Perimeter Aviation LP Accessibility Plan and Feedback Process 2026

General

Perimeter Aviation is an air transportation provider that ferries both cargo and passengers under the airline brands of Perimeter Aviation, Bearskin Airlines, and a sister company Charter Connexions. Collectively, we service remote Northern communities in Manitoba and Ontario.

The Executive stakeholder responsible for receiving and actioning accessibility feedback is:

Brad Byrne
VP, Commercial Services
brad.byrne@perimeter.ca

To provide feedback or request an alternate format of the accessibility plan, an alternate format of the description of the feedback process, or an alternate format of the progress report.

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Statement of Commitment

Perimeter Aviation LP believes in and strives to provide a barrier-free environment. We are committed to equal access, service, and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to identifying, removing, and preventing barriers to accessibility and meeting the requirements of the Accessible Transportation Planning Reporting Regulations (ATPRR) and the future Accessible Transportation Persons Disability Regulations (ATPDR) for small carriers.

We created this plan by:

- Creating an accessibility committee consisting of our passengers and employees who experience barriers, advocacy professionals, and employees/management responsible for creating policies, processes, and procedures.
- Examining our current procedures.
- Conducting an inventory and assessment of all equipment used to remove barriers in passenger travel (wheelchairs, boarding ramps, lift chairs etc.).
- Reviewing our accessibility and disability sensitivity training.
- Sending a survey to employees.

- Sending a survey to the public who fly us.
- Examining the barriers we know exist.
- Listing known barriers.
- Creating this accessibility plan to document our commitment to removing barriers.
- Participating in the CTA working group of small carriers that are informing the ATPDR for small carriers.

We plan to make Perimeter Aviation more accessible by doing the following:

- Collect ongoing feedback through social media, the website, and our accessibility committee and our travel partners who experience barriers when travelling.
- Providing clear information about the feedback process.
- Encouraging those with disabilities to work at Perimeter Aviation.
- Including disability in our diversity and inclusion statements and efforts.
- Providing all staff with disability awareness training.
- Providing staff who work directly with passengers or employees who experience barriers with hands-on practical training.
- Considering accessibility in the procurement of goods and services.
- Considering barrier-free travel in the development of our passenger process and procedures.

Employment

Perimeter Aviation is committed to promoting diversity and inclusion by recruiting and developing individuals in all four designated groups under employment equity, including persons with disabilities. Perimeter aims to strengthen inclusive recruitment and hiring practices across the organization to build a more diverse and representative workforce across multiple workgroups and locations. We will review our current hiring practices and associated tools to ensure that the recruiting and onboarding processes are fair and reduce barriers for those seeking employment with disabilities. We will also continue our work with external agencies that support this effort and assist in employing those that experience occupational barriers due to disability.

We understand that our employees need access to the right tools and resources to meet their needs and the organization’s goals. We are committed to reviewing and improving our accommodations services. Our organization will continue to support employees who require accommodation and commit to doing what we can to make this process faster and clearer. This will be achieved through reviewing our current process, educating leaders on their duty to accommodate, and creating an environment where employees feel comfortable and able to share their needs openly and safely while understanding the organization’s desire to support all staff and their success. We will ensure that

annual budgets have money allocated for alternate equipment or other resources related to workplace accommodation so as not to have barriers in supporting employee's needs.

Our commitment to diversity and inclusion will help us ensure that persons of all abilities feel supported and welcomed at Perimeter Aviation.

Information and communication technologies (ICT)

Modern society relies on sharing and communicating information digitally. We want to ensure that all can access and use our information and communications technology products, services, and digital content. Perimeter Aviation will work to ensure accessibility is a consideration from the start of every project.

We know it is essential that everyone, including people with disabilities, can access what they need through our websites, communications, software and hardware.

The following information and communication technologies are leveraged to remove barriers:

- Web Content Accessibility Guidelines [WCAG] 2.1 Level AA compliant website
- Dedicated email address for accessibility concerns/feedback barrierfree@perimeter.ca
- This Accessibility Plan
- Clear description of the accessible feedback process, including contact information

Future State:

Dedicated accessibility webpage (WCAG 2.1 Level AA compliant) indicating the following:

- All services offered by Perimeter Aviation are listed in clear language and pictogram format
- All forms required, including APPR-related information, in accessible formats

Persons with hearing or speech impairments may experience communication barriers when accessing our services. To mitigate this concern, we offer the following services:

- Public Telephones are TTY compliant
- Bell Relay Service (711)
- We accept Jobs applications and submissions through the website and paper forms are available by request.
- Visual Paging at Check-in and Boarding in our Winnipeg, MB Terminal Building

Future state:

- Visual Cue Cards such as pictograms to indicate passenger travel needs. (2027)

Communication, other than ICT

When requested, we are dedicated to promptly offering alternative formats within the timelines specified in the Accessible Canada Regulations and the Air Transportation Planning Reporting Regulations (ATPRR), which include:

- Print (within 15 days)
- Large print (within 15 days)
- Braille (within 45 days)
- Audio format (within 45 days)
- Electronic format compatible with assistive technology designed to aid individuals with disabilities (within 15 days)

Alternative formats of this Accessibility Plan can be requested at barrierfree@perimeter.ca

We offer alternative communication during check-in, boarding, and onboard the aircraft and during safety-critical interactions, such as:

- Written instructions by paper or mobile texting if requested.
- Physical direction assistance, offering guidance by touch, and verbally describing the built environment the passenger is maneuvering through.

Manitoba Possible provides communication training to employees annually to support effective interaction with individuals who experience disabilities and barriers.

Procurement of goods, services and facilities

To meet our accessibility goals, understanding and consideration must be practiced during the procurement process.

To ensure that accessible procurement practices are implemented, we will take the following steps:

- Solicit employee feedback on the internal challenges faced in accessing equipment and/or services that remove barriers.
- Amend our procurement policy to provide a checklist of accessibility criteria for purchasing goods and services, as feedback is given.
- Develop a training framework for all individuals involved in the procurement process. By consulting with our Accessibility Committee and advocacy groups, we will provide enhanced training in barrier awareness for those working in purchasing and supply chain. (Ongoing)
- When further understanding of the barrier impacts purchasing of goods or services, the Accessibility Committee will be asked to consult.

Design and delivery of programs and services

We are dedicated to evaluating and creating programs and services to eradicate barriers for those who experience them anywhere in our network.

To achieve this, we have:

- Created an Accessibility Committee consisting of advocacy groups, research institutes, employees and community members who experience barriers, and internal department leaders who can effect change.
- Consulted individuals with disabilities while developing or reviewing programs and services. We utilize a public survey that is sent out semi-annually through social media to receive feedback.

Our ultimate objective is to design and deliver programs and services in a manner that is accessible to everyone, particularly those with disabilities. We are dedicated to ensuring that all individuals who engage with us are satisfied with the accessibility of our programs and services.

To achieve this, we will:

- Create and implement standardized forms in accessible formats to ensure that all official information is as accessible as possible. (Ongoing)
- Creating individual journey plans with various departments known as Perimeter Accessibility Service. (2027)
- Review Human Resources policies to ensure support of anti-discrimination, Tolerance, and accommodation support. (Ongoing)

We understand that training for all staff in accessibility, disability awareness, and practical hands-on training with assistive equipment that is used to overcome barriers, is essential to our mandate. We are compliant with the current regulations of Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR). We have created a future state training plan to better address disability awareness, moving towards a barrier-free environment.

Current mandatory relevant training for employees and contractors:

CTA created training called “Accessibility for All” which consists of 6 online video modules and covers the following topics:

- Introduction & Sensitivities
- Services to be Offered
- Communication Best Practices
- Assisting a Traveller Who is Blind or Partially Sighted
- Assisting a Traveller Who is Deaf, Deafened or Hard of Hearing (or another disability)
- Mobility Assistance

We also offer the following:

- Proper body mechanics training for safe lifting and movement for all front-line employees.
- Ground service employees who assist in lifting passengers also have on-the-job, hands-on training in safe lift practices.
- Flight attendants who assist passengers onboard have specific hands-on training in addressing the needs of passengers’ with a disability onboard an aircraft.

Our standard operating procedures clearly outline that only fully trained employees can provide safety-sensitive, hands-on assistance to passengers with a disability.

Our training is provided, documented, and tracked in our learning management system.

Our future state of relevant training will include all above but also include:

- Hands-on, accessible equipment familiarity (parts, light maintenance, and suggested usage) for all passenger-facing employees and/or contractors. (Ongoing)
- Hands-on wheelchair handling for all passenger-facing employees. (Ongoing)

Transportation

Our aircraft and facilities may pose physical barriers to passengers with mobility impairments. We will try to provide accessible facilities and equipment, including wheelchair-accessible ramps, lifts, and lavatories. Additionally, we will ensure that all aircraft and facilities comply with applicable accessibility codes and regulations.

Below are the known barrier challenges our passengers face and how we are addressing their elimination.

Quality and variety of signage:

- Provide visual paging in the Winnipeg Terminal implemented in 2025
- Work with our airport operating partners in the North to have visual paging in all stations. (Ongoing)
- High contrast text on graphic signage and braille signage in Winnipeg Terminal implemented in 2025 and working with network-wide partners. (Ongoing)

Website access:

- We provide a Web Content Accessibility Guidelines (WCAG) 2.1 AA compliant website, with ongoing audits for compliance.

Aircraft boarding and assistive equipment:

- Continue to purchase passenger boarding ramps for our network to allow for dignified passenger boarding. (Ongoing annually until complete)
- Completed a review and inventory of existing assistive equipment (wheelchairs, lift devices, and slide devices). Procurement of additional equipment is ongoing.
- When required create, implement, and maintain preventive maintenance plans for all assistive equipment used with passengers, in accordance with manufacturers' guidelines, and industry best practices.
- Annual audits to inspect and replace aged assistive equipment to ensure all assistive equipment is in working condition.
- Improve training for employees who assist with boarding passengers with a disability as outlined in the section listed in this plan as "Design and delivery of programs and services".

Terminal services:

- Continue to conduct accessibility review of airport terminal buildings our aircraft fly to, ensuring that they are aligned with our barrier-free goals.

- Prioritizing ice and snow removal from outside walkways.
- Audit and provide feedback where applicable for all interior doors to be of the correct width to allow individuals who use wheelchairs to pass through easily. (Ongoing)
- Audit and provide feedback where applicable for all interior public-facing doors to have automated door access. (Ongoing)
- All interior public-facing doors have automated door access.
- Our newly expanded terminal located at 626 Ferry Rd is barrier-free, vetted by advocacy partners, and surpasses the City of Winnipeg accessibility by-laws.

Built environment

Perimeter Aviation operates to 27 different destinations using two types of aircraft. Our passengers pass through large passenger terminals and small remote stations. In all but one of the terminals we operate in, we are a tenant and work with our landlord partners to create barrier-free travel. We are committed to identifying and addressing barriers that may prevent passengers with disabilities from accessing the airline's facilities and services.

Here are the services we currently offer to assist with a barrier-free built environment:

- Accessible parking spots in parking lots
- Accessible seating is indicated and available in terminals where we fly
- Visual paging in our Winnipeg Terminal
- Queue lights at our check in counters in our Winnipeg Terminal to assist those with a hearing disability
- Text to speech is offered in our Winnipeg Terminal at both check-in and boarding areas
- Service Animals policy and procedures
- Accessible seating on all aircraft (Dash 8 arm rests raise/ Metros have no armrests)
- Terminals have accessible access (street-level access to elevator access)
- Passenger club car and passenger shuttle are available to drive passengers to the aircraft at our Winnipeg Terminal
- Passenger boarding ramps in Cross Lake, Garden Hill, Gods Lake Narrows, Norway House, Oxford House, Red Sucker Lake, St. Theresa Point, Thompson, and Winnipeg.
- Passengers travelling for medical appointments and their escorts have their own fare class.
- An Elders lounge in the new Winnipeg Terminal, allowing for more comfortable seating.
- Weight scale heights adjusted for those who may be seated in our Winnipeg Terminal.

Future state:

- Continue to advocate for all of our guests by working with provincial parties for visual paging in all terminals we fly to. (Ongoing)
- Passenger boarding ramps in all stations we travel to. (Ongoing through to 2030)
- Accessibility Committee researching innovations that support barrier-free experience in-flight. (Ongoing through 2030)

- All interior and exterior doors assessed for width, automation, and with correct slope access (Ongoing through 2030)
- Audit bathroom barriers in both public and employee spaces, where applicable. (Ongoing)
- Continuous advocation for more inclusive seating in the passenger terminals we fly to, where applicable.
- Passenger lanyards to assist employees in identifying those with hidden disabilities to ensure passenger needs and services are appropriately offered. (2027)

Provisions of CTA accessibility-related regulations

By having a plan that respects the provisions of the CTA accessibility-related regulations, Perimeter Aviation can ensure that they provide accessible transportation services to all individuals, including those with disabilities. This can lead to a more inclusive and equitable airline where everyone has equal access to travel.

- Part VII of the Air Transportation Regulations (ATR)
- Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)

Perimeter Aviation LP is currently taking part in the Canadian Transportation Agency Small Airlines working group developing the Accessible Transportation Persons Disability Regulations (ATDPR). We follow Part VII of the ATR and enforce this through our policies and Accessibility plan.

Feedback Process

Establishing a Perimeter Aviation Accessibility Committee is an important step toward promoting inclusivity and ensuring that the needs of people with disabilities are being considered. The committee is comprised of persons with disabilities and employees with firsthand experience of barriers. By bringing together diverse individuals, the committee can provide valuable insights into the most effective ways to address accessibility issues. Regular meetings will be held to review projects and plans and to provide guidance on accessibility efforts. Moving forward, the committee should be involved in project planning, providing feedback, and offering advice on accessibility to ensure that all voices are heard and that accessibility solutions work for everyone.

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Perimeter Aviation will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

Consultations

This Accessibility Plan was created by consulting with our Perimeter Aviation Accessibility Committee which consists of the following members:

- Members of Advocacy groups (Manitoba Possible and Jacob's Principle)
- University Health Network KITE Research Institute affiliated with the University of Toronto
- An Elder Passenger who experiences barriers and lives in one of the communities we serve.
- Employees who experience barriers
- Nursing professional
- Corporate Trainer
- Director, Marketing & Communications
- VP of Quality & Safety
- VP of People and Culture
- VP of Commercial Services

We also gather feedback from passengers through a survey focused on barriers experienced while travelling across our network. This feedback was used to validate identified barriers and inform additional remediation measures required to improve accessibility.

Reporting and Review

Perimeter Aviation will review and report on progress toward achieving the objectives outlined in this Accessibility Plan. The progress report will be submitted to the Canadian Transportation Agency (CTA) as the ATPRR requires. The review will take place annually, and any necessary updates to the plan will be made accordingly.

Conclusion

Perimeter Aviation is committed to improving accessibility for individuals with disabilities and ensuring equal access to our services. We will continue to identify and remove barriers to accessibility and ensure that our services are accessible to all.