



Accessibility Plan

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ACCESSIBILITY PLAN

General

Skyline Helicopters Ltd. is deeply committed to advocating for fair access and involvement for individuals with disabilities. Our organization is dedicated to treating individuals with disabilities in a manner that upholds their dignity and independence, and we strongly advocate for creating an inclusive atmosphere. We are devoted to tackling the hurdles presented by accessibility barriers and ensuring the fulfillment of all individuals' needs. To fulfill this commitment, we promise to adhere to the guidelines outlined in the Accessible Canada Act (the Act).

Accessibility Statement

Skyline Helicopters Ltd. is dedicated to ensuring equal access in all aspects of our organization for individuals with disabilities and fulfilling the requirements outlined in Part 3 of the Act. To achieve this, we will implement the following measures:

- The development of an accessibility plan, and
- The establishment of a comprehensive feedback mechanism.

Skyline Helicopters Ltd. also commits to:

- A comprehensive review of all programs, services, and new initiatives, ensuring they are fully accessible to all individuals; and
- Ensuring effective communication with persons with disabilities by providing accessible information and communication support tailored to the unique needs and circumstances of everyone.

The implementation of Skyline Helicopters accessibility plan will adhere to the following guiding principles:

- Every individual must be treated with dignity, respect, and equality.
- Every individual must have the same opportunity to lead the life they desire and are capable of.
- Every individual must be able to fully and equally participate in the company.
- Every individual must have meaningful choices and the freedom to make their own decisions, with appropriate support if necessary.
- All policies must consider and address the various barriers and forms of discrimination that exist.
- Persons with disabilities must be actively involved in the development and design of policies, programs, services, and structures.

- Accessibility standards and regulations must be created to achieve the highest level of accessibility for all individuals.

To fulfill its commitment to accessibility, Skyline Helicopters will undertake the following actions:

1. **Prepare and publish accessibility plans:** The company will create accessibility plans that identify, remove, and prevent barriers in our policies, programs, practices, and services, with priority given to the most critical areas. These plans will be updated every three years or as necessary, and persons with disabilities will be consulted during the creation and update process. This plan will also cover key areas of accessibility, employment, built environment, technology, service, and culture.
2. **Set up a feedback process:** The company will establish a mechanism to receive and address feedback on accessibility to ensure that individuals with disabilities can voice their concerns or suggestions.
3. **Prepare and publish progress reports:** The company will regularly prepare and publish progress reports describing the actions taken to implement their accessibility plans. These reports will include information on feedback received and how it was taken into consideration. People with disabilities will also be consulted during the preparation of these reports.

The Accessibility Commissioner must be notified within 48 hours of the publication of these plans, processes, and reports.

As a private sector organization with 10-99 employees, Skyline Helicopters will ensure that this accessibility plan is published on or before June 1, 2024. Subsequently Skyline Helicopters will publish and update this policy every three years.

Definitions

Barrier - means anything — including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability - means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Employment

Skyline Helicopters recognizes the substantial representation of individuals with disabilities in the Canadian workforce. In alignment with this acknowledgment, Skyline Helicopters is dedicated to improving the recruitment, retention, and advancement opportunities for employees with disabilities. The following strategies have been identified to cultivate a workplace environment that is inclusive and inviting for individuals with disabilities who are seeking employment opportunities.

Objective	Short-Term Action	Medium-Term Action	Long-Term Action
Analyze and benchmark hiring, promotion, and retention rates for employees with disabilities.	Continue annual analysis of employment equity data of our workforce to identify underrepresented occupational groups.	Clarify staffing options with all hiring managers to address underrepresentation	
Improve opportunities for employees and potential employees with disabilities.	Review recruitment and selection process and notify potential employees and the public regarding the availability of accommodation.	Notify applicants in the selection process that accommodations can be made available i.e. Materials or processes being used.	Training for hiring managers and on boarding to ensure compliance with accommodation.
Make accessibility considerations part of the onboarding process	Cover duty to accommodate and accommodation process for new employees during onboarding (rights and obligations).	Create a process to check in with new employees who self-identified with a disability at 1-, 3-, and 6-months post-hire to ensure their needs are met. Managers will be informed if additional tools are required.	

Built Environment

Facilities

Skyline Helicopters is steadfast in its commitment to guaranteeing accessibility within our facilities, fostering an inclusive environment for all individuals, including those with disabilities. We acknowledge the significance of eliminating barriers and ensuring equitable access to our facilities. Through effective change management and proactive risk mitigation, we uphold compliance with relevant accessibility standards, taking into account the following:

- Steps, stairs, and ramps
- Narrow doorways and corridors
- Accessible restrooms
- Signage
- Lighting and acoustics
- Assistive technology
- Seating and furniture

Objective	Short Term Action	Medium Term Action	Long Term Action
Assess the feasibility of an accessible boardroom for employees with disabilities.		Assess the feasibility of an accessible boardroom for employees with disabilities.	
Update parking policies.		Review policies to meet obligations for employees and visitors.	
Make space in lobby more accessible at office buildings.		Install seating and accommodate employees with mobility issues.	
Explore the possibility of wider doors for mobility devices.		Study door size for large wheelchairs.	
Update the exterior of the office building to meet accessibility standards	Identify areas needing improvement, making sure to consult people with disabilities	Create additional disabled parking stalls at all access point of the building.	

Our facilities undergo regular inspections with a focus on accessibility and inclusivity, allowing us to address any identified barriers effectively. Through these proactive measures, we aim to guarantee that all individuals can access and enjoy our facilities, thereby promoting inclusivity and equal opportunities for everyone.

Aircraft

The physical layout of a helicopter inherently presents challenges to accessibility for individuals with disabilities. Therefore, we are dedicated to addressing any obstacles that passengers may encounter on a case-by-case basis. We pledge to assess these barriers and provide assistance to ensure that each individual can experience a safe and comfortable flight.

Culture, Education, and Awareness

Skyline Helicopters acknowledges the significance of fostering a positive workplace culture and its profound effects on employee performance, job satisfaction, and engagement. The company is dedicated to cultivating a healthy and fair workplace environment where employees are esteemed and provided with equitable employment prospects. Moreover, Skyline Helicopters will establish a secure environment where employees feel empowered to freely express themselves and advocate for their needs. To nurture an inclusive and accessible workplace, the company will concentrate on overcoming awareness and attitudinal barriers through the following initiatives:

Objectives	Short-Term Actions	Medium-Term Actions	Long-Term Actions
Ensure all employees have accessibility knowledge and tools	Post policies and procedures to include the Accessibility Plan	Provide training to employees	
Strengthen understanding of accessibility, empathy, and respect for employees with disabilities	Enhance knowledge and participation in National Accessibility Awareness Week	Communicate through regular safety meetings about accessibility matters.	
Ensure events and meetings are accessible	Prepare guidelines for accessible events/meetings		

Information & Communication Technologies (ICT)

Communications technologies encompass the techniques, tools and methods used to facilitate communication. Information technologies involve the tools and systems used to create, record, modify and display the content being communicated.

Communication other than ICT

Clear and direct communication benefits all audiences. To achieve this, it's important to recognize that people communicate in various ways, such as speech, writing, sign language, and pictures. To ensure a positive flight experience for everyone, regardless of communication preferences, Skyline Helicopters will implement the following communication methods:

- Verbal Communication – Our employees will communicate in a clear and courteous manner using simple and easily understandable language.
- Written Communication – Our written materials will be clear and concise and avoid technical terminology. Multilingual written materials will be available when practical.
- Non-Verbal Communication – Appropriate gestures, body language and facial expressions will be used to help facilitate further understanding.
- Visual Communication – Visual aids and clear signage will be used to assist passengers.
- Information will be displayed, and visual options will be available to further ensure vital information is available to all.
- Gestural Communication – Where able, we will use universally recognized gestures in our communications.
- Tactile Communication – Our staff will be attentive to the needs of passengers who rely on tactile communication.
- Sensitivity and respect will be given when physical assistance is needed, such as guiding passengers or when using tactile aids.

Alternate Formats

Passengers can request the accessibility plan in alternative formats to accommodate their diverse needs. Alternative formats are as follows:

- Print
- Large Print (16pt, sans serif unless otherwise requests)
- Braille
- Audio format or
- An electronic format compatible with adaptive technology

Requests can be made to any of the communication options listed above. These include mail, telephone, or email. Upon request Skyline Helicopters will provide this policy in alternate formats within 20 days of

the request. A request for this policy in either an audio format or Braille will be fulfilled within 45 days of the request.

Design and Delivery of Programs & Services

Skyline Helicopters is dedicated to ensuring barrier-free procurement by identifying and removing accessibility barriers in procurement requirements. To achieve inclusive and accessible products and services, accessibility criteria will be included in procurement requirements, and deliverables must incorporate accessibility features.

Objectives	Short-Term Actions	Medium-Term Actions	Long-Term Actions
Consider accessibility needs at the start of procurement processes.	Provide accessibility training for employees responsible for procurement. Promote awareness and provide resources for accessible procurement.		
Ensure accessibility of the selection and purchase of goods and services	Consult with employees with disabilities before choosing procurement furniture for common spaces.		

Planning & Reporting Requirements

Skyline Helicopters is required to begin a planning and reporting cycle by preparing and publishing an initial accessibility plan on or before June 1, 2024.

This planning and reporting cycle will last three calendar years, with the following schedule:

- 1st Year: publication of initial accessibility plan
- 2nd and 3rd Year: Progress reports

Skyline Helicopters will be required to begin a new publishing and reporting cycle following the completion of the first cycle. This subsequent cycle will begin with an updated accessibility plan followed by two progress reports.

Skyline Helicopters will continue these planning and reporting cycles as long as the average number of employees does not fall below 10 in any subsequent year of the planning and reporting cycle.

Staff Training

Skyline Helicopters is dedicated to offering regular accessibility training and education to all employees, ensuring the training is accessible to everyone and equipping employees with the necessary tools to confidently address accessibility.

The initiatives include the following:

- Providing mandatory training on unconscious bias, accessibility, barriers, and inclusion to all managers, supervisors, team leaders, executives, and HR professionals.
- Offering training to reduce attitudinal barriers.
- Educating and providing support to managers on employees' performance evaluations.
- Providing training to all employees to improve the work environment for individuals with a disability.

Transportation

Skyline Helicopters is subject to the *Accessible Transportation Planning and Reporting Regulations* and is committed to identifying and removing barriers that could impact the accessibility of helicopter services. Employees with the responsibility of serving the public are subject to Personnel Training for the *Assistance of People with Disabilities Regulations (ATPDR)* and will be trained in respect of the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics.
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

In addition, training will be provided to employees with an adequate level of knowledge in respect of:

- the different types of barriers that may hinder equal access to transportation services for persons with disabilities.
- the various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including:
- the type of assistance that they must provide to persons with disabilities.
- the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise, and plain language.

- communication with persons with disabilities as outlined in the requirements of the ATPDR ([Accessible Transportation for Persons with Disability Regulations](#)) and how to interact with them in a manner that respects their autonomy and dignity.
- the role of a support person; and
- the role and needs of a service dog.

Employees who are required to provide physical assistance to persons with a disability will receive training that provides them with adequate knowledge and skills to perform that function.

Consultations

Skyline Helicopters is currently in the process of consulting with persons with disabilities, meetings with Company Occupational Health and Safety Representative, staff interviews, and suggestions from the public. Meetings and consultations will be occurring to receive feedback related to potential barriers in the workplace and services provided.

Further plans have been developed to explore creating an accessibility committee to gain input from internal stakeholders regarding barriers within our work environments.

When data is received all information pertaining to identified barriers or concerns surrounding accessibility will be shared with Skyline Helicopters management for review and consideration. Any complaints surrounding accessibility will be submitted to our company's safety management system for follow-up and proper resolve.

Complaints & Feedback

Skyline Helicopters is committed to creating a barrier-free workplace for all employees by implementing the plan developed in accordance with this policy and the Act. Employees with concerns or requests regarding accessibility should contact Human Resources.

Email: hr@skylinehelicopters.ca

Telephone: 250-765-1910

Mail: Skyline Helicopters Ltd.

C/O Human Resources

6295 Airport Way

Kelowna, BC, V1V 2V7

Requests for accessibility accommodations will be reviewed by Skyline Helicopters management. Based on the review, the accessibility plan will be updated as necessary, and any changes will be communicated to all employees through the company's Digital Action Tracking System.