



# Rise Air and Snowbird Aviation Services Accessibility Plan Progress Report

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June 1, 2025

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# Introduction

## Executive summary

In May 2023, Rise Air/Snowbird Aviation Services introduced its Accessibility Plan along with a feedback process following the guidelines of the *Accessible Canada Act (ACA)*. The ACA, which became law on July 11, 2019, has the goal of making Canada barrier-free by January 1, 2040.

At Rise Air/Snowbird Aviation Services, we recognize the importance of removing barriers and creating an inclusive environment where everyone can fully participate in all aspects of our organization. As part of this commitment, we have engaged in extensive consultation with individuals with disabilities to better understand the barriers they face and how we can address them effectively. Through these consultations, we have gained valuable insights that have informed the development of our accessibility plan.

We have established a feedback process to receive input from the community, including feedback on our implementation of the Accessibility Plan and any barriers individuals encounter when interacting with our organization. We are committed to promptly addressing feedback and making necessary adjustments to improve accessibility.

Our accessibility plan is available for public viewing on our websites. We encourage all stakeholders to review the plan and provide feedback to help us further enhance accessibility within our organization.

For inquiries or feedback regarding accessibility at Rise Air/Snowbird Aviation Services, we have mentioned all the contact person details as well as the feedback link.

This progress report builds on the previous progress report and outlines changes/updates to our advancements we have made in enhancing accessibility, hurdles we have encountered, and our ongoing commitment to integrating feedback and insights to reach our objectives.

## Our commitment to accessibility

At Rise Air/Snowbird Aviation Services, accessibility is not just a commitment, but a value that guides everything we do. We are dedicated to empowering accessibility for both passengers and employees, ensuring that everyone has the opportunity to travel and work with dignity and respect.

We ensure that our airports and aircraft are equipped with accessible features such as ramps and have designated seating areas to facilitate ease of movement for passengers with mobility impairments.

Clear and accessible information is provided across all platforms including websites, booking systems, and in-flight materials to assist passengers with visual or hearing impairments. This is

achieved through adherence to accessibility standards, such as incorporating features like adjustable font sizes, high contrast options, providing clear instructions for requesting assistance or accommodations, selective prompts, comprehensive staff training. Our staff members are trained to communicate effectively and respectfully with passengers of all abilities.

Rise Air/Snowbird Aviation Services promotes an inclusive workplace environment by ensuring that facilities and tools are accessible to employees with disabilities. This includes accessible workstations, assistive technology such as telephones with adjustable volume controls, reading text aloud, built-in screen magnifier, live captions and subtitles during presentations, sit-stand desk and workstation accommodations tailored to individual needs.

We are committed to fostering diversity and inclusion across all levels of the organization, including the recruitment and retention of employees with disabilities. We value the unique perspectives and contributions of all our employees and strive to create a workplace where everyone feels valued and supported.

## General

### Feedback on accessibility

Rise Air/Snowbird Aviation Services has established a comprehensive feedback process to actively receive and address concerns regarding accessibility. This process encompasses feedback on the implementation of our accessibility plan as well as any barriers individuals encounter when interacting with our organization.

We encourage individuals to share their experiences and provide feedback on accessibility through various channels such as websites, feedback forms, emails, social media platform, and customer support. Whether it is regarding the effectiveness of our accessibility initiatives or identifying specific barriers they have encountered, we value every insight shared with us.

By actively listening to and responding to feedback, we aim to continuously improve our accessibility efforts and ensure that all individuals, regardless of their abilities, have a positive and inclusive experience when engaging with Rise Air/Snowbird Aviation Services.

### Designated person(s)

The public may provide feedback, request an alternate format of the Accessibility Plan or Progress Report, 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:

Designated Person	Designation	Email	Phone Number
Carla Wayman	Vice President, Flight Operations	<a href="mailto:cwayman@riseair.ca">cwayman@riseair.ca</a>	306-667-2844

Kristi Knight	Director, Commercial	<a href="mailto:kknight@riseair.ca">kknight@riseair.ca</a>	306-667-2846
Kim Goertzen	General Manager, Snowbird Aviation Services	<a href="mailto:kgoertzen@snowbirdas.ca">kgoertzen@snowbirdas.ca</a>	306-668-0260
Michel Farrugia	Director, Human Resources (Rise Air/Snowbird Aviation Services)	<a href="mailto:mfarrugia@riseair.ca">mfarrugia@riseair.ca</a>	306-667-2849
Larry Denholm	Occupational Health & Safety Officer (Rise Air/Snowbird Aviation Services)	<a href="mailto:ldenholt@riseair.ca">ldenholt@riseair.ca</a>	306-667-2848
Dan Gold	Director, Marketing and Stakeholder Relations	<a href="mailto:dgold@riseair.ca">dgold@riseair.ca</a>	306-381-7916
Keevin Berg	Director, Information Technology and Systems	<a href="mailto:kberg@riseair.ca">kberg@riseair.ca</a>	306-692-9121
Nick Hudak	Manager, Facilities	<a href="mailto:nhudak@snowbirdas.ca">nhudak@snowbirdas.ca</a>	306-668-0814

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

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

or through our websites at: [riseair.ca](http://riseair.ca) or [snowbirdaviationservices.ca](http://snowbirdaviationservices.ca).

## Request an alternate format of the progress report

An alternate format of the Accessibility Plan and Progress Report as well as an alternate format of the description of the feedback process can be arranged by contacting the designated persons listed above or by contacting Rise Air directly at:

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

or through our websites at: [riseair.ca](http://riseair.ca) or [snowbirdaviationservices.ca](http://snowbirdaviationservices.ca).

## Information and communication technologies (ICT)

At Rise Air/Snowbird Aviation Services, our commitment to accessibility remains steadfast as we strive to ensure that our information and communication systems are accessible to all individuals in compliance with the *Canada Accessibility Act*. Over the past year, progress has been made across various departments to enhance accessibility and provide support for individuals with diverse needs.

## Accessible formats and communication support

Rise Air/Snowbird Aviation Services ensures accessibility through electronic formats compatible with adaptive technologies, alternative communication channels and accommodations. Additionally, preboarding announcements in multiple languages and passenger rights information is provided in various formats.

### Progress

1. Alternative communication channels such as Microsoft Teams voice and video calls have been seamlessly integrated in our daily operations alongside traditional telephone systems to provide additional support for individuals with diverse needs.
2. Accommodation offerings for passengers are available including providing multiple formats for information dissemination during the online booking process, such as selective prompts indicating disability and accommodation required.
3. Requests for passenger documents with enlarged fonts and Braille cards are accommodated upon request, with procedures in place to ensure prompt fulfillment.
4. We have implemented measures to ensure that information provided on planes prior to departure is available in all aircraft equipped with communication capabilities and is provided in English and French. Our large aircraft feature Denesuline auto briefing capabilities, further enhancing accessibility for passengers who speak Denesuline.
5. Employees are still provided with laptops and other necessary tools to enhance accessibility in the workplace, including flexibility options such as adjusting monitor resolutions and font sizes according to visual needs. The occupational health and safety officer is trained in conducting formal ergonomic assessments.

### Future Tasks

1. We are actively working toward implementing electronic formats compatible with adaptive technologies for all informational materials. The implementation of speech-to-text and text-to-speech capabilities has been considered; however, a definitive timeline has not yet been established.
2. We are analyzing how to integrate live chat to provide additional support for individuals with diverse needs. The inclusion of speech-to-text and text-to-speech functionality remains under discussion and is being considered as part of the potential implementation of a new website. Timelines for this initiative are still being determined at the time of writing.
3. We are working toward implementing preboarding announcements in Denesuline and Cree languages, both pre-recorded and live, to promote inclusivity. This remains an active project currently in progress. While there is no confirmed estimated timeline for completion, efforts are ongoing and the matter continues to be actively pursued.
4. We are currently working toward developing and implementing Denesuline and Cree preboarding announcements, both pre-recorded and live, as well as notifications of

departure delays, arrivals, and cancellations at northern bases. This remains an active project currently in progress. While there is no confirmed estimated timeline for completion, efforts are ongoing and the matter continues to be actively pursued.

5. Rise Air/Snowbird Aviation Services is actively working on developing a more accessible format for published passenger rights information. This initiative includes making the information available in multiple formats—such as printed materials, large print, website content, announcements, and braille—to ensure accessibility for all passengers. Currently, the information is provided in English, and we are assessing the feasibility of offering it in Denesuline and Cree.

## Accessible websites and web content

### Progress

Whilst our intentions were to upgrade our websites for compatibility with adaptive technologies as of this writing, this work is still in progress and such functionality will only be possible with the implementation of a new website. At present, there is no confirmed timeline for the launch of the new site, and discussions regarding the finalization of content are still ongoing. Additionally, our progress towards meeting Web Content Accessibility Guidelines (WCAG) 2.0, Level A standards is tied to the completion and implementation of the new website.

### Future Tasks

1. Initially we were developing a Company Intranet to function as a centralized hub for accessible communication, where defined roles and responsibilities for content development and compliance are established. However, during the testing phase, we identified areas for improvement, prompting us to initiate a rework of the entire approach. Progress on this initiative is directly linked to the development and implementation of the new website, which remains underway with no confirmed timeline at this stage. A tentative completion date for Q1 2026 has been established.
2. We will further formalize our procedure for routine accessibility testing of our websites. This approach is based on the vendor offering that was available at the time of planning. At present, progress on this initiative is directly tied to the development and implementation of the new website, which is still underway with no confirmed timeline for completion.

## Communication, other than ICT

Rise Air/Snowbird Aviation Services recognizes the importance of effective communication beyond the realm of Information and Communication Technologies (ICT) to ensure inclusive and accessible interactions for all passengers, including those with disabilities.

## Communications

### Progress

1. We have designed and implemented training for all staff interacting with customers, ensuring they consider each passenger's disability during interactions. They assess the use of assistive devices and adjust communication methods accordingly. When disabilities are

disclosed during reservations, employees engage in conversations to pinpoint specific needs and available services. Detailed descriptions of services are offered upon request. Our trained staff make sure that public announcements are made in plain language, with clear enunciation, and repeated for clarity. Pre-recorded messages are utilized whenever possible.

2. Ongoing training remains a key component of our commitment to accessibility and inclusive service. Flight attendants continue to participate in hands-on training sessions that include mock drills and roleplay exercises designed to equip them with the skills necessary to assist passengers with a wide range of impairments. These practical simulations ensure that crew members are prepared to respond confidently and effectively in real-world scenarios.
3. In parallel, pilots and ground staff undergo a similar training program delivered through an online platform. This mandatory annual training incorporates instructional videos and resources provided by Transport Canada, ensuring consistency with national standards and regulatory requirements. Together, these training initiatives reinforce Rise Air's dedication to delivering safe, respectful, and accessible service for all passengers.
4. All the staff are given customer service training to trained them to communicate in a respectful and informed manner, particularly when interacting with passengers with disabilities. This is part of the mandatory onboarding process for all employees.
5. Information about services and facilities is made accessible to those with visual or hearing impairments through alternative formats such as electronic, large print, audio, and Braille.
6. Information for individuals with intellectual, cognitive, or learning disabilities is provided in clear, concise language, with options for written instructions and consideration for privacy in noisy environments.

### Future Tasks

1. Raise awareness about accessibility among employees, customers, and other stakeholders through communication campaigns, training sessions, and public outreach efforts. In recognition of Disability Pride Month this July, we have identified this period as a key target for launching a comprehensive awareness campaign. This initiative will be accompanied by the formal rollout of our Accessibility Training Program, which will become mandatory annual training for all staff. The training will form a central component of our broader communication and awareness efforts, underscoring our commitment to fostering an inclusive and accessible environment.

Additionally, we plan to distribute surveys to our clients during this time. These surveys aim to gather valuable feedback and insights regarding the quality and accessibility of the services provided by Rise Air. The data collected will inform future improvements and ensure we continue to meet the diverse needs of our community.

2. Establish mechanisms for ongoing monitoring, evaluation, and improvement of accessibility efforts.
3. Stay informed about emerging technologies, standards, and best practices to continuously enhance accessibility with the possibility of actively working on the development and integration of pictographs wherever feasible. These visual aids are intended to supplement or replace dense text, making key information more immediately understandable to a wider audience, including individuals with cognitive or learning disabilities. In addition, we are also considering the process of converting traditional, text-heavy policies into more accessible formats. This includes implementing text-to-speech functionalities to assist those with visual impairments or reading difficulties, thereby ensuring that all staff and clients can access critical information in a way that best suits their needs.

## Procurement of goods, services, and facilities

### Progress

1. A procurement policy has been drafted and, while currently applied on a preliminary basis, it is in the process of being formalised to ensure greater consistency, accountability, and alignment with organizational values. As part of this formalisation, there is a renewed focus on embedding Indigenous-inclusive criteria within procurement practices. This includes actively seeking opportunities to engage Indigenous businesses and suppliers, as well as integrating culturally responsive and equitable evaluation standards. Additionally, accessibility considerations are being incorporated into procurement decision-making processes. This means evaluating goods and services not only on cost and quality, but also on their ability to meet accessibility standards and support inclusive use. These enhancements reflect our commitment to ethical procurement, social responsibility, and the creation of inclusive environments across all areas of operation.
2. Rise Air/Snowbird Aviation Services has actively engaged with stakeholders, including persons with disabilities and advocacy organizations, to gather insights and feedback on accessibility needs and preferences. The planned survey that will be distributed to our clients will also assist us in gathering valuable feedback and insights regarding the quality and accessibility of the services provided by Rise Air.

### Future Tasks

1. Establish robust monitoring and evaluation mechanisms to track the engagement of procurement principles and assess its effectiveness in promoting accessibility.
2. Stay updated on relevant regulations, standards, and best practices governing procurement, including any changes or updates that may impact operations.

## Design and delivery of programs and services

We understand the importance of inclusivity and strive to ensure that individuals of all abilities can fully participate in and benefit from our programs and services.

## Customer Service

### Progress

1. Our commitment to excellence in customer service extends to persons with disabilities. We ensure that all employees serving external customers undergo comprehensive accessibility for all training to provide exceptional service to everyone, regardless of their abilities. This includes familiarity with assistive devices and accommodation for approved service dogs and support persons.
2. Rise Air/Snowbird Aviation Services acknowledges the importance of approved service dogs in providing essential assistance to passengers with disabilities. Our policy complies with Transport Canada safety protocols and we warmly welcome approved service dogs on board our aircraft. These animals play a vital role in our passengers' well-being, and we prioritize their accommodation without any extra charges.
3. Rise Air/Snowbird Aviation Services has implemented user-friendly methods to facilitate customer feedback, ensuring accessibility and ease of communication. Whether via online surveys, email correspondence, or direct interactions, we welcome and value all feedback provided by our passengers.

### Future Tasks

1. Implement comprehensive accessibility training programs for all employees to further enhance their understanding of accessibility requirements and best practices. All of this is embedded in our Accessibility for All training that is already rolled out to key front facing personnel (flight attendants, pilots, ground staff, etc.) and will be rolled out in the coming months to all our staff.
2. Launch an awareness campaign aimed at educating both employees and passengers about accessibility issues and the importance of inclusivity. This campaign will utilize various communication channels, including internal newsletters, social media platforms, and in-flight announcements, to promote a culture of accessibility and sensitivity towards the needs of all passengers. This awareness campaign is targeted for Q3/Q4 which would include information, training rollout, survey to all clients as well as any other measures that may be identified by the company.

## Transportation

Rise Air/Snowbird Aviation Services ensures that the transportation is accessible to persons with disabilities. This includes taxis, limousines, bus, or rental vehicles that we may provide, from time to time.

## Employment

### Progress

1. We are committed to maintaining a high standard of awareness and compliance with evolving accessibility regulations and best practices. This is achieved through ongoing professional development, including attendance at industry conferences, review of key publications, and active networking within related sectors. These efforts enable us to remain informed about the latest developments in the design and delivery of accessible programs and services. Key events and platforms that support this commitment include:
  - a. CPHR (Chartered Professionals in Human Resources) Conferences – offering various HR sessions on inclusive hiring practices and workplace accessibility.
  - b. LIT Up: Foundations Learning & Skills Saskatchewan – focused on adult literacy, inclusive education, and accessible learning strategies.
2. We have implemented various initiatives to ensure accessibility throughout the recruitment and hiring process. One of our key strategies involves notifying both employees and the public about the availability of accommodation for applicants with disabilities.
3. Through our websites and job postings, we proactively communicate that accommodation is available for applicants who require them during the selection process. This information is prominently displayed to ensure that individuals with disabilities feel encouraged to apply and be confident that their needs will be considered.
4. We conduct corporate-wide mandatory workplace harassment and violation prevention training. Participants receive education on recognizing and addressing harassment or discrimination in the workplace and the legal implications related to discrimination.

### Future Tasks

1. We are actively conducting research to identify and implement recruitment strategies that align with our organizational goals. This includes evaluating the viability and impact of various approaches to ensure they are both effective and sustainable. A key focus area is enhancing our outreach efforts to attract a broader, more diverse pool of candidates. This is being achieved through the development of partnerships with disability-inclusive organizations, community groups, and employment networks that advocate for underrepresented talent. Additionally, we are refining our recruitment practices by creating inclusive job postings that use accessible language, emphasize accommodations, and clearly communicate our commitment to equity and inclusion.
2. A relatively new training module has been introduced for supervisors and management, aimed at strengthening inclusive leadership across the organization. While still in its early stages, this initiative is being refined and adjusted as it evolves, with the goal of formalising it into a core component of our leadership development framework. The module covers a broad range of key competencies, with a particular focus on raising awareness around inclusive practices and effectively managing accommodation requests. As the program develops, it will continue to incorporate feedback and best practices to ensure it remains relevant, practical, and aligned with our commitment to fostering an inclusive workplace culture.

3. Continual review and improvement of our workplace accommodation process to ensure it remains responsive, inclusive, and aligned with best practices. This is carried out in close collaboration with our Occupational Health and Safety (OH&S) Officer and individuals with disabilities, whose input is critical to creating an accessible and supportive work environment. The OH&S Officer works closely with Human Resources to ensure that all accommodation requests are handled promptly and appropriately. Upon receiving a request, the OH&S Officer conducts a thorough inspection and assessment of the relevant workspace to evaluate any potential barriers and identify suitable modifications. These assessments form a key part of our process, helping to ensure that accommodations are tailored to individual needs and implemented effectively.

## Training

We believe that educating our team is the best way to remove barriers to accessibility.

### Progress

1. We have implemented a comprehensive training program, "Accessibility for All," which is mandatory for all employees serving external customers. This training is designed to equip employees with the knowledge and skills to provide inclusive and accessible service experiences to individuals with disabilities.
2. We successfully delivered a corporate-wide mandatory training program focused on workplace harassment and violation prevention. The training content was inclusive and covered disability as a protected ground, ensuring that all employees have a clear understanding of the importance of preventing harassment and discrimination, particularly related to disabilities.
3. We maintain detailed records of participants and completion dates for all training sessions. These records serve as valuable documentation of employee engagement and compliance with mandatory training requirements.

### Future Tasks

1. Evaluate the effectiveness, where possible, of training initiatives through regular feedback mechanisms and adjust content and delivery methods as needed. At present, the training content used, particularly that which includes material from Transport Canada, is not actively undergoing evaluation, as it meets the required legal and regulatory obligations. However, the organization acknowledges the importance of continuous improvement and plans to explore practical methods of assessing the content's relevance, accessibility, and overall efficacy on an annual basis. This future-focused approach will help ensure the training remains impactful and aligned with the evolving needs of employees and regulatory expectations.
2. We are currently in the process of reviewing potential service providers to modernise our training content and delivery methods for the violence and harassment program. This initiative aims to enhance the overall learning experience, streamline training processes, and ensure alignment with current best practices and accessibility standards. At this stage,

we are actively evaluating proposals and quotations from various vendors. The selected provider will support the development of a more dynamic, user-friendly training platform that meets the diverse needs of our workforce. Implementation is targeted for Q3 of this year, with the goal of ensuring a smooth transition and improved engagement.

3. Expand training opportunities to reach all employees as part of our campaign which will be rolled out to all of our staff by Q3/Q4.

## The Built Environment

### Facilities and Fleet

Over the past year, significant strides have been taken to improve accessibility, ensuring compliance with legal requirements, and fostering inclusivity.

#### Progress

1. Several infrastructure upgrades have been completed to improve accessibility. All bases that previously lacked ramps and access points now have them installed, ensuring safe passage for passengers to and from the aircraft.
2. Entrance and exit doors at some of our locations have been modified to allow individuals with mobility issues to access the buildings. Given the unique security requirements of the aviation industry, implementing certain accessibility features—such as motion sensors—across all airport locations can present significant challenges. These limitations are primarily due to stringent security protocols and infrastructure constraints that vary by site. That said, motion sensors have been installed in select locations where feasible and where they do not compromise security or operational requirements. Their use is also dependent on ongoing maintenance capabilities to ensure functionality and reliability. As part of our commitment to enhancing accessibility, we continue to explore opportunities to expand the use of such features in a manner that aligns with both safety standards and operational realities.
3. Accessibility considerations are integrated at the earliest stages of all facilities projects. Incorporating accessibility criteria from the outset is not only more efficient and cost-effective, but it also ensures that new spaces are inclusive and usable by everyone from day one. This proactive approach aligns with our commitment to inclusive infrastructure. All facilities projects—whether new developments or renovations—are carried out in strict compliance with applicable building codes, with a particular emphasis on accessibility standards. As part of ongoing upgrades across our sites, we continue to prioritize accessible design features. Notably, all staff rooms and washroom facilities are located on ground levels to ensure ease of access for all employees and visitors, including individuals with mobility challenges. This reflects our broader goal of creating workspaces that are barrier-free and welcoming to all.

## Future Tasks

1. The project to install automatic doors at all main entrances and exits is currently under review. This initiative aims to improve accessibility for individuals with mobility challenges and enhancing overall user experience. Having said that, given the unique security requirements of the aviation industry, implementing certain accessibility features—such as motion sensors—across all airport locations can present significant challenges. These limitations are primarily due to stringent security protocols and infrastructure constraints that vary by site.
2. As part of our ongoing renovation efforts, restrooms are being reconfigured to ensure full wheelchair accessibility. This includes the incorporation of features such as widened doorways, accessible sinks and fixtures, proper turning radius, and support bars in compliance with relevant accessibility codes and standards.

## Provisions of CTA accessibility-related regulations

### Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Per our plan, we must, at a minimum, identify or list all provisions from the regulations that apply per the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) for large transportation service providers (TSP). The APTDR provides a wide range of provisions designed to ensure barrier-free travel for persons with disabilities. Below is a breakdown of the main ATPDR provisions that apply specifically to our airline:

#### 1. Communication and Information

- Provide information (tickets, schedules, boarding passes) in accessible formats upon request (e.g., Braille, large print, electronic).
- Ensure websites and apps meet WCAG 2.0 Level AA standards.
- Make all announcements (gates, delays, safety) both visually and audibly.

#### 2. Services for Persons with Disabilities

- At the Airport: Provide assistance from curb to check-in, through security and boarding.
- Mobility Aids and Assistive Devices: Transport mobility aids at no charge; store in cabin if safe; compensate for damage/loss.
- Onboard Assistance: Provide adjacent and accessible seating; assist with eating, call buttons, and carry-on items.

#### 3. Service Animals

- Allow travel for service animals at no extra charge with documentation.
- Ensure animals can stay in passenger's foot space.
- Train staff on handling service animals.

#### 4. Support Persons

- Accommodate support persons at no charge for eligible passengers.
- Ensure adjacent seating is provided.

#### 5. Training Requirements

- Train frontline and supervisory staff on:
  - Communication with persons with disabilities.
  - Use and maintenance of accessibility equipment.
  - Response to accessibility-related incidents or emergencies.

#### 6. Accessibility Equipment and Facilities

- Aircraft must include movable armrests, onboard wheelchairs (if >30 seats)
- Provide lifts or ramps for boarding and deplaning at controlled airports.

#### 7. Security Screening

- Coordinate with security to ensure respectful and accommodating screening procedures.
- Provide same-gender officers and private rooms if needed.

#### 8. Complaint Resolution and Feedback

- Provide accessible complaint mechanisms.
- Respond to complaints within 30 days and retain records.

#### 9. Consultation and Accessibility Plans

- Publish and update Accessibility Plans every three years.
- Consult persons with disabilities during development.
- Publish an annual progress report and maintain a feedback process.

## Feedback Information

In 2025, we did not proactively solicit feedback, however understand this is an explicit expectation and we are developing proactive tools to do just that. This will be reflected in our 2026 Progress Report.

In 2025, we did, however encourage individuals to share their experiences and provide feedback on accessibility through various channels such as websites, feedback forms, emails, social media platform, and customer support.

In the reporting period we did not receive feedback via our formal Accessibility Feedback Form ([Accessibility Feedback Form](#)), however we did receive the following feedback via other means as related to accessibility. We have noted our response to each following.

1. May 28, 2025 – Received a customer inquiry via our website’s general ‘Contact’ form ([Contact | Rise Air](#)) requesting additional information regarding our process for declaring

accessibility needs as related to their employees flying with us as part of our workforce transport contract (not a general public passenger).

- Response: June 4, 2025 - we arranged a meeting with our customer (representing their employee, the passenger) and answered their questions related to accessibility needs and process to be followed. Response deemed satisfactory to the customer.
2. July 7, 2025 – our Reservations Supervisor flagged that one of our customer’s passenger lists included two passengers with mobility impairment requiring the use of a straight back and assistance from our crew. We are able to accommodate 1 straight back required passenger per flight.
    - Response: July 7, 2025 – arrangements were made to fly the passengers on the same day, but separate flights (one early; one later) to ensure equitable access to straight back and appropriate assistance from our crew.
  3. Ongoing in 2025 – questions were asked regarding what constitutes a service animal vs. an emotional support animal and expectations surrounding each in the cabin.
    - Response: we educated our Reservations team as well as the Snowbird Customer Service Agents regarding the differences and what is required of customers. This significantly improved our customers’ understanding.

## Consultations

Rise Air/Snowbird Aviation Services remain dedicated to fostering an inclusive and barrier-free environment for all individuals. Through continuous consultation, feedback, and proactive measures, we ensure that our services, facilities, and employment practices are accessible to everyone, including individuals with disabilities. In preparation for the progress report our designated persons created opportunities for employees to voice their concerns and recommendations moving forward.

These recommendations were centered around working meetings that included personnel in IT and systems, communications, customer service, transportation, facilities, corporate services and members of employee groups both unionized and non-unionized.

A noted gap in 2025, however, was the lack of formal consultation with passengers and employees with disabilities. To close this gap, our organization is committed to consulting with passengers and employees with disabilities via a survey campaign between April 15-May 15, 2026. Results from this formal consultation process will be included in our next accessibility plan report due June 1, 2026.

## Conclusion

In alignment with the *Accessible Canada Act (ACA)*, Rise Air/Snowbird Aviation Services remain dedicated to fostering an inclusive and barrier-free environment for all individuals. Our comprehensive accessibility plan underscores our commitment to accessibility as a core value that guides our operations, customer service, and workplace culture. Through continuous consultation, feedback, and proactive measures, we have made significant strides in various priority areas, ensuring that our services, facilities, and employment practices are accessible to everyone, including individuals with disabilities.

We have successfully implemented a range of initiatives to enhance accessibility in information and communication technologies, customer service, transportation, employment, training, and the built environment. Notable progress includes the integration of alternative communication channels, accessible formats, comprehensive training programs, and infrastructure upgrades. These efforts ensure that our passengers and employees can navigate and interact with our services with dignity and respect.

By fostering a culture of accessibility and inclusion, we aim to set a benchmark for excellence in accessibility practices. Our ongoing commitment to listening, learning, and adapting ensures that we will meet and exceed the standards set forth by the *Act*, contributing to a barrier-free Canada by 2040.

For any inquiries or feedback regarding our accessibility efforts, we encourage stakeholders to contact our designated representatives or utilize the feedback channels provided on our websites. Together, we can create a more inclusive environment where everyone has the opportunity to thrive.