

# Calm Air International LP Accessibility Progress Report

Calm Air International LP  
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May 31<sup>st</sup>, 2024.



1 800 839 2256

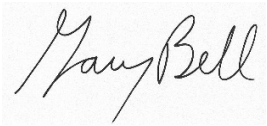


## FOREWORD

We are pleased to share with you Calm Air International LP's first Accessibility Progress Report. This report outlines the progress made in year one of the implementation of Calm Air International LP's Accessibility Plan 2023-2026. This report demonstrates Calm Air's ongoing commitment to improving the travel experience of all Canadians by taking action to meet its responsibility as part of the Government of Canada's goal to make Canada barrier-free by 2040.

In this report, you will learn about initiatives underway to address barriers through new ideas and concepts. The work Calm Air has completed in collaboration with its employees, and our subsidiaries; all of whom have shared valuable insight into addressing or removing barriers to accessibility.

We invite you to read the Progress Report and encourage you to share your concerns or feedback with us as we move towards a barrier-free Canada.

A handwritten signature in black ink that reads "Gary Bell". The signature is written in a cursive style and is set against a light gray rectangular background.

Gary Bell

CEO / President

Calm Air International LP

# 1 GENERAL

To support and enable our community, Calm Air International LP is working hard to identify, remove and prevent barriers to accessibility. This means listening to those who face barriers to equal access and incorporating feedback into how Calm Air delivers its service.

Calm Air welcomes accessibility feedback (anonymous feedback is welcome), and feedback on our plan. Alternate formats of our Accessibility Plan or description of our feedback process can be requested through one of the following methods:

## Alternate Formats

Calm Air's Accessibility Plan can be downloaded in regular print, large print, or alternate formats upon request (via our website) [Calm Air Accessibility Plan](#).

**Regular Print:** Download a copy or please allow 15 days for a hard copy.

**Large Print:** Download a copy or please allow 15 days for a hard copy.

**Braille:** Please allow 45 days.

**Audio:** Please allow 45 days.

**Electronic Format:** Compatible with adaptive technology – please allow 15 days.

## Feedback

**Online Form (via website):** [Calm Air Accessibility Plan and Feedback Process](#)

**Phone:** 1-800-839-2256 (select option #1 for Reservations).

### TTY Relay Service:

1. Dial 711.
2. After the operator gives you the go ahead, type in 1-800-839-2256.
3. The operator will dial the number for you and act as a translator with Calm Air.

**Fax:** 1-204-956-6217

**Email:** [accessibility@calmair.com](mailto:accessibility@calmair.com)

### Mail:

Calm Air Passenger Solutions Manager  
958 Ferry Road  
Winnipeg, Manitoba  
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Calm Air will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

Internal processes are also in place to be able to report on, monitor, and incorporate feedback related to accessibility barriers. Feedback received will be acknowledged in the same manner in which it was received unless it is submitted anonymously.

## 2 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Calm Air continues to ensure everyone can access the same information and receive the same services using information technology. This is done by ensuring that Calm Air’s website does not create a barrier for people with disabilities.

In early 2024, under the oversight of a designated manager, Calm Air retained a qualified and Manitoba-based web design Company, Visual Lizard, to conduct a complete accessibility audit of Calm Air’s website. This audit contained the following components:

- Conducting numerous automatic general scans to verify compliance with the required Standards.
- Based off the compliance report from the scan above, Visual Lizard would review and fix all non-compliance(s).
- Conduct another automatic scan once all non-compliance(s) have been addressed.
- Consult with Visual Lizard team member, who is legally blind, to conduct a final audit of our website, an audit report provided, and Visual Lizard would continue to work with this individual until Calm Air’s website can be navigated without difficulty.

Component	Start	End
Upgrade website to meet/exceed WCAG 2.1 Level AA	Q3 2024	Q4 2024

## 3 COMMUNICATION, OTHER THAN ICT

Calm Air continues making accessible communication a permanent part of our culture. Calm Air envisions an environment where everyone can readily access and understand communication materials; this means that content is accessible by default, wherever possible. Calm Air will continue to work on building accessible templates and tools for its employees. Calm Air is committed to ensuring that information is communicated in a way that best suits the individual, such as closed captioning within all internal training content.

## 4 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Calm Air continues to imbed accessibility into its procurement policies, processes, practices, and in the procurement of goods and services. In May 2024, Calm Air created and implemented a companywide Procurement Policy.

## 5 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

In late 2024, Calm Air will initiate under oversight of Calm Air’s Training Management team, an overhaul of its training in the workplace to adhere to the *Customer Service Standards* and to the new regulations within the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

Calm Air will develop and implement a diversified Accessible Transportation for Persons with Disabilities Training Program with the focus on barrier identification and disability awareness. This Training Program will reflect the feedback and consultation of persons living with disabilities and include our Stakeholders who create and implement policies and procedures.

\*The following is Calm Air’s proposed timeline for the development and facilitation of training:

Component	Start	End
Develop training, including consultations with people with disabilities	Q3 2024	Q1 2025
Deliver training to all front-line staff	Q2 2024	Q3 2025
Deliver training to all employee's	Q3 2025	Q4 2025

## 6 TRANSPORTATION

Although Calm Air does not provide ground transportation services to the public or our employees, Calm Air recognizes that there may be barriers to equal access in areas that are outside the control of Calm Air, such as an Airport Authority. Through Calm Air’s Accessibility Committee, we are committed to identifying potential accessibility barriers through quarterly meetings and communicating suggested corrective actions to the applicable authority for their review.

## 7 BUILT ENVIRONMENT

Maintaining the accessibility of our built environment remains a top priority here at Calm Air. In early 2023, Calm Air hired InterVISTAS Consulting, a third-party team of professionals that assessed and collected data on Calm Air’s customer services, aircraft, Flight Crew, and facilities to identify barriers and areas of risk for people with accessibility needs.

Audit recommendations provided to Calm Air assisted in minimizing and eliminating risk to persons with disabilities. Calm Air has also developed a set of policies based on inclusive design, which seeks to serve people within an inclusive environment.

As an employer, ensuring that all Calm Air offices and warehouses are certified as accessible is a top priority, and we continue to identify and remove barriers in our built environment. For example, several action items incorporated in Calm Air’s new head office build include but are not limited to:

- Providing sit-to-stand desks.
- Task Lighting at workstations to give employees control over the level of their lighting needs.
- Providing Ergonomic Chairs to employees.

## 8 PROVISIONS OF CTA ACCESSIBILITY – RELATED REGULATIONS

Calm Air is committed to advancing accessibility for Canadians in a timely manner based on the principles outlined within the following:

- [Canada Transportation Act ss/170 \(1\) \(Act\)](#)
- [Air Transportation Regulations \(ATR\)](#)
- [Personnel Training for the Assistance of Persons with Disabilities Regulations \(SOR/94-42\)](#)
- [Accessible Canada Act \(S.C. 2019, c. 10\) \(ACA\)](#)

Calm Air is proud to be a Transportation Service Provider representative on the CTA’s Accessibility Advisory Committee as we continue to make Canada barrier free.

## 9 FEEDBACK INFORMATION

Calm Air promotes diversity, inclusion, and accessibility in our programs, employment, and services. In early 2024, Calm Air released an engagement survey on Accessibility to its employees. These survey results highlighted that Calm Air employees had minimal knowledge on the subject of Accessibility and even less knowledge of the role that Calm Air as a Transportation Provider and Employer has within Accessibility. Calm Air took this opportunity to create a Spotlight and educate their employees on Accessibility within the workplace and as a transportation service provider, identifying the role that each of them participate in.

Over the past year, Calm Air has received minimal feedback regarding Accessibility, however, we aspire to solicit more feedback through future committee meetings and education of our customers and employees.

Through one method of feedback via a general website submission, a customer provided positive service feedback, during which time it was identified that there were some damaged wheelchairs in a specific airport location. This feedback allowed us to:

- Conduct an immediate inventory of our mobility equipment on base,
- Action repairs for applicable devices, and
- Order replacement equipment based on the inventory assessment conducted.

More feedback was discovered unconventionally through a safety report submitted by internal staff members, which identified a possible disruption to a customer's travel experience. As a result of this report, Calm Air reached out to the customer to solicit more information on their travel experience and was provided with feedback identifying multiple barriers throughout their journey on more than one occasion. As a result of this feedback, we:

- Recorded the incident within our Safety Management System for tracking of corrective actions,
- Coached and further educated our internal staff members,
- Facilitated recurrent training of the Accessible Transportation of Persons with Disabilities course for applicable team members,
- Requested follow up feedback from the customer on their travel experience following the previous actions to verify improvement of their travel experience, and
- Highlighted the need for further development of our existing training curriculum with respect to the Accessible Transportation of Persons with Disabilities Regulations.

Calm Air shall endeavor to maintain an accessible workplace, learning environment and transportation services through the provision of accommodation support and services to all persons with disabilities.

## 10 CONSULTATIONS

Calm Air is continuously working towards engaging the communities we serve by creating cultural change and improving systems, practices, and processes that shape how Calm Air operates. We work in partnership with Community Leaders and Regulators to offer a wide range of consultation opportunities, providing support to various equity, diversity, and inclusion of clients, passengers, and staff through various initiatives.

Calm Air recently engaged its employees as part of an internal consultation on our Accessibility Plan and on Accessibility in general. Feedback received regarding changing systems, structures, policies, practices and processes to advance equity, diversity, and inclusions was used to form this progress report and will shape Calm Air's future initiatives for the continued identification, removal, and prevention of barriers to accessibility.

As a Transportation Service Provider, our priority is to offer a barrier-free experience for all our customers. Accessibility ensures that everyone feels welcome and can participate fully, spanning all aspects of our operation.

As previously mentioned, Calm Air sought out InterVISTAS Consulting, who invited several individuals and organizations to participate in our consultation. They represented a cross-sectional lens of disabilities and included the following organizations:

- Manitoba Possible
- Inclusion Winnipeg
- Nunavummi Disabilities
- St. Amant
- CNIB Foundation

As part of our consultations, we asked these participants to provide feedback on their experiences on a mock flight. We invited the participants to tell us about the type of interactions they had, and any barriers experienced, along with suggestions on how we can further improve their experience.

Calm Air's Accessibility Committee will continue to seek and review all feedback through future consultations. Internal and external engagement of the Accessibility Plan and on accessibility in general is welcomed, allowing Calm Air to make meaningful changes.