



**NORTH**  
CARIBOO  AIR

*Going beyond.*

**Accessibility Plan**

Original | 01 June 2023

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**0.0 Introduction**

**0.1 Table of Contents**

0.0	Introduction .....	1
0.1	Table of Contents.....	1
0.2	Record of Amendments .....	3
0.3	Distribution and Control .....	3
1.0	General .....	4
1.1	Purpose.....	4
1.2	Definitions .....	4
1.3	Complaints & Feedback.....	5
1.3.1	Alternate Formats .....	5
1.4	Review and Update.....	6
1.4.1	Progress Reports .....	6
2.0	Communication .....	6
2.1	Information and Communication Technologies (ICT) .....	7
2.2	Communication other than ICT.....	7
3.0	Procurement of Goods, Services and Facilities.....	9
4.0	Design and Delivery of Program and Services .....	9
4.1.1	Disability Awareness Training.....	9
4.1.2	Hazard Identification and Reporting .....	10
4.1.3	Change Management .....	10
4.1.4	Regulatory Review.....	10
5.0	Transportation.....	10
5.1.1	Transportation within the FBO .....	10
5.1.2	Transportation within the Aircraft.....	10
5.1.3	Personal Mobility Aids.....	10
6.0	Built Environment.....	11
6.1.1	Facilities .....	11
6.1.2	Aircraft.....	11
7.0	Provision of Accessibility Related Regulations .....	13
7.1	Legislation and Regulations.....	13
7.1.1	Accessible Canada Act.....	13

7.1.2	Canada Transportation Act.....	13
7.1.3	Accessible Transportation Planning and Reporting Regulations .....	13
7.1.4	Air Transport Regulations Part VII .....	14
7.1.5	Accessible Transportation for Persons with Disabilities Regulations .....	14
7.1.6	Personnel Training for the Assistance of Persons with Disabilities Regulations .....	14
7.2	Codes of Practice.....	14
7.2.1	Removing Communication Barriers for Travelers with Disabilities (Communication Code) ....	14
7.2.2	Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 30 or More Passenger Seats (Air Code).....	14
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) .....	14
7.2.4	Passenger Terminal Accessibility (Terminal Code).....	15
8.0	Consultation .....	15
Appendix A: Progress Reports .....		16
Implementation - Action Items .....		16
Year 1 - Progress Report.....		16
Year 2 – Progress Report.....		16

**0.2 Record of Amendments**

Amendment Number	Date Entered	Completed by
Original	31, May 2023	CL
1	18, Dec 2023	CW

**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, 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 home page of the company website. This ensures that the information is readily accessible to the public.

**WCAG Level AA Conformance**

- We will ensure that our accessibility plan meets 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 industry-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
Director Safety Management System	Master
Company Resource Planner	Electronic
North Cariboo Air Website (via MEGA)	Electronic
Canadian Transportation Agency	Electronic

## 1.0 General

### 1.1 Purpose

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

The purpose of this accessibility plan is to outline the measures that North Cariboo Air will implement to ensure compliance with regulatory requirements and enhance accessibility for passengers with disabilities. The public can provide feedback directly to the Director- SMS Chelsey Wright. Our public has the ability to request alternate forms of this plan. 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 people

### 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 a seamless travel experience for all passengers, and we welcome feedback and complaints related to accessibility. We value the opinions and experiences of our customers and strive to continuously improve our services. Feedback can be submitted anonymously and they will be processed in the same manner they are received. If passengers have any feedback, suggestions, or concerns regarding accessibility on our flights or at terminals, they may contact Accessibility Support at the following:

**Name:** Chelsey Wright

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

**Telephone:** 403-371-3363

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

600 Palmer Road NE

Calgary, AB T2E 7R3

Complaints will be addressed promptly, and appropriate actions will be taken to resolve issues and prevent reoccurrence. We appreciate your input and look forward to serving you better.

#### 1.3.1 Alternate Formats

North Cariboo Air understands the importance of providing our accessibility plan in alternative formats to accommodate diverse needs. Passengers can request the accessibility plan in the following formats:

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

Requests can be made utilizing any of the communication channel listed above, such as mail, telephone, or email. We are committed to fulfilling these requests within 15 days for print format requests or within 45 days

for braille and audio formats. We also encourage passengers to communicate specific formatting needs and will work to accommodate each person, as preferences may vary.

### 1.4 Review and Update

North Cariboo Air is committed to continuously improving our accessibility plan and progressively removing the identified barriers facing our passengers. This plan will be reviewed against feedback received before the 1<sup>st</sup> of June every year and updated no less than every 3-years.

Updated versions\* of this plan will be made available via the company website and the URL submitted to the Canadian Transportation Agency at the following email 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, refers 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, North Cariboo Air aims to not only reduce communication barriers faced by passengers, but improve accessibility of the entire travel process.

This considers the following:

- User friendly online services, accessible from various devices
- Utilization of mobile applications
- Utilization of communication applications
- Utilization of Customer Relationship Management Systems, which enable personalized services and tailored communications to enhance the passenger experience

### 2.2 Communication other than ICT

There are many forms of communication and North Cariboo Air is committed recognizing 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:

- We will encourage our employees 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:**

- 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.

**Staff Training which includes:**

- Awareness of communication barriers and sensitivity to diverse passenger needs.
- Verbal communication skills that are sensitive to diverse passenger needs.
- The understanding and interpretation of non-verbal cues to enhance communication.
- The recognition and understanding of common gestural communication used by passengers, especially in situations where language barriers exist.
- Initial, recurrent and update training to reinforce communication skills and foster a culture of inclusivity.

### 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 barriers throughout our procurement processes creating an inclusive environment for all individuals by being conscious of our suppliers and service providers accessibility and inclusivity practices. This is accomplished by considering accessibility and inclusion as a component of the organizations change management and evaluation criteria. Additionally, we provide training and support to contract service providers, when required, to ensure they are knowledgeable about accessibility considerations. Through these efforts, we aim to enhance accessibility, promote inclusivity, and provide equal opportunities for all individuals to participate in our procurement activities.

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

North Cariboo Air utilizes multiple processes to ensure our programs and services are developed to provide an inclusive and accessible environment for all passengers. These programs are regularly reviewed and monitored for effectively and 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. This ensures 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 (Safety Management System) meets or exceeds all international standards and industry best practices, and North Cariboo Air promotes the reporting of hazards affecting accessibility. By utilizing the Safety Management we ensure that potential barriers are identified, reported, and mitigated in a timely manner, enabling us to provide a seamless travel experience for passengers with disabilities.

#### 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 the CTA requirements, we maintain an ongoing review process. This enables us to stay up-to-date with any changes in the regulatory landscape related to accessibility. By monitoring the CTA and other related regulations and guidelines we can promptly adapt our practices as necessary ensuring continued compliance and effectiveness in accessible air travel for all passengers.

### 5.0 Transportation

North Cariboo Air is dedicated to ensuring accessibility and a comfortable travel experience for all passengers, regardless of their mobility needs. To achieve this, we have implemented a mobility aid program that covers both the Fixed Base Operator (FBO) facilities and North Cariboo Air aircraft, including the carriage of personal mobility aids.

#### 5.1.1 Transportation within the FBO

At the FBO, we provide mobility aids to assist passengers with reduced mobility, including wheel chairs. Wheelchairs are available for passengers who require assistance with mobility throughout the facility, from check-in through to the boarding gate and aircraft. Wheelchairs can be operated independently, or with the assistance of trained personnel.

#### 5.1.2 Transportation within the Aircraft

For passengers who require assistance specifically within the aircraft, we offer Washington chairs or aisle chairs. These chairs are specially designed to navigate narrow aisles and can be used to transfer passengers from their wheelchair to their seat. We ensure personnel are adequately trained and available to assist passengers in using these chairs, ensuring their safety and comfort during the boarding and disembarking processes.

#### 5.1.3 Personal Mobility Aids

North Cariboo has established policies and procedures for the carriage and stowage of personal mobility aids. We understand that many passengers rely on their own mobility devices, including battery powered

devices to navigate the airport and maintain their independence. North Cariboo Air is committed to accommodating these personal mobility aids to the best of our abilities.

Passengers are encouraged to inform us in advance about any personal mobility aids they will be bringing on board. This allows us to make the necessary arrangements and ensure that adequate space is available for stowing the devices during the flight. Our staff is trained to handle personal mobility aids with care and respect, and we take every precaution to prevent damage during the handling and stowage processes.

We also understand that some personal mobility aids may require specific handling instructions or may not be suitable for stowage in the aircraft cabin. In such cases, we work closely with our passengers to find the best possible solution. This may involve securing the mobility aids in the cargo hold of the aircraft, ensuring they are properly protected and handled in accordance with safety guidelines.

Our goal is to ensure that passengers' personal mobility aids are safely transported and readily accessible upon arrival. We strive to provide clear communication and assistance throughout the journey, ensuring that passengers have peace of mind and can rely on the availability and proper handling of their personal mobility aids during their travel experience with us.

## 6.0 **Built Environment**

### 6.1.1 **Facilities**

North Cariboo Air is committed to ensuring accessibility in our facilities, creating an inclusive environment for all individuals, including those with disabilities. We recognize the importance of removing barriers and providing equal access to our facilities. Through change management and proactive risk management we ensure compliance with applicable accessibility standards considering:

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

Facilities are regularly inspected with consideration for accessibility and inclusivity providing opportunity to address identified barriers. Through these efforts, we strive to ensure that all individuals can access and enjoy our facilities, promoting inclusivity and equal opportunities for all.

### 6.1.2 **Aircraft**

The built environment of an aircraft introduces inherent barriers to accessibility for persons with disabilities, including:

- Boarding and deplaning challenges due to narrow aisles, steep ramps, and narrow doorways.
- Limited seating options for individuals with specific accessibility needs, such as extra legroom or space for assistive devices.

- Inaccessible lavatories that are small and not equipped to accommodate individuals with mobility impairments.
- Communication barriers for passengers with hearing or speech impairments during safety briefings and emergency situations.
- Inaccessible in-flight services like meal and beverage distribution for passengers with dexterity or sensory disabilities.

North Cariboo Air recognizes the importance of addressing accessibility barriers in the built environment of our aircraft to provide a seamless travel experience for everyone. To fulfill this commitment, we have implemented the following practices:

### **Boarding and Deplaning**

- We offer assistance to facilitate smooth boarding and deplaning processes for passengers with disabilities.

### **Seating Accommodations**

- We allocate specific seats for persons with mobility impairments to cater to the accessibility needs of our passengers.
- Designated seats are designed with removeable arm rests to improve accessibility and mobility of passengers

### **Lavatory and Cabin**

- The cabin as well as the lavatories are equipped with Flight Attendant call buttons to accommodate passengers with additional needs

### **Communication Support**

- We provide alternative communication methods for safety briefings including braille and large print, high contrast safety cards
- Safety briefings are done utilizing visual aids
- Passengers with additional needs receive individualized safety briefings tailored to their requirements
- In the event of an emergency passengers with disabilities are assigned an able-bodied person (ABP) to assist in safe evacuation

### **Inclusive In-flight Services**

- Cabin crew are trained to accommodate specific disabilities during inflight service

### **Staff Training**

- Our flight crew, cabin crew and ground staff undergo regular training on disability awareness, sensitivity, and appropriate assistance techniques to ensure they can provide the highest level of service to passengers with disabilities.

By implementing these practices, we aim to create an inclusive and welcoming environment onboard our aircraft, eliminating accessibility barriers and ensuring a positive travel experience for passengers with disabilities.

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

North Cariboo recognizes the importance of complying with the relevant accessibility regulations in order to ensure equal access and eliminate barriers within our operations. We committed to meeting the requirements set forth by the following regulations:

- Accessible Canada Act
- Canada Transportation Act
- Accessible Transportation Planning and Reporting Regulations
- Air Transport Regulations Part VII
- Accessible Transportation for Persons with Disabilities
- Personnel Training for the Assistance of Persons with Disabilities Regulations
- Removing Communication Barriers for Travelers with Disabilities (Communication Code)
- 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 (Terminal Code)

By following and monitoring these regulations, we are dedicated to creating an inclusive travel experience where all passengers, regardless of their abilities, 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 pertains to the rights of persons with disabilities during air travel. It sets out obligations for air operators to ensure accessibility, including provisions for accommodation, communication, and transportation of mobility aids. North Cariboo Air must comply with these regulations to provide accessible services to passengers with disabilities.

#### **7.1.5 Accessible Transportation for Persons with Disabilities Regulations**

This regulation complements Part VII of the Air Transport Regulations by providing additional requirements for accessibility in transportation services. It covers areas such as training for personnel who assist persons with disabilities, communication codes to remove barriers, and codes of practice for aircraft accessibility. North Cariboo Air must adhere to these regulations to ensure their staff is adequately trained and communication barriers for travelers with disabilities are minimized.

#### **7.1.6 Personnel Training for the Assistance of Persons with Disabilities Regulations**

These regulations outline the requirements for training personnel who assist persons with disabilities in transportation services. North Cariboo Air is obligated to provide training to their employees to ensure they are equipped to assist passengers with disabilities effectively and respectfully.

### **7.2 Codes of Practice**

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

This communication code provides guidance on removing communication barriers for travelers with disabilities. It aims to ensure effective communication between transportation service providers and passengers with disabilities. North Cariboo Air references this code to improve communication accessibility for their customers with 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 plan, key stakeholders including employees, clients and passengers were consulted through surveys gaining insight into the following:

- Demographics, including identified disabilities
- Communication and technology challenges
- Obstacles introduced by goods and services provided
- Transportation
- Infrastructure
- Current accessibility and inclusivity performance

Our survey-based consultation process allowed us to gather valuable feedback, insights, and suggestions directly from those who experienced our services firsthand. By actively involving our employees, passengers, and clients, we fostered a collaborative environment that valued diverse perspectives and encouraged innovative ideas to enhance accessibility throughout our operations. We were dedicated to identifying areas where improvements could be made and ensuring that our accessibility plan aligned with evolving best practices and regulatory requirements. We believe this approach allowed for the development of an inclusive and barrier-free environment that fosters a positive travel experience for everyone.

Our commitment to accessibility extends beyond compliance. It is an integral part of our mission to provide safe, reliable, and exceptional air travel services to all individuals, without limitations or obstacles.

## **Appendix A: Progress Reports**

### **Implementation - Action Items**

At North Cariboo Air we firmly believe that everyone should have equal opportunities to travel and experience the joy of flying. We recognize that accessibility is not just a legal requirement but a moral imperative, and we are dedicated to continually improving our accessibility initiatives. In the development of this plan, North Cariboo has identified areas for improvement and has developed an action plan to foster continuous improvement. The follow-up and evaluation of these initiatives will form the roadmap for future progress reporting and program development.

Areas to improve communication:

1. Develop poster campaign to promote accessibility and allow for feedback within North Cariboo Air passenger lounges
2. Enhance availability and training related to mobility aids within North Cariboo Air facilities and Aircraft
3. Improve disability awareness training program by:
  - a. Amending the training syllabus of the Training Procedures Manual to align with the Personnel Training for the Assistance of Persons with Disabilities Regulations
  - b. Update Disability Awareness Program to align with the amended Training Procedures Manual, this accessibility plan and industry best practices (eg. sunflower lanyard)
4. Amend Change Management Pre-Project Review form to consider Accessibility / Inclusion Impact
5. Develop an accessibility audit program as a component of the company quality assurance program to facilitate continuous improvement and evaluate program effectivity
6. Review for consideration company policies for amendment to include further commitment to accessibility (eg. Safety Policy, Procurement Policy, Vendor contracts etc.)

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

Due 01 June 2024

1. Changes made to grammar in Accessibility plan based on TC recommendations.
2. All employees fully trained in Disability awareness

### **Year 2 – Progress Report**

Due 01 June 2025