



ACCESSIBILITY PLAN

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TABLE OF CONTENTS

ACCESSIBILITY PLAN	3
GENERAL	3
<i>Accessibility Statement</i>	<i>3</i>
ACCESSIBILITY PLAN.....	3
<i>Definitions.....</i>	<i>4</i>
<i>Employment.....</i>	<i>4</i>
BUILT ENVIRONMENT.....	5
<i>Facilities</i>	<i>5</i>
<i>Aircraft.....</i>	<i>6</i>
CULTURE, EDUCATION, AND AWARENESS.....	6
INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)	7
<i>Communication other than ICT.....</i>	<i>7</i>
<i>Alternate Formats.....</i>	<i>8</i>
DESIGN AND DELIVERY OF PROGRAMS & SERVICES	8
<i>Planning & Reporting Requirements</i>	<i>8</i>
<i>Staff Training.....</i>	<i>9</i>
TRANSPORTATION	9
CONSULTATIONS	10
COMPLAINTS AND FEEDBACK	10

ACCESSIBILITY PLAN

GENERAL

Accessibility Plan Company Contact:
Safety Management System Manager
Email: sms@qwestheli.com

Office of the Accessibility Commissioner:
Email: Info.Com@chrc-ccdp.gc.ca
Phone: 613-995-1151

Qwest Helicopters (2020) Ltd. is dedicated to promoting equitable access and participation for individuals with disabilities. Our company is devoted to treating persons with disabilities in ways that respect their dignity and independence, and we firmly believe in fostering an inclusive environment. We are committed to addressing the challenges of accessibility barriers and ensuring that the needs of all individuals are met. To achieve this, we pledge to comply with the guidelines established in the Accessible Canada Act (the Act).

Accessibility Statement

Qwest Helicopters (2020) Ltd. is dedicated to ensuring equal access in all aspects of our organization for individuals with disabilities and fulfilling the requirements outlined in Part 3 of the Act. To achieve this, we will implement the following measures:

- The development of an accessibility plan, and
- The establishment of a comprehensive feedback mechanism.

Qwest Helicopters (2020) Ltd. also commits to:

- A comprehensive review of all programs, services, and new initiatives, ensuring they are fully accessible to all individuals; and
- Ensuring effective communication with persons with disabilities by providing accessible information and communication support tailored to the unique needs and circumstances of each individual.

Accessibility Plan

The implementation of Qwest Helicopters (2020) Ltd. accessibility plan will adhere to the following guiding principles:

- Every individual must be treated with dignity, respect, and equality.
- Every individual must have the same opportunity to lead the life they desire and are capable of.
- Every individual must be able to fully and equally participate in the company.
- Every individual must have meaningful choices and the freedom to make their own decisions, with appropriate support if necessary.
- All policies must consider and address the various barriers and forms of discrimination that exist.
- Persons with disabilities must be actively involved in the development and design of policies, programs, services, and structures.

- Accessibility standards and regulations must be created to achieve the highest level of accessibility for all individuals.

To fulfill its commitment to accessibility, Qwest Helicopters (2020) Ltd. will undertake the following actions:

1. **Prepare and publish accessibility plans:** The company will create accessibility plans that identify, remove, and prevent barriers in our policies, programs, practices, and services, with priority given to the most critical areas. These plans will be updated every three years or as necessary, and persons with disabilities will be consulted during the creation and update process. This plan will also cover key areas of accessibility, employment, built environment, technology, service, and culture.
2. **Set up a feedback process:** The company will establish a mechanism to receive and address feedback on accessibility to ensure that individuals with disabilities can voice their concerns or suggestions.
3. **Prepare and publish progress reports:** The company will regularly prepare and publish progress reports describing the actions taken to implement their accessibility plans. These reports will include information on feedback received and how it was taken into consideration. People with disabilities will also be consulted during the preparation of these reports.

The Accessibility Commissioner must be notified within 48 hours of the publication of these plans, processes, and reports.

As a private sector organization with 10-99 employees, Qwest Helicopters (2020) Ltd. will ensure that this accessibility plan is published and the policy is updated every three years.

Definitions

- **Barrier** - means 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.
- **Disability** - means 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.

EMPLOYMENT

Qwest Helicopters (2020) Ltd. acknowledges that persons with disabilities represent a significant portion of the Canadian workforce. In support of this, Qwest Helicopters (2020) Ltd. is committed to enhancing the recruitment, retention, and promotion of employees with disabilities. The following initiatives have been identified to create a workplace that is inclusive and welcoming to job seekers with disabilities.

Objective	Short-Term Action	Medium-Term Action	Long-Term Action
Analyze and benchmark hiring, promotion, and retention rates for employees with disabilities	Continue annual analysis of employment equity data of our workforce to identify underrepresented occupational groups.	Clarify staffing options to with all hiring managers to address underrepresentation	
Improve opportunities for employees and potential employees with disabilities.	Review recruitment, assessment and selection processes and procedures and modify to notify potential employees and the public on the availability of accommodation.	Notify job applicants, when they are in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	Training materials for colleagues responsible for recruitment, assessment, selection and onboarding to ensure compliance with accommodation.
Make accessibility considerations part of the onboarding process	Cover duty to accommodate and accommodation process for new employees during onboarding (rights and obligations).	Create a process to check in with new employees who self identified with a disability at 1, 3, and 6 months post-hire to ensure their needs are met. Managers will be informed if additional tools are required.	

BUILT ENVIRONMENT

Facilities

Qwest Helicopters (2020) Ltd. 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, and ramps
- Narrow doorways and corridors
- Accessible restrooms
- Signage
- Lighting and acoustics
- Assistive technology
- Seating and furniture

Objective	Short-Term Action	Medium-Term Action	Long-Term Action
Assess the feasibility of an accessible boardroom for employees with visual, audible and mobility disabilities.		Assess the feasibility of an accessible boardroom for employees with disabilities.	
Update parking policies.		Review policies to meet obligations for employees and visitors.	
Make space in lobbies more accessible at office buildings.		Install seating in lobbies to accommodate employees with mobility issues.	
Explore the possibility of wider doors for mobility devices.		Study door size for large wheelchairs.	
Update the accessibility of the office building with ramps to meet accessibility standards.	Identify areas needing improvement, making sure to consult people with disabilities.		Instal ramps and sidewalks to allow for access in and out of the office buildings.

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 a helicopter introduces inherent barriers to accessibility for persons with disabilities. As such we are committed to addressing the challenges that may arise for a passenger on a case-by-case basis and we commit to assessing the barriers and assisting the individual so that they may have a safe and comfortable flight.

CULTURE, EDUCATION, AND AWARENESS

Qwest Helicopters (2020) Ltd. recognizes the importance of a positive workplace culture and its impact on employee performance, job satisfaction, and engagement. The company is committed to creating a healthy and equitable workplace environment where employees are valued and have access to equitable employment opportunities and will establish a safe space where employees can freely express and advocate for themselves. To foster an inclusive and accessible workplace, the company will focus on addressing awareness and attitudinal barriers through the following:

Objective	Short-Term Action	Medium-Term Action	Long-Term Action
Ensure all employees have access to accessibility knowledge and training tools	Post policies and procedures, including the Accessibility Plan	Provide training to employees in the internal documents library	
Strengthen understanding of accessibility, empathy and respect for employees with disabilities	<ul style="list-style-type: none"> Enhance participation in National Access Ability Awareness Week Provide education about disabilities 	Communicate on accessibility matters and supports in the company newsletter	
Ensure events and meetings are accessible	Provide accommodations for accessible events/meetings		

INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

Communications technologies include the techniques, tools and methods used to facilitate communication. Information technologies include those used to create, record, modify and display the content being communicated.

Communication other than ICT

Clear and direct communication benefits all audiences, and to achieve this, it's important to consider that people communicate in different ways, such as speech, writing, sign language, and pictures. To facilitate a positive flight experience for all individuals, regardless of communication preferences, Qwest Helicopters (2020) Ltd. will ensure the following communication methods are taken:

Verbal Communication - Our employees will communicate in a clear and courteous manner using simple and easily understandable language.

Written Communication - Our written materials will be clear and concise and avoid technical terminology.

Multilingual written materials will be available when practical.

Non-Verbal Communication - Appropriate gestures, body language and facial expressions will be used to help facilitate further understanding.

Visual Communication - Visual aids and clear signage will be used to assist passengers.

Information will be displayed, and visual options will be available to further ensure vital information is available to all.

Gestural Communication - Where able, we will use universally recognized gestures in our communications.

Tactile Communication - Our staff will be attentive to the needs of passengers who rely on tactile communication.

Sensitivity and respect will be given when physical assistance is needed, such as guiding passengers or when using tactile aids.

Alternate Formats

Passengers can request the accessibility plan in alternative formats to accommodate their diverse needs. Alternative formats are as follows:

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

Requests can be made to any of the communication options listed above. These include mail, telephone, or email. Upon request Qwest Helicopters (2020) Ltd. will provide this policy in alternate formats within 20 days of the request. A request for this policy in either Braille or an audio format will be fulfilled within 45 days of the request.

DESIGN AND DELIVERY OF PROGRAMS & SERVICES

Qwest Helicopters (2020) Ltd. is committed to ensuring barrier-free procurement by identifying and removing accessibility barriers in procurement requirements. To ensure inclusive and accessible products and services, accessibility criteria must be included in procurement requirements, and deliverables must incorporate accessibility features.

Objective	Short-Term Action	Medium-Term Action	Long-Term Action
Consider accessibility needs at the start of procurement processes.	Provide accessibility training for employees responsible for procurement. Promote awareness and provide resources for accessible procurement.		
Ensure accessibility of the selection and purchase of goods and services	Consult with employees with disabilities before choosing procurement furniture for common spaces		

Planning & Reporting Requirements

Qwest Helicopters (2020) Ltd. is required to begin a planning and reporting cycle by preparing and publishing an initial accessibility plan on or before June 1, 2024.

This planning and reporting cycle will last three calendar years, with the following schedule:

- **Year 1:** publication of initial accessibility plan
- **Years 2 and 3:** Progress reports

Qwest Helicopters (2020) Ltd. will be required to begin a new publishing and reporting cycle following the completion of the first cycle. This subsequent cycle will begin with an updated accessibility plan followed by two progress reports.

Qwest Helicopters (2020) Ltd. will continue these planning and reporting cycles as long as the average number of employees does not fall below 10 in any subsequent year of the planning and reporting cycle.

Staff Training

Qwest Helicopters (2020) Ltd. is committed to providing regular accessibility training and education to all employees, ensuring that the training is accessible to everyone and that employees have the necessary tools to become accessibility confident.

The initiatives include the following:

- Providing mandatory training on unconscious bias, accessibility, barriers, and inclusion to all managers, supervisors, team leaders, executives, and HR professionals
- Offering training to reduce attitudinal barriers.
- Educating and providing support to managers on employees' performance evaluations
- Providing training to all employees to improve the work environment for individuals with a disability

TRANSPORTATION

Qwest Helicopters (2020) Ltd. is subject to the Accessible Transportation Planning and Reporting Regulations and is committed to identifying and removing barriers that could impact the accessibility of helicopter services. Employees with the responsibility of serving the public are subject to Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR) and will be trained in respect of the following principles:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

In addition, training will be provided to employees with an adequate level of knowledge in respect of:

- The different types of barriers that may hinder equal access to transportation services for persons with disabilities.

- The various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including:
 - The type of assistance that they must provide to persons with disabilities.
 - The assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise, and plain language.
 - Communication with persons with disabilities as outlined in the requirements of the ATPDR (Accessible Transportation for Persons with Disability Regulations) and how to interact with them in a manner that respects their autonomy and dignity.
 - The role of a support person; and
 - The role and needs of a service dog.

Employees who are required to provide physical assistance to persons with a disability will receive training that provides them with adequate knowledge and skills to perform that function.

CONSULTATIONS

Qwest Helicopters (2020) Ltd. will engage in consultation with Fort Nelson's Seniors Society to address potential workplace barriers and explore opportunities for enhancing our organizational practices.

Further plans will be developed to explore creating an accessibility committee to gain input from internal stakeholders regarding barriers within our work environments.

When data is received all information pertaining to identified barriers or concerns surrounding accessibility will be shared with Qwest Helicopters (2020) Ltd. management for review and consideration. Any complaints surrounding accessibility will be submitted to our company's safety management system for follow-up and proper resolve.

COMPLAINTS AND FEEDBACK

Qwest Helicopters (2020) Ltd. aims to create a barrier-free workplace for all employees by implementing the plan developed by the company under the guidance of this policy and the Act. Any employee who has concerns or requests regarding accessibility should contact the company's Safety Management department.

Email: sms@qwestheli.com

Telephone: 250-774-5302

Mail: Qwest Helicopters (2020) Ltd

90 Bell Road

Fort Nelson, BC, V0C 1R0

Requests for accessibility accommodation will be discussed between Qwest Helicopters (2020) Ltd.'s management. Depending on the outcome of the discussion, the accessibility plan will be updated accordingly, and changes shall be communicated to every employee via the company Resource Planning System.