



Accessibility Plan
2023- 2026

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Voyageur Aviation Accessibility Plan

2023-2026

Corporate Human Resources

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Message from the President

On July 11, 2019, the Government of Canada enacted Bill C-81, the Accessible Canada Act (the Act). The Act recognizes accessibility as a human right and sets a goal of a barrier-free Canada by 2040. The Act establishes a framework for preventing and removing barriers in the built environment, employment, transportation, information and communication, and goods and services.

Our parent corporation, Chorus Aviation, is committed to creating and fostering a culture of accessibility across the group of companies by leading this change, working alongside the subsidiaries, employees, and community members across the country to make it happen. In 2022, with participation throughout the group of companies, Chorus established accessibility working groups, held listening forums, and conducted employee surveys to help identify existing barriers and potential solutions. Through this work, we have developed a Plan that is informed and proactive, a process that is inclusive and open to receive and incorporate feedback, as well as transparent oversight and reporting commitments.

I am very pleased to introduce and share Voyageur Aviation's first 3-year Accessibility Plan – a roadmap for creating a more inclusive and accessible workplace. It is consistent with our commitment to the principles of equity, diversity, and inclusion.

This Plan identifies goals and specific actions to be taken over the next three years. It is a living document that will continue to evolve as we learn how to ensure our work environments are inclusive and barrier-free. In this first plan, many of the actions focus on activities and items that will embed accessibility into our daily operations and organizational culture.

As we begin the actions identified in the Plan, we are committed to gathering feedback to learn, improve and update our Plan. On an annual basis over the next three years, we will share our progress: what we have achieved, learnt, and updated in our Plan.

Achieving a fully accessible organization by 2040 is not just a legal requirement; it's the right thing to do, and we must all work together to ensure that our workplace culture supports and empowers all employees to reach their full potential in a work environment that is welcoming and supportive.

Sincerely,

Cory Cousineau

Cory Cousineau (Jun 1, 2023 00:01 EDT)

Cory Cousineau,
President

Voyageur Aviation Corporation.

General Information

Voyageur Aviation Overview

Voyageur Aviation Corp. is a wholly-owned subsidiary of Chorus Aviation Inc., headquartered in North Bay, Ontario, with approximately 350 employees. Voyageur is a leading provider of specialized aviation services, including:

- specialty air charter,
- contract flying services,
- aircraft modification and maintenance, repair, and overhaul (MRO) services,
- aeronautical parts and provisioning, and
- in-service support, for customers around the world.

Air charter and contract flying services are comprised of medical, logistical, and humanitarian flights for governmental agencies and organizations, and NGOs (non-governmental organization) such as the United Nations and World Food Program. Aircraft modification, MRO services, the provisioning and sale of aircraft parts, base inventory (BI) management services, component repair and overhaul, supports regional airlines, aircraft leasing companies, cargo and speciality operators, NGOs, governments, and other aviation related companies through out the world.

Voyageur Aviation delivers innovative solutions to customers with unique aviation requirements and operates under the core principles of comprehensive safety management, quality assurance, and client-dedicated solutions.

The Accessible Canada Act and Regulations

For federally regulated organizations, the [Accessible Canada Act](#) was legislated in 2019 with the intent to achieve a barrier-free Canada by January 1, 2040. The Act benefits all Canadians, especially persons with disabilities, by proactively identifying, removing, and preventing barriers to accessibility in seven priority areas:

1. employment
2. the built environment (buildings and public spaces)
3. information and communication technologies and communication (ICT)
4. communication (other than ICT)
5. the procurement of goods, services, and facilities
6. the design and delivery of programs and services, and
7. transportation

The Act is to be implemented in recognition of and in accordance with the following principles:

- everyone must be treated with dignity,
- everyone must have the same opportunity to make for themselves the life they are able and wish to have,
- everyone must be able to participate fully and equally in society,
- everyone must have meaningful options and be free to make their own choices, with support if they desire,
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect,
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures, and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

The Act defines what constitutes a '[barrier](#)'. The legislation also defines what constitutes a '[disability](#)'.

The Act tasks federally regulated entities with three important requirements to support accessibility:

- Create three-year accessibility plans, in consultation with persons with disabilities, that set out how they will identify, remove, and prevent barriers to accessibility.
- Publish annual progress reports that describe how organizations are delivering upon their accessibility plans.
- Implement processes to collect, manage, and respond to feedback on accessibility, including accessibility plans and progress report.

The Act also establishes a framework for advancing accessibility through a combination of new and existing organizations and positions that administer and enforce the Act and monitor outcomes.

A [summary of the Accessible Canada Act](#) is available online.

The [Accessible Canada Regulations](#) operationalize the Act's accessibility planning and reporting requirements.

Accessibility Statement

Voyageur Aviation is committed to the intent of the Act of making Canada barrier-free by January 1, 2040. Through this initial, as well as successive, accessibility plans, Voyageur will; identify, remove, and prevent barriers. We will work alongside our employees, accessibility working groups, community members and partners to create and implement these plans. We are committed to creating and supporting inclusive, barrier-free, working environments to increase the participation of persons with disabilities.

Feedback on the Voyageur Aviation Accessibility Plan

The Voyageur Accessibility Plan contact is Debra Tumbo, Disability Management and Attendance Specialist. Voyageur employees and the public may provide feedback by;

Mail:

Attn: Disability Management and Attendance Specialist
1500 Airport Road
North Bay, Ontario
P1B 8G2 CANADA

Telephone:

Monday – Friday 8 a.m. – 6 p.m. Eastern Standard Time (EST)

Telephone: Human Resources: 705-995 2299

Telephone: Reception: 705 476 1750

Email: disabilitymanagement@voyav.com

Voyageur Aviation commits to providing our accessibility plan in the following formats within 15 days of a request:

- **Print**
- **Large print** (increased font size and clarity)
- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- **Audio** (a recording of someone reading the text out loud)
- **Electronic** (an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities)

Monitoring and Reporting

Monitoring and reporting to employees and the public will be on an annual cycle, as required under the Act. Reporting will include an annual progress report to review achievements and revisions to the Accessibility Plan, as well as to report Plan feedback both from within and outside the organization.

The Human Resources Group will coordinate the monitoring and reporting process and lead the development of the annual progress report. Voyageur executives and managers will work with the Human Resources Group on these activities.

Monitoring and reporting will be informed by consultations with:

- Accessibility Working Group.
- Employee Resource Group.
- Occupational Health and Safety (OHS) Committee.
- External partners, as required.

Decision-making concerning annual reporting resides with the President of Voyageur Aviation.

Consultations

The development of Voyageur's Accessibility Plan is based on information and findings from internal and external consultations.

The Chorus Human Resources department designed and facilitated the consultation process for the Chorus group of companies. This team worked with community members, Federally Regulated Employers-Transportation and Communication (FETCO) association, People Access¹, employees and persons with disabilities to identify barriers to accessibility in the work environments of the Chorus group of companies. The process included virtual group discussions, phone interviews, online questionnaires, and phone and email submissions. The consultations took place from April – December 2022.

Through the consultation process, participants identified:

- Potential accessible barriers for hiring and onboarding, physical workspaces, communications, training, technology, digital access, and document handling.
- Potential solutions to the identified barriers, challenges, and financial impacts.
- Short-term and long-term actions in priority areas were determined.

¹ People Access is a division of Excellence Canada (formally the National Quality Institute).

Voyageur Aviation Action in Priority Areas

Organizational Culture

Goal 1 – Create a culture of accessibility, where respect and inclusion are embedded in all aspects of the workplace, and where all employees are empowered and supported to achieve their full potential.

Action 1.1: Provide accessibility learning opportunities to employees and identify recommended and mandatory accessibility training in Voyageur’s learning matrix.

Lead: Corporate Services – Human Resources
Timeline: 2023-2025, and ongoing

Action 1.2: Create an accessibility forum available to all employees to raise concerns, provide feedback, consultations, and share lived experiences.

Lead: Corporate Services – Human Resources
Timeline: 2023-2024

Employment

Biases and barriers in the recruitment process lead to persons with disabilities being underrepresented in our workforce and limiting the full participation of all employees.

Goal 2 - Implement accessible practices to eliminate and prevent barriers to the recruitment, retention, and promotion of persons with disabilities.

Action 2.1: Ensure recruitment and onboarding processes and documents are fully accessible and supports are clearly communicated.

Lead: Corporate Services – Human Resources
Timeline: 2023 onwards (ongoing)

Action 2.2: Provide training to all hiring managers to ensure an inclusive and barrier-free recruitment and onboarding experience for all candidates.

Lead: Corporate Services – Human Resources
Timeline: 2025 (ongoing)

Action 2.3: Review group benefits to identify gaps and shortfalls for persons with disabilities.

Lead: Corporate Services – Human Resources
Timeline: 2025

Action 2.4: Complete and review the findings of the Employment System Review of internal policies and practices to identify systemic and attitudinal barriers towards persons with disabilities.

Lead: Corporate Services – Human Resources in collaboration with Chorus Human Resource.
Timeline: 2025

Action 2.5: Develop and promote fully inclusive talent management programs to ensure participation of all employees.

Lead: Corporate Services – Human Resources
Timeline: 2025-2026

Built Environment

Our physical workspaces meet all building codes; however, these standards do not mean offices are accessible. For example, not all doors are equipped with automatic door openers.

Goal 3 - Create a workspace free of physical barriers to improve the working environment for all Voyageur employees and visitors.

Action 3.1: Revise Voyageur’s Building Condition Assessments (BCA) to incorporate accessibility findings and recommendations from the Built Environment Action Plan.

Lead: Corporate Services - Facilities
Timeline: 2023-2024 (ongoing)

Action 3.2: Replace low-luminosity incandescent lighting and noise-making light ballasts with silent LEG lights in Hangars 5 and 6 to reduce eyestrain and noise.

Lead: Corporate Services - Facilities
Timeline: 2023-2024 (ongoing)

Action 3.3: Install automatic door openers on specific external and internal doors to facilitate barrier-free travel throughout the North Bay hangar facilities.

Lead: Corporate Services – Facilities
Timeline: 2024-2025

Action 3.4: Identify suitable locations and establish accessible workstations, offices, and cubicles, ensuring some of them have access to natural light.

Lead: Corporate Services – Facilities in corporation with Human Resources
Timeline: 2024-2025

Action 3.5: Identify a location and develop a design for a quiet and safe space with dimmable lights to support multi-faith practices and provide a low-sensory environment.

Lead: Corporate Services – Facilities in corporation with Human Resources
Timeline: 2024-2025

Goal 4 - Ensure all employees have a safe environment to work in.

Action 4.1: Ensure that smoke, fire, and other emergency alarms have visual as well as auditory alerts.

Lead: Corporate Services – Facilities
Timeline: 2023-2024

Action 4.2 Modify emergency exits in Hangar 5 (airside) and Hanger 1 (parking lot side) to be fully accessible.

Lead: Corporate Services – Facilities
Timeline: 2024-2025

Action 4.3: Install external lighting to illuminate the building evacuation collection zone, enhancing safety during nighttime evacuations.

Lead: Corporate Services – Facilities
Timeline: 2023-2024

Action 4.4: Incorporate an accessibility perspective into the investigation and identification of occupational safety and health issues.

Lead: SRMS (Safety and Risk Management System) and Corporate Services – Human Resources
Timeline: 2023-2024

Action 4.5: Review and update all safety and emergency procedures to ensure they are barrier-free and support persons with disabilities.

Lead: SRMS and Corporate Services – Human Resources
Timeline: 2023 (ongoing)

Information and Communication Technology (ICT)

The accessibility of the information and communication technology hardware and software has not been consistently assessed and optimized across the organization.

Goal 5 – Provide accessible technology to ensure that all staff have access to the tools and platforms needed to perform work.

Action 5.1: Create an IT procurement checklist to ensure that the software and devices purchased meet accessibility requirements.

Lead: Corporate Services – IT
Timeline: 2023-2024

Action 5.2: Assess the accessibility of current software and devices to identify any barriers.

Lead: Corporate Services – IT
Timeline: 2023-2024

Goal 6 –Optimized and/or update existing technology to improve accessibility, while ensuring that new technology and digital systems meet accessibility requirements.

Action 6.1: Provide IT employees with training on how to use, implement and support assistive and adaptive technologies, as well as the accessibility capabilities of the IT operating systems.

Lead: Corporate Services – IT in collaboration with Human Resources.
Timeline: 2023-2024(ongoing)

Action 6.2: Same as action 5.2 above.

Lead: Corporate Services – IT
Timeline: 2023-2024

Goal 7 – Ensure websites, web-tools and templates are designed to meet technical and functional accessibility requirements for all users.

Action 7.1 – Perform a comprehensive review of existing digital systems to identify and remove accessibility barriers. Ensure that all information platforms are compatible with current adaptive technology.

Lead: Corporate Services – IT in collaboration with Human Resources
Timeline: 2024

Action 7.2 – Ensure that Voyageur’s website meets WCAG standards.

Lead: Corporate Services – IT

Timeline: 2024-2025

Communications

We need to communicate in ways that ensure our messages are inclusive for all. This includes using plain language in our communications and consistently considering barriers to accessibility when selecting spaces and venues for meetings and gatherings.

Goal 8 – Ensure information is fully accessible: communication systems, processes, products, and services are designed and implemented in accordance with accessibility standards.

Action 8.1: Develop a reference guide for accessible and inclusive communication.

Lead: Corporate Services – Human Resources

Timeline: 2023-2024

Action 8.2: Provide accessible communication training to employees engaged in disseminating information.

Lead: Corporate Services – Human Resources

Timeline: 2024-2025

Action 8.3: Provide guidance, promote, and socialize best practices for events, gatherings, and group communications.

Lead: Corporate Services – Human Resources

Timeline: 2023-2024

Design and Delivery of Programs and Services

The design and delivery of programs and services at Voyageur are not consistently informed by persons with disabilities, and relevant accessibility best practices are not consistently considered and incorporated.

Goal 9 - Develop and deliver accessible and inclusive programs and services to ensure an optimal user experience.

Action 9.1: Develop a process to ensure meaningful consultation with persons with disabilities. Incorporate accessibility best practices where possible in the design and delivery of programs and services.

Lead: Corporate Services – Human Resources

Timeline: 2023-2024

Procurement

The procurement of barrier-free products and services, including adaptive and assistive technologies and devices, is currently done a case-by-case basis. This potentially introduces variation in the accessibility of products and services and it's difficult to consistently apply relevant procurement best practices.

Goal 10 – Make accessibility a key consideration when procuring products and services for employees.

Action 10.1: Identify and compile a list of products and services that have specific accessibility requirements.

Lead: Corporate Services – Human Resources

Timeline: 2023 (ongoing)

Action 10.2: Develop a reference guide and a checklist for accessibility requirements and considerations for products and services that need to be barrier-free.

Lead: Corporate Services – Human Resources

Timeline: 2025

Transportation

Voyageur is a regulated entity in the Transportation Network under the Canada Transport Act (CTA). The Act requires regulated entities to comply with any provisions made under subsection 170(1) of the CTA and the annexed Accessible Transportation for Persons with Disabilities Regulation (ATPDR). Voyageur is not subject to the ATPDR pursuant to subsections 26(2) Charter flights and 64(b) Non-application – certain aircraft, of the regulation.

Goal 11 – Ensure on-going compliance with relevant CTA regulations for accessible transportation. Identify and remove accessibility barriers in our charter and specialty flight services.

Action 11.1: Continue to audit and assess policies and procedures for compliance with the CTA regulations for transportation of persons with disabilities.

Lead: Safety and Risk Management System (SRMS) and Flight Operations

Timeline: 2023 (ongoing)

Action 11.2: Review the ATPDR to identify best practices to incorporate into our Standard Operating Procedures (SOPs) to remove accessibility barriers in the provision of flight services.

Lead: Flight Operations
Timeline: 2023 (ongoing)

Glossary of Acronyms and Terms

a11y

Shorthand for “accessibility” as “a” followed by 11 more letters, followed by “y”.

AAC

Accessibility Advisory Committee.

Access

A place that is easily reached, an environment that is easily navigated or a program or service that can easily be obtained.

Accessibility

The combination of aspects that influence a person's ability to function within an environment.

Accessible Canada Act

The Accessible Canada Act is a law passed in 2019 to make Canada barrier-free by January 1, 2040.

Accessible Communications

Benefits all audiences by making information clear, direct, and easy to understand. It takes into consideration the various barriers to accessing information and provides opportunities for feedback.

Accommodation

The personalized adaptation of a workplace to overcome any barriers faced by persons with disabilities.

Adaptive Device

Any tool used to help an individual with a disability perform activities of daily living.

Alternative (Alt) Text

A short text that is used to describe images.

ASL

American Sign Language

Assistive Technology

Any item, piece of equipment, software program, or product system used to increase, maintain, or improve the functional capabilities of persons with disabilities.

Audible

Related to hearing or sensing sound.

Barrier

A physical, architectural, technological, or attitudinal obstacle, anything that is based on information or

communications or resulting from a policy or a practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Braille

A reading and writing system for people who are visually impaired.

Built Environment

The human-made building and spaces that provide us places to live, work and play. Including homes, buildings, streets, sidewalks, open or green spaces, and the supporting infrastructure such as water or energy supply.

Camel Case

Capitalization of the first letter of each word in a multi-word hashtag. Without Camel Case, hashtags will be read aloud as one long, unintelligible word.

Caption

Captions convey not only the content of the spoken dialogue but also equivalents for non-dialogue audio information needed to understand the program content. It includes sound effects, music, laughter and speaker identification and location.

CART

Communication Access Real-time Translation.

Colour Contrast

The difference in saturation, brightness, and pigment of different elements relative to one another.

CSA

Canadian Standards Association.

Communication

The sharing or receiving of information through verbal or non-verbal ways, including speech or oral communication; writing or graphs, and signs, signals, and behaviours.

Deaf/Hard of Hearing

Partial or total inability to hear in one or both ears.

Decorative Image

An image that does not contain information and is used for visual appeal only. Decorative images do not require Alt Text.

Disability

A physical, mental, intellectual, cognitive, sensory, learning or communication impairment, or a functional limitation, whether permanent, temporary, or episodic in nature, or evident or not, that hinders a person's full and equal participation in society.

Diversity

Diversity is how people are different and the same at the individual and group levels. Organizational diversity requires examining and questioning the makeup of a group to ensure that multiple perspectives are represented.

Chorus Aviation defines diversity broadly to include all aspects of identity. This expanded definition of diversity includes race, religion, gender, disability, personality, learning styles, geography, and functional expertise.

Employee Advisory Committee on Accessibility

The purpose of the advisory committee is to share thoughts on how Public Services and Procurement Canada can remove barriers for departmental employees and how it can support an accessible and inclusive workplace.

Employment

A paid work agreement between an employer and an employee.

Equitable/Equity

A commitment to fairness. Equitable access is different from equal access. Equality means everybody is treated the same. Equity means everybody is treated fairly, based on their needs and abilities.

Inclusion

The act of recognizing, valuing, and building on differences in identity, abilities, backgrounds, cultures, skills, experiences, and perspectives while respecting human rights.

Individual Accommodation Plan

The individual accommodation plan is transferable with the employee throughout their career, whether it is a lateral movement or promotion, within a department or to another department. Transferability eliminates the need for repeated reassessments and renegotiations for support to best perform the job.

Infrastructure:

The “underlying structure” that makes a place livable and keeps its systems working (e.g., roads, sewers, clean water, electricity, and more).

Information and communications technology

Technologies that allow access to information through communication. These technologies include all mediums that can be used to record or store information, and broadcast or transmit information through voice, text, and video.

LSF

French Sign Language

Lived Experience

Lived experience is personal knowledge about the world gained through direct, first-hand (not through technology) involvement in everyday events rather than through examples given by other people.

Negative Bias

A tendency to register negative stimuli more often and to focus on these events. For example, you might be having a great day at work when a co-worker makes an offhand comment that you find irritating. You then find yourself stewing over their words for the rest of the workday.

Plain Language

Language a reader or listener can understand easily and completely.

Procurement

Purchasing or obtaining goods and services. Accessible procurement involves determining what is required for a product or service to be accessible, and either finding ways to procure something that meets those

requirements or, documenting why this is not possible and what will be done if an accessible alternative is requested.

Program design and delivery

Removal of barriers that exclude people with a variety of physical and cognitive disabilities. Accessible design specifically considers the needs of people with disabilities.

Retrofit

To add features that were not included in the original design.

RHFAC

Rick Hansen Foundation Accessibility Certification.

Learn more at: www.rickhansen.com/become-accessible/rating-certification

Systemic barriers

A pattern of behaviour inherent in systems, policies, assistive devices, accessible communications, and accessible and utility design that creates or perpetuates disadvantage for persons with disabilities. It also includes individuals believing their identity will not be valued because they don't see it represented in the organization.

Transportation

To go from one place to another, as by car, train, plane, or ship; take a trip or journey.

Unconscious Bias

Favouritism toward or prejudice against people of a particular ethnicity, gender, or social group influences one's actions or perceptions.

Vision Impairment

Also known as blind, low-sighted, or vision loss is a decreased ability to see to the degree that causes problems not fixable by usual means, such as glasses. It also includes those who have a decreased ability to see because they do not have access to glasses or contact lenses.

World Wide Web Consortium (W3C)

The World Wide Web Consortium sets web technology standards.

Web Content Accessibility Guidelines (WCAG)

The Web Content Accessibility Guidelines define how to make web content accessible to persons with disabilities.







1.0 Voyageur Accessibility Plan 2023-2026 FINAL

Final Audit Report

2023-06-01

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