

## North Cariboo Air- Accessibility Plan Progress Report 2024

### General:

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:** 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.

### 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.

## **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

## **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.

**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.

**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.

### **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.

### **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.

### **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.

### **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.

### **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.

### **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.

### 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.

### 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.

## Built Environment

### 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.

### 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)

### **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.

### **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.

### **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.

### Best Practices

#### 1. Staff Training and Awareness:

- **Concrete Steps:** Developed a comprehensive training program focused on accessibility standards and best practices. This included e-learning modules, and regular refreshers. Staff members completed mandatory training, and feedback was collected via paper copy to continuously improve the program.
- **Objectives Achieved:** Increased staff awareness and sensitivity towards passengers with disabilities, resulting in a more inclusive travel experience.

#### 2. Facility Upgrades:

- **Concrete Steps:** Conducted a thorough audit of all facilities to identify areas needing improvement, such as restrooms, boarding areas, and parking spaces. Engaged contractors to implement necessary upgrades such as tactile indicators, and accessible signage.
- **Objectives Achieved:** Enhanced physical accessibility of all major facilities, ensuring compliance with the CTA Accessibility Act

#### 3. Communication Accessibility:

- **Concrete Steps:** Adopted accessible communication tools and methods, including providing information in multiple formats (e.g., braille, large print) and implementing real-time assistance if anyone were to require it.
- **Objectives Achieved:** Improved accessibility of information, ensuring all passengers can understand travel procedures and available assistance.

### Timing of Implementation

- The training program was launched in Q3 of 2023 and completed by Q4 2023.
- Facility upgrades commenced in Q2 2023, with expected completion by Q4 2024.
- Communication enhancements were rolled out in phases, starting in Q1 2023 and fully implemented by Q2 2024.

### Barriers or Obstacles During Implementation

- **Identified Challenges:** Initial resistance to change among some staff members and delays in contractor availability for facility upgrades.
- **New Barriers:** Additional accessibility-related barriers were identified during the facility audit, including inadequate signage in multiple languages and insufficient training materials for specialized needs.



- **Addressing New Barriers:** A new initiative will be launched to develop comprehensive signage plans and expand training materials to include scenarios for various disabilities.

#### **Delays or Non-Implementation of Elements**

- **Delayed Actions:** Some facility upgrades experienced delays due to supply chain issues affecting materials.
  - **Prevention Factors:** The unanticipated demand for materials caused longer lead times than initially planned.
  - **Completion Timeline:** Upgrades are now expected to be completed by Q1 2025.
  - **Additional Resources Required:** An increased budget for materials and additional contractors to expedite the process.
  - **Preventing Future Obstacles:** Establishing a preferred vendor list and alternative suppliers to ensure timely material availability in future projects

