cover unconscious bias, best practices for providing accommodations during the recruitment and selection process, and increasing awareness of disability-related barriers in hiring.

2027 - we will roll out a comprehensive DEI and inclusion training program for all staff. This training will be incorporated into the standard onboarding process for new employees and will address inclusive behaviours both internally with colleagues and in external, customer-facing interactions.

2027 - 2028 we will provide targeted training for all supervisors and leadership personnel on inclusive management best practices. This will include guidance on implementing workplace accommodations, supporting employees with disabilities, and fostering accessible and equitable team environments.

2027 - 2028 we will conduct a detailed analysis of our internal workforce data regarding the representation of persons with disabilities. We will also perform a comprehensive systems review of our policies, practices, and procedures to identify and address any representation gaps and systemic barriers.

2028 in collaboration with the Accessibility Committee, we are enhancing our accessibility and inclusion training for front-line staff to better support both colleagues and customers with disabilities.

## Accessibility Contact

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150 Condor Road  
Whitehorse, Yukon  
Y1A 0M7

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