

# Accessibility Plan

2023-2026



1 800 839 2256



## **SECTION 1.0 EXECUTIVE SUMMARY**

Calm Air International LP ('Calm Air') is committed to supporting the communities we serve by connecting them safely and efficiently. To support and enable our customers, we are working hard to identify and remove barriers to air transportation. This means listening to those who face barriers to equal access and incorporating feedback into how Calm Air delivers its services.

In early 2023, Calm Air engaged Inter VISTAS Consulting to assist in completing this Accessibility Plan and to solicit feedback from disability advocacy groups, people with disabilities, as well as employees. Consulting people with lived experience is a critical part of enhancing accessibility and this Plan reflects a commitment to continue consultation with the people we serve.

## **SECTION 2.0 GENERAL**

### **SECTION 2.1 PURPOSE**

Calm Air has proudly connected the north and south since its establishment in 1962 through scheduled flights, charter, and cargo services. This includes business, leisure, and essential travel for medical purposes. Calm Air will continue to review all programs, services and policies, and will scrutinize all new initiatives with a view to providing accessibility for all.

This Accessibility Plan outlines Calm Air's vision to create a more barrier-free transportation service and employment work environment. It focuses on the next three years and provides a foundation on which to improve, enhance, and build a barrier free environment.

### **SECTION 2.2 STATEMENT OF COMMITMENT**

Calm Air is committed to providing barrier-free access and services for all. We are committed to continuing our work to create an environment where all individuals, regardless of their abilities, can thrive with dignity and independence. We prioritize inclusion and are committed to meeting the needs of those who face barriers related to Calm Air services and employment. We will continue this work by identifying, removing, and preventing barriers to accessibility throughout our organization and support all 'customers' which include our passengers, cargo clients, community members, the general public, as well as our employees.

### **SECTION 2.3 FEEDBACK PROCESS & ALTERNATE FORMATS OF PLAN**

To support and enable our community, we are 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 services.

The Passenger Solutions Manager has been designated to receive accessibility feedback at Calm Air.

To provide your accessibility feedback (anonymous feedback is welcome in any method), feedback on our plan, or request an alternate format of our Accessibility Plan or description of our feedback process through one of the following methods:

**Feedback Form (via website):** <https://www.calmair.com/site-top/accessibility>

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

**TTY Relay Service** (for D/deaf, deafened, or hard-of-hearing):

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  
R3H 0Y8

Calm Air will acknowledge receipt of feedback, other than anonymous feedback, in the same method it was received.

## **SECTION 3.0 OUR UNDERSTANDING OF BARRIERS TO ACCESSIBLE TRANSPORTATION**

Calm Air has taken action to reduce and eliminate barriers within our environment for our passengers, customers and employees with disabilities as well as providing service to these individuals in accordance with the requirements of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), *Accessible Transportation Planning and Reporting Regulations* (ATPRR) and *Accessible Canada Act* (ACA).

Calm Air categorizes barrier into five (5) categories.

1. Attitudinal barriers
  - These result when people think, or act based on false assumptions.
2. Systemic barriers
  - These include policies, procedures, or work instructions that result in some people being excluded from activities, employment, or other services.
3. Technological barriers
  - These occur when technology, such as a smartphone application, cannot be accessed by people with disabilities.
4. Information and communication barriers
  - These are created when information is offered in a format that suits some of the population, but not all people.
5. Physical / architectural barriers
  - These are physical obstacles that prevent access to a facility, room, or other location.

## **SECTION 4.0 CONSULTATIONS**

We recognize that an effective Accessibility Plan depends on consultation and inclusion of persons with disabilities. For that reason, beginning in early 2023, consultations with a variety of groups that represent Canadian with disabilities and lived experiences were conducted. These Groups are:

- Canadian National Institute of the Blind (CNIB) Manitoba
- Inclusion Winnipeg
- Manitoba Possible

- Nunavummi Disabilities Makinnasuaqtiit Society (NDMS)
- St. Amant

To create this plan, Calm Air also conducted practical reviews of our services. This involved inviting people with auditory, mobility, and sensory disabilities to rehearse the passenger experience and provide feedback about customer service, as well as any barriers that they encountered.

Additionally, we have consulted communities in northern and remote regions, many of whom face additional barriers to equal access in our transportation system. These communities include:

- Rankin Inlet, NU
- Thompson, MB

Taken together, the feedback we received informed our approach to barrier identification and enhancing accessibility in our products and services. Consultation with people with disabilities will continue as Calm Air aims to identify, remove, and prevent barriers from being introduced into our transportation system.

## **SECTION 5.0 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

Information and communication technologies are critical to providing services related to transportation. In particular, Calm Air depends on its website to communicate with customers and provide options to book travel. This includes information related to flight schedules, routes, services, and to purchase airfare. A significant effort has been made to improve the site, including a specific accessibility section. Additionally, Calm Air International LP communicates with persons with disabilities in ways that consider their disability and the barriers they may encounter.

## **SECTION 6.0 COMMUNICATION, OTHER THAN ICT**

Calm Air acknowledges that some communities in northern and remote regions do not always have reliable access to digital information or websites. This creates additional barriers to air transportation. As a result, we will continue to focus on communicating information in formats that are accessible to people who encounter barriers.

All published documents are available in hard copy, regular or large print, braille, audio and email on request. Calm Air will answer any questions customers may have about the content in person, by telephone, email, or other format that suits the needs of the individuals. Alternate formats are available as follows:

- Hard copy (print) within 15 days
- Large print within 15 days
- Braille within 45 days
- Audio format within 45 days
- Electronic format compatible with adaptive technology within 15 days

## **SECTION 7.0 PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

To ensure that goods, services, and facilities are barrier-free, Calm Air will develop a Procurement Policy that is designed to prevent barriers from being introduced. We will look at our goods and services through the lens of universal design principles. Procurement is key to ensuring accessibility is concerned from the start of any project, initiative, or event.

## **SECTION 8.0 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

Calm Air prides itself on delivering effective customer service to all passengers. Our training material, standard operating procedures, and employee manuals outline in great detail how to assist passengers with disabilities during each step of travel experience, the transportation of mobility aids, and the transportation of service dogs. Additionally, we provide an active offer of assistance in a respectful manner by asking “Can you tell me what is the best way that I can assist you?”.

## **SECTION 9.0 TRANSPORTATION**

We recognize that there may be barriers to equal access in areas that are outside the control of Calm Air. For example, this includes ground transportation providers or airport and terminal operators. For that reason, Calm Air engages in close cooperation with the Airport Authorities, Regional Representatives, and other stakeholders to ensure that barriers can be identified and remedied in a timely manner.

Calm Air prioritizes the safety of passengers and employees. Any emergency procedures, plan, or public safety information will be made in an accessible format upon request.

## **SECTION 10.0 BUILT ENVIRONMENT**

As a Transportation Service Provider (TSP), Calm Air understands that passenger aircraft may present barriers for some individuals. We are committed to working with persons with disabilities to ensure that their travel experience is seamless and comfortable as possible. Our frontline employees are trained to ask questions about possible barriers that may affect a person with disabilities’ travel experience. Our frontline employees are trained to inquire about mobility aids, allergies, and specific assistance that a passenger may require during the course of their travel.

## **SECTION 11.0 PROVISION OF THE CTA ACCESSIBILITY-RELATED REGULATIONS**

Calm Air is subject to *Air Transportation Regulations, Part VII* and *Personnel Training for the Assistance of Persons with Disabilities Regulations*. Calm Air’s compliance with the ATR’s, Part VII is captured in our Domestic Tariff, which is updated from time to time, and includes provisions related to the service and transportation of passengers with disabilities across our network.

While we continue to train our employees based on the requirements set out in the Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR). Calm Air will be augmenting its training for all our employees across our organization by introducing new training that is described within this plan.

## **SECTION 12.0 EMPLOYMENT**

Calm Air values an inclusive, diverse, equitable, and accessible work environment, and we commit to meet the needs of persons with disabilities during the recruitment process. We recognize that every individual has unique abilities and challenges, and we are dedicated to removing barriers and creating a culture of accessibility. By proactively addressing accessibility, we strive to provide equal opportunities for all employees to thrive in our organization.

Our Accessibility Policy is established as a framework and guidelines that ensure equal access and opportunities for all employees regardless of their abilities or disabilities. Calm Air reviews and updates as necessary its policies, practices, and procedures to reflect any changes that have been made within the applicable regulations. We take the following steps in our day-to-day business activities:

- Identification of barriers
- Removal of identified barriers
- Prevention of barriers
- Increase awareness of accessibility initiatives at all level of the organization
- Prevention of compliance policies and procedures with respect to accessibility to all employees, passengers, and customers.

## SECTION 13.0 ACCESSIBILITY ACTION PLAN

Over the next three (3) years, Calm Air is committed to developing and enhancing accessibility in everything we do. The following Action Plan will help achieve our vision of improving access to and from the communities we serve. Achieving the Action Plan creates a solid foundation on which to build in the future.

Each action is accompanied by the anticipated barrier that the action will address, as well as the target completion date.

### ACTIONS:

ACCESSIBILITY ACTION	BARRIER TYPE TO ADDRESS	DESCRIPTION OF ACTION	TARGET COMPLETION
Develop an Accessibility Policy	Systemic	<ul style="list-style-type: none"> <li>• Create a distinct policy that describes Calm Air's commitment to barrier identification, removal, and prevention</li> <li>• The policy will guide Calm Air's actions and be supported by Calm Air executive team</li> <li>• This policy will apply to Calm Air as an employer, workplace, and a Transportation Service Provider (TSP)</li> </ul>	2023
Develop an Accessible Procurement Policy	Systemic	<ul style="list-style-type: none"> <li>• Create a distinct policy that describes how Calm Air will identify barriers prior to the procurement of products, services, or facilities</li> <li>• The policy will also influence business decision and encourage partnership with business decisions and encourage partnerships with businesses that share Calm Air commitment to barrier-free transportation</li> <li>• The policy will impact services/goods used by both employees and passengers</li> </ul>	2023
Establish Ongoing Consultation Process	Attitudinal, Information and Communication, Systemic, Built/Physical	<ul style="list-style-type: none"> <li>• Create a distinct feedback form specific to barriers and accessibility in Calm Air's products/services</li> <li>• Engage on a regular basis with members of the communities with lived experience and solicit feedback on all aspects of Calm Air's services</li> <li>• Develop customer surveys to gather feedback on barriers/accessibility</li> </ul>	2024

Accessibility Audit	Built/Architectural, Information and Communication, Technological, Systemic, and Attitudinal	<ul style="list-style-type: none"> <li>• Conduct a comprehensive review of all policies, services, and facilities that Calm Air offers to passengers</li> <li>• Conduct a review of all internal employer-related policies, plans to address barriers to employment</li> <li>• The results will be used to benchmark/evaluate performance on barrier-identification and service delivery</li> </ul>	2024-2025
Barrier-Identification and Accessible Awareness Training Program	Attitudinal	<ul style="list-style-type: none"> <li>• Introduce new training for all Calm Air employees, including our Executive team</li> <li>• Training will focus on barrier-identification, strategies to remove barriers, and prevent barriers from being introduced</li> </ul>	2024
Web Accessibility Enhancements	Information and Communication, Technological, Systemic	<ul style="list-style-type: none"> <li>• Audit current website to benchmark Accessibility</li> <li>• Incorporate recommendations to meet <i>Web Content Accessibility Guidelines (WCAG) 2.1 Level AA</i></li> <li>• Create a distinct webpage for accessibility-related questions, concerns and service offerings</li> </ul>	2025-2026