

## 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](mailto:cwayman@riseair.ca)  
306-667-2844

Kristi Knight  
Director, Commercial  
[kknight@riseair.ca](mailto:kknight@riseair.ca)  
306-667-2846

Kim Goertzen  
General Manager, Snowbird Aviation Services  
[kgoertzen@snowbirdas.ca](mailto:kgoertzen@snowbirdas.ca)  
306-668-0260

Tracy Young Mc-Learn  
Vice President/CHRO (Rise Air/Snowbird Aviation Services employees)  
[tyoungmclean@riseair.ca](mailto: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.