



RISE AIR SNOWBIRD AVIATION SERVICES

Accessibility Plan: 2026 - 2029

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General

For over 70 years, Rise Air / Snowbird Aviation Services have been providing scheduled passenger service, Medevac for Saskatchewan's northern district, charter, cargo and workforce transport to Saskatchewan residents and customers alike. Inclusive and accessible employment for our employees and air transportation for our customers is important to Rise Air / Snowbird Aviation Services. We commit to meeting the needs of people who identify as persons with a disability in a timely manner and will do so by ensuring employees and customers can easily provide feedback to us and by preventing and removing barriers to accessibility as outlined in this plan. We want to positively contribute to establishing a barrier-free Canada.

Providing feedback, how to contact us and alternate formats

Employees, customers and other concerned parties are invited to send us feedback on our accessibility plan, our progress reports or any accessibility barriers experienced at Rise Air / Snowbird Aviation Services. Anonymous feedback is available via any of the below methods.

Submit feedback [online](#) through our Accessibility survey (option to be anonymous or identifiable).

By email: accessibility@riseair.ca

By mail:

Accessibility Plan Alternate Format Request
Rise Air / Snowbird Aviation Services
3A Hangar Road, John G. Diefenbaker International Airport
Saskatoon, SK S7L 5X4

By phone:

Toll-free: 1-800-667-9356

Telephone: 306-668-0401

[Video Relay Service](#) – free within Canada

If you need to participate another way, contact us through any of the options above.

When asked, we can provide a copy of our accessibility plan or progress reports in many alternate formats, as soon as possible, based on specific timeframes listed in the Accessible Canada Regulations and the Accessible Transportation Planning and Reporting Regulations subsection 7(1) and 7(2). You can ask for a copy in:

- print - download a copy
- large print - download a large print PDF version
- braille
- audio format
- an electronic format that works with adaptive technology

We will provide alternate formats as soon as possible, and no later than:

- 45 days after receiving your request for braille or audio format
- 15 days after receiving your request for any other hard copy alternate format listed

Response service standards

We will provide acknowledgement within 5 business days (non-anonymous). Responses will be provided in the same mode as received (accessible formats upon request).

Tracking and reporting

- All feedback logged centrally
- Actions tracked and recorded
- Summary results included in annual reports

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.

Accessibility governance and accountability

Reporting directly to the President and CEO, the Chief Human Resources Officer (CHRO) is responsible for monitoring and

reporting on Rise Air / Snowbird Aviation Services accessibility plan.

The CHRO is responsible for:

- Regulatory compliance
- Plan oversight and updates
- Progress report approval
- Reporting to executive leadership and Board

The CHRO is supported by several others in executing on the Company's accessibility plan.

Accessibility committee

Our internal accessibility committee is comprised of senior team leaders from:

- Flight Operations
- Ground Services
- Commercial
- Facilities
- Corporate:
 - Finance
 - Human Resources
 - Safety
 - Marketing and Stakeholder Relations
 - Information Technology

Responsibilities include:

- Monitoring implementation
- Tracking barriers and corrective actions
- Reviewing feedback trends
- Reporting to leadership

Executive Summary

In May 2023, Rise Air and 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 and Snowbird Aviation Services, we are committed to identifying, removing and preventing barriers to accessibility in accordance with the Accessible Canada Act and related regulations and recognize the importance of removing barriers and creating an inclusive environment where everyone can fully participate in all aspects of our organization. As a federally regulated transportation service provider (air), we recognize our responsibility to ensure that our services, workplaces, and infrastructure are accessible to all persons, including persons with disabilities. This plan outlines some of our current barriers, commitments to improving and removing, measurable actions,

and accountability framework to achieve a barrier-free environment by 2040.

An area in our initial accessibility plan we aim to improve upon in our 2026-2029 plan is how we gather feedback through consultation. Our 2026-2029 plan includes our plan for formal outreach to external stakeholders experienced in accessibility and in particular, working with persons with disabilities. This external consultation and collaboration will provide Rise Air and Snowbird Aviation Services more in depth understanding of real and potential barriers within our operation.

In 2026 we sent out an internal and external survey to employees and customers requesting respondents who identify as persons with a disability to respond in an effort to better understand the barriers they face and how we can address them effectively. At time of plan writing we received 24 employee responses and 2 customer responses. Responses received have informed the development of our accessibility plan.

Accessibility Statement

The northern two-thirds of Saskatchewan is a vast expanse of water and woods, dotted here and there with remote communities – some of which are only accessible by air. When transportation by air is the only mode of transportation, Saskatchewan's largest regional airline has a responsibility to

ensure that all of its passengers can access its services. Thus, Rise Air and Snowbird Aviation Services are committed to accessibility for both employees and passengers, ensuring everyone has the opportunity to travel and work with dignity and respect.

Purpose and legislative framework

This Accessibility Plan has been developed in accordance with:

- Accessible Canada Act (ACA)
- Accessible Canada Regulations (ACR)
- Canada Transportation Act (CTA)
- Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
- Current enforcement expectations (2024-2026)

The plan addresses the following priority areas:

- Information and Communication Technologies (ICT)
- Communication (non-ICT)
- Procurement of goods, services, and facilities
- Design and delivery of programs and services
- Transportation
- Employment
- The Built Environment

These areas are reflected in the organization's current operations as described in the existing plan framework.

Accessibility commitments

Rise Air and Snowbird Aviation Services will:

- Identify, remove, and prevent accessibility barriers
- Maintain a multi-year accessibility plan with measurable actions
- Maintain a public feedback process
- Provide accessible formats within regulated timelines
- Conduct ongoing consultations with persons with disabilities
- Publish annual progress reports
- Notify the Accessibility Commissioner of required publications

Consultation

Approach

The organization has previously conducted internal and external consultations (employee interviews, surveys and passenger surveys) to identify accessibility barriers.

Ongoing consultation framework

Going forward, the organization will:

- Conduct annual employee survey (see appendix A for 2026 employee survey questions)
- Conduct annual customer accessibility surveys (see Appendix B for 2026 customer survey questions)

- Engage external disability organizations to consult and join our Accessibility Committee where appropriate
- Review consultation and survey findings at Accessibility Committee meetings

Integration of feedback

Consultation and survey results will directly inform:

- Operational improvements
- Infrastructure planning
- Procurement decisions
- Updates to this plan

Accessibility Performance Indicators

The organization will track:

- % of digital assets compliant with WCAG 2.1 AA
- Number of barriers identified and resolved annually
- Accessibility feedback response time
- % of employees trained annually
- Completion of infrastructure upgrades

These indicators are reviewed annually.

Priority Areas – Barriers, Actions and Timelines

Information and Communication Technologies (ICT)

Current plan builds on previous plan overhauling and updating website accessibility and assistive technology support.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Legacy website accessibility gaps	Full WCAG 2.1 AA compliance upgrade	Q4 2026	IT/Communications	In progress
Limited accessible booking interfaces	Improve booking flows	Q4 2026	IT/Commercial	In progress

Communication (Non-ICT)

Strong foundation exists including plain language practices, ASL awareness, and multi-format communication.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Inconsistent communication methods across locations	Standardize accessible communication protocols	O4 2027	HR/ Communications/Operations	Ongoing

Barrier	Action	Timeline	Owner	Status
Lack preboarding announcements in Denesuline and Cree languages	Denesuline pre-recorded announcements in place; Cree need development.	TBD	Communications/Operations	
Lack passenger rights documents in Denesuline and Cree languages	Work with translator and artist to develop	TBD	Communications/Operations	
Limited ASL capability	Expand training for frontline staff	TBD	HR/Ground Services	

Procurement

Current commitment includes integrating accessibility criteria into procurement.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Accessibility not standardized in procurement	Embed accessibility into all RFPs	Q1 2027	Procurement/Finance/Commercial/Communications	In progress
Limited user input in procurement	Formal consultation process	TBD	Procurement/Finance/Commercial	

Programs and Services (Customer Experience)

Strong base exists around boarding, assistance, service animals, and accommodations.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Boarding accessibility variability	Standardize boarding procedures across all locations	Q3 2026	Operations	In Progress

Barrier	Action	Timeline	Owner	Status
Passenger awareness gaps	Improve pre-trip communication	Q2 2026	Operations	Completed

Transportation

Organization currently ensures accessible ground transportation when required.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Third-party transport variability	Introduce accessibility requirements in contracts	Q4 2026	Procurement/ Finance/ Operations	Planned

Employment

Existing plan supports accommodation, inclusive hiring, and accommodation processes.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Inconsistent accommodation awareness	Standardize training and communication	Ongoing thru Q1 2027	HR	In progress
Onboarding accessibility gaps	Improve onboarding experience	Ongoing thru Q1 2027	HR	In Progress

Training

Current training includes accessibility, unconscious bias, and Indigenous awareness

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Training inconsistency	Annual mandatory accessibility training	Q1 2027	HR	Planned
Limited practical training	Introduce scenario-based learning	TBD	HR	

Built Environment

Existing plan includes ramps, parking, washrooms, and infrastructure upgrades.

Barrier Tracking

Barrier	Action	Timeline	Owner	Status
Limited accessibility in legacy hangars	Retrofit facilities as financially viable	TBD	Facilities	
Entry/access issues remain at some locations	Upgrade entrances and pathways	2026–2029	Facilities	Planned

Provisions of CTA accessibility-related regulations

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

As a large transportation service provider (TSP) 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). The ATPDR 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 Rise Air and Snowbird Aviation Services.

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.

Budget and Resource Allocation

The organization will maintain:

- Annual accessibility capital plan
- Dedicated capital expenditures for facility upgrades
- Budget allocation tied to identified barriers

Reports

Annual reports will include:

- Barriers identified
- Actions taken
- Timeline
- Status updates
- Feedback summary
- Planned next steps

Reports will be published online and in accessible formats upon request.

Document Retention

All accessibility-related documentation will be retained for a minimum of seven (7) years, consistent with current practice.

Continuous Improvement Commitment

Rise Air and Snowbird Aviation Services recognize accessibility as an evolving obligation. This plan reflects a commitment to:

- Continuous consultation
- Transparent reporting
- Measurable improvement
- Embedding accessibility into operational decisions