



**Accessibility Plan
And Feedback Process
June 2026 to July 2029**

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Record of Amendments	
Amendment Date	Entered by
August 2023	Leanne McAmmond
November 2023	Leanne McAmmond
January 2024	Leanne McAmmond
September 2024	Leanne McAmmond
May 29 2026	Leanne McAmmond

Amendment and Distribution Control

0.1 Amendment Control

- a) CanWest Air is committed to ensuring the content of the Accessibility plan is clear and easy to understand. We will use concise language, simple sentences, and avoid technical words, jargon and acronyms whenever possible. Our goal is to make this information easily understandable to all readers.
- b) Amendments will be made by a complete reissue of this manual. There will be no list of effective pages maintained. A revision date in the footer will be used to indicate issuance date.
- c) CanWest Air will review this Accessibility Plan on an ongoing basis to ensure it stays accurate and practical. In line with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR), we will publish:
 - Annual Progress Reports that summarize feedback received, barriers identified, actions taken, and progress toward our accessibility goals
 - An updated Accessibility Plan at least once every three (3) years.
- d) Older versions of the Accessibility Plan and all Progress Reports will be kept for at least seven (7) years, as required by Section 18 of the Accessible Canada Regulations.

0.2 Distribution Control

This Accessibility Plan and Feedback Process is available in digital format on the CanWest Air website www.canwestair.com under About Us → Accessibility.

- a) In line with the Accessible Canada Regulations (Sections 6–8) and the ATPRR, CanWest Air will provide this Accessibility Plan and the description of our feedback process in alternate formats upon request.
Available formats include:
 - Print
 - Large print
 - Braille
 - Audio format
 - Electronic formats compatible with adaptive technology
- b) Requests for alternate formats may be submitted using any of the communication methods listed.
- c) Alternate formats will be provided within the timelines required by regulation:
 - Print, large print, and electronic formats: within fifteen (15) days

- Braille and audio formats: within forty-five (45) days
- d) Large print documents will normally be produced using a minimum 16-point sans serif font unless another format is requested.
- e) All current versions of Accessibility Plans and Progress Reports posted on the company website will remain publicly available for seven (7) years.
- f) Printed or downloaded copies of this document are considered uncontrolled once distributed.

1.0 General

1.1 Purpose

a) CanWest Air is committed to ensuring equal access and opportunity for all staff and passengers, including persons with disabilities.

b) This Accessibility Plan has been developed in accordance with:

- The Accessible Canada Act (ACA)
- The Accessible Canada Regulations (ACR)
- The Accessible Transportation Planning and Reporting Regulations (ATPRR)
- Applicable Canadian Transportation Agency (CTA) accessibility requirements

c) The purpose of this plan is to:

- Identify barriers to accessibility;
- Describe actions being taken to remove and prevent barriers;
- Establish processes for consultation and feedback; and
- Promote continuous improvement in accessibility across operations.

d) This plan is guided by the principles outlined in Sections 5 and 6 of the Accessible Canada Act, including:

- Dignity;
- Equal opportunity;
- Barrier-free access;
- Meaningful choice; and
- The involvement of persons with disabilities in accessibility planning.

e) The goal of achieving full accessibility is an ongoing process integrated into operational planning, service delivery, training, procurement, and quality assurance activities.

f) Where barriers are identified, CanWest Air will seek reasonable and practical alternatives while continuing to comply with:

- Canadian Aviation Regulations (CARs);
- Operational safety requirements;

- Aircraft certification limitations; and
- Applicable accessibility legislation and standards.

1.2 Accessibility Contact

a) CanWest Air encourages feedback from passengers, employees, and stakeholders. Feedback on this Accessibility Plan, the feedback process, and Progress Reports assists the organizations in identifying and removing barriers.

The Chief Operating Officer is designated to receive accessibility feedback on behalf of CanWest Air.

Feedback may be submitted by:

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

1.3 Feedback Process

a) CanWest Air will receive, review, and respond to accessibility feedback in accordance with the Accessible Canada Regulations and the ATPRR.

b) Feedback may be submitted by email, telephone, mail, or through any communication method listed on our company websites.

c) Feedback may include:

- Accessibility barriers
- Concerns about programs, services, or facilities
- Suggestions for improvement
- Comments or concerns about this Accessibility Plan or our Progress Reports

d) Anonymous feedback is welcome and will be reviewed.

e) CanWest Air will provide alternate formats in the feedback process if required in the following formats:

- Print
- Large print
- Braille

- Audio format
 - Electronic formats compatible with adaptive technology
- b) Requests for alternate formats may be submitted using any of the communication methods listed.
- c) Alternate formats will be provided within the timelines required by regulation:
- Print, large print, and electronic formats: within fifteen (15) days
 - Braille and audio formats: within forty-five (45) days
- d) 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
- e) All feedback received will be:
- Logged in the internal Safety Management System (SMS) online portal by the QMs Manager for tracking, documentation, and corrective action follow up
 - Reviewed by the Chief Operating Officer or their designate, who will
 - Assess for operational, regulatory, and safety impacts
 - Assign corrective actions when required
- f) CanWest Air will acknowledge receipt of non-anonymous feedback as soon as feasible but not more than seven (7) to ten (10) business days.
- g) The Accessibility program, including the Feedback Process, is included in the Quality Assurance program and is subject to annual review.
- h) Accessibility concerns may lead to: Corrective actions
- Operational changes
 - Training updates
 - Policy revisions
 - Future accessibility objectives
- i) Outcomes from feedback will be summarized in our annual Progress Reports.
- j) Records of feedback and any related corrective actions will be kept for seven (7) years, as required by the Accessible Canada Regulations.

1.4 Definitions

The following are important terms in the Accessible Canada Act. They are used throughout this plan. They are defined here in plain language. For the full ACA definitions, visit: [Accessible Canada Act](#)

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

A difficulty encountered during travel does not become a "barrier" merely because it was experienced by a person with a disability, there must be a direct connection between the disability and the barrier.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Accessibility: The design of products, services, environments, technologies, policies and procedures in a way that allows all people, including those with disabilities, access them.

1.5 Applicable legislation and codes of practice

- Accessible Canada Act
- Canada Transportation Act
- Accessible Transportation Planning and Reporting Regulations
- Air Transportation Regulations Part VII (CARS)
- Accessible Transportation for Persons with Disabilities Regulations
- Personnel Training for the assistance of persons with disabilities regulations
- CTA Accessibility Guidelines for Small Aircraft - Services for persons with disabilities on aircraft with 29 and fewer passenger seats

2.0 Employment

a) CanWest Air is an equal opportunity employer in accordance with the Employment Equity Act and the Canadian Human Rights Act.

b) Accessibility considerations are incorporated into:

- Recruitment;
- Hiring;
- Training;
- Workplace accommodations;
- Return-to-work processes; and
- Employee support programs.

c) Accommodation requests from applicants and employees will be assessed individually and in consultation with the employee or applicant.

d) Essential job requirements applicable to aviation safety-sensitive positions, including medical certification requirements under the Canadian Aviation Regulations, will continue to apply where required for operational safety.

e) Instances of employment barriers identified by an applicant or an existing employee are reported to the Safety Management System and addressed by the Chief Operating Officer in a timely manner.

2.1 Recruitment

Job postings indicate that CanWest Air is an equal opportunity employer, and applicants may request accommodations at any stage of the recruitment or interview process.

When offering a position to a successful candidate we are committed to remove barriers and provide accessibility in the work environment.

2.2 Training

The organization is committed to providing training in accordance with the Canadian Labour Code as it applies to people with disabilities.

All staff must receive:

- Initial training on disability awareness and assistance
- Refresher training minimum once per 3 years
- Hands-on training for anyone who physically assists passengers or handles mobility aids

Hands on practical accessibility training shall be provided to employees whose duties involve:

- Passenger interaction
- Operational support functions

Training will include:

- Passenger autonomy and dignity;
- Communication with persons with disabilities;
- Boarding and deplaning assistance techniques;
- Mobility aid handling and storage;
- Service animal awareness;
- Non-visible disabilities and neurodiversity awareness; and
- Accessibility considerations during booking and scheduling

We are progressing toward delivering initial accessibility training through a combination of self-study and instructor-led or presented material. This training will be completed within sixty (60) days of an employee being assigned accessibility-related duties.

Recurrent accessibility training will be delivered using the same combination of self-study and instructor-led or presented material. This training will occur at intervals not exceeding thirty-six (36) months, in alignment with applicable accessibility training requirements.

All accessibility training will be tracked and recorded, with records retained for seven (7) years. Employees must demonstrate an appropriate level of understanding before the training is considered complete.

Refer to Appendix A - Accessibility Training Curriculum for complete curriculum.

2.3 Quality Assurance

The Quality Assurance System shall:

- Monitor the Accessibility program for compliance, implementation and effectiveness;
and
- Monitor accessibility feedback, findings, corrective actions and follow up processes.

Corrective actions arising from accessibility audits or feedback shall be documented and tracked through the Quality Management System.

3.0 The Built Environment

The built environment affecting accessibility includes company buildings, hangars, administrative offices, leased facilities, and the outdoor environments where passengers embark and disembark from our aircraft. While aircraft-specific considerations are addressed separately under the Transportation category, the spaces surrounding our operations play a significant role in the passenger experience.

CanWest Air operates from a variety of locations, including company-owned bases such as Fort Vermilion, leased facilities such as Edmonton, and remote outdoor airports such as Fox Lake. Each environment presents unique accessibility challenges. While we cannot control external factors such as weather, snow, or surface conditions at remote locations, staff coordinate with local airport management and maintenance teams to ensure these areas are as safe and accessible as possible for all passengers, including those with disabilities. At our home bases, flight crews may bring aircraft into the hangar during severe weather to create a controlled environment for boarding and deplaning.

Identified Barriers

- Heavy manual doors or limited automatic door access
- Inconsistent accessible washroom configurations
- Limited accessible signage or wayfinding
- Lack of designated service animal relief areas
- Audible-only emergency alarm systems
- Limited maneuvering space in waiting areas or hangars
- Accessibility limitations associated with older or leased facilities
- Outdoor conditions at remote airports (snow, ice, uneven surfaces)

Actions Implemented to Remove Built Environment Barriers

- Current facilities have been audited to identify barriers and required improvements using Accessibility Audit – Facilities Checklist (Appendix B), with immediately feasible upgrades completed and future upgrades considered as able
- Renovations to current facilities and/or addition of new facilities will be subject to the Accessibility Audit – Facilities Checklist (Appendix B)
- Improvements may include, but are not limited to:
 - Accessible washroom signage and hardware
 - Door and stair modifications

- Accessible parking and entrances
- Enhanced lighting and signage
- Seating and furniture suitable for mobility aid users
- Visual and audible fire alarms
- Identification of service animal relief areas

Ongoing Commitments

- Accessibility considerations will continue to be integrated into future renovations, leases, and facility planning.
- The Quality Assurance system monitors the results of built environment audits to ensure recommendations are practical, implemented, and effective.
- The Workplace Health and Safety Committee and the Safety Management System regularly inspect facilities, equipment, and processes. A Hazard Risk Assessment matrix is used to evaluate the probability and severity of identified risks.
- Annual progress reports outline objectives, track metrics such as feedback and response times, and document barrier resolution efforts.
- Waiting area layouts are reviewed to ensure maneuvering space for mobility aids.
- Accessibility information is developed for each operating base, to be compiled and updated in the Bases and Destinations Manual, available on the company website for future reference.
- Staff coordinate with airport authorities and property managers to address accessibility concerns in leased or shared facilities.
- During adverse weather, aircraft may be positioned in hangars to support safer boarding and deplaning.

4.0 Information and Communication Technology (ICT)

- a) CanWest 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 work 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.

CanWest Air recognizes that Information and Communication Technologies include all telecommunication systems, computer systems, networks, websites, mobile applications, and any announcements made onboard aircraft. ICT barriers may arise from website accessibility limitations, inaccessible digital documents, or software that is not compatible with adaptive technology. We are working toward improved alignment with WCAG 2.2 AA standards, aim to produce accessible digital documents where feasible, and will consider accessibility needs when selecting or updating software systems.

Actions Implemented to Remove Communication Barriers

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

Actions to Remove Identified Communication Barriers

- Audit and update current company website to ensure compatibility with adaptive technology and WCAG 2.2 - level AA compliance. Annual review to ensure document and website compliance
- Conduct a review of the passenger booking process to ensure accessible options
- The Quality Assurance system will monitor required changes to the web site and the current booking process

5.0 Communication (Non-ICT)

Communication other than ICT includes spoken, written, signed, visual, tactile, and other non-digital forms of communication. We recognize that barriers can occur when information is not provided in accessible formats or when communication methods do not meet the needs of all passengers.

Barriers may include:

- Printed materials not available in alternate formats
- Communication methods that are not accessible to all users
- Language, hearing, speech, or communication barriers
- Situations where spoken, written, or non-verbal communication is not sufficient for a passenger's needs

Current Communication Practices

- Our personnel provide check-in and when asked, will individually brief or assist any passenger requiring additional support. All current staff and new hires receive communication training delivered internally to ensure consistent, accessible service.
- **Verbal Communication**
 - Staff communicate clearly and courteously, using simple, easily understood language.
- **Written Communication**
 - Materials are clear, concise, and free of unnecessary jargon.
- **Non-Verbal Communication**
 - Employees use appropriate gestures, body language, and facial expressions to support understanding.
- **Visual Communication**
 - Visual aids, signage, informational displays, and visual announcements are provided to ensure essential information is accessible.
- **Gestural Communication**
 - Universally recognized gestures are incorporated where feasible.
- **Tactile Communication**
 - Staff remain attentive to passengers who rely on tactile communication and provide physical assistance respectfully and safely.

Actions Implemented to Remove Communication Barriers

- Alternate formats are provided within regulatory timelines.
- Plain language is used in public-facing materials.
- Employees receive training on accessible communication practices.
- Bookings are accepted verbally or in writing, including by telephone and email.
- Accessibility needs are discussed during the booking process to identify accommodations, operational limitations, and any additional time required.
- Translation and interpretation resources, including sign language interpretation where reasonably available, may be used when required

Actions to Strengthen Communication Accessibility (Updated)

- Implementing an Accessibility Training Program will be developed and delivered to all employees involved in booking processes that expands on the communication skills and options available
- The Quality Assurance system will monitor the development, delivery, and effectiveness of accessibility training.
- Resources for translation and interpretation, including sign language services, will be identified and maintained and available to staff as required. Resources will be reviewed annually to ensure compliance

6.0 Procurement of Goods, Services and Facilities

CanWest Air Accessibility considerations are incorporated into procurement processes where feasible for procurement of goods, services and facilities relating to accessibility issues.

Actions include:

- Evaluate accessibility needs during procurement processes
- Prioritizing accessible equipment and services where operationally practical
- Evaluating accessibility equipment and adaptive aids during procurement reviews
- Consulting persons with disabilities when selecting customer-facing products or services where possible

Facilities Barriers considerations

- 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
 - See Appendix B - Accessibility Audit – Facilities Checklist for complete evaluation criteria
- 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

7.0 Design and Delivery of Programs and Services

CanWest Air designs and delivers programs and services with accessibility in mind, recognizing that barriers can arise when accessibility is not consistently integrated into planning or when staff have limited awareness of diverse passenger needs.

Potential Barriers

- Inconsistent consideration of accessibility during program or service design
- Limited staff awareness of accessibility needs
- Operational constraints related to aircraft size, configuration, and remote locations

Operational Accessibility Considerations

- Providing additional time for passengers requiring assistance
- Supporting boarding and deplaning, including transfers and mobility aid handling
- Ensuring passenger independence and obtaining consent before providing assistance
- Using simple, clear communication methods
- Offering flexible seating arrangements where operationally possible

Current Service Delivery Context

Air Ambulance Operations Most patients accessing Air Ambulance services are in acute medical distress and non-ambulatory. Care is delivered by Air Medical Crew in alignment with Alberta Health Services guidance. Accessibility is addressed through the lens of medical need, patient condition, and safe transport requirements.

Charter Operations Charter flights are conducted using Cessna C208B aircraft. These aircraft have physical limitations that may affect mobility aid storage, boarding, and seating. Customers are encouraged to disclose any accessibility needs or potential barriers at the time of booking so that staff can work collaboratively to identify feasible accommodations within regulatory and operational constraints.

Actions Implemented to Remove Program and Service Delivery Barriers

- Accessibility considerations are integrated into service design and operational planning.
- Programs and services are reviewed annually through the QA audit program to assess accessibility impacts.
- Accessibility reference materials and base-specific guidance documents are under ongoing development, with finalized documents for all 10 bases to be developed by December 2026. An annual documents review will be conducted by the Workplace Health and Safety Committee to ensure accurate and current information is available.

- Accessibility procedures are incorporated into operational training where possible.
- Staff provide assistance with:
 - Check-in and guiding passengers to waiting area
 - Boarding, deplaning, and baggage handling
 - Transfers between personal mobility aids and company-provided aids
 - Transfers between mobility aids and aircraft seating
 - Periodic in-flight check-ins to assess needs
 - Individual emergency briefings for passengers with disabilities and their attendants
- Passenger briefing cards use clear contrast, pictographs, and accessible design.
- Service animals will be accommodated and are required to remain harnessed and positioned to maintain clear egress around the passenger's seat. Staff provide guidance to designated animal relief areas where available.
- Mobility aids and medical equipment may travel with the passenger; however, space limitations may restrict some battery-powered mobility aids. Staff provide guidance during booking.
- Medevac-configured Caravan aircraft may be offered for passengers requiring stretcher-based transport, subject to operational limitations.

Actions to Strengthen Program and Service Accessibility

- A pre-booking disclosure process will be defined to clearly communicate service limitations and alternative accommodations in alignment with CTA guidance.
- All facilities will be audited to determine whether additional mobility aids or accessibility supports are required (e.g., wheelchairs, walkers, canes, crutches, signage for animal relief areas).
- The Quality Assurance system will monitor audit results to ensure recommendations are practical, implemented, and effective.

8.0 Transportation

- a) CanWest 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.
- b) CanWest Air utilizes Cessna C208B aircraft for charter operations. These aircraft have unique limitations for accessibility of those with mobility restrictions. Due to space limitations on some aircraft, CanWest 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) CanWest Air is committed to providing an accessible and inclusive flight experience that supports the dignity, independence, and equal participation of all passengers. We are continuously improving accessibility by identifying opportunities to enhance boarding and deplaning equipment.
- d) CanWest 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.

9.0 Provisions of CTA Accessibility-Related Regulations

As a small Transportation Service Provider, CanWest 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).

CanWest 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

10.0 Consultations

a) In developing this Accessibility Plan, CanWest Air consulted with persons with disabilities, employees, and subject matter experts to identify barriers and opportunities for improvement. Future consultation will be conducted at minimum annually, in conjunction with development of progress reports and Accessibility Plans.

b) Consultations conducted between September 2025 and May 2026 included:

- Facility accessibility assessments;
- Experiential walkthroughs using mobility aids;
- Operational reviews at company bases;
- Review of industry best practices and CTA guidance;
- External consultation
- Employee consultation

c) Company training development included consultation with persons with disabilities and health care professionals with accessibility expertise regarding both content and delivery methods. Applicable findings included:

- Transfer techniques and resources
- Anticipation of natural reflex responses during passenger transfers
- Critical importance of handling assistive devices with care
- Respectful communication techniques
- Methods to invite persons with disabilities to share their personal experiences
- Necessity for consent before touching or moving a person with a disability or their assistive devices

10.1 External Consultation

In accordance with the Accessible Canada Act, our accessibility plan must describe how we consulted persons with disabilities during its development. . Over the last reporting period, we engaged several individuals with lived experience, as well as industry leaders in accessible transport through email and phone consultations to support progress on key objectives identified in our previous report. Their input was essential; without their perspectives, significant considerations would have been missed, reinforcing the importance of meaningful consultation in our process.

These discussions directly advanced our work on improving loading and off-loading solutions for passengers who use wheelchairs, including gathering quotes, identifying potential service partners, and evaluating practical options that enhance the passenger experience.

One of the largest pieces is building our accessibility training program to ensure it is operationally realistic and ready for implementation.

As part of our commitment to ongoing and meaningful consultation, we are expanding our approach to include both individual contributors and organizations with relevant expertise. To support this work, we are developing a consultation tracking document that records all engagement activities and integrates into our broader accessibility framework.

As CanWest Air continues to advance the objectives outlined in this accessibility plan and future reports, we remain committed to sustained consultation to ensure our progress is informed, practical, and responsive to the needs of persons with disabilities.

10.2 Internal Consultation

CanWest Air provides medevac air ambulance services and charter services to remote communities in Alberta. This long-standing work has given the company extensive experience supporting persons with disabilities. Through regular communication with passengers, their assistants, medevac personnel, and Alberta Health Services, we have implemented several improvements based on their recommendations, strengthening the quality and accessibility of our services. Internal company framework includes:

- Occupational Health & Safety Committee
- COR audit process
- Safety Management System reporting

11.0 Accessibility Plan – Action Items

CanWest Air recognizes that accessibility is an ongoing process requiring continuous review, consultation, training, and operational improvement. The following action items have been outlined to support compliance with the Accessible Canada Act (ACA), the Accessible Transportation Planning and Reporting Regulations (ATPRR), the Air Transportation Regulations Part VII, and the Personnel Training for the Assistance of Persons with Disabilities Regulations.

The Quality Assurance (QA) Program and Safety Management System (SMS) will monitor implementation, effectiveness, corrective actions, and follow up associated with all accessibility objectives identified in this section.

11.1 Employment and Training

Action Item	Objective	Target Timeline
Finalize and implement Accessibility Training Program Initial Training module	Ensure all employees receive consistent accessibility training appropriate to assigned duties	Sept 30 2026
Develop practical hands on accessibility training and recurrent training material to supplement initial training	Improve employee assisting passengers and handling mobility aids based on lessons learned and feedback	May 31 2027

11.2 Communication and Information Accessibility

Action Item	Objective	Target Timeline
Complete initial review of accessibility plan on company website for compliance with WCAG Level AA compliance and update format as required	Reduce digital accessibility barriers to meet Accessible Canada Regulation 6(1)	By May 31 2027, and reviewed annually
Review accessibility plan to ensure it remained in compliance with WCAG level AA prior to each publication annually	Reduce digital accessibility barriers to meet Accessible Canada Regulation 6(1)	Annually, Due May 31
Review charter booking process for accessibility barriers	Ensure booking methods are accessible and accommodation needs are identified early to ensure a satisfying experience for all involved	May 31 2027

11.3 Procurement of Goods and Services

Action Item	Objective	Target Timeline
Build criteria for procurement process that addresses accessibility considerations	Create best-practice guidelines for procurement	May 31, 2027

11.4 Design and Delivery of Goods, Services and Facilities

Action Item	Objective	Target Timeline
Review charter booking process for accessibility barriers	Ensure booking methods are accessible and accommodation needs are identified early to ensure a satisfying experience for all involved	May 31 2027
Continue evaluating mobility aid loading and transfer solutions. Report new options identified and follow up on previous options with senior management every 6 months	Improve boarding and deplaning support for passengers with mobility disabilities	Initial Nov 30, 2026 6 month interval thereafter
Develop and publish on company internal website the accessibility information for each base	Capture accessibility challenges, barriers, and methods to accommodate	May 31 2027
Update audit checklist for use when facility changes are being considered	Ensure consideration to accessibility needs are captured in changes to the built environment and facilities	Ongoing

11.5 Transportation

Action Item	Objective	Target Timeline
Research available equipment for boarding and deplaning aircraft. Report new options identified and follow up on previous options with senior management every 6 months	Provide an accessible and inclusive flight experience that supports the dignity, independence, and equal participation of all passengers	May 31 2027

Develop a resource outlining available accessible ground transportation options for frequented destinations	Enhance post-flight transportation options	Ongoing
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11.6 Built Environment and Facilities

Action Item	Objective	Target Timeline
Develop and publish on company internal website the accessibility information for each base	Capture accessibility challenges, barriers, and methods to accommodate	May 31 2027
Update audit checklist for use when facility changes are being considered	Ensure consideration to accessibility needs are captured in changes to the built environment and facilities	Ongoing

11.7 Consultation and Feedback

Action Item	Objective	Target Timeline
Consult with persons with disabilities at least once per year in regards to the Accessibility plan	Ensure accessibility improvements remain practical and informed by lived experience	May 31 2027 and Annually
Develop formal consultation tracking process to document input and feedback	Document consultation activities and recommendations received	May 31 2027
Continue annual review of accessibility feedback received through the SMS	Identify trends, corrective actions, and improvement opportunities	Annually by May 31
Publish annual Progress Reports	Meet regulatory reporting requirements and communicate accessibility progress	Annually by June 1 2027 and June 1 2028
Review and update Accessibility Plan	Ensure continued compliance and continuous improvement	Next Due June 1 2029

11.8 Monitoring and Continuous Improvement

Action Item	Objective	Target Timeline
Develop QA audit checklist and implement annual monitoring process	Ensure program remains on track	May 31 2027

12.0 Appendix A – Accessibility Training Curriculum

7.5.1(Part 1) QMS Initial, Self Study Module

All staff will complete this training.

Delivery Method for this training will be via Ascent, our online training module website, with a focus on barriers faced by people with accessibility needs and the importance of proper policies and training to provide more equitable service.

Course Delivery Method: Self Study Online

Prerequisites: None

Materials Required: Access to the Company website, QMS Manuals, Emergency Response Manual

Training materials: 7.5.1 Part 1 QMS Initial Self Study Module

Evaluation Method: 7.5.1 Part 1 QMS Initial Exam Timeframe: Competency based, minimum 1 hour

8.0	<p>Accessibility Plan</p> <ul style="list-style-type: none"> - Disability awareness and rights to access, rights to dignity and opportunities, full access to participate in society, levels of disability, meaningful options and freedom to make own choices, personal determination of assistance required - Brief video of passenger incident with emphasis on lack of dignity in treatment - Identification of Barriers - Assistance of customers with disabilities, including physical assistance, assistive devices - Communication, methods of communication, assistive devices for communication - Roles and Rights of support persons and service dogs - Provision of physical support to persons with disabilities, including seeking information from the persons, manoeuvring mobility aids, transferring persons from those mobility aids, guiding and orienting a person, assisting persons with impairments - Handling of Mobility Aids, storing, packaging, disassembly and reassembly if needed
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7.5.2 A – QMS Update Training, Module A (“Even” years)

8.0	<p>Accessibility Plan</p> <ul style="list-style-type: none"> - Disability awareness and rights to access, rights to dignity and opportunities, full access to participate in society, levels of disability, meaningful options and freedom to make own choices, personal determination of assistance required - Assistance of customers with disabilities, including physical assistance, assistive devices - Communication, methods of communication, assistive devices for communication - Provision of physical support to persons with disabilities, including seeking information from the persons, manoeuvring mobility aids, transferring persons from those mobility aids, guiding and orienting a person, assisting persons with hearing or vision impairments
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7.5.2 A – QMS Update Training, Module B (“Odd” years)

8.0	<p>Accessibility Plan</p> <ul style="list-style-type: none"> - Disability awareness and rights to access, rights to dignity and opportunities, full access to participate in society, levels of disability, meaningful options and freedom to make own choices, personal determination of assistance required - Brief video of passenger incident with emphasis on lack of dignity in treatment - Identification of Barriers - Roles and Rights of support persons and service dogs - Provision of physical support to persons with disabilities, including seeking information from the persons, manoeuvring mobility aids, guiding and orienting a person, assisting persons with impairments - Handling of Mobility Aids, storing, packaging, disassembly and reassembly if needed.
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Caravan Initial and Recurrent- Classroom

All Caravan pilots will participate in this training, in addition to the initial accessibility training.

This training will include an Ascent training module component and an in-person component. Employees will be given a practical demonstration of techniques and equipment, followed by hands-on practice and self-demonstration of competence.

Course Delivery Method: Classroom

Prerequisites: 7.5.1(Part 1) QMS Initial, Self Study Module, when able

Materials Required: Access to the Company website

Training materials: Charter Passenger Accessibility Requirement Initial Presentation, and Instructor

Evaluation Method: Instructor signed completion

Timeframe: Competency based, minimum 1 hour

	<p>Equipment usage</p> <ul style="list-style-type: none"> - Lifting techniques: protecting self, protecting passengers, protecting aircraft - Handling and storage of mobility aids, emphasis on critical role of mobility aids for persons with disabilities, importance of protecting aids, general assembling and disassembly - Lift operation (TBD dependent upon which lift chosen for program), lift storage, ergonomic considerations in assembling and lifting, power requirements and storage considerations, aircraft configuration considerations - Chair sling usage, minimum required staff to operate, steps in lifting process, aircraft configuration considerations, chair transfer precautions - Review of available resources (videos, manuals) and their location on Company website <p>Communication</p>
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	<ul style="list-style-type: none"> - Required assistance in cabin: seatbelt, refreshments, carry-on stowage, briefings delivered prior to start up, use of assistive devices for passengers with hearing or vision impairments - Receiving passenger consent prior to physical touch or movement, both on and off aircraft - Outlining procedures with passenger regarding transfers and lifts - Passenger personal determination of required assistance level
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CSR Initial and Recurrent (Annual)

The purpose of this training is to inform staff whose role involves engaging with the public regarding charter bookings, to ensure they are fully aware of our accessibility accommodations and limits, as well as requirements for communication and follow-up with appropriate staff.

Course Delivery Method: Self Study Online

Prerequisites: None

Materials Required: Access to the Company website

Training materials: Passenger Experience Module

Evaluation Method: Initial Exam

Timeframe: Competency based, minimum 30 minutes

	<p>Communication</p> <ul style="list-style-type: none"> - Introduction to lift equipment and procedures - Accessibility information collection requirements during booking process, communication of requirements to flight crew, level of service and documentation required if unable to accommodate personal mobility needs - Battery powered aid policy, service animal policy, maximum weight and size of mobility aids accepted
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13.0 Appendix B – Accessibility Audit- Facilities

BASE: _____

Section 1: Parking Areas

1.1	<p>Are there designated barrier free parking spaces?</p> <p>Is the parking space relatively level and does the surface allow for easy maneuverability (smooth, no tripping hazards)?</p>
1.2	<p>Is there signage for accessible parking spaces?</p> <p>Is it painted on the pavement or posted on a signpost?</p>
1.3	<p>Is there a barrier-free, unobstructed path of travel from the parking area to the building entrance at a minimum width of 1500mm/59”?</p> <p>Is the path relatively level?</p>
1.4	<p>Is there a curb ramp to the sidewalk?</p>
1.5	<p>Additional observations:</p>

Section 2: Entrances

2.1	Is the doorway clearance a minimum of 850mm when the door is in the open 90 degree position?
2.2	Does the primary entrance have an automatic door (either sliding doors or a push button entrance)? Are push buttons accessible to someone in a wheelchair?
2.3	Are all doors equipped with opening devices such as lever handles that are operable by one hand without requiring fine finger control?
2.4	Is there a significant difference in height between the sidewalk and the doorway threshold?
2.5	Additional observations:

Section 3: Signage / Alerting Systems

3.1	Is there signage for main entrances/company entrances?
3.2	Does signage throughout facility include visual symbols for those with visual processing difficulties or who are unable to read?

3.3	<p>Is there signage for service animal relief areas?</p> <p>Is there an outdoor space that can be designated as a service animal relief area? If so, where would that be?</p>
3.4	<p>Do fire/emergency alarms provide both audio and visual signals?</p>
3.5	<p>Additional Observations:</p>

Section 4: Bathrooms

4.1	<p>Are bathroom doors automated?</p> <p>If not automated, are doors equipped with opening devices such as lever handles that are operable by one hand without requiring fine finger control?</p>
4.2	<p>Is there signage for bathrooms?</p> <p>Does the signage include both letters and visual symbols?</p>
4.3	<p>Do toilet stall doors swing outwards?</p> <p>Do stalls provide enough room for a wheelchair to maneuver within?</p>

4.4	Is there at least 810 mm of clear floor space beside the toilet for a lateral transfer?
4.5	Do bathroom stalls have grab bars available beside toilets/urinals?
4.6	Are soap and paper towel dispensers automated? Are dispensers at an accessible height (min 1200 mm/47 inches)? Is toilet paper accessible from toilet without requiring a major lean?
4.7	Are bathrooms equipped with child change tables?
4.8	Additional Observations:

Section 5: Interior

5.1	Are their staircases in the facility? If so, is there an accessible option for people to ascend (elevator, chair lift, etc.)?
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	Where type of areas do these stairs lead to (employee use, customer use, etc.)?
5.2	Are there flooring surfaces that could present a tripping hazard or impediment to someone with mobility issues (uneven surfaces, uneven transitions between flooring types)?
5.3	Are hallways wide enough to accommodate mobility devices?
5.4	Are shelves, light switches, coat hooks available at accessible heights?
5.5	Do current seating configurations allow space for people with mobility aids (wheelchairs, walkers, etc) and companions?
5.6	Additional Observations:

Comments / Audit Suggestions:

Audit Completed By: _____

Date: _____