



Woodward Group of Companies

Labrador Marine Inc.

Accessibility Plan 2024-2025



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General

Executive Summary

Labrador Marine Inc. (LMI) is a private transportation company contracted by the Newfoundland Government to fulfil a mandate of offering freight and passenger ferry service between St. Barbe, Newfoundland and Labrador (NL) and Blanc Sablon, Quebec (QC). LMI's service is vital to connecting the Province of Newfoundland and Labrador and the rest of the country across the Straits of Belle Isle. The organization is guided by a vision of being an essential, progressive transportation system that people trust to deliver, and to do so with integrity, accessibility and safety.

Preventing and removing barriers for both its customers and employees is important to LMI, with the Company striving to create an environment in which everyone is treated with dignity and can fully participate. As a transportation service provider, LMI's goal is to provide a positive, accessible transportation experience for persons with a disability regardless of physical or sensory impairments. We carry out our work in an open and inclusive environment, with a focus on ensuring everyone, regardless of ability, can use our services seamlessly. We seriously take the responsibility of removing travel barriers for persons with disabilities and are proud of our achievements to date. The Company will continue working to remove additional barriers and make the organization and its services even more accessible in the future.

Feedback and Alternative Formats

LMI welcomes feedback on any accessibility-related items. The Operations Manager is the designated contact to receive accessibility feedback who then informs and involves other departments as required by the feedback content.

Contact Information:

Name: Dave Leyton
Tel: 709-541-0176
Email: dleyden@woodwards.nf.ca
Address: PO Box 910, 114 Main Street, Lewisporte, NL, Canada, A0G 3A0

This plan is also available in alternative formats: print, large print, electronic format. Requests for one of these alternative formats, or the submission of feedback, may be made through the contact information on the Company's website.

Key Areas

The Built Environment

Accessible facilities are an important component of LMI's operational infrastructure and vital to supporting the achievement of its mandate. The Company operates a second vessel in the province of NL as well as various administration office spaces.

Terminals are maintained in both St. Barbe, NL, and Blanc Sablon, QC. Each terminal has accessible parking, entrances and washrooms. The terminals are equipped with service dog relief areas at the accessible parking lots along with associated directional signage. In addition to its terminal facilities, LMI's office is in Lewisporte, NL, which also has accessible parking, entrances, and washrooms.

LMI's vessel the *Qajaq W.* operates interprovincially and is the owned by the Woodward Group of Companies and contracted by the NL Government. LMI owns a second passenger

vessel the *Kamutik W*, which is a sister vessel to the *Qajaq W*. This vessel operates along the Labrador coast and is a relief vessel when the *Qajaq W* is removed from service.

Company vessels are maintained to strict regulatory and safety standards and must comply with Transport Canada Marine Safety Statutes and Regulations. They are inspected by Transport Canada Marine Safety and Det Norske Veritas (DNV), a world-leading Classification Society, to ensure compliance with these regulations and codes. The Safety Management System of the vessels is audited independently by its Classification Society, DNV, to verify compliance with the requirements of the International Safety Management Code for the Safe Operations of Ships and Pollution Prevention.

Each vessel has various accessibility features including elevators, signage that includes tactile and/or braille where applicable, service dog relief areas, accessible public washrooms, and seating which can accommodate mobility aids.

Barriers in LMI's built environment are largely related to older infrastructure that was constructed or procured prior to the existence of current accessibility standards. As facilities are upgraded or replaced, accessibility requirements receive significant attention. There are also some potential barriers related to vessel safety or class requirements that cannot be changed. Efforts are made to mitigate the impact of these requirements, often by providing assistive devices or individual assistance.

Design and Delivery of Services

LMI operates ferry services between St. Barbe, NL and Blanc Sablon, QC. In addition, a second ferry is employed for the Labrador coast ferry and resupply service.

LMI transports a diverse assortment of traffic daily, including passengers, passenger vehicles, tractor trailers and their drivers, and many others. From shipping large volumes of freight to offering modern passenger amenities, LMI strives to provide a safe, reliable, and quality travel experience that is accessible for all.

LMI is governed by various acts and regulations including the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), Canada Labour Code, Transportation of Dangerous Goods Act and Regulations, International Maritime Dangerous Goods Code, Marine Liability Act and Regulations, Canada Shipping Act and Regulations, Financial Administration Act, Domestic Ferries Security Regulations, and Sulphur Emission Control Areas Regulations.

Transportation Services

LMI's first priority is the safety and security of our passengers, crew and vessel; and is committed to providing all customers with a comfortable and enjoyable journey regardless of any physical or sensory impairment. Over the years, the Company has incorporated accessibility into its services so that all customers are treated equitably, and it continues to look for new and innovative ways to provide a barrier-free service as much as possible. Post-travel customer satisfaction surveys are in development with the goal of regularly reviewing passenger feedback for areas of potential improvement including accessibility services.

At all points during the journey, staff members are available to provide assistance. Passengers are asked to advise LMI of any assistance or accessible services they may require when making their reservation. They are asked to please provide 48 hours notice.

Once accessibility-related services or assistance is requested and confirmed for a passenger, details are recorded in their reservation. Reservation agents will also add these resources if requests are made at check-in.

Available resources include:

- Requiring accessible parking
- Travelling with support person
- Travelling with service dog
- Travelling with emotional support animal
- Assistance with boarding/disembarkation
- Reserved accessible accommodations
- Requires individual safety briefing
- Requires assistance during travel
- Requires assistance with baggage
- Requires extra space
- Requires terminal wheelchair
- Requires vessel wheelchair
- Notification of severe allergy

Both service dogs and Emotional Support Dogs (ESDs) are accepted for travel and proper documentation is requested for both types of animals.

Approved service dogs that are leashed or harnessed may accompany passengers to all public places on shore and on board. The passenger must present documentation confirming that the service dog is certified to the Chief Officer at the time of boarding. This will allow access to the passenger deck salon and outside deck areas. If no documentation is provided the dog will be accommodated as a pet and travel in vehicle or kennels provided.

Labrador Marine Inc. recognizes emotional support dogs which are different than certified service dogs.

The Passenger must submit, at least 48 hours in advance of travel, a veterinary certificate identifying the dog and the person with a disability. In addition to the veterinary certificate the following information must be provided:

1. Identification the specific ESD by name and breed
2. Identification of the person with a disability who relies on that dog as an ESD
3. Attests that the ESD is healthy enough to travel; free of any contagious diseases, ticks and fleas; and current on its vaccinations
4. Any knowledge of inappropriate behavior exhibited by the ESD, including aggressive behavior, excessive whining or barking, or causing injury to others. If possible, the veterinary certification should be dated within two months prior to the date of initial travel set out in the itinerary
5. The ESD must fit comfortably in an appropriate animal carrier and remain in the carrier for the duration of the voyage

The information noted above must be forwarded, via email to LMI Operations Manager dleyden@woodwards.nf.ca, 48 hours in advance of travel. LMI will review information provided and respond by email with a decision as quickly as possible.

Priority boarding for reserved passengers with disabilities is available upon request as is assistance through all parts of the check-in and will be accommodated where possible due to loading sequence.

Passengers can maintain the possession and use of their mobility aids at all points during their journey, meaning there is no time that a mobility aid must be disassembled or packaged. Wheelchairs are available for customer use onboard all vessels and in terminals. Extra space is available for service dogs or mobility aids in general lounge areas at terminals and onboard

vessels.

Employee Services

Employees are widely dispersed given the nature of shore-based employees providing service in multiple locations, including onboard working vessels.

Delivery of programs to employees, including employment information, training, employee support programs, job information, etc., takes many forms including in-person, online connections, print items, and various electronic means. Support and alternatives are provided on an as-needed basis to employees accessing any program or service. LMI provides all employees with an Employee Family Assistance Program, a confidential support service that can help employees and their family with a wide range of challenges relating to physical/mental health, wellness, diversity and much more, at no cost to employees.

Communication, Other Than Information and Communication Technologies

Communication to internal and external audiences is carried out in many ways depending on the purpose and circumstances with the overall goal of providing the information in a manner that is most useful to the intended recipients.

LMI's accessibility awareness training helps educate shipboard employees about methods to communicate that considers the needs of the person they are communicating with, such as clear, concise, and plain language, gestures, large print, writing, or various other means including electronic options. Employees are educated on the importance of seeking information from the person about their preferred method of assistance, whether that is alternative forms of communication or any other type of assistance that may be required.

When offering various services to passengers, shipboard crew are prepared with alternatives that provide accessible options. For example, the safety announcements publicized during each voyage are available upon request in a large text print version. Crew members can also provide an in-person, individual safety briefing upon request to ensure all important safety information is communicated and questions addressed.

Customers utilizing the online booking engine are asked to contact a reservations agent to discuss or confirm requests for accessibility services.

Action, Timelines, and Responsibilities

An app for booking online reservations is available for public access. This is an improved replacement from the previous system, it simplifies the check-in process immediately prior to boarding the vessel and allows persons with disabilities to embark without having to leave their vehicle. Other methods of making reservations are still available.

Information and Communication Technologies (ICT)

LMI utilizes numerous information and communication technologies both internally and externally. In general, the Company's telecommunication, computer and network systems use industry standard equipment and software.

Onboard the vessels, a television-based entertainment system is provided in public and employee areas.

In crew cabin's users can control the choice of channel, audio options, as well as start, stop and pause playback. In main passenger lounges, several large screens display different entertainment content with closed captioning & descriptive video options available upon request;

an electronic device is available upon request with written passenger safety announcements as well as for alternate entertainment options.

There is limited internet connectivity onboard the vessels while at sea, which eliminates streaming content to individual devices as a viable option.

Externally focused

The LMI website is in progress to be rebuilt to ensure compliance with WCAG Level AA guidelines.

Schedule advisories and notifications are available online via the following:

- website www.NL511.ca
- telephone **511**
- LMI Facebook page.

LMI provides telephone access to customers via a toll-free line. An email address is an additional option available.

Public announcements in terminals and onboard vessels are made using pre-recorded announcements. In the terminal passengers can receive information about the announcement from a staff member at the ticket counter including in large print. This procedure is described for passengers on the LMI website. The text of all announcements is made available in accessible formats such as large print.

Internally focused

LMI is committed to sharing information and educating its employees through various channels. Important messages are rarely communicated via a single medium. When and if an employee accessibility need is identified, a positional-based review of the technologies that they may use would be completed and any gaps or accommodations addressed.

Transportation

The majority of LMI passengers access the service using their private vehicles, which they drive onboard themselves.

Shore based employees are generally responsible for arranging their own transportation to and from the workplace and when travelling for business purposes. In less common instances when other types of transportation are contracted, such as external taxi or bus services, the accessibility needs of the user group are considered. Shipboard employee's transportation to and from the vessel is arranged by the Vessel Crewing Coordinator.

Employment

LMI employs approximately 90 individuals and aims to have a workforce reflective of the diverse communities it serves.

LMI is committed to the principle of fair representation of the designated target groups, as defined by the Federal Employment Equity Act. Qualified applicants from any group as defined by the Act are encouraged to apply and this commitment is reflected in all job postings.

LMI strives to make its workplace environments diverse and inclusive where all employees are valued, engaged, and can thrive. This goal is supported by various policies and procedures, those specifically relating to Workplace Violence Prevention, Harassment, Sexual Harassment

as well as Health and Safety in the Workplace.

Transport Canada requires that all shipboard crewmembers have a valid Marine Medical Certificate. This medical requires that shipboard crewmembers be able bodied to respond any type of emergency. This limits the ability of the company to hire persons with disabilities for onboard positions, but there are less restrictive regulations for shore-based positions.

Procurement of Goods, Services, and Facilities

LMI conducts internal legal review of any contract process. LMI is currently contracted by the provincial government of NL to provide transportation services.

Training

Shipboard training of employees at all levels in the organization is provided with new or revised information about accessibility requirements, services, programs, or best practices any time it becomes available. Various means are used to communicate depending on the circumstances, including computer-based training, email, in-person discussions, Seafarer's App and more. All Shipboard employees are obligated to successfully complete the Passenger Disability Awareness Program through the company's Online Learning Platform (OLP) on an annual basis. The progress and completion status are monitored both in the Office and via the employee's app. As a Company, LMI is committed to consistently offering essential training to our Shipboard and Onshore personnel. This ensures they stay informed about the latest accessibility training and promotes awareness whenever possible.

Provision of CTA Accessibility-Related Regulations

As a federally regulated marine transportation service provider, LMI is subject to the *Accessible Transportation for Persons with Disabilities Regulations* from the Government of Canada, which has the goal of removing barriers to transportation for persons with disabilities.

As the Company is both a carrier and a terminal operator, sections of the regulations applicable to LMI include: 1–10, 15-25, 28, 30–34, 35 (applicable sections), 37–39, 42, 46, 48–52, 54-59, 60-61, 134–137, 141, 142–146, 153, 157, 163, 164, 178, 179.

Information on the activities and services covered by these sections has been presented in the preceding sections. LMI maintains an open dialogue with representatives of the CTA and participates in its ongoing consultative processes.

Consultations

Current external organizations available for consultation include the Coalition of Persons with Disabilities NL (COD NL) as well as a third-party Newfound Marketing contracted to ensure website accessibility compliance.

Summary of Action Items

	Action item	Responsible	Timeline
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Communication	The new reservation app (MY LMI) implemented with monitoring ongoing.	Operations Manager	August 2024
Communication	The Company's website reviewed to comply with WCAG Level AA requirements.	General Manager	June 2024