



**Accessibility**  
**Feedback**  
**and**  
**Progress Report**  
**May, 2025**

BY

*Priscila Buitenwerf*  
*Office Manager*

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# 1. GENERAL

## 1.1 Summary

The Accessible Canada Act (ACA) and the Accessible Canada Regulations require that federally regulated entities prepare and publish accessibility plans and progress reports. The ACA is a federal law that aims to identify, remove and prevent barriers facing by persons with disabilities (<https://www.accessibilitychrc.ca/en/overview-accessible-canada-act>). The goal of the Act is to create a Canada without barriers by 2040. Therefore Amik Aviation Ltd. is required to establish an accessibility plan.

## 1.2 Amik's overall goals and values

Operating out of St. Andrews Airport, Amik Aviation provides daily passenger service to remote First Nations communities including Bloodvein, Berens River, Poplar River, Pauingassi and Little Grand Rapids, east of Lake Winnipeg. Now serving some communities in Northern Ontario. Our Vision is to be a leading airline offering friendly, safe, and high quality air service to remote First Nation communities by connecting Amik Aviation with Aboriginal identity, culture and values.

## 1.3 Statement of Commitment

Amik Aviation is committed to understanding the needs of our employees and customers and to create a culture of inclusivity and accessibility. It is our goal to build a barrier-free Canada for everyone by providing an accessibility network that will give support, voice and knowledge to our employees and the public we serve the most. We are aware that creating a barrier-free environment takes time and effort, so we are dedicated to the ongoing identification, removal, and prevention of barriers. Amik Aviation has built a Accessibility Plan , Feedback Process Progress Report as required under the Accessible Canada Act. It will guide our organization in meeting our accessibility commitments.

## 1.4 Feedback

We welcome your feedback or inquiries on our Accessibility Plan and/or Feedback Process Progress Report. This will help us to eliminate accessibility barriers and to improve our commitment to accessibility and inclusion. You may provide anonymous feedback here: <https://www.amikaviation.com/blank-1> . We will acknowledge feedback in the same manner in which we received it.

***-CONTACT INFO:***

**Attention: Priscila Buitenwerf -Accessibility Plan and Feedback Process and Progress Report Developer**

Local Number: (204) 338-1734

Toll Free: 1-877-542-4920

E-mail: officemanager@amikaviation.com

Website: <https://amikaviation.com/>

Mailling Address: 513 Airline Road

St. Andrews, MB R1A 3P3 , Canada

***-ADDITIONALS - Alternate format(s):***

Upon request Amik Aviation Ltd. can also provide alternate formats of the 2024 Accessibility Plan, or 2025 Progress Reports or the Feedback Process such as:

- print;
- large print (increased font size and clarity);
- braille (a system of raised dots that people who are blind or who have low vision can read with their fingers);
- audio (a recording of someone reading the text out loud);
- electronic (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities).

## 2. AREAS DESCRIBED UNDER SECTION 5 OF THE ACA:

This section will describe our organization's policies, practices and services in relation to the identification and elimination of barriers, and the prevention of new ones.

### 2.1 Employment

We have successfully implemented our goal of updating our job advertisements to include a section inviting persons with disabilities to apply for positions at our company. This change has been fully integrated into all job postings since September 2024. Additionally, we have made it a standard practice to highlight this inclusivity in all future job advertisements. We have also trained our managers to ensure an inclusive behavior, equipping them with the knowledge and skills needed to effectively support people with disabilities. As part of our commitment, managers have access to comprehensive training materials focused on providing excellent and proper service to individuals with disabilities.

### 2.2 The built environment:

We have already progressed toward a new facility, where we have a building project in place that we aim to move into in about two years. Accessibility is one of our top priorities in this project.

The facility will feature automatic doors to facilitate easy access for passengers with mobility challenges, clearly marked and prioritized parking spaces for persons with disabilities, and a dedicated, fully equipped accessible washroom designed to meet the needs of passengers using mobility devices or requiring additional support.

### 2.3 Information and communication technologies (ICT)

We've launched a new website in Fall 2024, designed to provide a safe, anonymous space for people to share their feedback. This platform ensures privacy, allowing individuals to feel comfortable and heard. (<https://www.amikaviation.com/accessibility-statement>)

### 2.4 Communication, other than ICT

No progress to report.

### 2.5 The procurement of goods, services and facilities

No progress to report.

### 2.6 The design and delivery of programs and services

-We have developed an Evacuation Plan for employees requiring special assistance in case

of an emergency.

## **2.7 Transportation (TSP)**

In April 2025, we made the decision to add an additional escort from the aircraft to the building to ensure full support for our customers, including those with disabilities. This will enhance our ability to provide personalized assistance and ensure an inclusive experience for all.

## **2.8 Provisions of CTA Accessibility-Related Regulations**

Pursuant to a Canadian Transportation Agency (CTA)-issued Information Bulletin entitled “Information Bulletin - Accessible Transportation Planning and Reporting Regulations (ATPRR),” the GTAA has elected to publish one Accessibility Plan and subsequent Progress Reports that address each set of requirements outlined by the ATPRR and Accessible Canada Regulations (ACR) from both a Transportation Service Provider (TSP) and employer perspective.

As a TSP under the Canada Transportation Act (CTA), this Accessibility Progress Report has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

- Progress Reports - Regulations Under the CTA, and Regulations under the Accessible Canada Act (ACA):
- ACA - Principles
- ACA, Part 4, Duties to Regulated Entities
- Regulated Entities in the Transportation Network: Progress Reports
- ACA - ACR - Progress Reports
- CTA, ACA - ATPRR - Progress Reports
- CTA PART V Transportation of Persons with Disabilities Additional Guides and Regulations:
- CTA - Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Additional Guides and Regulations:

Part 1 and Part 4 Divisions 1 and 2

- Government of Canada, Guidance on the ACR Progress

Reports<https://www.canada.ca/en/employment-social-development/programs/accessible-canada-regulations-guidance/progress-reports.html>, 17 March 2023

- CTA, ACA and the ATPRR: A Guide on Progress Reports, <https://otc-cta.gc.ca/eng/publication/accessible-transportation-planning-reporting-regulations-progress-report#InformationCommunicationTechnologies> 20 March 2025
- CTA, ACA and ATPRR: A Guide on Feedback Processes, <https://otc-cta.gc.ca/eng/publication/accessible-transportation-planning-and-reporting-regulations-feedback-processes> **22 December 2021**
- CTA, Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR) as it pertains to GTAA employees. <https://laws.justice.gc.ca/eng/regulations/SOR-94-42/index.html> Last amended 25 June 2020.

### 3. Feedback Information

Transportation Service Providers (TSPs) play a key role in ensuring their services are accessible and inclusive. As part of their obligations, TSPs are required to report on the feedback they receive through their feedback processes, as well as explain how that feedback has informed their planning and decision-making.

This section provides an overview of the feedback received and outlines the steps taken by the TSP to address the input provided by passengers and stakeholders.

No feedback was received during the reporting period throughout our main communication platform, our website. However one of our customers brought her own small step to assist with boarding and disembarking the aircraft. Our pilot kindly informed her that we actually have a similar step available on board but she explained that sometimes we don't have the step with us so she brought her own. We sincerely apologized to the customer for the inconvenience and have reminded our ground crew to pay extra attention to such details, especially when assisting passengers with disabilities or mobility challenges, to ensure their comfort and safety at all times.

We've launched a new website designed to provide a safe, anonymous space for people to share their feedback. This platform ensures privacy, allowing individuals to feel comfortable and heard.

In the Consultations section, you will find that we conducted thorough interviews to gather detailed insights. So far, our consultations have shown that clients with disabilities are highly satisfied with the services we provide. However, we always strive for excellence in dealing with our passengers comfort and accessibility. While the feedback has been positive, we remain committed to continuous improvement and enhancing our services to better meet the needs of all our clients.

### 3. CONSULTATIONS

The ACA requires consultations with persons with disabilities while preparing this accessibility plan. This section is a very important one because it helps us to shape our plan better according to the real needs of a person with disability, as well as it helps us to identify what we need to change/improve, and how we are doing so far. These consultations are also a helpful source of data to add into our future reports for comparison and measurement of our improvements.

#### **Manner of consultation**

Subsection 62 (4) of the Accessible Canada Act says: The progress report must set out the manner in which the regulated entity consulted persons with disabilities in the preparation of its progress report. In preparation for this Progress Report, Amik Aviation hosted consultations locally with 4 passengers that are people with disabilities. Please check more below the findings:

- **Progress Report Findings on May 5 and May 15**

-Office Manager Priscila Buitenwerf is the advocate for people with disabilities at Amik Aviation Ltd.

- Interviews were conducted by Priscila Buitenwerf on May 5th and May 15th with 4 passengers who experience mobility-related challenges. As we don't have a lot of people with disabilities that fly with us, the 4 participants are more than half of all passengers who experience accessibility issues using our services.

The discussions were guided by eight questions designed to assess the quality of assistance provided throughout their journey — from the booking process to boarding and arrival at their final destination. Participants were assured that their feedback would remain anonymous, encouraging open and honest responses.

Amik Aviation recognizes that meaningful consultation under the ACA is not limited to

responding to complaints but involves proactively engaging with persons with disabilities to understand their travel experiences and needs. As part of our ongoing commitment to enhance our services and better support our customers, we are also introducing a suggestion box at our check-in counters specific for people with disabilities or their relatives or associates to gather additional feedback and suggestions for improvement.