

## **Wasaya Airways LP Accessible Planning and Reporting Regulations 2024 Progress Report:**

### **General**

- Rob Fox, Director of Flight Operations is currently the person designated to receive and action accessibility feedback on behalf of Wasaya Airways LP.
- The public can provide feedback to Wasaya Airways by one of the following methods:
  - Calling 1-877-492-7292 or TTY relay service
  - Completing and submitting an online form using the hyperlink on the home page of company website. (<https://wasaya.com/contact/accessibility-feedback/>)
  - Email: [reservations@wasaya.com](mailto:reservations@wasaya.com)
  - Mail to 201 Kelner Place, Thunder Bay, ON. P7E 6V3
  - By calling or emailing Rob Fox directly at 807-473-1215 ext. 7864
  - By emailing Rob Fox directly at [rfox@wasaya.com](mailto:rfox@wasaya.com)
- The public may request an alternate format of the accessibility plan using the same methods of contact.

### **Information and communication technologies (ICT)**

- Wasaya Airways has been successful in implementing every element of our accessibility plan as it relates to ICT.
  - Website has been updated with all relevant information stated on the home page as well as a dedicated accessibility section.
  - Telephone and email service is active and available to customers.
  - All documents relating to the accessibility plan are available upon request in multiple formats, including braille.
  - All public safety documents are available in an accessible format or with appropriate communication supports, upon request.

### **Communication, other than ICT**

- Wasaya Airways is committed to ensuring everyone can access and use our information and communications technology products services and digital content.
  - Since the implementation of our Accessibility plan we have had no reports of customers having difficulties accessing the information they seek.

### **Procurement of goods, services and facilities**

- Wasaya is committed to evaluating all procurement of goods, services and facilities against its accessibility plan requirements.
- Since the inception of the accessibility plan, the company has not had an opportunity to apply the principals of the accessibility plan to this process.

## **Design and delivery of programs and services**

- Wasaya Airways has created an accessibility committee which has reviewed our programs and services to eliminate barriers wherever possible for those who experience them anywhere within our network.
- Since the implementation of the accessibility plan we have not received notification of any individuals experiencing barriers accessing our services.

## **Transportation**

- Wasaya Airways has reviewed and inventoried all of our facilities and equipment and implemented an additional practical training element (online training that was already in place) for our employees that assist persons with disabilities.
- We have also consulted with industry partners to ensure that we are using best industry practices when safely stowing mobility aids onboard our aircraft.

## **Built environment**

- Wasaya has continued to provide the following services to our passengers to ensure a barrier-free 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**

- Wasaya Airways provides accessible transportation services to all individuals. We are an airline where everyone has equal access to air travel.
- Wasaya Airways is currently part of a group of airlines working on defining the ATPDR for small carriers. Until these are further defined, we are subject and held to the following regulatory policies:
  - Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
  - Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)

## **Feedback information**

- Wasaya has yet to receive any feedback through its feedback process that pertains to accessibility.

## **Consultations**

- Consultations were made with members of our accessibility committee on various aspects of Wasaya's accessibility plan to verify the progress that has been reported.