



## **Accessibility Plan**

Original | 01 June 2026

This Accessibility Plan has been developed in accordance with the Accessible Canada Act and the Accessible Transportation Planning and Reporting Regulations.

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## 0.0 **Introduction**

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## 0.2 Record of Amendments

| Amendment Number | Date Entered  | Completed by | Section |
|------------------|---------------|--------------|---------|
| Original         | 31, May 2023  | CL           |         |
| 1                | 18, Dec 2023  | CW           |         |
| 2                | 19, Jan 2026  | MB           | 7.0     |
| Original         | 01, June 2026 | CE           |         |
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## 0.3 Distribution and Control

When publishing and amending this Accessibility Plan, North Cariboo Air is committed to ensuring the content is clear and easily understandable. This is accomplished by:

### Clear and Concise Language

- We will publish our most recent accessibility plan using simple and concise language. This means using short sentences and avoiding technical words, jargon, and acronyms where possible. Our goal is to make the information easily understandable for all readers.

### Digital Platform Publication

- As a transportation service provider, we will electronically publish our Accessibility Plan on the company website in a location that is easily discoverable from the home page. This ensures that the information is readily accessible to the public.

### WCAG Level AA Conformance

We will ensure that our accessibility plan and digital publication meet the **Level AA conformance requirements** as outlined in the most recent version of the **Web Content Accessibility Guidelines (WCAG)** published by the World Wide Web Consortium (W3C) in both French and English.

This ensures that our accessibility plan is accessible to individuals with disabilities and follows internationally recognized accessibility standards.

To support the implementation of this policy, we will consult resources such as the **Digital Accessibility**

**Toolkit** and the **Canada.ca Content Style Guide** for guidance on creating accessible documents and complying with accessibility standards.

| Manual Holder                                | Number     |
|----------------------------------------------|------------|
| <b>Specialist - Safety Management System</b> | Master     |
| <b>Company Resource Planner</b>              | Electronic |
| <b>North Cariboo Air Website (via MEGA)</b>  | Electronic |
| <b>Canadian Transportation Agency</b>        | Electronic |

## 1.0 General

### 1.1 Purpose

North Cariboo Air is committed to providing equal access and opportunities for all passengers, including persons with disabilities. It is our policy to comply with all applicable accessibility legislation and transportation regulations while striving for continuous improvement in accessibility.

The purpose of this Accessibility Plan is to outline the measures that North Cariboo Air will implement to identify, remove, and prevent barriers to accessibility for passengers and members of the public interacting with our services.

This plan also establishes the process through which members of the public may provide feedback related to accessibility. Feedback may be provided directly to the **Specialist – Safety Management System (SMS), Cosmin Eremia**, and alternate formats of this plan are available upon request.

The plan aims to create an inclusive and barrier-free environment for all passengers regardless of their abilities by ensuring:

- all persons are treated with dignity
- all persons have the same opportunity to make for themselves the lives that they are able and wish to have
- all persons have barrier-free access to full and equal participation in society
- all persons have meaningful options and are free to make their own choices, with support if they desire
- company policies, programs, and services consider the disabilities of persons, the different ways that persons interact with their environments, as well as the marginalization and discrimination faced by some individuals

### 1.2 Definitions

**Barrier** – “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.”

*A barrier may be systemic; it may result from the absence of a policy or the application of an existing policy that has adverse impacts on persons with disabilities; and it may result from an isolated act or*

*omission, such as the failure to apply a policy.*

*Furthermore, a difficulty encountered during travel does not become a “barrier” merely because it was experienced by a person with a disability: there must be some nexus between the disability and the barrier.*

**Disability** – “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.”

*This definition is based on the social model of disability, which understands disability as resulting from the interaction between an impairment or functional limitation and the social and physical environment.*

### 1.3 Complaints & Feedback

North Cariboo Air is committed to providing an accessible and inclusive travel experience for all passengers. We welcome feedback, comments, and complaints related to accessibility and encourage passengers and members of the public to share their experiences so we can continue improving our services.

Feedback may relate to:

- barriers encountered during travel
- suggestions for improving accessibility
- compliments regarding accessible services
- complaints regarding accessibility barriers

Feedback may be submitted anonymously and will be handled in the same manner in which it is received.

If passengers have feedback, suggestions, or concerns regarding accessibility on our flights or at terminals, they may contact Accessibility Support at the following:

**Name:** Cosmin Eremia

**Email:** [ceremia@flynca.com](mailto:ceremia@flynca.com)

**Telephone:** 587-894-0557

**Mail:** c/o Safety Management System

600 Palmer Road NE

Calgary, AB T2E 7R3

Complaints and feedback will be acknowledged and reviewed, and appropriate actions will be taken to address identified barriers where applicable.

#### 1.3.1 Alternate Formats

North Cariboo Air recognizes the importance of providing accessibility plans in alternative formats to ensure information is accessible to everyone.

Upon request, this Accessibility Plan may be made available in the following formats:

- Print
- Large print (16 pt or greater unless otherwise requested)
- Braille
- Audio format
- Electronic format compatible with assistive technologies.

Requests for alternate formats may be submitted through any of the communication channels listed above.

North Cariboo Air will provide requested formats in accordance with regulatory timelines:

- **Print, large print, and electronic formats within 15 days**
- **Braille or audio formats within 45 days**

We encourage passengers to communicate their preferred format and will make reasonable efforts to accommodate individual accessibility needs.

### 1.4 Review and Update

North Cariboo Air is committed to continuously improving accessibility and progressively identifying, removing, and preventing barriers within our services and operations.

This Accessibility Plan will be reviewed regularly and updated **at least once every three (3) years**, or sooner if significant operational or regulatory changes occur.

Feedback received from passengers, employees, and members of the public will be considered as part of the review process.

Updated versions of this plan will be made publicly available on the company website and the URL will be submitted to the **Canadian Transportation Agency** within **48 hours of publication**:

[OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca](mailto:OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca)

#### 1.4.1 Progress Reports

To ensure continued progress towards accessibility initiatives, a progress report will be published before the 1<sup>st</sup> of June and submitted to the CTA every year in which the Accessibility Plan is not amended.



\*In the event the Accessibility Plan is amended prior to year 3, the due date of the subsequent progress report does not change.

## 2.0 **Communication**

At North Cariboo Air, we recognize that effective communication plays a vital role in providing an exceptional travel experience for all passengers, including persons with disabilities. We understand that clear and accessible communication is crucial for ensuring their comfort, safety, and satisfaction. By providing clear and inclusive communication, we aim to alleviate any anxieties, address concerns promptly, and create a positive and accommodating travel environment.

North Cariboo Air recognizes that communication is an evolving process, and we are committed to continuously improving our communication practices for persons with disabilities. We will actively seek feedback from passengers with disabilities to understand their unique needs, preferences, and suggestions for enhancing our communication channels and methods. By embracing assistive technologies and adapting to evolving accessibility standards, we aim to provide a seamless and efficient communication experience that is informed, respectful and accessible to persons with disabilities. This includes spoken, written, signed, and other forms of communication.

### 2.1 **Information and Communication Technologies (ICT)**

Information and Communication Technologies refer to a broad range of technologies and systems that enable the processing, transmission, and exchange of information. ICT plays a significant role in enhancing communication and improving various aspects of the travel experience. By leveraging and evaluating ICT systems, North Cariboo Air aims to reduce communication barriers faced by passengers and improve the accessibility of the entire travel process.

North Cariboo Air is committed to ensuring that digital communication platforms and online information are accessible and usable by persons with disabilities, including compatibility with assistive technologies where feasible.

This includes consideration of the following:

- User-friendly online services accessible from various devices
- Utilization of mobile applications where applicable
- Utilization of communication applications to facilitate passenger interaction
- Utilization of Customer Relationship Management systems that enable personalized services and tailored communications to enhance the passenger experience
- Ongoing evaluation of digital platforms to ensure alignment with recognized accessibility standards, including **Web Content Accessibility Guidelines (WCAG)** where applicable

## 2.2 Communication other than ICT

There are many forms of communication, and North Cariboo Air recognizes the importance of these avenues in providing efficient, inclusive, and accessible air transport services. We aim to provide a positive travel experience for all individuals, regardless of their communication preferences or abilities.

The following measures with respect to communication are taken to ensure an informed and respectful experience for all persons throughout their travel journey.

### **Verbal Communication:**

- Our staff will communicate in a clear and courteous manner, using simple and easily understandable language.

### **Written Communication:**

- We will utilize clear and concise written materials, avoiding complex terminology or jargon.
- Multilingual written materials will be available when practical

### **Non-Verbal Communication:**

- Employees are encouraged to use appropriate gestures, body language, and facial expressions to facilitate understanding.

### **Visual Communication:**

- 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.

### **Gestural Communication:**

- Where feasible, we will incorporate universally recognized gestures into our communication practices.

### **Tactile Communication:**

- Staff will be attentive to the needs of passengers who rely on tactile communication methods.

- Sensitivity and respect will be exercised when providing physical assistance, such as guiding passengers or using tactile orientation.

### **Staff Training which includes:**

- Awareness of communication barriers and accessibility considerations for persons with disabilities
- Verbal communication techniques that support inclusive and respectful interactions
- Understanding and interpretation of non-verbal cues to enhance communication.
- Recognition of common gestural communication used by passengers, especially where language barriers may exist
- Initial and recurrent training to reinforce communication skills and promote a culture of accessibility and inclusion within the organization.

### **3.0 Procurement of Goods, Services and Facilities**

When procuring goods, services, and facilities there can be several accessibility barriers that impact equal access and inclusion for individuals with disabilities. North Cariboo Air strives to remove and prevent barriers throughout our procurement processes in order to create an inclusive environment for all individuals.

North Cariboo Air will consider accessibility requirements when purchasing or acquiring goods, services, and facilities whenever possible. Accessibility and inclusion considerations may form part of the organization's evaluation criteria when selecting suppliers, service providers, or contractors.

We aim to work with suppliers and service providers that demonstrate a commitment to accessibility and inclusive practices. Where applicable, accessibility considerations will be incorporated into procurement documentation, contracts, or service expectations.

Additionally, North Cariboo Air may provide guidance, training, or information to contracted service providers when required to ensure awareness of accessibility considerations that may affect passengers and members of the public.

Through these efforts, we aim to enhance accessibility, promote inclusivity, and support equal opportunities for all individuals interacting with our services

### **4.0 Design and Delivery of Program and Services**

North Cariboo Air utilizes multiple processes to ensure our programs and services are developed and delivered in a manner that promotes an inclusive and accessible environment for all passengers. These programs are regularly reviewed and monitored for effectiveness and opportunities for improvement.

To achieve this, the organization utilizes a combination of reactive and proactive programs including

disability awareness training, hazard identification and reporting, change management, and regulatory review processes.

These processes support the identification, removal, and prevention of accessibility barriers and ensure continued adherence to regulatory requirements and industry best practices

### 4.1.1 Disability Awareness Training

Our disability awareness training program is designed to meet the requirements published by the CTA, ensuring that our employees receive the necessary education and skills to serve passengers with disabilities effectively. The training covers various aspects, including understanding different types of disabilities, communication techniques, assistance provision, and sensitivity towards the needs and rights of individuals with disabilities. By adhering to the CTA guidelines, we ensure that our training program aligns with recognized industry standards, promoting a consistent and respectful approach to disability awareness.

### 4.1.2 Hazard Identification and Reporting

At North Cariboo Air, we actively encourage employees to identify and report any potential barriers to accessibility they encounter. Our hazard identification and reporting system, which forms part of the organization's Safety Management System (SMS), meets or exceeds applicable industry standards and best practices.

North Cariboo Air promotes the reporting of hazards that may affect accessibility, including barriers experienced by passengers with disabilities. Through the Safety Management System, potential barriers can be identified, reported, evaluated, and addressed in a timely manner.

By utilizing the Safety Management System, we help ensure that accessibility-related concerns are captured through existing reporting processes and that appropriate mitigation measures can be implemented.

### 4.1.3 Change Management

We understand that creating an accessible environment requires continuous improvement and proactive measures. Our change management process has been developed to consider accessibility concerns or impacts. This emphasizes the need for ongoing evaluation and modification of facilities, processes, and services. By following these guidelines, we ensure that accessibility remains a priority, and any necessary changes are implemented to enhance the travel experience for individuals with disabilities.

### 4.1.4 Regulatory Review

To ensure our accessibility program remains aligned with applicable regulatory requirements, North Cariboo Air maintains an ongoing regulatory review process. This enables us to remain informed of updates and changes in accessibility legislation, regulations, and guidance material.

By monitoring updates from the Canadian Transportation Agency and other relevant regulatory bodies, including federal accessibility legislation, we can adapt our policies, programs, and services as necessary.

This approach supports continued compliance with regulatory requirements and promotes the effectiveness of accessible air travel services for all passengers

### 5.0 Transportation

North Cariboo Air is dedicated to ensuring accessibility and a comfortable travel experience for all passengers, including persons with disabilities and those with reduced mobility. To support this commitment, we provide assistance services and mobility support throughout the passenger journey.

This includes assistance within Fixed Base Operator (FBO) facilities and during boarding and disembarkation of North Cariboo Air aircraft. The company also accommodates the carriage of personal mobility aids in accordance with applicable safety and regulatory requirements.

#### 5.1.1 Transportation within the FBO

At the Fixed Base Operator (FBO) facility, North Cariboo Air provides mobility assistance to passengers with reduced mobility, including the availability of wheelchairs.

Wheelchairs may be provided for passengers requiring assistance moving through the facility, including travel from check-in areas to the boarding gate and aircraft.

Where required, trained personnel are available to assist passengers with mobility support and guidance throughout the facility to ensure safe and comfortable movement during the travel process.

#### 5.1.2 Transportation within the Aircraft

For passengers who require assistance within the aircraft cabin, North Cariboo Air provides aisle chairs (sometimes referred to as Washington chairs). These specialized mobility devices are designed to navigate narrow aircraft aisles and allow passengers to be safely transferred between their personal wheelchair and their aircraft seat.

Personnel are trained in the safe use of aisle chairs and are available to assist passengers during boarding, seating, and disembarkation when required. These procedures are intended to support passenger safety, comfort, and dignity throughout the boarding and deplaning processes

#### 5.1.3 Personal Mobility Aids

North Cariboo has established policies and procedures for the carriage, handling and stowage of personal mobility aids.

## Accessibility Plan

We recognize that many passengers rely on their own mobility devices, including battery-powered mobility aids, to maintain independence while travelling. North Cariboo Air is committed to accommodating personal mobility aids to the greatest extent possible, subject to aircraft safety and operational limitations.

Passengers are encouraged to notify North Cariboo Air in advance if they will be travelling with a mobility aid. Advance notice allows us to make appropriate arrangements and ensure that suitable handling and storage procedures are available.

Our staff are trained to handle mobility aids carefully and respectfully, and every reasonable precaution is taken to prevent damage during handling, transport, and stowage.

In cases where mobility aids cannot be accommodated within the aircraft cabin due to space or safety limitations, arrangements may be made to store the mobility aid in the aircraft cargo compartment. In such situations, devices will be secured and protected in accordance with applicable safety procedures.

North Cariboo Air aims to ensure that passengers' mobility aids are transported safely and returned as quickly as possible upon arrival. Clear communication and assistance will be provided throughout the journey to ensure passengers have confidence in the handling and availability of their mobility aids during travel.

### 6.0 **Built Environment**

#### 6.1.1 **Facilities**

North Cariboo Air is committed to promoting accessibility within our facilities and creating an inclusive environment for all individuals, including persons with disabilities. We recognize the importance of removing barriers and supporting equal access to the environments where our passengers and employees interact. Through established change management processes and proactive risk management practices, we evaluate facilities with consideration for applicable accessibility requirements and operational limitations.

Accessibility considerations may include:

- Steps, stairs, ramps, and elevators
- Narrow doorways and corridors
- Accessible restrooms
- Signage and wayfinding
- Lighting and acoustics
- Assistive technologies
- Seating and furniture arrangements

Facilities used by North Cariboo Air are periodically reviewed with consideration for accessibility and inclusivity. Where potential barriers are identified, reasonable measures are considered to improve accessibility and support inclusive access to services.

Through these efforts, we aim to support an environment where individuals can access services with dignity and independence whenever possible.

### 6.1.2 Aircraft

The built environment of an aircraft introduces inherent limitations that may create accessibility barriers for persons with disabilities. These limitations are largely influenced by aircraft design, safety requirements, and operational constraint.

Examples of potential barriers may include:

- Boarding and deplaning challenges due to narrow aisles, ramps, and aircraft door dimensions
- Limited seating configurations that may affect passengers with specific accessibility needs
- Lavatories that may have limited space and may not be designed to accommodate certain mobility devices
- Communication challenges for passengers with hearing, speech, or sensory impairments during safety briefings and emergency situations
- Access limitations related to in-flight services for passengers with certain mobility or dexterity limitations

North Cariboo Air recognizes the importance of minimizing these barriers wherever possible and supporting passengers with disabilities through assistance services and operational procedures.

To support this commitment, we implement the following practices:

#### **Boarding and Deplaning**

- Assistance is available to facilitate safe boarding and deplaning for passengers requiring support.

#### **Seating Accommodations**

- When feasible, seating arrangements may be adjusted to accommodate passengers with mobility considerations.
- Certain aircraft seats may include removable armrests to support passenger accessibility and ease of transfer.

#### **Lavatory and Cabin**

- Cabin areas and lavatories are equipped with flight attendant call systems to allow passengers to request assistance when required.

#### **Communication Support**

- Alternative communication methods may be provided for safety briefings, including high-contrast safety cards, large print materials, or visual demonstrations.
- Safety briefings are delivered using both verbal and visual communication methods.
- When necessary, individualized safety briefings may be provided to passengers who require additional assistance.

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- In accordance with safety procedures, passengers requiring additional assistance during an emergency may be supported by an Able-Bodied Person (ABP) when appropriate.

### Inclusive In-flight Services

- Cabin crew are trained to accommodate passengers with various accessibility needs during in-flight service when operationally feasible.

### Staff Training

- Flight crew, cabin crew, and ground personnel receive training related to disability awareness, passenger assistance, and respectful communication to support accessible air travel.

Through these practices, North Cariboo Air aims to support an inclusive and respectful environment onboard our aircraft while recognizing the design limitations inherent to aircraft operations.

### 7.0 **Provision of CTA Accessibility-Related Regulations**

North Cariboo Air recognizes the importance of complying with applicable accessibility legislation, regulations, and guidance to ensure equal access and reduce barriers within our operations.

North Cariboo Air is committed to meeting the requirements established under the following legislation, regulations, and regulatory guidance:

- Accessible Canada Act
- Canada Transportation Act
- Accessible Transportation Planning and Reporting Regulations
- Air Transport Regulations (Part VII – Transportation of Persons with Disabilities)
- Accessible Transportation for Persons with Disabilities Regulations
- Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 30 or More Passenger Seats (Air Code)
- Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 29 or Fewer Passenger Seats (Small Aircraft Guidelines)
- Passenger Terminal Accessibility Code (Terminal Code)

By following and monitoring these legislative and regulatory frameworks, North Cariboo Air aims to support an inclusive travel experience where all passengers, regardless of ability, can access our services safely, comfortably, and with dignity.

### 7.1 **Legislation and Regulations**

#### 7.1.1 **Accessible Canada Act**

The Accessible Canada Act aims to create a barrier-free Canada for persons with disabilities. It establishes requirements and regulations to prevent and remove barriers in areas under federal jurisdiction, including transportation. As an air operator, North Cariboo Air must comply with the accessibility standards outlined in this act to ensure that their services are accessible to persons with disabilities.

#### 7.1.2 **Canada Transportation Act**

The Canada Transportation Act governs the regulation of transportation in Canada, including air transportation. It sets out provisions related to licensing, safety, economic regulation, and consumer protection. North Cariboo Air must comply with the provisions of this act, which includes maintaining safety standards and meeting the requirements for licensing and consumer protection.

#### 7.1.3 **Accessible Transportation Planning and Reporting Regulations**

These regulations establish the requirements for transportation service providers to develop and implement

accessibility plans. They also outline reporting obligations to demonstrate compliance with accessibility standards. North Cariboo Air is required to develop and implement an accessibility plan and report on their progress in meeting accessibility standards.

### 7.1.4 Air Transport Regulations Part VII

Part VII of the Air Transport Regulations establishes provisions related to the transportation of persons with disabilities during air travel. These regulations outline obligations for air operators regarding accessibility accommodations, communication, and the transportation of mobility aids.

North Cariboo Air complies with these provisions when applicable and ensures that our operational practices align with regulatory expectations for assisting passengers with disabilities.

### 7.1.5 Accessible Transportation for Persons with Disabilities Regulations

The Accessible Transportation for Persons with Disabilities Regulations establish comprehensive requirements for transportation service providers to ensure accessible transportation services for persons with disabilities.

These regulations address multiple aspects of accessibility including:

- Assistance services for passengers with disabilities
- Communication requirements and accessible information
- Training requirements for personnel assisting persons with disabilities
- Handling and transportation of mobility aids
- Seating accommodations and onboard accessibility considerations

North Cariboo Air adheres to these regulatory requirements where applicable to our operations and ensures that personnel are appropriately trained and procedures are in place to support passengers with disabilities.

## 7.2 Codes of Practice

### 7.2.1 Removing Communication Barriers for Travelers with Disabilities (Communication Code)

The Communication Code provides guidance for transportation service providers to help remove communication barriers experienced by travelers with disabilities.

While not a regulatory requirement, North Cariboo Air references this guidance as a best practice to support accessible communication and improve interactions with passengers who may have hearing, speech, or other communication-related disabilities

### **7.2.2 Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 30 or More Passenger Seats (Air Code)**

This code of practice outlines accessibility standards for fixed-wing aircraft with 30 or more passenger seats. It provides guidance on features and facilities that should be available to accommodate persons with disabilities. North Cariboo Air must adhere to these standards when operating larger aircraft.

### **7.2.3 Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 29 or Fewer Passenger Seats (Small Aircraft Guidelines)**

This code of practice is similar to the previous one but specifically focuses on small aircraft with 29 or fewer passenger seats. It provides guidelines on accessibility features and accommodations for passengers with disabilities. North Cariboo Air must follow these guidelines when operating smaller aircraft.

### **7.2.4 Passenger Terminal Accessibility (Terminal Code)**

The Terminal Code establishes accessibility standards for passenger terminals. It covers areas such as parking, signage, seating, and washrooms. North Cariboo Air, as a best practice references this code to aid in meeting accessibility standards at our FBO's for passengers with disabilities.

## **8.0 Consultations**

In the development of this Accessibility Plan, North Cariboo Air consulted with key stakeholders including employees, passengers, and clients through survey-based consultation methods. These consultations were intended to gather feedback and insights related to accessibility and potential barriers experienced by individuals interacting with our services.

Where possible, feedback from persons with disabilities was considered as part of this consultation process. The consultation surveys gathered insight into the following areas:

- Demographics, including voluntarily identified disabilities
- Communication and technology challenges
- Obstacles introduced by goods and services provided
- Transportation and passenger assistance
- Infrastructure and build environment considerations
- Current accessibility and inclusivity performance

This survey-based consultation process allowed North Cariboo Air to gather valuable feedback, insights, and suggestions directly from individuals who interact with our services. By actively involving employees, passengers, and clients, we sought to foster a collaborative environment that values diverse perspectives and encourages improvements in accessibility across our operations.

Through this process, North Cariboo Air aims to identify areas where accessibility barriers may exist and where improvements can be made. Feedback received during consultations helps inform the development of our accessibility initiatives and supports alignment with evolving regulatory requirements and best practices.

## **Accessibility Plan**

North Cariboo Air remains committed to ongoing engagement with employees, passengers, and members of the public. Feedback mechanisms described in this plan will continue to be used to gather accessibility-related input and support the continued improvement of our services.

Our commitment to accessibility extends beyond regulatory compliance. Accessibility forms part of our broader mission to provide safe, reliable, and inclusive air transportation services for all individuals.

## **Appendix A: Progress Reports**

### **Implementation - Action Items**

North Cariboo Air believes that all individuals should have equal opportunity to travel and experience air transportation without barriers. Accessibility is not only a regulatory requirement but also an important component of our organizational values and commitment to providing inclusive services.

Through the development of this Accessibility Plan, North Cariboo Air has identified several opportunities for improvement related to accessibility and inclusion. The initiatives outlined below represent key actions intended to support the ongoing enhancement of accessibility throughout our operations.

These initiatives will guide future accessibility improvements and will be evaluated as part of North Cariboo Air's accessibility progress reporting process. Progress reports will provide updates on the status of these initiatives and identify any additional barriers or opportunities for improvement.

The following action items have been identified to support continued accessibility improvements:

#### **Accessibility Communication Improvements**

1. Develop a poster and information campaign to promote accessibility awareness and encourage feedback within North Cariboo Air passenger lounges and facilities.
2. Enhance the availability of mobility aids and improve employee training related to their proper use within North Cariboo Air facilities and aircraft operations.
3. Improve the Disability Awareness Training Program by:
  - a. Updating the training syllabus contained within the Training Procedures Manual to align with current accessibility regulations and industry best practices.
  - b. Updating the Disability Awareness Training Program to ensure alignment with the Training Procedures Manual, this Accessibility Plan, and recognized accessibility initiatives (such as the Hidden Disabilities Sunflower program where applicable).
4. Update the Change Management Pre-Project Review process to include the consideration of accessibility and inclusion impacts when evaluating operational, facility, or procedural changes.
5. Develop an Accessibility Audit Program as part of the company's Quality Assurance and Safety Management processes to support continuous monitoring and improvement of accessibility practices.
6. Review existing company policies and procedures for potential updates to strengthen organizational commitments to accessibility. Policies that may be considered include:
  - Safety Policy
  - Procurement Policy
  - Vendor and contractor agreements

- Customer service policies

These reviews will help ensure accessibility considerations are integrated into broader operational decision-making.

### **Year 1 - Progress Report**

Due 01 June 2027

### **Year 2 – Progress Report**

Due 01 June 2028

### **Appendix B**

#### **Accessibility Barrier Tracking Table**

North Cariboo Air maintains internal tracking of accessibility barriers and improvement initiatives to support continuous improvement of accessibility across operations.

| <b>Area</b>        | <b>Barrier Identified</b>                                   | <b>Mitigation / Action</b>                                | <b>Responsible Department</b> | <b>Status</b> |
|--------------------|-------------------------------------------------------------|-----------------------------------------------------------|-------------------------------|---------------|
| Communication      | Limited awareness of accessibility feedback options         | Develop poster campaign and awareness materials           | Safety / Customer Service     | In Progress   |
| Training           | Need for improved disability awareness training             | Update training syllabus and disability awareness program | Training Department           | In Progress   |
| Facilities         | Need to verify accessibility within passenger areas         | Conduct accessibility inspections as part of QA program   | Safety / Facilities           | Planned       |
| Aircraft           | Assistance needed for boarding narrow aircraft aisles       | Provide aisle chairs and trained assistance personnel     | Ground Operations             | Implemented   |
| Policy Integration | Accessibility considerations not integrated in all policies | Review company policies for accessibility commitments     | Safety / Corporate            | Planned       |
| Change Management  | Accessibility impacts not formally reviewed                 | Update Change Management review form                      | Safety / Compliance           | Planned       |

This table will be updated periodically as accessibility improvements are implemented and new barriers are identified.