



MCMURRAY AVIATION

Accessibility & Feedback Plan

McMurray Aviation

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2 GENERAL

2.1 GUIDANCE

The original contents of this policy were authored by Megan Morris (Safety Manager). The care and control of the policy beyond the first approval are the sole responsibility of the Safety Manager or the applicable individual(s) delegated by the Accountable Executive to maintain such responsibility.

Concerns and complaints regarding accessibility at McMurray Aviation shall be directed to the Accountable Executive who shall, in cooperation with the Safety Manager, strive to mitigate the issues therewith.

Concerns regarding accessibility barriers or the contents of this policy, including obtaining alternate formats may be addressed to these individuals at the main McMurray Aviation Hangar base through any of the below methods:

Address:

531 Snow Eagle Dr.
Fort McMurray, AB
T9H 0H8

Phone:

780-791-2182
(Toll Free) 1 (877) 877 – 2359

E-mail:

info@mcmurrayaviation.com

2.2 REVIEW STATUS

This policy shall be reviewed on an annual basis at minimum to ensure continued compliance with the *Accessibility Canada Act* and relevance with internal company policies. This policy shall be additionally amended at such a time a barrier has been brought to the attention of the Company. Subsequent reviews and amendments shall be recorded below.

Revision Number	Amendments	Date Approved	Entered By
1	Creation	June 4, 2024	Megan Morris
1.1	As Per CTA Notice	October 11, 2024	Megan Morris

2.3 ACCESSIBILITY STATEMENT

The management of McMurray Aviation is committed to creating a safe and accessible environment for both employees and customers alike. As a federally regulated entity, McMurray Aviation recognizes and accepts the responsibility as laid out in the *Accessibility Canada Act* and its associated regulations to establish and maintain accessibility within the business place.

McMurray Aviation strives to provide accessible travel to all members of the local communities wherever possible and dedicates themselves to continuing this practice. Accessibility shall continue to be a part of not only public transport but also the employee workplace.

As such, the creation and contents of this policy shall adapt to the changes in accessibility in the workplace as they are identified and addressed. This policy shall therefore be reviewed on an annual basis to ensure that its contents remain relevant and accessible to all.

3 PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

In addition to the Human Rights Commission, The Canadian Transportation Agency ensures accessible Transportation to Canadians through a number of accessibility regulations. At current, there are 3 such regulations in effect which McMurray Aviation strives to adhere to in addition to the *Accessible Canada Act*.

3.1 ACCESSIBLE TRANSPORTATION FOR PERSONS WITH DISABILITIES REGULATIONS

Not Applicable.

As a small transportation service provider, moving approximately 25, 000 people per year, McMurray Aviation does not meet the definition of a large air carrier as defined within 63(1), to which this regulation applies. (An air carrier transporting 1,000, 000 or more passengers annually).

3.2 AIR TRANSPORTATION REGULATIONS, PART VII

Not Applicable

As a small transportation service provider with no aircraft having 30 or more passenger seats, nor the definition of a large air carrier, McMurray Aviation does not meet the application criteria of Part VII, as defined in 146(1).

3.3 PERSONNEL TRAINING FOR THE ASSISTANCE OF PERSONS WITH DISABILITIES REGULATIONS

McMurray Aviation works daily in both populated and remote fly-in only communities and lodges primarily through Northern Alberta and Saskatchewan. Throughout the years McMurray Aviation has served as a lifeline between these communities and people and access to urban areas and services. With this type of operation comes not only the transport of necessary goods like food, medicine and medical supplies, and mail but also transport of the ill, injured and passed.

This exposes the employees of McMurray Aviation to all levels of disability and mental state on a daily operating basis. In operating so closely and frequently with individuals in this manner McMurray Aviation recognizes the need to ensure all of its employees are trained in basic accessibility and disability awareness.

McMurray Aviation therefore provides *Disability Awareness* training to all employees on an annual basis. This training requires employees to watch through all 6 modules of the Canadian Transportation Agency's '*Accessibility for all*' program and complete an exam corrected to 100%.

The Canadian Transportation Agency's modules include content on the following:

- An introduction to disabilities and sensitivities
- Services to be offered to persons with disabilities
- Best communication practices

- Assisting visually impaired passengers
- Assisting deaf or hard of hearing passengers
- Assisting mobility impaired passengers

4 IDENTIFYING BARRIERS

McMurray Aviation is dedicated to identifying barriers and creating mitigative actions within the seven areas prescribed by the *Accessibility Canada Act*. Each of the seven areas shall be broken down further into the barriers identified in those areas and their subsequent mitigations or planned corrective actions. The barriers identified within this section may be identified by Company (employer or employees), customers and/or consultation.

4.1 EMPLOYMENT

4.1.1 Identified Barrier: Licensing, Medicals and Manual Labour

Identified by: Company

There are some barriers in eligibility in some employment positions within McMurray Aviation that fall outside of the control of the company. This includes licensing parameters for both Aircraft Maintenance Engineers (AME's) and Pilots as well as the manual labour requirements of both AME's, Pilots and Ramp Attendants.

AME's must be able to get under and in small aircraft and be able to reach into tight areas, visually identify lights and sounds to ensure safety alarms and lights are working within the aircraft etc. While some workarounds can be managed, others are unavoidable and outside of the company's control.

Pilots must be able to climb in and out of small aircraft, load and unload their aircraft as well as hold a valid aviation medical in order to maintain a valid commercial pilot's license. This falls outside of the control of the company.

Ramp Attendants must maintain a level of physical mobility and strength in order to safely load and unload small aircraft with cargo. These individuals additionally work around active heavy equipment and active aircraft and must be able to visually navigate these areas to work safely in these positions.

Mitigation:

Positions outside of those listed are free of restrictions for those able and willing to learn and perform the tasks required of the job. The parameters of licensing and physical size and access of the small aircraft is outside of the control of McMurray Aviation and cannot be mitigated.

Of the positions listed, mitigations can be made on a case-by-case basis where it is possible and safe to do so.

Anticipated Completion: Case to Case as Encountered.

4.2 THE BUILT ENVIRONMENT

4.2.1 Identified Barrier: Upper-Level Offices

Identified by: Company, Consultation

The upper level of the McMurray Aviation hangar base was immediately identified as an access restricted area, only accessible by stairs. This restricts or eliminates access to individuals with mobility limitations and injuries.

The current facilities upstairs accessed by the general public and/or employees include:

- Administrative offices
- Ground School Room (Ground school lessons & Meetings)
- Flight Training Simulator

Mitigation:

The upper level of McMurray Aviation holds no facilities or equipment that is required access by the general public or employees.

Company network access is available on every company computer, individuals that are injured or have a mobility restriction may be assigned a desk and computer on the first level without compromising access to information or documentation.

Ground School has the option of in-person courses or online courses and can therefore be successfully completed by students from anywhere an internet connection is available and is not restricted by access to the classroom. Additional guidance from instructors can be provided on the first floor without compromise to the information.

The flight training simulator is not a necessary part of training for a pilot license and can therefore be mitigated through on-wing training.

In the event that meetings involving employees with injuries or mobility restrictions need to occur, alternate spaces on the first level can and are used.

Mobility around the first floor is clear and accessible with no stairs and doorways large enough to fit a mobility aid.

Anticipated Completion: Operational Normal, Completed.

4.2.2 Identified Barrier: Aircraft Accessibility

Identified by: Company, Consultation

Boarding small aircraft was immediately identified as an accessibility restricted area. Unlike large airlines, our aircraft do not use a 'bridge' to allow easier access to the aircraft. The airframes in the fleet require individuals to be able to climb a step or steps to get into the aircraft. In addition, smaller aircraft also require individuals to be able to climb in and out of behind seats to safely evacuate the aircraft.

Mitigation:

McMurray Aviation has been and will continue to use wheelchair lifts, ramps, additional stools as well as wheelchairs to help passengers to board and disembark the aircraft. As a primary method of transport between Fort McMurray and the remote community of Fort Chipewyan, passengers travelling to and from medical appointments with varying states of mobility and injury is a daily occurrence.

We will continue to allow pre-boarding for individuals that require extra time or assistance boarding the aircraft. Individuals will be loaded into the aircraft with the assistance of either the wheelchair lift or adapted platform (whichever is required) to meet the height of the aircraft. (Lift for scheduled flights and platform for float planes).

Smaller aircraft, a stool can be provided to reduce the level of step required to get in and out of the small piston aircraft for those able to do so. Small piston aircraft are size restricted and by design would be unable to accommodate certain mobility aids – for example, electric wheelchairs with or without a lift cannot fit in a small aircraft.

Anticipated Completion: Operational Normal, Completed.

4.3 INFORMATION AND COMMUNICATION TECHNOLOGIES

4.3.1 Identified Barrier: Computer Visibility

Identified by: Consultation

In today's day and age most record keeping, data entry and tracking is done through computers and McMurray Aviation is no different. It has been identified through consultation that visibility on the provided monitors, specifically when viewing older programs, is a barrier. Various maintenance programs, Skyline v.9, as well as GFO to name a few are old enough that accessibility settings are not available in application and are not affected by general computer magnification controls (Ctrl + +). This inaccessibility renders some programs required to complete necessary tasks with small text sizes and icons difficult to use for those with even mild visual impairments.

Mitigation:

While a number of these programs are being phased out to newer and more accessible programs, it is not practical or cost effective to find replacements for all of these programs and replace them all at once. For that reason, on a case-to-case basis a larger monitor shall be provided.

Anticipated Completion: October 2024

Completion Date:

4.4 COMMUNICATION

No identified barriers.

At this time McMurray Aviation allows individuals to use a variety of platforms and methods to book and contact personnel. Individuals can book travel themselves through the online website, also make contact through social media where voice to text applications exist, as well as e-mail, text and phone.

Training is distributed within the company with visual aids (video, powerpoint, images, diagrams) as well as audio voice-overs and written words.

At this time, communication has not been identified as an accessibility barrier. This section shall be reassessed for barriers with each annual review.

4.5 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

4.5.1 Identified Barrier: Lack of Accessibility Parking/ Handicap Parking

Identified by: Company, Consultation

At current, McMurray Aviation does not provide designated accessibility parking within their lot in either public or staff parking areas.

Mitigation:

McMurray Aviation shall designate a stall to accessibility parking in both the staff parking area and the public parking area.

Anticipated Completion: July 2, 2024

Completion Date:

4.6 THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

4.6.1 Identified Barrier: Delivery of Safety Briefings

Identified by: Company

The company has identified potential for in-cabin safety briefings to be missed by individuals that may be hard of hearing or hearing impaired. Safety briefings are currently given verbally with the accompaniment of a pictographic briefing card. In addition, pilots check to ensure seatbelts are fastened and aid any individuals that require assistance. This method of delivery leaves room for interpretation or misunderstanding of in-flight safety measures for those who are hearing impaired or hard of hearing.

Mitigation:

McMurray Aviation has already begun the process of creating video safety briefings which will have both auditory and visual guidance on in-flight safety measures for each airframe. In using an audio-visual method like this, captions can be made available for those who are not able to hear the safety measures properly.

Anticipated Completion: October 2024

Completion Date:

4.7 TRANSPORTATION

4.7.1 Identified Barrier: Passenger Van

Identified by: Company

Outside of the general act of transporting passengers within aircraft which has been included in the 'the built environment' as a key part of the physical workplace, the passenger van is the only identifiable transportation barrier.

The passenger van is used occasionally to help transport passengers to the other side of the airfield to the main airport terminal. The passenger van does not have a built-in lift and would require additional aid to get a mobility impaired passenger in and out.

While this has not yet occurred, the possibility exists.

Mitigation:

The wheelchair lift used for the aircraft is a mobile device which could be used to lift a passenger up level with the van if needed. Ramps like those used in Fort Chipewyan for the unloading of wheelchair passengers from the aircraft or heavy freight from the aircraft can be easily put in the back of the van for off-loading the passenger once the destination has been reached.

Anticipated Completion: Case to Case as Encountered.

5 CONSULTATIONS

This plan is a living document that will grow and change naturally as the Company continues to strive for improved accessibility. Through this process McMurray Aviation will continue to consult with persons or parties that live with or represent individuals with disabilities as the opportunities and contributions arise.

Individuals with disabilities interested in consulting with McMurray Aviation in identifying barriers and improving accessibility can reach out to the person(s) identified in the general introductory of this policy.

5.1 PERSONS AND PARTIES CONSULTED

For each person or parties consulted with, a brief summary of the consultation shall be presented below. The header shall identify the trigger that initiated the consultation ie. Complaint or concern, development, policy review, volunteer etc. Barriers identified within a consultation shall be amended into *Section 4* of this plan, in the appropriate designator.

Personal identifiers such as names and detailed descriptions of disabilities (levels or severity, medical diagnosis etc.) shall be redacted to maintain anonymity and the privacy of those that participated.

5.1.1 Inception: Consultation in Development

Number of participating individuals: 1

General Disability: Mobility, visual

Consulted on: Mobility accessibility, all areas.

Date of Consultation(s): June 11, 2024

Method of Consultation: In-person, onsite

6 SUBMITTING FEEDBACK

McMurray Aviation recognizes the importance of feedback in growth. Individuals wishing to submit feedback on this policy, its implementation or accessibility barriers encountered, are encouraged to contact us.

6.1 HOW TO SUBMIT FEEDBACK

Every individual is unique and how they communicate comfortably will vary. For this reason, McMurray Aviation is open to receiving feedback through different mediums. Please note that feedback can be submitted anonymously should individuals wish to do so. If feedback is submitted anonymously, the Company will be unable to open discussion on the matter or respond directly.

If at anytime you encounter difficulties trying to submit feedback, the company may be contacted through any of the methods listed within the 'Guidance' section.

6.1.1 Mail

As outlined in Section 2, individuals may submit any inquiries or feedback regarding this document by mail at the following address:

531 Snow Eagle Dr.

Fort McMurray, AB

T9H 0H8

6.1.2 Accessibility Feedback Form

Individuals that are comfortable using a computer and written responses are encouraged to use our 'Accessibility Feedback' form found on the company website <https://mcmurrayaviation.com>.

This form is the quickest way to notify the appropriate individuals of concerns or feedback. Hitting submit on this form immediately sends a notification to the persons responsible for this policy and implementing accessibility measures.

6.1.3 Telephone

Individuals that are not comfortable with the use of a computer and written words are welcome to submit feedback by telephone. Please call the main hangar base at one of the following numbers:

Local calls: (780)-791-2182

Toll Free: 1 (877) 877 – 2359

These numbers will connect you with our front desk agents. Please advise the agent that you are looking to submit accessibility feedback and would like to speak to the Accountable Executive or the Safety Manager.

6.2 RESPONSE

The process that shall occur upon receipt of accessibility feedback will happen as follows:

1. All feedback will be assessed by the Accountable Executive and/or the Safety Manager to first determine if the submission is valid.
2. If the submission is valid, determining an effective mitigation will begin. The Accountable Executive may delegate another responsible person to create a mitigation plan or gather information.
 - a. If contact information is provided, the individual may be contacted to gather more information on the issue or to help create an appropriate solution at this time.
 - b. Individuals may also be asked at this time if they would be willing to act as a consultant in relation to this policy.
3. The proposed mitigation plan or plans will be reviewed by the Accountable Executive and an appropriate timeline for completion determined within 7 business days*.
4. If contact information was provided, the individual submitting feedback shall be informed of the assessment of their feedback and the mitigations that will be taken as a result.
5. If provided, the individual shall receive notice when the mitigation has been successfully implemented if it was not done at the time of last contact.
6. The Safety Manager shall update this policy as necessary to reflect any identified accessibility barriers within 30 days of a valid feedback submission.

*In the event that additional research is required, resources located, or third-party contractors or establishments contacted to fulfill or design a mitigation plan, the individual shall be notified and a new timeline for creating a mitigation set.