

Thunder Airlines

Accessibility Plan and Feedback Process

GENERAL

Thunder Airlines is committed to our goal of ensuring access to our services for all persons with disabilities. This Accessibility Plan outlines our commitment to remove barriers and improve accessibility within our organization and includes our process for individuals to provide feedback regarding services and this plan.

Our management team, including representation from the Human Resources, Customer Service and Corporate Safety departments have developed this plan in accordance with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). Review of this plan shall be done at a minimum of every three years with actionable items updated more frequently as needed.

Thunder Airlines has designated **Jody Quesnel** (Customer Service Manager) to receive and respond to feedback related to this Accessibility Plan as well as provide progress reports. Feedback will be responded to, with the exception of anonymous submissions, in the same manner in which it was received.

Customer feedback regarding our services as they relate to this Accessibility Plan can be done via our website:

- www.thunderair.com

To request an alternative format of this plan, or for alternate means of providing feedback, reference the following:

- Email: accessibility@thunderair.com
- Phone: (807) 475-4564
- Text: (807) 633-7020
- Mail: 310 Hector Dougall Way
Thunder Bay, Ontario
P7E 6M6

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

In order to accommodate persons with disabilities, Thunder Airlines will be making some additional changes to provide a more accessible travel experience. Updates are being made to our website to ensure it is compatible with adaptive technologies and to ensure that our customer's travels requirements are met. We will include a dedicated section on our site that will provide more specific information regarding our services and access to additional means of communication.

COMMUNICATION (OTHER THAN ICT)

All Thunder Airlines employees receive specific training to ensure that are familiar with best practices for communicating with all passengers. Additional training has been made available to our Customer Service personnel and Flight Crew that outlines strategies to help those with disabilities overcome accessibility challenges that they may encounter. This training is provided to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Passengers are encouraged to contact our Customer Service representatives to relay any specific request regarding communication challenges that we could address ahead of time. Information on how to contact our office is available on our website and will be available in various accessible formats.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The procurement goods and services are done with consideration taken to the needs of passengers with disabilities. Thunder Airlines has committed to ensuring that access to all our facilities meets the needs of individuals with mobility issues. Mobility aids and equipment (wheelchairs, stair chairs) are available at all locations to facilitate travel on our aircraft. Every effort is made to ensure all passengers can safely access our aircraft and services. However, due to the limited size of our aircraft, passengers requiring special assistance are asked to contact one of our Customer Service representatives to provide additional information regarding their needs.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

As feedback is received from our passengers and employees it will be reviewed by our Accessibility Plan developers to determine if reasonable changes can be made to the delivery of our services. Additionally, new services will undergo a similar process of consultation amongst our development team and organizations that specialize in accessibility to ensure they meet the needs of persons with disabilities.

TRANSPORTATION

Accessible transportation providers (wheel chair taxi) are available upon request for travelers needing extra assistance to and from the airport at our main operating sites in Timmins and Thunder Bay. As previously mentioned, all our facilities are supplied with mobility aids and personnel who are trained in the use of this equipment and are able to provide assistance as needed.

BUILT ENVIRONMENT

The vast majority of flights operate out of our own buildings independent of the main terminal buildings with the exception of scheduled flights out of the Timmins airport. Our facilities in Timmins and Thunder Bay were designed and built to provide wheelchair access into the building for passenger check-in, washroom facilities, and guest services.

The Timmins Victor M. Power Airport where our scheduled flights operate is also compliant with all accessibility requirements.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The Canada Transportation Act outlines the requirements for transportation service providers as follows:

Regulations

- **170 (1)** The Agency may, after consulting with the Minister, make regulations for the purpose of identifying or removing barriers or preventing new barriers — particularly barriers in the built environment, information and communication technologies and the design and delivery of programs and services — in the transportation network under the legislative authority of Parliament to the mobility of persons with disabilities, including regulations respecting
 - **(a)** the design, construction or modification of, and the posting of signs on, in or around, means of transportation and related facilities and premises, including equipment used in them;
 - **(b)** the training of personnel employed at or in those facilities or premises or by carriers;
 - **(c)** tariffs, rates, fares, charges and terms and conditions of carriage applicable in respect of the transportation of persons with disabilities or incidental services; and
 - **(d)** the communication of information to persons with disabilities.

Thunder Airlines remains committed to following the prescribed regulations to ensure that all persons with disabilities are provided with equal access to our services and that all employees are appropriately trained to assist all passengers in an informed and respectful manner.

CONSULTATIONS

Prior to the implementation of this Accessibility Plan, Thunder Airlines received feedback from our customer service representatives and flight crew who are dealing directly with passengers on a daily basis. Their input was taken into consideration to remove any barriers that they have encountered while assisting persons with disabilities. One key area of focus will be the changes to our website which is why we have begun discussions with our web developer to provide us with further guidance and implementation of a more accessible website.

In addition, phone consultations were completed with a representative of the disability community to assist with the compilation of the items in this plan and provide feedback as to how Thunder Airlines' can improve accessibility to our passengers.

ACTIONABLE ITEMS

While Thunder Airlines has always strived to accommodate all our passenger's needs, we recognize that certain steps can be taken to remove barriers to improve accessibility to persons with disabilities. The following is being included in this Accessibility Plan as actionable items that were identified throughout its development:

- Our website (www.thunderair.com) will be revised to provide easier access to persons with disabilities which will include a dedicated link to this Accessibility Plan, the feedback process and adaptive

technology. Additionally, the ability to provide anonymous feedback via our website will be included in these changes.

- A comprehensive review of current training programs will be conducted to ensure that the content is consistent with current best practices. This review will be ongoing.
- Alternate formats for flight and safety information will be developed to be able to provide this material to a broader audience. This will include large text, braille and audio formats.
- Review of the Accessibility Plan will be completed every three years or sooner as new programs or services are implemented that fall within its scope.

Despite the above, Thunder Airlines will continue to assess our environment for any systemic, attitudinal or physical barriers that we can eliminate to provide greater access to persons with disabilities.