

# Accessible Customer Service Policy

15 January 2022

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KEEWATIN AIR LP

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## **Part 1: Background and Objective**

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### **1.1 Background**

Keewatin Air LP (KAL) is committed to complying with the Accessible Canada Act, the Canadian Transportation Agency, and 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, including our staff/employees who are our “internal customers”, and those who access our services.

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.

The person responsible for maintaining the Accessible Customer Service Policy & Plan is the Keewatin Air LP Director, Business Development and Strategic Planning.

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## Part 2: Meeting Communication Needs

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### 2.1 Overview

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

### 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.

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## **Part 3: Accommodating the Use of Assistive Devices**

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### **3.1 Overview**

We accommodate the use of assistive devices 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 person's assistive device without asking permission.
- We provide training to our employees 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**

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### **4.1 Overview**

We seek to collaborate with support people as they carry out their important role of improving the quality of life for those in their care.

### **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 person utilizing the support person, not the support person, unless we are otherwise specifically instructed to by the person utilizing the support person.

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## Part 5: Support Access to Our Premises for Service Animals

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### 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.



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## **Part 6: Maintenance of Accessibility Features at Public Facilities**

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### **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 and staff 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 staff and air charter customers to find alternative means of access.

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## Part 7: Feedback and Response to this Policy

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### 7.1 Overview

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

### 7.2 Practices to Support Feedback and Response to this Policy

(A) Feedback about this Policy may be provided by:

- **In person:**

Keewatin Air

50 Morberg Way

Winnipeg, MB

Request to speak to: Director, Business Development and Strategic Planning

- **By Mail (Including Anonymous Feedback):**

Keewatin Air LP

50 Morberg Way

Winnipeg, MB R3H 0A4

Attention: Director, Business Development and Strategic Planning

- **By Phone (Including Anonymous Feedback):**

(204) 784-6524

- **By Email:**

jkliewer@keewatinair.ca

- **By Our Website:**

<https://www.keewatinair.ca/contact.html>

Feedback received, including anonymous feedback, is directed to management via our Safety Management System (SMS). This system enables us to capture the received feedback, assess and problem solve, assign actions, ensure actions occur, and report these to our Safety Committee.

## (B) Acknowledgement of Feedback

Keewatin Air will acknowledge the Receipt of Feedback, other than anonymous feedback, to the sender of the Feedback via the same manner/methodology in which it was received.

The person responsible for maintaining the Accessible Customer Service Policy & Plan is:

Keewatin Air LP

Director, Business Development and Strategic Planning

50 Morberg Way

Winnipeg, MB R3H 0A4

(204) 784-6524

[jkliewer@keewatinair.ca](mailto:jkliewer@keewatinair.ca)

It is the responsibility of the Keewatin Air Executive Team to ensure the Accessible Customer Service Policy is upheld at Keewatin Air.

Further, it is the responsibility of the Keewatin Air Executive to review any instances where a Built Environment Barrier is identified by an employee or customer. The receipt, discussion, feedback to complainant, and any corrective actions taken are managed by the Director, Business Development and Strategic Planning under the Authority of the President/CEO of Keewatin Air LP.

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

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## Part 8: Training

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### 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**

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### **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.