



Rise Air/Snowbird Aviation Services and Snowbird Aviation Services Accessibility Plan

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Introduction

What is it?

The *Accessible Canada Act* came into force on July 11, 2019. It recognizes the existing human rights framework that supports equality for people with disabilities in Canada. This includes:

- the Canadian Charter of Rights and Freedoms.
- the *Canadian Human Rights Act*.
- Canada's commitments as a State Party to the United Nations Convention on the Rights of Persons with Disabilities.

The purpose of the *Accessible Canada Act* is to make Canada barrier-free by January 1, 2040. This involves identifying, removing, and preventing barriers in the following priority areas:

- Information and communication technologies.
- Communication, other than information and communication technologies.
- Procurement of goods, services, and facilities.
- Design and delivery of programs and services.
- Transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders).
- The built environment (buildings and public spaces).

Communication, as a priority area, includes the use of:

- American Sign Language.
- Quebec Sign Language (Langue des signes québécoise).
- Indigenous sign languages.

The Act recognizes these sign languages as the primary languages of Deaf people in Canada.

The Act is to be implemented in recognition of, and in accordance with, the following principles:

- Everyone must be treated with dignity.
- Everyone must have the same opportunity to make for themselves the life they are able and wish to have.
- Everyone must be able to participate fully and equally in society.
- Everyone must have meaningful options and be free to make their own choices, with support if they desire.

- Laws, policies, programs, services, and structures must consider the ways that various kinds of barriers and discrimination intersect.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.
- Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

What we need to know

Rise Air/Snowbird Aviation Services and Snowbird Aviation Services are together a federally regulated company and therefore we must comply with the *Act* and the Accessible Canada Regulations.

What we need to do

- Consult with people with disabilities.
- Publish an accessibility plan that explains how we are finding, removing, and preventing barriers facing people with disabilities.
- Set up a feedback process to receive and respond to feedback about accessibility. This includes feedback about how we are implementing your accessibility plan, and about barriers people face when dealing with your organization.
- Notify the Accessibility Commissioner within 48 hours of publishing these documents. We have created an organizational profile in the “My Accessibility Portal” and are publishing our plan through there.

Important dates to remember

Rise Air/Snowbird Aviation Services is a large transportation service provider (TSP) with one hundred or more employees and therefore, must publish the accessibility plan and feedback process descriptions by June 1, 2023.

Assistance

The Canadian Human Rights Commission is developing tools and resources to help organizations understand and meet their obligations under the *Act*. Visit their [website](#), to find more information. There are alternative ways of communications you can utilize to contact the Commission if you cannot find answers to their questions.

General

Designated person(s)

The public may provide feedback, request an alternate format of the accessibility plan, and request an alternate format of the description of the feedback process by contacting the designated persons. The persons designated by the organization to receive feedback on barriers and accessibility plans are as follows:

Carla Wayman
Director of Flight Operations
cwayman@riseair.ca
306-667-2844

Kristi Knight
Director, Commercial
kknight@riseair.ca
306-667-2846

Kim Goertzen
General Manager, Snowbird Aviation Services
kgoertzen@snowbirdas.ca
306-668-0260

Tracy Young Mc-Lean
Vice President/CHRO
tyoungmclean@riseair.ca (Rise Air and Snowbird Aviation Services employees)
306-668-0401

or to any of the designated persons by mail or in person at:

Rise Air/Snowbird Aviation Services
3A Hangar Road
John G. Diefenbaker Airport
SASKATOON SK S7L 5X4

or through our websites, <https://riseair.ca> or <https://snowbirdaviationservices.ca>.

Provisions of CTA accessibility-related regulations

Under s. 170(1) of the Canada Transportation Act that applies to Rise Air/Snowbird Aviation Services, or the CTA accessibility-related regulations which apply to them, Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is required to set out a plan regarding such provisions.

This means that we must, at a minimum, identify or list all provisions from the regulations that apply to it which are the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) for large transportation service providers (TSP).

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is committed to treating all people with dignity and in a way that allows them to maintain their independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessible Canada Act*.

This Accessibility Plan outlines the processes that Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will develop and implement by 2040 to improve opportunities as well as eliminate barriers for all individuals with disabilities.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will:

- Establish, review, and update this plan in consultation with persons with disabilities.
- Post this plan on the appropriate corporate websites and/or notice boards.
- Report, as required, on the progress of the implementation of this plan.
- Provide this plan in an accessible format, upon request.
- Review and update this plan at least once every three years.

Consultations

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services must provide information on how we consulted with persons with disabilities in the preparation of its accessibility plan. This can be done through:

- *An advisory committee that ideally includes representatives from the disability community.*
- *Consulting with disability rights organizations.*

Consultation Process

Internal

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services encourages all individuals to self-identify at recruitment if they have a disability and/or to request an accommodation at the commencement of employment. This provides for open dialogue with the individual regarding any potential barriers and/or situations that may arise that we need to be aware of.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services consulted with over 90 per cent of employees that have identified as persons with disabilities for the preparation of this accessibility plan as follows:

Personal interviews with Rise Air/Snowbird Aviation Services/Snowbird Aviation Services employees with disabilities to understand their needs more fully and to receive feedback about our current accessibility were conducted and completed between February and April 2023.

Interviews were conducted either face-to-face or online (video call) through two-way conversation and feedback to encourage employees to express or highlight concerns and to receive feedback about current accessibility in our facilities and on our aircraft as well as to fully understand their needs. The seven principles of accessibility were discussed with the interviewees as a backdrop to the conversations. This was completed in April 2023.

Feedback received from employees included:

- Retain open channels of education with the management regarding overall awareness of mental health matters.
- Retain flexibility and accommodation in workload to manage at the individual's pace with the help of the team.
- More of an interactive approach is required at onboarding/induction stage rather than presenting information which would help retain information.

- More face-face interaction/meetings instead of email.
- Online learning and its format may be a struggle. Needs to be more interactive.
- Observed that lack of elevators could limit people with mobility issues.
- Dimmable lights could help.

It was concluded that these consultations were a steppingstone for relationship building and creating awareness of human resource's role in ensuring accessibility and how we can assist going forward. The information gathered from these consultations inform our current policies and procedures organizationally and corporately to ensure we are removing and preventing barriers.

External

Corporate customers as well as scheduled service customers were contacted by email to complete an online anonymous survey to fully understand their needs and to receive feedback about current accessibility. The survey was completed in April 2023.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services sent out surveys to seventy (70) individuals who travel on scheduled service as well as six (6) corporate customers to understand how they see barriers in our terminals and aircraft.

Feedback received from external customers and passengers included:

- Having larger seat extenders.
- Ensuring that distance is maintained between terminal entrance/exit doors and smoking areas.
- Reduce traffic congestion in and around terminals so that individuals with special needs can easily enter and exit facilities.
- Offer preboarding on charters for those who require extra time to get situated
- Ensure handicapped parking spots are not taken up by those who do not require them.
- Provide appropriate counter space for people in wheelchairs.
- Discontinue use of aircraft without proper stairway or handrails on both sides of stairway.

- Ensure flight attendants use an approach of understanding when speaking with passengers regarding ear plugs as some are prescribed and used for medical reasons.
- Provide a special area for checking-in disabled persons to give more time and less confusion.

The information gathered from these consultations inform our current policies and procedures organizationally and corporately to ensure we are removing and preventing barriers.

Information and communication technologies (ICT)

ICT includes the accessibility of all telecommunication systems, computer systems and networks owned, operated and/or controlled by Rise Air/Snowbird Aviation Services/Snowbird Aviation Services. This also includes websites and mobile applications that are either owned or operated/controlled and announcements made in terminals and onboard aircraft.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is committed to meeting the communication needs of people with disabilities and will continue to incorporate requirements under the *Canada Accessibility Act* to ensure that its information and communication systems are accessible and are provided in accessible formats that meet those needs.

Accessible formats and communication support

Over the next two years, our commercial, communications, ground service, human resources and IT departments will:

- Ensure information is made available in an electronic format that is compatible with adaptive technology.
- Provide alternative means of communication in addition to telephone systems such as email and live chat.
- Ensure that websites made available to the public are accessible to all persons, including those people using adaptive technology.
 - Ensure existing feedback processes are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.
 - Ensure that all information related to transportation services is provided in more than one format for passengers who have vision, hearing and/or other disabilities through the following methods:
 - Online through the booking process followed by selective prompts indicating disability and accommodation required.
 - Enlarged fonts upon request.
 - Braille cards upon request.
 - Information provided on the plane prior to departures and takeoff is provided in all aircraft with communication capabilities and is provided in Dene, English, and French.

- Dene and Cree preboarding announcements, both pre-recorded and live, and notifications of departure delays, arrivals, and cancellations at northern bases to be developed and implemented.
- Commitment to publish passenger rights information in all formats and including in Dene and Cree.
- Employees are provided with laptops and other tools in the workplace to enhance accessibility.
- Ensure employees can change the resolution/scale size on their monitors to smaller or larger fonts depending on their visual needs.

Accessible websites and web content

Over the next year, our commercial, communications, ground service, human resources and IT departments will complete the following:

- Rise Air/Snowbird Aviation Services/Snowbird Aviation Services' public websites are currently undergoing new platform design and development and contents are assessed and evaluated for accessibility to confirm with Web Content Accessibility Guidelines (WCAG) 2.0, Level A.
- The adoption of internal standards to ensure the public websites are more accessible (i.e., have moved away from non-W3C formats (World Wide Web Compliant) to more flexible Internet rich media in the website implementations) will be completed.
- Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is developing a company intranet. Roles and responsibilities are defined for web content and development as well as processes for content compliance. The use of the intranet will:
 - Foster collaboration among internal departments to ensure communications and other documents and media are readily available in alternate accessible formats.
 - Conduct accessibility reviews of all websites prior to launching them.
 - Expand corporate awareness of requirements for compliance with the regulations.
 - Work with third parties to ensure external web pages remain compliant with information and communication standards.

Communication, other than ICT

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services must also set out information with respect to non-ICT aspects of communication including how we address communicating in an informed, respectful, and accessible to persons with disabilities. This includes spoken, written, signed and other forms of communication.

This section provides information about the following using non-ICT methods, i.e., communicating information without the use of technology, such as providing information verbally or by using signage):

- *Information and communication technologies.*
- *Procurement of goods, services, and facilities.*
- *Design and delivery of programs and services.*
- *Transportation.*

Information and communications technologies

- Ensures that personnel who interact with passengers while conducting their functions consider:
 - The nature of person's disability.
 - Whether the person uses an assistive device to assist them to hear, see or communicate; and, whether there are methods of communication that may be used by the person or that may assist with communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise, and plain language.
 - Seeks information from a person with respect to their preferred method of assistance when providing physical assistance.
 - Engages in a conversation with a person if they identify the nature of their disability when making a reservation, for the purpose of identifying their needs in relation to their disabilities and the services offered in relation to those needs.
 - Describes, if requested, the services that we can provide to persons, and any conditions in respect of those services.
 - Ensures that public announcements are of a good quality, in plain language, with clear enunciation and spoken slowly enough to be easily understood. In addition, messages should be repeated, and pre-recorded messages should be used as often as possible to improve the clarity of announcements.

- Personnel who interact with passengers receive training on how to communicate in a language that is informed, respectful, and accessible to persons with disabilities.
- Employees able to communicate in American Sign Language (ASL) or langue des signes québécoise (LSQ), will be available to assist when needed. Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will investigate whether an ASL training program should be provided to front-line staff.
- Ensures that persons with visual or hearing disabilities can receive publicly available information about our services or facilities (including equipment) in ways that are accessible to those travelers. This means offering that information in alternative formats – in addition to conventional print and video formats such as:
 - Accessible electronic formats.
 - Large print – including in Dene, and Cree.
 - Audio formats.
 - Braille
- Ensure that persons with an intellectual, cognitive, or learning disability can receive publicly available information in ways that are accessible to them. This can include:
 - Provide information in clear, short sentences, and avoid speaking too fast and break instructions into small parts.
 - Ask the person if they would like key information in writing.
 - Consider moving to a quiet or private location to provide information, especially if you are in a public area with distractions.

Procurement of goods, services, and facilities

Procurement refers to the act of purchasing, including the overall evaluation process leading up to the purchase. The procurement of goods, services and facilities can include purchasing equipment, e.g., lifts, wheelchairs, or aircrafts and rail cars; putting contracts or arrangements in place for the provision of services, e.g., ground staff who package, load and unload mobility aids; ground transportation service providers, such as taxi drivers, who provide service to and from terminals; and for specifications and requirements related to newly built or renovated terminals and any related facilities.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is expected to include accessibility as a key criterion during the procurement process when evaluating goods and services that will be used by, or to assist, persons with disabilities.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will:

- Develop and implement a procurement plan by 2024 that includes accessibility as a criterion or a requirement for proposals of goods, services, and facilities.
- Consult persons with disabilities prior to investing in new purchases to evaluate accessibility from the perspective of a person with a disability.

Design and delivery of programs and services

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services must include details about how we consider and include accessibility when designing and delivering services and programs to customers, such as assisting with check-in, boarding, and disembarking, the transportation of support persons or service dogs, or emotional support dogs that meet the conditions set out by the Canadian Transportation Agency, the transportation of mobility aids, curbside assistance, training provided to personnel, etc. Additionally, this also includes feedback received from employees on the design and delivery of our programs and services.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services:

- Consults persons with disabilities in the development of services directed to them, as well as in the development of training programs to support our services.
- Consults with the board of directors' advisory committee. In addition to providing insight and feedback on the accessibility plan, the advisory committee provides feedback on accessibility-related programs and services based on their lived experience and as communicated to them by members of their communities.

Customer Service

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is committed to excellence in serving customers, including persons with disabilities, and functions in a manner which delivers an accessible customer service experience.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services provides its services in a way that respects the dignity and independence of persons with disabilities and ensures that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers through:

- Ensuring employees who serve external customers are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Ensuring employees are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing Rise Air/Snowbird Aviation Services/Snowbird Aviation Services' services.

- Ensuring customers and other third parties who are accompanied by service animals or support persons in areas of Rise Air/Snowbird Aviation Services/Snowbird Aviation Services open to the public are accommodated.
- Welcoming support animals, dependent on safety. Service dogs and emotional support dogs that meet the conditions set out by the Canadian Transportation Agency are allowed on board aircraft at no extra charge.
- Welcoming customer feedback through multiple communication channels to improve the accessibility of services that we provide.
- Booking processes that allows for ease of identification of relevant disability to equip the staff beforehand. If this is not identified at booking stage, the company/staff shall do their utmost to accommodate at check-in stage if the aircraft can meet the need for accommodation.
- Flight and ground crew and flight attendants are made aware of passengers travelling with a disability through the means of a special icon on the manifest.
- Preboarding announcements will be enhanced to ensure all passengers understand the information being provided and those with special requirements are permitted to board in advance of regular passengers, i.e., physical disability, elder, small children, etc.
- Inflight announcements will be enhanced in new aircraft for easier understanding.
- Passengers with mobility challenges are booked for travel only on Subpart 705 aircraft.
- A scent sensitive policy is in place and will be posted on the company websites and aircraft where feasible as well as in company orientation information.
- Snack/refreshments offered on flight are nut-free.
- Company procedures on handling special needs passengers are adhered to which include but are not limited to:
 - Assistance to board and deplane the aircraft.
 - Assistance to transfer to and from a wheelchair, boarding chair, or aisle (straight back) chair.
 - Assistance, other than being carried, to move to and from an aircraft washroom.
 - Assistance to put away and retrieve carry-on baggage.
 - Special meals, where available, and some help with meals such as opening packages.
- Flight attendants are required to check periodically to see if the passenger requires assistance.
- Advise the passenger upon arrival they are to remain seated until all other passengers have deplaned.
- Adhering to the reservation checklist in accordance with the regulations.
- Any other additional procedures specifically relevant to the impairment/disability of the passenger.

Transportation

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services must, when providing transportation to and from a terminal such as wheelchair accessible taxis or shuttle buses must ensure they are accessible for passengers with disabilities.

- Rise Air/Snowbird Aviation Services/Snowbird Aviation Services ensures that the transportation is accessible to persons with disabilities. This includes taxis, limousines, bus, or rental vehicles.
- Should Rise Air/Snowbird Aviation Services/Snowbird Aviation Services enter into an agreement or arrangement with any service providers for the provision of rental vehicles from a terminal we will ensure that the service provider can provide rental vehicles that are equipped with hand-control systems.

Employment

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is committed to fair and accessible employment practices across all stages of the employment cycle and takes the necessary steps related to recruitment, individual accommodation plans, return to work processes, performance management and career development to ensure our practices remain current and relevant. The employee is responsible to identify the need for accommodation and communicate that need to their direct supervisor and human resources.

Direct supervisors consider the accessibility needs of their employees through performance management, career development and redeployment. Human resources personnel will assist direct supervisors and employees in developing suitable accommodation plans where required.

An Indigenous-owned company, Rise Air/Snowbird Aviation Services/Snowbird Aviation Services is a federally registered equity employer and does not discriminate in its employment processes regarding race, colour, religion, sex (including gender identity), national origin, political affiliation, parental status, marital status, sexual orientation, disability, age, or other non-merit factors.

We take the following steps to ensure compliance with this standard by:

- Notifying our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process by providing information on our websites and job postings.
- Notifying applicants who are chosen to participate in the selection process that accommodations will be considered upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to the related disability if it does not cause undue hardship.

We inform our employees of our processes used to support employees with disabilities through the onboarding process and through regular communication and training modules.

Training

We believe that educating our team is the best way to remove barriers to accessibility. As such, we provide electronic and in-person training for all front-line current employee, and new employees about intersectionality and unconscious biases. Indigenous awareness and truth and reconciliation training is currently being planned for delivery in Q4 2023. The requirements of the Act will be incorporated into the training and will ensure that the following are covered:

- The purpose of the *Canada Accessibility Act*, and its requirements.
- How to interact and communicate with people with several types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our services or facilities.

Records of participants and completion dates are maintained and will be carried out annually.

All training provided to employees is available in detail in the company scheduled service and flight attendant manuals, human resources policies and processes, and agreements with charter customers and are reviewed regularly.

The Built Environment

The built environment refers to human-made structures, features, and facilities including:

- *Passenger aircraft.*
- *Passenger trains.*
- *Passenger buses.*
- *Passenger vessels (ferries).*
- *Aerodrome passenger terminals (airports).*
- *Railway passenger station.*
- *Bus passenger station.*
- *Marine passenger terminals.*

With respect to foreign air, rail, ferry and bus carriers, the accessibility of the built environment can include:

- *Passenger aircraft, passenger trains, passenger buses, and passenger vessels (ferries) used to provide services to and from Canada, and ancillary services provided in relation to such transportation.*
- *Programs that foreign carriers may have in place to ensure accessibility of Canadian and foreign airports, if applicable.*

Examples of the built environment as it relates to the transportation network:

- *Signage and wayfinding in and around a terminal.*
- *Washroom accessibility.*
- *Accessibility of passenger aircraft, passenger trains, passenger buses and passenger vessels, including the means to board and disembark from such modes of transportation and any equipment that may be necessary to facilitate this.*
- *Service animal relief areas.*
- *Access to accessible parking and an accessible path of travel to and from a terminal.*

Facilities and Fleet

- Premises are assessed for compliance with the Act.
 - Several bases have relevant ramps and/or access points which allow the passenger to make their way safely to and from the aircraft. Those that do not will have them installed.

- Hangars where employees are located are typically equipped with stairs; however, accommodation is made for the provision of office space, meeting rooms and washroom facilities that are wheelchair accessible.
- Entrance and exit doors in some locations will be modified to allow individuals with mobility issues to gain access to the building.
- Terminals have clearly marked accessible parking that is enforced.
- Smoking areas are clearly designated and the requisite distance from entrances/exits. Staff ensure that passengers are not exposed to smoke by continuing to ensure the requisite distance is maintained.
- Follows universal design standards where possible and complies with legislative requirements when making modifications or new additions to facilities.
- Accessibility criteria is considered at the beginning of a facilities project, as it is often easier, more efficient and cost effective to do so, and it will ensure the facility is accessible to all from the outset.
- Consults persons with disabilities when making modifications or new additions to facilities which might relate to or impact accessibility.
- All the necessary equipment is available on-board aircraft or in the terminal to assist/handle passengers with mobility issues.
- Grab bars will be installed in all facilities' washrooms.
- Areas are provided for service animals' relief. Appropriate refuse bins will be provided.

Feedback Process – We want to hear from you!

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services has a feedback mechanism available through various methods, including the company websites and social media platforms that is accessible to all so that we can continually collect information to improve delivery of services.

Feedback helps Rise Air/Snowbird Aviation Services/Snowbird Aviation Services to:

- Identify, remove, and prevent barriers to accessibility.
- Better fulfill planning and reporting requirements, such as reporting on progress in implementing the accessibility plan.
- Refine and improve how persons with disabilities are consulted with in preparing accessibility plans and progress reports.

Rise Air/Snowbird Aviation Services' advisory committee provides insight and recommendations to improve accessibility on aircraft and facilities. In addition to this, an internal accessibility committee, made up of representatives from our operations, commercial, human resources, communications, facilities, and IT departments, will actualize the plan, monitor progress, evaluate feedback, implement change, and provide reports as required.

Employees and members of the public can provide feedback anonymously. Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will promptly acknowledge receipt of feedback, other than anonymous feedback, in the same way it was received.

When information is submitted and the person identifies themselves, one of the designated contact persons from Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will respond within five (5) working days to acknowledge receipt of their feedback. We will safeguard the individual's privacy by ensuring the information is available only to the committee members and that summaries are anonymized.

Transcripts or recordings will be provided to the chair of the Accessibility Committee within five (5) working days and will be done in such a manner that the information can be retained for a period of seven (7) years. Rise Air/Snowbird Aviation Services/Snowbird Aviation Services will keep an electronic logbook of all feedback received and any actions taken, along with the date of completion. If no action is taken the logbook will reflect that as well.

The committee will verify the accuracy by looking at the original source of the information provided and will consider the feedback at a regularly scheduled meeting.

The committee will consider the following:

- The nature and location of the barrier.
- The relevant area from Section 5 of the *Accessible Canada Act* under which the barrier might fit.
- What will/was done to remove the barrier, and by whom.
- What will/was done to prevent the creation of new barriers in the process of addressing the barriers that the feedback identified.

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services may, from time to time, seek information from customers and employees through surveys that can be accessed through a provided QR code, links on our websites, or by interview if people request assistance from a person rather than using technology.

Public

The customer experience survey, which is available by QR code on aircraft, will include questions for people to comment on with respect to accessibility. The public may also provide feedback, request an alternate format of the accessibility plan, and request an alternate format of the description of the feedback process by contacting the designated person(s) as noted below.

A person can request a description of our feedback process in the following alternative formats:

- Print
- Large print
- Braille
- Audio format
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

Internal

- Employees are encouraged to contact human resources with any concerns about accessibility for themselves or others and to inform of any areas for improvement.
- Human resources will implement an ongoing consultative process with employees who identified as having a disability or requiring an accommodation to build relationships and open communications.
- Employees are encouraged to utilize the safety management system (SMS) to identify areas proactively and reactively for improvement. Employees can choose to report anonymously.

The contact information of designated person(s) and the methods by which feedback can be submitted is detailed below.

Carla Wayman
Director of Flight Operations
cwayman@riseair.ca
306-667-2844

Kristi Knight
Director, Commercial
kknight@riseair.ca
306-667-2846

Kim Goertzen
General Manager, Snowbird Aviation Services
kgoertzen@snowbirdas.ca
306-668-0260

Tracy Young Mc-Lean
Vice President/CHRO (Rise Air/Snowbird Aviation Services employees)
tyoungmclean@riseair.ca
306-668-0401

or to any of the designated persons by mail at:

Rise Air/Snowbird Aviation Services/Snowbird Aviation Services
3A Hangar Road
John G. Diefenbaker Airport
SASKATOON SK S7L 5X4

or through our websites, <https://riseair.ca>. or <https://snowbirdaviationservices.ca> . Feedback can also be provided through our Facebook and Instagram social media platforms (riseair.ca).

Rise Air/Snowbird Aviation Services will also, from time to time, seek information from customers through an employee experience survey that they may access through a provided QR code, links on our websites, or by interview if people request assistance from a person rather than using technology.

Budget and Resource Allocation

Over the next year a repair and replacement plan that includes an annual budget will be developed for all buildings and that funds are budgeted for emergency repairs. If an emergency repair cannot be addressed immediately, front line staff will prioritize the issue and accommodate an individual as soon as possible.

Progress Reports

Rise Air/Snowbird Aviation Services will publish reports internally and externally in accordance with the regulations regarding the implementation and adaptation of the accessibility plan.

Progress reports will include:

- The topic and nature of the feedback received.
- The resources, including employees, available to Rise Air/Snowbird Aviation Services.
- When feedback is received within the planning and reporting cycle.
- Consider supports to best identify, remove, and prevent barriers.

Document Retention

All relevant documentation will be retained for seven (7) years.