

# Harbour Air Accessibility Plan Progress Report 2023-2026

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# General

## Statement

Harbour Air's goal is to provide a safe and dignified service for passengers with disabilities, ensuring inclusion and equal participation for all. Harbour Air has a committed focus on identifying, removing, and preventing accessibility-related barriers in key areas of our services, communication, and environment. We are also committed to fostering an inclusive and barrier-free workplace by meeting the requirements of the Accessible Canada Act (ACA) along with adhering to our company policies that address customers and employees' human rights and privacy. The Accessibility Plan is our commitment to support the initiative to make Canada barrier-free by 2040.

In preparation of this Accessibility Plan and identification of accessibility barriers, Harbour Air has consulted with numerous employees from areas of the company along with community members with experience and expertise on accessibility-related transportation matters.

## Corporate Overview

Harbour Air is proud to operate the largest all-seaplane fleet in North America. Our fleet primarily consists of a variety of Canadian built de Havilland Beaver, Single Otter and Twin Otter aircraft which are envied worldwide for their history, craftsmanship, safety record and workload capability. Today, after 39 years in business and more than 40 aircraft, the Harbour Air Group consisting of Harbour Air, Whistler Air and Saltspring Air. With an ongoing focus on safety, service, innovation and the environment, Harbour Air serves an average of 500,000 passenger per year and is now considered a vital transportation link along coastal British Columbia.

## Feedback Process

Harbour Air welcomes all feedback relating to accessibility. Our goal is to empower our teams with knowledge that we will use to work toward a more accessible future. The Safety Manager and their team is designated to receive the feedback on behalf of the Company. They will inform and involve other departments as required based on the content of the feedback. The feedback will also be monitored and reviewed by the Company's Accessibility Committee. Any feedback relating to accessibility is stored in our internal database and kept for 7 years. We will acknowledge all feedback unless it is submitted anonymously.

The Accessibility Plan and Feedback Process are available in the following formats: An electronic version that is compatible with assistive technology is available upon request, large print can be available within 15 days, braille and audio can be available within 45 days. To provide feedback and/or request an alternative format for the Accessibility plan and feedback process, please contact Harbour Air via the contact details below.

**Don McPherson, Safety Manager**

Email: [accessibility@harbourair.com.com](mailto:accessibility@harbourair.com.com)

Phone: 1-604-233-3541

Mailing Address:

Harbour Air

Safety Department

4760 Inglis Drive

Richmond, BC, V7B 1W4 Canada

## Areas Described under Section 5 of the ACA

### Information and Communication Technologies (ICT)

#### Background

Harbour Air is committed to ensuring that the communication available to the public through technology is accessible and compatible with adaptive technologies. Our website, and email communications have been designed in a way that considers accessibility. We are committed to enhancing and improving the way we communicate through our website and always maintaining Level AA compliance of the Web Content Accessibility Guidelines (WCAG). We will continue to identify and address barriers in our technology through consultations with persons with disabilities. These consultations began in May 2023, and will continue as necessary.

Additionally, we recognize the importance of making all our forms and documents accessible on our website. We are committed to housing our documents in one place on the website in accessible PDFs along with providing instructions on how to request alternate formats. We anticipate completion by fall of 2023.

## Summary of Action Items

Action Item	Anticipated Completion
Consultations with people who have disabilities to help identify and remove barriers on our website and other technologies	Ongoing
Hosting all documents in an accessible PDF format on our website	Completed
Enhancing website accessibility based on results from accessibility consultations	Ongoing

## Communication, other than ICT

### Background

Harbour Air is committed to ensuring our staff communicate in language that is informed, respectful, and accessible to persons with disabilities. We are focused on providing our teams with the proper tools and knowledge through regular accessibility-related training. More details regarding training can be found in the *“Design and Delivery of Programs and Services”* section.

When our passenger-facing staff are interacting with any persons with disabilities, we consider their individual needs and ask questions when we are unsure how to best assist. The information we convey on our website and in-flight announcements are all in plain language.

## Summary of Action Items

Action Item	Anticipated Completion
Evaluate content of verbal and visual communication at an airport and in-flight level	Completed
Implement any changes to our bases and in-flight communication based on evaluation	Ongoing
We communicate directly with our customer at the check in areas along with personal briefing by flight crew, and are consistently evaluating	Ongoing

# Procurement of Goods, Services, and Facilities

## Background

Harbour Air has third party suppliers across our network that are intended to fulfill our passenger equipment needs. These contracts are standard across our network and include expectations for appropriate equipment to properly handle mobility aids and assistive devices. We are currently working with engineering firms to develop a lift and process that takes accessibility into higher consideration to assist persons with mobility challenges accessing aircraft. Moving forward, our contracts will include relevant accessibility-related regulations which are applicable under the Accessible Canada Act (ACA) as well as enhanced training requirements for our service providers.

## Summary of Action Items

Action Item	Anticipated Completion
Current evaluating design options to appropriate accessibility lifts for seaplanes	Fall of 2024

# Design and Delivery of Programs and Services

## Background

At Harbour Air, we make sure all our passenger-facing staff receive training about accessibility and how to provide customer service to people with disabilities. In 2017, we developed a thorough accessibility training program. The courses included an annual Disability Awareness online course followed by a *Special one-day Customer Handling, and Best Practices for Assisting Passengers with Disabilities*. The objective of these courses is to empower our staff to provide a predictable and consistent level of customer service for all. We plan to re-launch our accessibility-related training courses next year.

Our priority is to focus on ensuring that our design and delivery is consistent across all areas of the Company. Meaning, verifying that our customer service agents, dock crew and flight crew teams are all aligned. We plan to assess each department’s training needs and adjust as necessary. Following this, our Safety Department will lead a re-launch of Harbour Air’s accessibility-related training as mentioned above.



## Summary of Action Items

Action Item	Anticipated Completion
Assess the need for improvement of accessibility training among different areas of the airline	Fall of 2014
The relaunch of improved accessibility training for different areas of the Company	Fall of 2024

## Transportation

### Background

Harbour Air has had an increased focus on the safe and equitable transportation of passengers and their mobility devices over the last few years. We want our passengers to experience a predictable and consistent level of accessibility accommodations across a barrier-free transportation system. We plan to accomplish this through an increased coordination regarding accessibility between us and our partners in the transportation network.

At all points of our passengers' journey, Harbour Air staff are available for assistance. Depending on the needs of the passenger, we may need advance notice to ensure that we can appropriately fulfill the requests. However, we always make every effort to provide services even when advance notice isn't provided.

We strive to remove and prevent accessibility barriers in the transportation of our passengers by the inclusion of the following services:

- Transportation of Companions
- Transportation of Service Dogs and Emotional Support Dogs
- Transportation of Passengers Requiring an Additional Seat
- Transportation of Mobility Aids and Assistive Devices

An important priority for Harbour Air is assessing and improving the process of providing physical assistance to passengers with disabilities. Over the next three years we will be implementing a quality assurance process to properly evaluate our programs. We plan to consult with subject matter experts to identify any areas of improvement and determine how that will affect our training moving forward.

## Summary of Action Items

Action Item	Anticipated Completion
Implement evaluation process for staff who provide physical assistance to passengers with disabilities	Fall of 2024

## The Built Environment

### Background

Harbour Air operates a core fleet of DHC-3 and DHC-2 aircraft. In addition, we have 3 DHC-6 aircraft and 2 C208 aircraft. All our aircraft hold less than 18 passengers.

Our current focus is evaluating the compatibility of lift systems to improve accessibility to aircraft.

## Summary of Action Items

Action Item	Anticipated Completion
Incorporate accessibility planning into all aspects of our new YVR facility	Ongoing

## Employment

### Background

Harbour Air employs approximately 450 individuals at peak season. We strive to ensure that all people have equitable and barrier-free access to the Company premises as well as fair employment opportunities. The Company is fully committed to ensuring its hiring and employment practices are designed to meet the accessibility needs of its Employees and job applicants with disabilities. This means that their jobs are related to keeping air travel safe. Many of these roles have some restrictions on who can do them, for examples some roles have requirements for vision and physical lifting abilities. However, there are minimal restrictions for office-based roles. We strive to make sure there are no undo barriers to employment for people with disabilities at Harbour Air.

*“At Harbour Air, diversity is important to us, follow this link to learn about how Diversity and Inclusion has always been, and continues to be, a top priority for us. We are proud that our workforce is made up of passionate people from all experiences and backgrounds. We are also committed to employment equity and to fostering an inclusive, accessible environment. We welcome applications from everyone. We will accommodate all applicants throughout the hiring process.”*





## The Built Environment for Employees

The goal of the Built Environment area under the Accessible Canada Act is to ensure all people can move freely around company facilities. Harbour Air buildings and facilities are a combination of owned and leased spaces, which include office space, warehouse space, seaplane bases, and maintenance hangers. Barriers in many of these areas are largely related to older infrastructure which was constructed prior to the existence of current accessibility standards. As facilities are upgraded or replaced, accessibility requirements will be considered as required. Our offices do offer employees accessible parking and an elevator in our newer establishment.

### Summary of Action Items

Action Item	Anticipated Completion
Review training and development programs to ensure persons with disabilities have an equal opportunity for learning and career advancement along with a focus on long term employment retention	Ongoing
Review new processes that include a recruitment strategy to target persons with disabilities	Ongoing
Provide training and guidance for all employees on hiring persons with disabilities	Ongoing
Review interview process to ensure it does not deter applicants with disabilities	Ongoing
Promote flexible work arrangements across the organization	Ongoing
Promote the use of our newly implemented anonymous reporting for persons with disabilities to report on barriers and suggest solutions to improve them	Ongoing
In collaboration with The Health and Safety Committee, assess company-owned establishments and enhance as needed to meet accessibility standards	Ongoing
Implement alternate training formats to accommodate different learning needs	Ongoing

# Provisions of CTA Accessibility-Related Regulations

## Summary

As a federally regulated air carrier, Harbour Air is subject to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) under the Canadian Transportation Agency, which has the goal to remove barriers for persons with disabilities.

Sections of the ATPDR applicable to Harbour Air are: 1-25, 31-41, 43-44, 48-85, 243. Information pertaining to these sections of the ATPDR have been detailed in preceding sections of this accessibility plan.

An Accessibility Committee has been created to discuss the progression of Harbour Air's Accessibility Plan. The committee will discuss action items within the Accessibility Plan, review feedback provided by the public, and provide ideas for future accessibility within each member's respective area. The Accessibility Committee has overlapping members with our Global Diversity, Equity and Inclusion Committee to ensure that our initiatives are properly aligned.

## Consultations

### Summary

Harbour Air has consulted with people who have disabilities in the preparation of this plan. To do this, we met with a number of our people with a variety of disabilities and who have experiences with air travel. They were asked to look at our website, try to book a flight, and try to contact us. We also asked them about their general experiences with air travel. The information they shared with us will be taken into consideration throughout the implementation of our multi-year goals.

Harbour Air is committed to conducting regular consultation with people who have disabilities as we implement this accessibility plan. In the future, we hope to conduct larger consultations directly with our customer base and employees.