

Accessibility Plan Progress Report - Skyline Helicopters

1st Year Progress Report – June 1, 2025

Introduction

Skyline Helicopters Ltd. remains committed to fostering an accessible environment as outlined in our Accessibility Plan, published June 1, 2024, per the Accessible Canada Act. This report summarizes progress, feedback, and consultations over the past year, reflecting our efforts to remove barriers in our services and facilities.

Progress on Accessibility Plan

Employment

We have advanced our commitment to inclusive employment:

- **Management Training:** All managers completed mandatory accessibility training on unconscious bias, barriers, inclusion, and accommodations, meeting our short-term goal to equip staff with accessibility knowledge.
- **Recruitment and Onboarding:** Job postings now include accommodation notices, and onboarding informs employees of their rights, fulfilling short-term actions.
- **Ongoing Efforts:** We are analyzing employment equity data to identify underrepresented groups, informing medium-term staffing strategies.

Built Environment

We have improved facility accessibility:

- **Lobby Accessibility:** The office lobby is now more accessible with clear pathways, achieving our medium-term goal ahead of schedule through consultations with individuals with disabilities.
- **Ongoing Assessments:** Regular inspections target barriers like doorways, restrooms, and signage. Plans to assess boardroom accessibility and door sizes for wheelchairs are underway.

Culture, Education, and Awareness

We are fostering an inclusive culture:

- **Training Initiatives:** The Accessibility Plan and policies are posted internally, meeting a short-term action to ensure employee access to information.

Information & Communication Technologies (ICT) and Communication

We ensure accessible communication:

- **Communication Methods:** Staff use clear verbal, written, visual, and tactile methods to support diverse needs, enhancing passenger and employee interactions.
- **Alternate Formats:** The plan is available in print, large print, Braille, audio, and electronic formats. No requests have been received, but processes are ready to fulfill requests within 20 days (45 days for Braille/audio).

Design and Delivery of Programs & Services

Accessibility is integrated into procurement:

- **Procurement Training:** Procurement staff received accessibility training, ensuring accessibility criteria are considered, per our short-term action.

Transportation

As a transportation provider, we comply with Accessible Transportation Planning and Reporting Regulations:

- **Personnel Training:** Public-facing staff are trained per ATPDR, covering dignity, equal access, assistive devices, and communication methods for passengers with disabilities.

Planning & Reporting

This report fulfills our annual update commitment. The Accessibility Commissioner was notified within 48 hours. The next report is due in 2026, followed by an updated plan in 2027.

Feedback Received

No feedback has been received via our mechanism (hr@skylinehelicopters.ca, 250-765-1910, or mail to 6295 Airport Way, Kelowna, BC, V1V 2V7). We continue promoting this channel.

Consultations Conducted

Meetings with our Occupational Health and Safety Representative and staff interviews informed actions like lobby improvements, ensuring input from employees with disabilities.

Conclusion

Skyline Helicopters has progressed in accessibility through management training, lobby enhancements, and procurement improvements. We remain committed to feedback and consultations to foster inclusivity.

Contact: hr@skylinehelicopters.ca, 250-765-1910, or Skyline Helicopters Ltd., C/O Human Resources, 6295 Airport Way, Kelowna, BC, V1V 2V7