



Accessibility Plan

July 2024 Progress Report

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1.1 Accessibility Contact

- a) CanWest Air encourages feedback from our passengers, our employees, and other stakeholders. Feedback on our plan helps us remove barrier. The Chief Operations Officer receives feedback on accessibility through the Safety Management System. He may be contacted by email, telephone or post as follows:

Email: accessibility@canwestair.com

Phone: 1 (866) 849-5353

Mail: Attn: Safety Management System
119, 1519 – 35 Avenue East
Edmonton International Airport, AB T9E 0V6

1.2 Feedback Process

- a) The Chief Operating Officer is designated to receive feedback and address it.
- b) Can West Air will acknowledge, assess and act upon your feedback in a timely manner. If you provide contact information with your inquiry, we may reach out to consult with you for further feedback on the concern and any proposed changes.
- c) Routine reviews of the feedback messages will be conducted to identify patterns, themes or trends. Frequency of these reviews will depend on the volume of feedback messages received. Feedback will be incorporated into future progress reports and updated plans.
- d) CanWest Air understands that access to our feedback process in alternate formats is required to accommodate diverse needs. Passengers and clients can request our feedback process in the following formats:
- Print copies of the plan in the link above
 - Large Print formats, electronic or physical copies (standard available in 16pt, sans serif font unless otherwise requested)
 - Braille
 - Audio
 - Other electronic formats compatible with adaptive technology
- e) Please request these alternate formats through one of the communication channels listed below. We are committed to fulfilling requests for print or large print formats within 15 days, and within 45 days for braille, audio or other electronic formats. We encourage our passengers and clients to communicate any specific formatting needs, and will work with them to accommodate each individual's request and preferences.

- f) Feedback on our plan helps us remove barrier. The Chief Operations Officer receives feedback on accessibility through the Safety Management System. He may be contacted by email, telephone or post as follows:

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- g) Persons wishing to provide feedback in an anonymous fashion are encouraged to do so by mail. No return address or identifying information is required for this process.

2.0 Communication

- a) Can West Air recognizes that effective communication is critical to a positive travel experience for all persons, including those with disabilities. Clear, concise and accessible communication is critical to ensuring comfort, safety and satisfaction. With clear communication, we strive to alleviate anxiety, frustration, and to address concerns promptly.
- b) Our goal is to continually improve our communication processes through training and seeking feedback from customers, staff and other resources.
- c) Communication is divided into two primary elements for this accessibility plan: Information and Communication Technology (ICT), and Communication other than ICT

2.1 Information and Communication Technologies (ICT)

- a) Information and Communication Technology includes the accessibility of all telecommunication systems, computer systems and networks owned, operated or controlled by the organization. This also includes websites, mobile applications, and any announcements made in terminals or onboard the aircraft.

Actions Currently Implemented to Remove Communication Barriers

- Onboard aircraft briefings are performed before engines are started
- Company information web site available to the public
- Communications with the company by phone, email and web site
- Aircraft safety briefing videos that include audio and written safety information

Actions to Remove Identified Communication Barriers

- Perform a review of the web site to ensure it is compatible with adaptive technology and WCAG 2.2
- Perform a review of the passenger booking process to ensure it is accessible
- The Quality Assurance system will monitor required changes to the web site and the current booking process to ensure they are implemented and effective

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- The company website and passenger briefing process are scheduled to be reviewed before July 2025.

2.2 Communication Other Than ICT

- a) Communication other than ICT addresses other areas of communication, including spoken, written, signed and other forms of communication.

Actions Currently Implemented to Remove Communication Barriers

- Staff will communicate in a clear and courteous manner, using simple and easily understandable language.
- We will utilize clear and concise written materials, avoiding complex terminology or jargon.
- We will encourage our employees to use appropriate gestures, body language, and facial expressions to facilitate understanding
- We will provide visual aids and clear signage to assist passengers.
- Informational displays and visual announcements will be available to ensure vital information is accessible to all.
- Where feasible, we will incorporate universally recognized gestures into our communication practices
- We will ensure our staff is attentive to the needs of passengers who rely on tactile communication.
- Sensitivity and respect will be exercised when providing physical assistance, such as guiding passengers or using tactile aids.

Actions to Remove Identified Communication Barriers

- An Accessibility training program will be developed and delivered to all company employees.
- The Quality Assurance system will monitor Accessibility training development and delivery to ensure it is implemented and effective
- Identify resources for translators including sign language

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- The QMS policy manual was updated. The accessibility policy and plan were added as a newly created Chapter 15.
- The Accessibility training program curriculum was developed. An assessment was completed and the existing QMS policy and procedures training format and content was amended to incorporate the new Accessibility training. QMS Policy Manual Chapter 7.0, curriculums 7.5.1 (initial) and 7.5.2 (update) contain the details of the new curriculum. This training will be conducted biannually.
- Training material is under development for the new QMS program to include the Accessibility program training for delivery to all staff.

- A communication barrier were identified through feedback by company personnel in the area of training materials.
 - Employee verbal feedback was received pertaining to the training material for the company Transportation of Dangerous Goods program.
 - Feedback included details describing accessibility needs for persons with dyslexia, as pertaining to training material
 - Fonts, colours, format, and how many lines of text per page were discussed as challenges and barriers
 - Specific pages were discussed and details provided on how to make the training more accessible
 - The company Transportation of Dangerous Goods program was amended and submitted for Transport Canada approval in December 2023 with the changes to include the accessibility elements. The program was approved March 2024, and implemented for April 2024.

3.0 Procurement of Goods, Services and Facilities

Currently Can West Air does not have formal policies associated to the procurement of goods, services and facilities relating to accessibility issues

Actions to Remove Identified Procurement of Goods, Services and Facilities Barriers

- Can West Air will audit their procurement practices, services and facilities and recommend changes where accessibility issues are identified. When procuring new equipment or facility improvements, accessibility will be a consideration and will be communicated to suppliers and contractors.
 - Determine if there is space for people with mobility aids to move efficiently.
 - Determine if seating can accommodate persons of various builds/sizes and abilities.
 - Determine the Facility (Landlord's) plan/practice to remove obstacles and environmental hazards
 - Evaluate the accessibility features of the premises including but not limited to:
 - Wide Door Entrances and Exits
 - Automatic Doors Triggered by Motion
 - Tile, Low Pile Carpeting or similar flooring to support the use of mobility devices.
 - Accessible washrooms
 - The inspection, cleaning and maintenance program supporting the facility
- The Quality Assurance system will monitor the recommendations of the audit to ensure they are practical, implemented and effective

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- A new hangar was procured in Fort McMurray Alberta in May 2024. An informal accessibility audit was completed as an aid/training opportunity in the creation of formal accessibility audit checklists for other bases and to guide the furnishing of the facility. Staff utilized mobility aids as The informal review identified:
 - Parking areas- suitable for mobility challenged persons. Line painting needs to be refreshed for visibility impaired and to ensure clear indication of the accessible parking stall
 - Access to front door is asphalt and reasonably flat/smooth and relatively straight path from the parking to the front door. Doorway /threshold is not significantly raised
 - Signage is needed for the front door and main building company signage
 - The front door and interior lobby door are not automated/barrier free
 - There are no carpets only laminate floor and concrete

- Customer access to the stairs is not expected. The upstairs mezzanine is not currently developed. Consideration should be given to accessibility when developing this area. There is no elevator or ramp, and it is not practicable to install one.
- Bathrooms have automatic dispensers. The toilet has grab bars, the paper dispenser and sanitary disposal bins are accessible. Doors do not have powered opening mechanisms. The bathrooms are single user and large enough for mobility aids. The toilet is a higher toilet, suitable for persons with less mobility.
- Seating is not yet installed, accessibility should be a consideration.
- Hallways are suitably wide enough for mobility aids
- Doors to access the hangar are not powered however these doors are not intended for unescorted public access
- There is grassy space outside for a service animal relief area
- Accessibility Audit Checklists are under development by the OHS manager inclusive of the facilities for barriers. Anticipating accessibility audit completion by Aug 31 2024.

4.0 Design and Delivery of Programs and Services

- a) Can West Air's operations as an Air Ambulance provider means that the majority of patients accessing our facilities are in acute medical distress and are non-ambulatory. The delivery of services is performed as required by our Air Medical Crew, in conjunction with Alberta Health Services guidance. The delivery of this service is done in a manner that takes into account the condition of each individual patient and their needs, including accessibility, through the lens of medical care.
- b) CanWest Air's operations as a charter utilizes Cessna C208B and Cessna 206 aircraft for charter operations. Charter flights are contracted through our Customer Service Representatives, and are physically limited by the aircraft fleet. CanWest Air offers custom charter solutions to meet the demands of our customers, working within the parameters of the Canadian Aviation Regulations and other legislative requirements. CanWest Air requests that our customers inform of any challenges or barriers that they might encounter at the time of booking a flight, and continue to work with the company to find a solution that works for their needs.

Actions Implemented to Remove Delivery of Programs and Services Barriers

- a) With advanced notice, Can West Air will ensure that services are provided to Persons with Disabilities. Staff assist with:
 - Registration at the check-in counter and guiding customers to the boarding area.
 - Boarding and deplaning as well as stowing and retrieving carry-on baggage and checked baggage.
 - Navigating to the general public area or to another carrier.
 - Transferring a passenger between their own mobility aid and one provided by Can West Air
 - Transferring a passenger between a mobility aid and their seat.
 - We inquire periodically during a flight about a person's needs.
 - We brief individual passengers with disabilities and their attendant on emergency procedures.
- b) Mobility aids and medical equipment can go on the aircraft with the passenger. Due to space limitations on some aircraft, Can West Air may not be able to accommodate some battery-powered mobility aids. Check in staff will provide passengers with more information at the time of booking.
- c) Can West Air may offer a Medevac aircraft configuration Caravan charter for persons requiring that type of service. Two flight crew may be provided on aircraft requiring a single pilot allowing the additional flight crew member the ability to assist the passenger.

- d) Passenger briefing cards are accessible and clear contrasting designs, pictographs, emergency equipment labeled for use
- e) Service Animals may be accommodated but, they must remain on the floor at the person's seat and they must be properly harnessed. Staff will provide directions to animal relief areas at the various locations.

Actions to Remove Identified Delivery of Programs and Services Barriers

Can West Air will audit each of its facilities to determine if additional mobility aids are required

- Wheelchairs
- Walkers
- Canes
- Crutches
- Signage for animal relief areas
- Other

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- Accessibility Audit Checklists are under development by the OHS manager inclusive of a review of bases that conduct charter operations for any potential mobility aids or other accessibility needs. Anticipating accessibility audit completion by Aug 31 2024.

5.0 Transportation Services

- a) Can West Air utilizes King Air aircraft and Cessna C208B aircraft for Air Ambulance operations, which are fully equipped to load and transport a patient with any accessibility concerns in a non-ambulatory state. Our crews are trained in the loading, unloading and equipment operations, as well as in the cooperative loading of patients with respect to dignity, comfort and providing the most positive experience possible for the occurrence.
- b) Can West Air utilizes Cessna C208B and C206 aircraft for charter operations. These aircraft have unique limitations for accessibility of those with mobility restrictions. Due to space limitations on some aircraft, Can West Air may not be able to accommodate some mobility aids. Check in staff will provide passengers with more information at the time of booking.
- c) Can West Air does not provide ground transportation services for customers arriving at or departing the airport. When requested, employees will assist passengers in obtaining ground transportation and assist with the handling of baggage and special equipment.

6.0 The Built Environment

- a) The “built environment” impacting accessibility includes company buildings, the airports we fly to, and the outside environment where passengers embark and disembark from our aircraft. Aircraft are addressed separately under the Transportation Category
- b) Can West Air operates flights from a variety of locations, including our own bases with company hangars and movement areas such as Fort Vermillion, leased spaces such as Edmonton, and outdoors at remote airports such as Fox Lake. Each of these unique environments have their own challenges and barriers. CanWest Air cannot control elements such as weather, snow, and surface conditions at remote locations, however staff will do their best to coordinate with local airport management and maintenance to ensure that these spaces are suitable for passenger use, including those with disabilities. At our home bases, challenging weather can be combatted by the flight crew bringing the aircraft into the hangar for a controlled environment in which to load and unload.

Actions to Remove Identified Built Environment Barriers

- Can West Air commits to the inclusion of accessibility features and removing accessibility barriers during new builds or renovations. An audit of the existing facilities will be performed to determine if additional accessibility features are required and if there are barriers to be removed. Items to be considered are:
 - Bathrooms
 - Doors and stairs
 - Parking lots, disabled parking areas
 - Fire alarms visual and audible,
 - Desks/workstations for workers
 - Lighting
 - Signage
 - Seating and furniture
 - Support for service animals at our facilities (identification of relief areas).

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7.0 Provisions of CTA Accessibility-Related Regulations

As a small Transportation Service Provider, Can West Air is subject and fully compliant to the:

- Air Transportation Regulations, Part VII (for air carriers not captured under the Accessible Transportation for Persons with Disability Regulations (ATPDR))
- The Personnel Training for the Assistance of Persons with Disabilities Regulations (for all Transportation Service Providers not captured under the ATPDR).

Can West Air currently meets the definition of a “small air carrier” under the Air Transportation Regulations. We do not foresee this changing in the near future.

- **small aircraft** means an aircraft equipped for the carriage of passengers and having a certificated maximum carrying capacity of not more than 39 passengers

Compliance with these regulations shall be maintained by the Quality Assurance Program described in the Maintenance Control Manual section 8.0

8.0 Consultations

There were no identified progress goals for consultations in the original plan. Despite this, feedback was received from an internal source regarding accessibility.

8.1 Internal Consultations

- a) CanWest Air routinely solicits feedback on training program delivery from employees as pertaining accessibility concerns.
- b) In the period between June 2023 and June 2024, employee verbal feedback was received on one training program: Transportation of Dangerous Goods. The feedback received was that the program delivery material was difficult for persons with dyslexia due to format, specifically fonts, colours and how many lines of text were provided on each slide. The Program was amended as described in section 2.2 Communication other than

8.2 External Consultations

- a) There were no identified progress goals in the plan pertaining to external consultations.
- b) There was no external accessibility feedback provided in the June 2023-June 2024 time period.