



Accessibility Plan 2024-2027 and Feedback Process

ISSUED BY

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Definitions

Key Terms referenced throughout this accessibility plan include:

Accessibility: The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability; either temporary or permanent; that hinders a person’s ability to participate inclusively. The 2017 Canadian Survey on Disability identified the following types of disabilities: vision, hearing, mobility, flexibility, dexterity, pain-related, learning, developmental, mental-health related and memory.

Barrier: anything that hinders the inclusive participation for all members of society. This can include anything physical, attitudinal, architectural, technological; anything bases on information or communications or anything because of a policy or practice. Participation by all members of society include any persons with a disability of a physical, mental, intellectual, cognitive, learning, communication, sensory or functional limitation.

Accessibility Commissioner: the member of the Canadian Human Rights Commission that is appointed under subsection 26(1) of the *Canadian Human Rights Act* and that is referred to in that Act as the “Accessibility Commissioner”.

The Accessible Canada Act (ACA): *The Accessible Canada Act* is a federal piece of legislation that aims to find, remove and prevent barriers facing people with disabilities. The Act was created through consultations with persons with disabilities and the disability community to set forth a standard for an Accessible Canada. Under the ACA, federally regulated entities must report their policies and practices in relation to the identification and removal of barriers by publishing their accessibility plans, feedback processes and progress reports. As a result, all federally regulated employers, including Alkan Air Ltd. are required to develop an accessibility plan and report on progress made against this plan annually.

The Canadian Transportation Agency (CTA): The Canadian Transportation Agency is an independent, quasi-judicial tribunal and economic regulator.

The Accessible Transportation Planning and Reporting Regulations (ATPRR): The ATPRR are new regulations for the CTA, as created under the authority of the ACA, for transportation service providers (TSP) to develop accessibility plans, feedback processes and progress reports. The ATPRR provides details on how to implement the planning and reporting requirements for these companies involved in the transport of **planes**, ferries, trains and buses that travel long distances.

Alkan Air Ltd. (AAL): Private aviation company based in Whitehorse, Yukon, that falls under **Class Three (3) TSP** under the ATPRR (private sector TSPs with fewer than 100 but more than 10 employees).

The Employment Equity Act (the Act): Encourages working conditions that are free from barriers, seeks to correct conditions of those disadvantaged in employment and promotes the principle that it requires special measures to accommodate differences for the 4 designated groups in Canada. These groups identified are **women, Indigenous peoples, persons with disabilities and members of visible minorities.**

Overview

Company Information

Alkan Air Ltd. (AAL) provides safe, professional and reliable medevac and charter air services in Yukon and British Columbia, specializing in air ambulance, international air ambulance, corporate charter flights and transporting crew, equipment and freight to remote areas of the North. Any persons accessing AAL’s facilities for medevac purposes are in acute medical distress and can be non-ambulatory. As a result, delivery of services is as prescribed by the Medical Team and our partners at Yukon Emergency Services.

In 2019, the *Accessible Canada Act* came into force to strengthen accessibility in federally regulated industries. The goal of the ACA is to “realize a barrier-free Canada by 2040.” In December 2021, the *Accessible Canada Regulations (ACR)* came into force and established the rules for publishing accessibility plans, setting up feedback processes and developing progress reports. Outlined by the ACA, *Accessible Transportation Planning and Reporting (ATPRR)* and regulated by the *Canadian Transport Agency (CTA)*, Alkan Air is required to establish an accessibility plan and openly report on its progress.

This document sets out AAL’s plan over the next **three years** (2024-2027) to identify and reduce existing barriers and prevent the introduction of new barriers on eight priority action areas: **Employment, Built Environment, Information and Communication Technologies (ICT), Communication other than ICT, Procurement of Goods, Services and Facilities, Design & Delivery of Programs and Services, Transportation and Provisions of CTA Accessibility-Related Regulations.** The purpose of this accessibility plan is to identify, remove, and prevent barriers for persons with disabilities, ensuring that all services are inclusive and accessible.

Management: Management is responsible for implementing and maintaining accessibility standards.

Employees: Employees are responsible for supporting accessibility initiatives and providing accessible services.

Access & Distribution

The Accessibility Plan will be kept electronically and made available to all staff, potential clients and the public. Current and Controlled copies will be in the specified following locations:

1. Company Website – www.alkanair.com
2. Internal Operating Site – <https://alkanair.avrostrategies.com/doc/list>
 - a. Found in Resources → Docs → Safety Tab
3. Company Document Library (SharePoint)

All copies of the accessibility plans and progress reports will be kept for a period of seven (7) years from the date on which that version was required to be published. Additionally, any feedback received through AAL’s feedback process will also be kept for a period of seven (7) years from the day on which it was received.

Amendments

Amendments to this Accessibility Plan will be issued by the Safety & Regulatory Compliance Manager or

designate. Upon changes to the plan, the Safety & Regulatory Compliance Manager will re-issue the plan with a new amendment revision number, a new date, and each change will be identified by a change bar in the right margin. The Amendment Record Sheet below will also be updated.

Upon the initial publishing AAL’s Accessibility Plan, subsequent amendments, and annual progress reports, we will notify the *Accessibility Commissioner* within 48 hours via email with the corresponding URL address of the plan. As our operations fall under additional regulations under the ACA, we will also notify the CTA of our published plan, annual progress reports and amendments accordingly.

Amendment Record Sheet

Revision Number	Date of Amendment	Date Entered	Entered By:

Planning and Reporting Cycle:

The ACA and the *Accessible Canada Regulations* established a three-year planning and reporting cycle as follows:

- Year 1:** Publish an accessibility plan and a description of the Feedback Process.
- Year 2:** Publish a progress report on the implementation of the accessibility plan, including information on feedback received and on how that feedback has been taken into consideration.
- Year 3:** Publish another progress report.
- Year 4:** Publish an updated version of the accessibility plan.
- Repeat** (publish progress reports in the fifth and sixth years, an updated plan in the seventh year, and so on).

Statement of Commitment

Alkan Air Ltd. believes safety is of the utmost importance and provides a safe and healthy environment for clients, employees and all members of the public, while providing accessible services and fostering an inclusive environment.

AAL commits to advancing accessibility in the delivery of our services to ensure the highest level of customer satisfaction. AAL values using innovative solutions to provide an alternative way to access our goods and services if a barrier is identified. Any alternatives identified will meet the requirements of the Canadian Air Regulations (CARs). We will continue to actively engage with individuals with disabilities to further our understanding of their specific needs to better enhance their experience with our charter/medevac operation.



Alkan's Air will follow the following principles, outlined in the ACA, in the creation and implementation of our plan:

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have same opportunity to make for themselves the lives that they are able and wish to have regardless of their disability.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disability.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disability.
5. Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the intersecting forms of marginalization and discrimination faced by persons.
6. Persons with disabilities must be involved in the development and design of laws, policies programs, services, and structures.
7. The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for person with disability.

We remain dedicated to providing an inclusive environment and services to ensure all Canadians can use our services. We will continue to report on the progress of our accessibility upgrades and strive to continue to enhance the client experience.

We recognize the critical role accessibility places at the heart of our organization. As such, we will be creating a category in our Safety & Quality Management System (SQMS) dedicated for feedback received on accessibility at Alkan Air Ltd.. All feedback received through our feedback process, as well as internal employee feedback will be entered into AAL's SQMS system. Each SQMS report is directed to Management for overall awareness and the affected Departmental Manager will be assigned as a Secondary Investigator. All feedback will be kept for a period of seven (7) years and will include a record of any follow up actions/questions from the original respondent, unless it was anonymous. The SQMS program enables AAL to track, assess, problem solve and create meaningful solutions with a corrective action plan.

General

Designated Person

The Safety & Regulatory Compliance Manager shall be the person designated to receive feedback on behalf of Alkan Air Ltd..

Email: sms@alkanair.com

Phone: 867-668-2107

Mail or Visit Us in Person: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6

Alternate Formats

Alkan Air Ltd. can provide an alternate format for our Accessibility Plan and our Feedback Process within 20 days after the request, unless otherwise specified below. alternate formats include:

- Print
- Large print (Increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers) *45 days after the request*
- Audio (a recording of someone reading the text out loud) *45 days after the request*
- Electronic formats that are compatible with adaptive technology

Contact Information:

To request an alternate format of our accessibility plan, or our feedback process or to submit any feedback you may have, please contact us at:

Feedback Form: External to Alkan: Available on Company Website

Internal to Alkan: Company Website-Avro and SharePoint upon request

Website: www.alkanair.com

Phone: 867-668-2107

Email: sms@alkanair.com

Visit Us in Person or Mail: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6

Alkan Air Ltd. will confirm receipt of feedback using the same manner as the feedback was received, unless it has been requested as anonymous.

Employment

Alkan Air Ltd. endeavours to be an equal opportunity employer. This means AAL does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability or age. Furthermore, we aim to prioritize applicants from the following four designated areas: Women, Aboriginal Peoples (Indian, Inuit or Métis) and people with disabilities or any other non-merit factors.

Goal

At Alkan Air Ltd., it is our goal to be an employer of choice. As such, we are committed to promoting a culture of accessibility, where respect and inclusion are imbedded in all aspects of the workplace. We want to empower both prospective and current employees to reach their full potential. AAL aims to investigate, identify and take corrective actions to address barriers for current, potential and future employees, in all aspects of the employee life cycle. For a discussion on accessibility needs or individual accommodations please reach out to our Safety & Regulator Compliance Manager – sms@alkanair.com or Human Resources – hrmanager@alkanair.com.

Background

It is the employee's responsibility to self-identify and request any accommodation needs to Human Resources Department and their direct supervisor. Direct supervisors then take this information into account to plan for accommodation plans when necessary.

AAL sent a survey to assess feedback on current accessibility from our employee's perspective. The following statistics were recorded:

- 0 employees self-identified as having an impairment or a disability
- Respondents rated physical accessibility at AAL as the following:
 - Excellent 19%
 - Good 63%
 - Fair 19%
- If respondents were aware of accessibility options or accommodations as an employee:
 - Yes 38 %
 - No 63%
- Respondents who received training on persons with disabilities:
 - Yes 25%
 - No 75%

Identified Employment Barriers

Section 1.0	Identified Barriers
1.1	Lack of plain language during recruitment process (Advertisements, Job Descriptions)
1.2	Lack of knowledge or advertising of available accommodations for recruitment processes
1.3	Lack of plain language in company policies and processes; meetings and onboarding/training
1.4	Accessible employment options – facilities, work environment, workstations and positions AAL can provide accommodations for
1.5	Equal opportunity employer on job advertisements
1.6	Lack of training as it relates to peoples with disabilities from a customer service perspective
1.7	Lack of training as it relates to peoples with disabilities for Managers with direct reports
1.8	Need for a scent-free environment

Next Steps

We will continue to collect data from an optional internal company survey asking employees to confidentially and anonymously self-identify with a disability and outline any barriers they faced during the recruitment process, or in existing company policies, procedures and work environments. AAL is committed to ensuring all employees have a safe environment to work in and a workplace free of employment barriers.

	Supporting Action	Lead	Target Date
1.1	Review human resources policies, practices and processes used during recruitment to identify barriers	Human Resources	2025
1.1	Review job descriptions and job advertisements to remove technical language	All Managers	2025
1.2	Include an option for candidates to request an accommodation during the recruitment process	Human Resources	2024

1.3	Review training manuals, documents, policies and administrative forms to remove technical language and increase plain language	All Managers	2025
1.4	Create awareness of accessibility options for employees with respect to physical workspaces and promote mechanisms for employees to raise concerns	All Managers	Ongoing
1.5	Equal opportunity employer on job advertisements	Human Resources	2024
1.6	Establish and promote accessibility-related training to all employees	Safety Manager All Managers	Ongoing
1.7	Establish unconscious bias training for managers with staff	Safety Manager Human Resources	Ongoing
1.8	Creation and promotion of a scent free and allergen free workplace policy and include in company orientation	Human Resources	2024

In addition to the above supporting actions, we will review all feedback received from our consultation with *Inclusion Yukon* regarding accessible employment practices. See Consultations section below for more information,

The Safety & Regulatory Compliance Manager shall be the person designated to receive feedback on behalf of Alkan Air Ltd from employees and Inclusion Yukon Consultations. All feedback will be entered into AAL’s existing SQMS program which will notify all Management of the submission. It is the responsibility of AAL’s Management team to review any instances where an employment barrier is identified by either a potential employee or a current employee. The Safety & Regulatory Manager will then work with Human Resources and the Department Manager to implement any corrective actions.

Built Environment

This section contains AAL’s organizations policies, procedures and services designed to identify, remove and prevent future barriers in the built environment. The built environment includes all human-made structures, features and facilities that can have a material impact on the health and wellbeing of employees and clients. The built environment also includes passenger aircraft.

Goal

By actively identifying and addressing barriers, our aim is to foster an environment that caters to the diverse needs of our customers and employees. AAL is committed to promoting a culture of accessibility, where respect and inclusion are imbedded in all aspects of the company and operations. In doing so, we provide employees with barrier-free workplaces and provide our clients with a barrier-free charter experiences with the highest level of satisfaction.

Background

Buildings

Alkan Air Ltd.’s buildings include our main Administrative & Operations building which is open to the public, and our Maintenance and Aircraft Hangers which are closed to the public and strictly for employees only.



Aircraft Fleet

AAL’s fleet includes two (2) King Air 200, three (3) King Air 350, two (2) Dornier 228, three (3) Cessna 208B, one (1) Cessna 208, one (1) DHC2 Beaver and one (1) Single Otter. Accessibility varies by aircraft.

The following are the recommendations from the employee survey about build environment proposed improvements for accessibility:

Section 2.0	Identified Barriers
2.1	Appropriate lift/transfer process into aircraft for pilots and/or ramp
2.2	Parking lot conditions – gravel/potholes/uneven surfaces/ice and snow in winter
2.3	Boardwalk entryway – lack of traction on boardwalk, no ramp, and no handrail for support
2.4	Slippery walkway between hangars in winter
2.5	Accessible automated door to public washroom
2.6	Descriptive signage for navigating building open to public
2.7	Designated relief area for service animals
2.8	Lack of accessible parking spot
2.9	Lack of alternate method of accessing second level administrative facilities in both admin and maintenance buildings
2.10	No accessible access doors to Maintenance hangar
2.11	Ergonomic pilot seats

Next Steps

We will continue to collect data from internal and external sources through our feedback process; as well as set up additional Consultations with interested parties in Whitehorse on an ongoing basis. AAL is committed to ensuring all employees have a safe environment to work in and a workplace free of physical barriers. We have signed up for xxxxx and will use this platform to invite 3 additional individuals with hearing, vision and physical disabilities to go through the charter process from booking to accessing aircraft to further expand the list below. This will be done in 2025.

	Supporting Action	Lead	Target Date
2.1	Evaluate current training via medevac partners for lifts/transfers and if it can be applied to charter services where/when necessary	Safety Manager Operations Manager	2025
2.2	Review parking lot conditions on a frequent basis to address potholes/uneven surfaces, prompt ice/snow in winter and investigate option of paving parking lot	Client Relations Base Manager	Ongoing
2.3	Review options and implement corrective action to increase traction on boardwalk entry, add ramp area and handrail	Safety Manager Client Relations Base Manager	2024
2.4	Continue to ensure availability of sand for winter months and ensure prompt snow removal	All Managers All Employees	Ongoing
2.5	Consult with local contractors on retrofitting public washroom with automated door	Safety Manager	2025

2.6	Update descriptive signage and post at all access points of public sites in Reception	Safety Manager	2024
2.7	Create designated relief area for service dogs	Client Relations Base Manager	2024
2.8	Create designated accessible parking spot by Customer Entrance/Admin building and Maintenance Hanger	Chief Operating Officer YXY Production Manager	2024
2.9	Consult with local contractors on building improvements	Chief Operating Officer	Ongoing
2.10	Consult with local contractors on building improvements for if/when need should arise for accessible door to maintenance hangar.	Chief Operating Officer	Ongoing
2.11	Look into sourcing ergonomic pilot chairs suitable for aircraft	Operations Manager	Ongoing

We fully recognize the significance of creating an accessible environment and are committed to eliminating barriers to ensure equal access to our facilities and services. The Safety & Regulatory Compliance Manager shall be the person designated to receive feedback on behalf of Alkan Air Ltd.. All feedback will be entered into AAL’s existing SQMS program which will notify all Management of the submission. It is the responsibility of AAL’s Management team to review any instances where an employment barrier is identified by either a potential employee or a current employee. The Safety & Regulatory Manager will then work with the Department Manager to implement any corrective actions.

Information and Communication Technologies (ICT)

This section contains AAL’s organizations policies, procedures and services designed to identify, remove and prevent future barriers for ICT. This includes all telecommunication systems, computer systems, website and aircraft announcements/briefings.

Goal

AAL strives to meet the communication needs of all persons with disabilities. AAL will work on the creating of alternate formats that are easily accessible to facilitate accessibility for persons with disabilities. We recognize the importance of continually improving these ICT platforms to ensure inclusivity for all.

Background

Charters are currently booked in one of four methods: 1) requesting a quote on AAL website, 2) calling AAL office 3) email inquiry or 4) visiting us in person. AAL’s client relations team can make detailed notes that are shared with the air crew for any supports or accommodations clients may require. To do this, AAL currently relies on self-disclosure of disabilities or other assistance required from our clients.

We are proud to promote accessible ICT for our employees and support them in adjusting or individualizing graphics, contrast, text sizes et. In our employment survey, respondents rated digital tools and software accessibility as the following:



- Excellent 50%
- Good 44%
- Fair 6%

Barriers

Section 3.0	Identified Barriers
3.1	Company website cumbersome, limited information outlining charter options, accessibility options
3.2	No current process to request accessibility supports during quoting process
3.3	Safety Briefings require accessible format (vision, hearing, other) – subtitles, ASL, ISL, video
3.4	Lack of alternate formats (visual) showcasing our services
3.5	Alternate formats required for Accessibility plan and Feedback process (Braille, Audio, Electronic formats that are compatible with adaptive technology)

Next Steps

We will continue to collect data from internal and external sources through our feedback process; as well as set up additional Consultations with interested parties in Whitehorse on an ongoing basis. AAL is committed to ensuring effective access to our services through ICT for all peoples with disabilities. We have registered an account with the *Accessibility Exchange Program* and will use this platform to invite 3 additional individuals with hearing, vision and physical disabilities to go through the charter process from booking to accessing aircraft to further expand the list below in 2025.

	Supporting Action	Lead	Target Date
3.1A	Audit website information, navigation, usability and ensure website content meets accessibility guidelines	All Managers	2025
3.1B	Undergo redesign and development on new platform – assess and implement changes that meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Optimize color contrast on digital platforms.	Chief Operating Officer	2026
3.2	Evaluate and update website quoting process to include space for special assistance	Client Relations Base Manager	2026
3.3	Research and upgrade safety and emergency briefings to have option for people with disabilities (video, ASL, captions etc.)	Operations Manager	2026
3.4	Create, display and promote visual content showcasing our services	Chief Operating Officer	Ongoing
3.5	Research 3 rd party options for creating alternate formats requiring expertise (Braille, Adaptive Technology). Create audio format of Accessibility Plan and Feedback Process.	Safety Manager	Ongoing

AAL’s commitment to upgrading and enhancing current ICT is for both internal and external purposes and applies to all internal documents, external communications and website content.

Communication, other than ICT

This section contains AAL’s organizations policies, procedures and services designed to identify, remove and prevent future barriers for Communication, other than ICT. In the absence of telecommunication systems, AAL wants to ensure people with disabilities are communicated with in a language that is informed, respectful and accessible. This includes spoken, written, signed and other forms of communication.

Goal

AAL strives to meet the communication needs of all persons with disabilities. AAL will work on the creating of alternate formats to facilitate accessibility for persons with disabilities. We recognize the importance of continually improving these ICT platforms to ensure inclusivity for all.

Background

AAL’s Client Relations Flight Following team are eager and able to support the diverse needs of our clients. Outside of technology, our team is available 24/7 to discuss charter services, client needs and can provide information for clients to review in a multitude of methods and they can support through every step of the charter experience.

As an ongoing basis, AAL will continue to evaluate our current signage in order to enhance visibility and clarity of information. We will continue to use high contrast colors, larger fonts and clearer symbols where necessary.

Barriers

Section 4.0	Identified Barriers
4.1	Lack of understanding of assistive devices for hearing, seeing, communications, and alternative methods of communication
4.2	Challenges with cultural accents during briefings

Next Steps

We will continue to collect data from internal and external sources through our feedback process as continue to discuss supports with specialized groups in Whitehorse on ongoing basis. We have registered an account with the Accessibility Exchange Program and will use this platform to invite 3 additional individuals with hearing, vision and physical disabilities to go through the charter process from booking to accessing aircraft to further expand the list below in 2025.

	Supporting Action	Lead	Target Date



4.1	Training for employees in client service roles to increase awareness and understanding on effective communication when interacting with people with disabilities	All Managers	2025
4.2	Ensure briefings are executed in a clear manner using plain language and at a moderate pace	Operations Manager	2025

Information shared by AAL should be delivered in a way that all clients and employees, regardless of abilities can easily access., we strive to ensure that all communication is created and distributed with accessibility in mind. AAL continues to prioritize and inclusive environment for everyone to feel respected, valued and empowered.

Procurement of Goods, Service and Facilities

This section sets out information how AAL identifies, removes and prevents barriers through the procurement of goods, services and facilities, which includes purchasing equipment and new client contracts.

Goal

AAL will continue to ensure our services are functionally accessible for our employees and clients right from the start. By integrating accessibility into our procurement practices, we strive to remove barriers and ensure equal access for all.

Background

In the procurement of goods, services and facilities, Alkan will continue to keep accessibility at the forefront of our decision making to reduce barriers for employees and clients.

Barriers

Section 5.0	Identified Barriers
	No barriers identified through feedback/consultation process

Next Steps

We will continue to collect data from internal and external sources through our feedback process to further gain an understanding of any existing or future barriers of the procurement of goods, services and facilities of Alkan Air Ltd.. Feedback from customers with disabilities is important to help identify any barriers and areas for improvement in the services provided by our vendors.

	Supporting Action	Lead	Target Date
	Intentionally left blank		



Design and Delivery of Programs and Services

This section sets out information on how AAL identifies and removes barriers and prevents new ones through the design and delivery AAL’s programs and services.

Goal

AAL is committed to ensuring our programs and services are accessible to all so that employees and clients can work and/or use our services with respect, dignity, independence and ease.

Background

While no barriers were identified at present, through discussion with our Northern partners, we have heard common challenges can include a lack of availability or understanding of assistive devices during check-in, storage of assistive devices onboard aircraft and an overall lack of staff training in disability awareness and assistance.

Barriers

Section 6.0	Identified Barriers
	No barriers identified through feedback/consultation process

Next Steps

AAL will proactively address the common challenges listed above to better improve our services for all users. We will also continue to use feedback submitted surrounding design and delivery of programs and services and conduct reviews of policies, guidelines, programs and services on how AAL can make services and workplaces more inclusive and accessible. We have registered an account with the Accessibility Exchange Program and will use this platform to invite 3 additional individuals with hearing, vision and physical disabilities to go through the charter process from booking to accessing aircraft to further expand the list below in 2025.

	Supporting Action	Lead	Target Date
	Intentionally left blank		

We will continue to explore options to enhance our client and employee experience and to develop procedures that are made more efficient for peoples with disabilities.

Transportation

This section includes AAL’s policies, programs, practices and services designed to identify, remove, and prevent barriers in transportation used to access Alkan Air’s services, including the provision of



Goal

AAL views our services are more than just travel from point A to point B. We want to ensure you are taken care of on each end of your travel with us and are happy to provide transportation to/from Alkan when requested by the client.

Background

AAL has two passenger vans to support our clients in transiting from our organization to accommodations within city limits. For any individuals who may require additional supports such as a loading ramp or lift, we are pleased to provide to arrange transportation with a local accessible taxi company, at no cost. Medevac transportation already follows specific requirements to assist patients.

Barriers

Section 7.0	Identified Barriers
	No barriers identified through feedback/consultation process

Next Steps

We will continue to collect data from internal and external sources through our feedback process; as well as set up additional Consultations with interested parties in Whitehorse on an ongoing basis and adapt our transportation as necessary.

	Supporting Action	Lead	Target Date
	Continue to provide free local accessible transportation to and from Alkan Air	Client Relations Base Manager	On-going

Provisions of CTA Accessibility-Related Regulations

In this section of our accessibility plan, we will identify and list all the provisions from the Canadian Transportation Agencies accessibility-related regulations that apply to our organization.

Under s. 170(1) of the *Canada Transportation Act (CTA)* that applies to TSPs or the CTA accessibility-related regulations which apply to them, carriers are required to set out a plan regarding such provisions. Alkan Air Ltd. is identified by the CTA as a Class 3 TSP. The provisions that apply to TSPs include:

- Part VII of the *Air Transportation Regulations (ATR)*
- *Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)*

Based on the applicability guidelines in the above regulations, Alkan Air Ltd., is exempt due to the small nature of our operations. Should this change, we will respond to the regulations in a timely manner,



We remain dedicated to providing inclusive environment and services to ensure all Canadians can use our services. We will continue to report on the progress of our accessibility upgrades and strive to continue to enhance the client experience.

Alkan Air Ltd., will:

- Establish, review, and update this plan in consultation with persons with disabilities.
- Post this plan on the appropriate corporate websites and/or notice boards.
- Report, as required, on the progress of the implementation of this plan.
- Provide this plan in an accessible format, upon request
- Review and update this plan at least once every three years.

Consultations

This section must set out information on how AAL consulted with persons with disabilities in the preparation of our accessibility plan.

The foundational principle of "Nothing without us" recognizes that persons with disabilities are equal participants in all areas of life. As such, they should be involved in all decision-making on policies, programs, practices, and service delivery.

Methodology

Consultations offer important opportunities to listen, learn, and discuss. We acknowledge the significance that consultations hold in our ongoing commitment to improving accessibility for our customers and employees. During the development of our accessibility plan, we actively sought input from individuals with disabilities who have firsthand experience utilizing our services. At the time of developing our Accessibility Plan, we had not yet received a response from any previous clients who identified with having disabilities. However, AAL did work and will continue to work with the *Accessibility Exchange Program* to find Consultants and sent invitations to local groups to share with their members to seek out alternate Consultants.

Due to the Yukon being a small territory, the names of these groups will not be reported as it may allow Consultants to be identified. Over a two-week period, the groups we reached out to for consultation cover peoples with impairments and/or disabilities in the physical disability category. Within this category, Consultants who would be most likely to access our charter services included persons with mobility and auditory impairments. Due to the timeframe, we only were able to secure one Consultant, to date. In addition, we accessed resources through previous conversations with *Inclusion Yukon*, *Autism Yukon*, and plan to continue working with them as a partner moving forward. As mentioned in above sections of this plan, we will continue to engage and collaborate with people with disabilities in 2025 to review and update our accessibility plan. *Inclusion Yukon* provided excellent advice on common issues that most frequently negatively impact accessibility to facilities and services in the Yukon. We look forward to establishing more relationships with organizations including *Teegatha' Oh Zheh*, *Special Olympics Yukon* and more.

Furthermore, we conducted an internal accessibility questionnaire sent to all employees in the organization seeking information on potential barriers identified through either the recruitment process,

onboarding, company policies & processes, workspaces and general day-to-day activities. Of the 16 respondents, only one (1) person identified as having a disability, however they were not comfortable disclosing additional details. Despite the low survey response, many of the employees were able to identify areas of employment that have potential barriers and will need to be identified. These include the job advertisements and job descriptions in the recruitment process, a lack of knowledge and understanding of people with disabilities, a lack of understanding on accommodations available to employees, physical barriers including the entryway, parking lot and washrooms, our company website and our internet connectivity. We plan to continually send this survey to employees as we continue to educate and raise awareness surrounding barriers to accessibility.

The “Charter” Experience

We had each consultant run through a mock scenario of the entire charter experience from start to finish. This involved the individual finding our contact information and submitting a quote through the various options (online, in person or by phone). The Consultant then arrived on-site at a mutually agreeable time to simulate the in-person experience of our clients including the check in process, general welcome to reception, observed our accessible facilities, transported to the aircraft, embarked, listened to a pre-flight and emergency safety briefing, disembarked the aircraft and then returned to our reception area.

We asked Consultants to identify any barriers, or perceived barriers at each step in their client journey and provide us with the information and suggestions for potential solutions, if they had any. When partnering with Disability Groups, we asked for more general feedback on each stage of the process that would affect any of their members and how to implement effective corrective actions. We will continue this process with 3 additional consultants in 2025.

Consultation Results

Respondent’s comments were centered around addressing barriers as previously identified and under the ACA. Information received relating to accessibility was reviewed to assess trends and has been summarized under the corresponding seven (7) headings outlined above- **Employment, Built Environment, Information and Communication Technologies (ICT), Communication other than ICT, Procurement of Goods, Services and Facilities, Design & Delivery of Programs and Services and Transportation**. These areas also outline the supporting actions that AAL is taking to address identified barriers. We will continue to monitor the corrective actions to ensure future barriers are not accidentally created as a result.

Conclusion

Thank you to those individuals and organizations who have been critical in developing our Accessibility Plan and for your support in making Alkan Air an inclusive and accessible environment.

If any individual or organization is interested in providing additional consultation to Alkan Air Ltd. in the future, please reach out to our Safety & Compliance Manager (Designated Recipient) by any of the following methods:

Phone: 867-668-2107

Visit Us in Person or Mail: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6

This plan was developed based on a variety of information sources. We have been consulting with other operating companies in the North regarding existing barriers to accessibility. AAL recognizes that consultations should be an ongoing practice, and we are dedicated to establishing additional connections to Disability groups and Consultants.

Feedback Process

Alkan Air's Safety & Regulatory Compliance Manager is designated to receive accessibility feedback and will coordinate with Management to meet obligations described under *Accessible Canada Act* as required. We encourage anyone to share their thoughts, suggestions and concerns with AAL so solutions can be implemented in a timely and thoughtful manner.

Alkan Air is proud to be a provider of choice for medevac/charter services in Yukon and BC. Thank you for your valuable insight and helping us serve you better.

We welcome feedback from employees, clients and groups representing the interests of persons with disabilities on:

- Implementation of Accessibility Plan
- Barriers to accessibility encountered by clients, employees and people accessing our facilities
- Other feedback as necessary to help Alkan foster an inclusive environment

Feedback can be submitted by the following methods:

Feedback Form: External to Alkan: Available on Company Website – www.AlkanAir.com
Internal to Alkan: Company Website-Avro and SharePoint upon request

This form is included in ADDENDUM A.

Phone: 867-668-2107

Email: sms@alkanair.com

Visit Us in Person or Mail: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6

Alternate Formats

Alkan Air can provide an alternate format for our Accessibility Plan and our Feedback Process within 20 days after the request, unless otherwise specified below. alternate formats include:

- Print
 - Large print (Increased font size)
 - Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers) *45 days after the request*
 - Audio (a recording of someone reading the text out loud) *45 days after the request*
 - Electronic formats that are compatible with adaptive technology
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Should you wish to submit anonymous feedback, please do so by submitting online using our feedback form found on our website or calling our office at 867-668-2107. Alkan Air will confirm receipt of feedback using the same manner as the feedback was received, unless it has been requested as anonymous.

AAL's Designated Person (Safety & Regulatory Compliance Manager) will respond within 5 business days to acknowledge receipt and follow up with any other questions if necessary. Should the Safety & Regulatory Compliance Manager be out of office for an extended period, the Human Resources Manager will respond on behalf of the Designated Person.

All feedback received will be entered into AAL's Safety & Quality Management System (SQMS) and directed to our management team for awareness. The system can be used further to assign to the relevant department for review and implementation. All feedback received will be maintained in the SQMS program and will include a record of the department involved, follow-up actions taken and any response to the individual providing the feedback. The SQMS program enables AAL to track, assess, problem solve and create meaningful solutions with a corrective action plan. This data will also be incorporated into future progress reports and updated plans over the years. An electronic copy of any feedback received, whether it be identified or anonymous, will be retained for 7 years after the day on which it was received.

The feedback received on current accessibility experiences by clients and employees alike will better help AAL understand any current barriers or gaps in supports needed. Information gained will help to shape company policies and procedures in the key seven (7) areas outlined above- **Employment, Built Environment, Information and Communication Technologies (ICT), Communication other than ICT, Procurement of Goods, Services and Facilities, Design & Delivery of Programs and Services and Transportation.**

Should AAL amend the feedback process at any point, a new description of the feedback process will also be published at the same time.

Progress Reports

AAL is committed to continue consultation of persons with disabilities and to use the feedback process to identify, monitor and rectify barriers. AAL will continually monitor the implementation of accessibility plan and to measure its progress. AAL will adjust and implement any changes or new initiatives as needed and prepare progress reports to be made available to employees and public.

Annual progress reports will be completed and displayed on our company website with our accessibility plan and feedback process. The content of these progress reports, in addition to the nine (9) main headings (as included above) will include:

- Information on how AAL is carrying out the accessibility plan
 - Document how the feedback AAL received was considered
 - Information on continued consultation of persons with disabilities in preparation of progress report and actions implemented
 - Information on how AAL consulted persons with disabilities in preparation of progress reports
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AAL must publish progress reports by the first and second anniversary of the deadline to publish each accessibility plan (June 1, 2025, and June 1, 2026).



Addendum A: Feedback Form

ACCESSIBILITY FEEDBACK FORM

Alkan Air is committed to improving accessibility and creating a safe and inclusive environment. We are developing an Accessibility Plan to address current barriers in our organizational policies, practices, procedures and client services

We are seeking your input and assistance in providing feedback to ensure we are meeting the needs of all groups of people both internally and externally with our company.

Please note that participation is **voluntary**. Information collected is used to further comply with the *Accessible Canada Act*. All information collected is **confidential** and will only be used or disclosed to other members of Management to carry out Alkan’s obligations as laid out in the Act and are retained for statistical purposes only.

Should you wish to provide us with **anonymous** feedback you can do so by calling 867-668-2107.

Please provide as much information as you are comfortable with:

1. I am a:

Client Employee Visitor

2. Have you, or someone you know, experienced difficulties relating to accessibility at Alkan Air?

Yes No Unsure

3. If yes, please select all the barriers that apply:

Physical Architectural Communication/Information

Policy Technological Attitudinal

Other

4. If you checked one or more above, please describe the situation.

5. How can we improve?

Optional Information

May we contact you about the feedback Yes No

If yes, please provide your contact information.

Name:

Email:

This process is led by the Safety Department. All feedback will be documented and assessed as part of Alkan Air’s commitment to furthering accessibility.

PLEASE RETURN COMPLETE FORM TO:

Email: sms@alkanair.com

Phone: 867-668-2107

Mail or Visit Us in Person: 105 Lodestar Lane, Whitehorse, YT, Y1A 6E6
