

Accessible Customer Service Policy

15 January 2022

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KIVALLIQ AIR  NUNAVUT LIFELINE

KEEWATIN AIR LP

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For more information see: www.keewatinair.ca or contact us by phone: (204) 888-0100

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Part 1: Background and Objective

1.1 Background

Keewatin Air LP (KAL) is committed to complying with the Accessibility Standard for Customer Service as part of the Accessibility for Manitobans Act.

1.2 Objective

KAL's Accessibility Standard, and the related practices of our company are intended to support and align with KAL's Values. These Values include dignity, supporting independence, integration, and equal opportunity for people with disabilities.

We seek to provide alternate ways to access our goods and services when a barrier is identified which inhibits accessing our goods and services. Any alternatives identified will meet the requirements of the Canadian Air Regulations (CARs), as well as the requirements of Airside Security as required by Regulation.

The policy statements, practices, and measures as outlined in this document are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all KAL employees, contractors, or volunteers performing work for KAL in Manitoba.

Part 2: Meeting Communication Needs

2.1 Overview

We strive to meet the communication needs of our charter service clients.

2.2 Practices to Support Communication

To meet dynamic communication needs, when appropriate we offer to communicate using alternative methods. These can be but are not limited to:

- Writing.
- Reading things out loud.
- Taking extra time to explain ourselves when communication needs require.
- Keep paper and writing instruments available for written communication.
- Offer to have the customer sit should longer conversations be required if this would be more comfortable for the customer.
- Lower ourselves to eye level when we are engaged with someone using a mobility device.
- Help anyone who may require in boarding or disembarking from the aircraft to the limits that safety allow.
- We use internal signage that is easy to read, and in plain language.
- We can provide non-regulated documents in alternate formats on request, such as electronic.

Part 3: Accommodating the Use of Assistive Devices

3.1 Overview

We accommodate the use of assistive devices for charter service clients when accessing our services and facilities.

3.2 Practices to Support Assistive Devices

We support the use of assistive devices, when appropriate we:

- Do not touch or reposition a charter service customer's assistive device without asking permission.
- We provide training to our customer service representatives in how to operate:
 - Automatic doors.
 - Wheelchairs that are on our premises.
 - Should a case arise where the use of an assistive device presents a significant and unavoidable safety risk, we will seek to find measures that will continue to support a person's access to our services.

Part 4: Collaboration with Support Persons

4.1 Overview

We seek to collaborate with support persons as they carry out their important role of improving the quality of life for those in their care when those in care are utilizing our air charter services.

4.2 Practices to Support Persons Providing Support

We collaborate with support persons via the following ways:

- We let the public know in advance if support people need to pay fares or fees. These are communicated at the time of booking.
- We address the charter customer, not the support person, unless we are specifically instructed to by the charter customer to do otherwise.

Part 5: Support Access to Our Premises for Service Animals

5.1 Overview

We allow service animals on our premises. Where a service animal is brought above the aircraft, this is done according to Canadian Air Regulations (CARs).

5.2 Practices to Support Access to Our Premises for Service Animals

We support access to our premises for service animals in the following ways:

- We treat a service animal as a working animal. We do not distract a service animal from its duty by petting, feeding, or playing with it, unless we are expressly given permission by the service animal handler to do so. If this permission is not provided or is withdrawn, we honor the request.
- If we have any question or concern regarding the service animal, we respectfully ask the animal handler:
 - The kind of assistance the animal offers, or, if the assistance of the service animal is for a disability-related need.
 - We do not inquire directly about the specific disability, diagnosis, or condition the service animal handler may have.
 - We do not require that the animal demonstrates competency to support the person, or to demonstrate a task.
 - We expect the service animal's handler to always maintain full control of the animal, either physically or thru use of voice commands, signals, or other means that ensure the animal is controlled. If we observe the service animal is not being controlled (ex. repetitive barking, whining, wondering) we may respectfully request the animal's handler to retain more control of the service animal. Service animals that are not controlled or represent a safety risk may be asked to leave the premises. The handler will be expected to comply with our safety measures.
 - Where a different law or regulation prohibits access of a service animal to our facilities, we explain the reason for the prohibition, and collaborate with the animal handler to find an alternative.

Part 6: Maintenance of Accessibility Features at Public Facilities

6.1 Overview

To enable barrier-free access to our services, we maintain accessibility features so that they can be used and provide the support to others, as intended.

6.2 Practices to Support Maintenance of Accessibility Features at Public Facilities

We support the maintenance of accessibility features at our public facilities in the following ways:

- We provide space so that there is room for persons with mobility aids to move efficiently.
- Our seating can accommodate persons of varying builds, sizes, and abilities.
- We keep our public reception and waiting areas clear of clutter.
- We ensure our entrances are clear of obstacles and environmental hazards such as ice and snow.
- We have multiple accessibility features at the public facility which include:
 - Wide door entrances and exits.
 - Automatic doors trigger by motion.
 - Tile or low pile carpeting to support the use of mobility devices.
 - Accessible washrooms.
 - Access to mobility devices (ex. Wheelchair)
 - Second Floor access via elevator.
- Accessibility Features are regularly cleaned and tested as part of our facility inspection protocol.

6.3 Informing When an Accessibility Feature is Unavailable

We let our customers know when an accessibility feature is temporarily unavailable, how long this is expected, and what other means there are to access our facilities. This is done in the following ways

- We post a notice about the disruption, the reason for it, and when the service will be available again. This notice will be:
 - Posted at the building entrance or counter, as applicable.
- We provide information about how the disruption is being mitigated (alternative means of access).
- We collaborate with air charter customers to find alternative means of access.

Part 7: Feedback and Response to this Policy

7.1 Overview

We welcome feedback about this Policy, as our aim is to always strive to learn and do better.

We document the feedback and corrective actions we take via our Safety Management System (SMS).

We provide a response to feedback that is received directly to the feedback provider, as best suits their communication needs.

7.2 Practices to Support Feedback and Response to this Policy

Feedback about this Policy may be provided by:

- Speaking to a member of our Charter's Customer Service staff
- Contacting us through our website: www.keewatinair.ca
- Contacting us by phone.

Feedback is directed to management via our Safety Management System. This system enables us to capture, assess, problem solve, assign actions, ensure corrective actions occurs, and report this to the organizations Safety Committee.

As requested from the feedback supplier, we will follow up with the feedback supplier in methods that will suit their communication needs.

Part 8: Training

8.1 Overview

We provide training on accessible customer service to all employees of Keewatin Air that provide direct customer services to the public. Employees that are responsible to develop or implement our Accessible Customer Service Policy also receive training

8.2 Practices to Support Training

We provide training to employees via our internal learning management system which is required to be completed as a new employee, and thereafter annual. The learning management system is used to record who has completed the training.

Our staff complete two courses:

- Sensitivity Awareness and Persons with Disabilities. As a Federally Regulated Airline and Employer, licensed under the Canadian Transportation Agency (CTA) Federal Regulations this training is required includes:
 - Policies
 - Needs of Persons with Disabilities (Multiple such as blind/deaf-blind-hard of hearing, mobility challenged)
 - Accessibility for All
 - Providing Assistance
 - Assisting with Mobility Aids
 - Transferring a person from their own mobility aid to the air carrier aid, and from the air carrier aid to a passenger seat
 - Guiding a person with visual impairment, hearing impairment
 - Assisting a person with difficulty in balance, agility, or coordination

- Accessible Customer Service (The AMA Training Portal)
 - Manitoba's Accessibility Law
 - Requirements for Accessible Customer Service
 - Creating Accessibility for Customers
 - Continuing Your Learning

Part 9: Documents Available to Public

9.1 Overview

We let the public know about our Accessible Customer Service Policy.

9.2 Practices to Support Document Availability to the Public

We let the public know about our Accessible Customer Service Policy in the following ways:

- Posted on the Keewatin Air LP Website.
- Summary Posted at our Building Entrance and on the Keewatin Air LP Website.

Should a member of the public require a copy of this Policy, we will provide a copy in a reasonable time, at no cost, in a format that can meet the needs of the requester.