

## Accessibility Plan 2023-2025 Feedback Process

### Our Feedback Process

At Marine Atlantic, we're committed to providing the highest level of service. This means our staff is trained to accommodate the needs of all passengers and we're happy to offer many types of assistance to persons with disabilities to make all journeys safe and enjoyable.

As a federally regulated marine transportation service provider, Marine Atlantic is subject to various Government of Canada acts and regulations, including the *Accessible Canada Act* and the Accessible Transportation for Persons with Disabilities Regulations, which have the goal of removing barriers to transportation and employment for persons with disabilities.

We continually look for ways to develop and improve services and workplaces for individuals with disabilities and appreciate feedback that helps us make our service even better. Feedback can be provided through various means outlined below, either anonymously or with your name and contact information to receive a response.

The Manager of Customer Relationships is the designated position that reviews and responds to accessibility-related feedback, collaborating with other parts of the organization as required.

### Feedback methods

#### **Email**

[customerrelations@marineatlantic.ca](mailto:customerrelations@marineatlantic.ca)

#### **Web submission**

Fill out the form available at <https://www.marineatlantic.ca/customer-feedback>

#### **Phone**

1-800-341-7981 (toll free)

#### **Relay Services**

SRV Canada VRS

ASL or LSQ: Dial 9050 within the app

[support@SRVCanadaVRS.ca](mailto:support@SRVCanadaVRS.ca)

#### **Mail**

Marine Atlantic  
10 Fort William Place, Suite 302  
Baine Johnston Centre  
St. John's, NL  
A1C 1K4 Canada  
Attn. Manager of Customer Relationships

**Social media**

Facebook: <https://www.facebook.com/marineatlanticferries/>

Twitter: <https://twitter.com/MAferries>

Instagram: <https://www.instagram.com/accounts/login/?next=/maferries/>

LinkedIn: <https://www.linkedin.com/company/marineatlantic/>

YouTube: <https://www.youtube.com/user/maferries>