



ACCESSIBILITY PLAN

No. 1

THIS PLAN OUTLINES THE COMMITMENTS, AND PROCEDURES OF L R HELICOPTERS INC. IN COMPLIANCE WITH THE ACCESSIBLE CANADA ACT (ACA), ENSURING AN INCLUSIVE AND BARRIER-FREE TRAVEL EXPERIENCE FOR ALL PASSENGERS, INCLUDING PERSONS WITH DISABILITIES.

ISSUE DATE	ISSUED BY	EFFECTIVE DATE
June 28, 2025	Luca Ribetti, President 135 MacLaurin Drive, Springbank Airport Calgary, Alberta T3Z 3S4	June 28, 2025

Contents

1. Accessibility Plan	2
1.1 Introduction.....	2
1.2 Consultation.....	2
2. Executive Summary	3
3. Accessibility Statement.....	3
4. Regulatory Compliance Commitment	3
5. Areas Described Under Section 5 of the ACA	3
5.1 Employment	3
5.2 Built Environment.....	4
5.3 Information and Communication Technologies (ICT)	4
5.4 Communication (Non-ICT)	4
5.5 Procurement.....	4
5.6 Design and Delivery of Programs and Services	5
5.7 Transportation.....	5
6. Consultations	6
6.1 Consultation Process	6
7. Additional Recommended Content	6
7.1 Glossary	6
7.2 Budget and Resources	6
7.3 Training	6
8. Publishing the Accessibility Plan	7
8.1 Alternate Formats.....	7
8.2 Publishing Requirements	7
9. Record-Keeping and Reporting.....	7
9.1 Record-Keeping	7
9.2 Reporting Cycle.....	7
10. Conclusion	7
L R HELICOPTERS INC. Accessibility Feedback Form	8
Introduction	8
Purpose of the Feedback Form.....	8
Feedback Questions	8

Confidentiality and Contact Information	8
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1. Accessibility Plan

1.1 Introduction

L R Helicopters is committed to maintaining the highest standards of safety and efficiency while developing an inclusive and accessible environment for all individuals. Our operations feature a modern fleet dedicated to various aviation services, including charter flights, aerial work and flight training unit. Headquartered in Calgary, Alberta, we aim to lead the industry in operational safety and customer service.

L R Helicopters embraces the principles of the Accessible Canada Act (ACA), which include treating all persons with dignity, ensuring barrier-free access, and involving persons with disabilities in the development and design of policies and services. In 2023, we are proud that 9.41% of our employees self-identify as having disabilities, reflecting our commitment to diversity and inclusion.

We are dedicated to providing our accessibility plan in multiple formats upon request, including print, large print, audio, and electronic formats. For inquiries, feedback, or to obtain copies of our accessibility plan or feedback process details, please contact L R representative via:

- **Email:** info@lrhelicopters.ca
- **Phone:** 403-286-4601
- **Mail Address:** 135 MacLaurin Drive, Springbank Airport Calgary, Alberta T3Z 3S4

1.2 Consultation

In developing this accessibility plan, L R Helicopters consulted with employees who self-identify as having disabilities. This process included discussions with employees facing mobility challenges, and reading and writing challenges, allowing them to contribute insights into all aspects of the plan.

Questions asked during consultations:

1. What challenges have you encountered when interacting with our organization?
 - a. Please describe any difficulties or barriers you have experienced, whether they are physical, technological, communication-related, or attitudinal.
2. Do you have any suggestions for eliminating and preventing these challenges?
 - a. We value your ideas and recommendations for how we can address and prevent the challenges you have identified.
3. Which of these challenges do you believe should be prioritized for resolution?
 - a. Your input will help us prioritize our efforts to make the most impactful changes first.
4. Does our feedback process accommodate your accessibility requirements?
 - a. Please let us know if the process of providing feedback is accessible to you and suggest any improvements, we can make to ensure it meets your needs.

2. Executive Summary

L R HELICOPTERS INC. is committed to improving an inclusive and accessible environment for all individuals. This accessibility plan outlines our policies, programs, practices, and services aimed at identifying, removing, and preventing barriers to accessibility.

3. Accessibility Statement

Accessibility is a core value at L R HELICOPTERS INC. We are committed to fostering an inclusive and barrier-free environment that enables full participation for everyone, including persons with disabilities. Our accessibility initiatives align with the principles of the Accessible Canada Act (ACA), ensuring that all individuals are treated with dignity, have equal opportunities, and can fully engage with our programs, services, and workplace.

4. Regulatory Compliance Commitment

L R HELICOPTERS INC. is fully committed to meeting and exceeding Transport Canada's accessibility requirements under the Accessibility Plans – Regulations of the Canada Transportation Act. Our accessibility plans align with the regulatory standards, and we ensure that all staff receive the necessary training to uphold these commitments.

For more information on the Canada Transportation Act, please visit: [Canada Transportation Act](#).

L R HELICOPTERS INC. adheres to the following regulations to maintain a fully inclusive and accessible environment:

- The Accessible Canada Act (ACA)
- The Canada Transportation Act – Accessibility Regulations
- Transport Canada Aviation Regulations concerning passengers with disabilities
- The Canadian Human Rights Act

We continuously review and update our policies and practices to enhance accessibility and ensure full compliance with these regulations.

5. Areas Described Under Section 5 of the ACA

5.1 Employment

- **Current Level:** We have implemented workplace accommodations and inclusive hiring practices.
- **Goals:**
 - Implement comprehensive accessibility training for all employees by the end of 2025.
- **Actions:**

- Review and update job postings to ensure they are accessible.
- Partner with local disability organizations to recruit candidates with disabilities.
- Develop and deliver accessibility training modules for staff.

5.2 Built Environment

- **Current Level:** Our facilities are located in an older building with limited space, currently accommodating accessibility needs primarily on the main floor.
- **Goals:**
 - Evaluate and plan upgrades to the existing building, consider relocating to a new building, or construct a new hangar/base that fully complies with accessibility standards by the end of 2026.
- **Actions:**
 - Conduct a feasibility study to determine the best option for facility upgrades or relocation.
 - Consult with accessibility experts to ensure any new or renovated facilities meet or exceed current accessibility standards.
 - Allocate resources and budget for the planned upgrades, relocation, or new construction.

5.3 Information and Communication Technologies (ICT)

- **Current Level:** Our website and booking systems are partially accessible.
- **Goals:**
 - Achieve full compliance with WCAG 2.0 AA standards by end of 2025.
- **Actions:**
 - Conduct an accessibility audit of the website and digital platforms.
 - Implement necessary changes to meet WCAG 2.0 AA standards.
 - Provide ongoing training for the IT team on accessibility best practices.

5.4 Communication (Non-ICT)

- **Current Level:** Standard communication methods may not be accessible to all.
- **Goals:** Ensure all non-digital communication is accessible by the end of 2025.
- **Actions:**
 - Train staff on accessible communication techniques.
 - Provide alternative formats for printed materials upon request.
 - Implement a policy for using plain language in all communications.

5.5 Procurement

- **Current Level:** Our procurement processes do not fully consider accessibility.
- **Goals:**
 - Integrate accessibility criteria into all procurement processes within by the end of 2025.
- **Actions:**

- Review and update procurement policies to include accessibility requirements.
- Train procurement staff on evaluating accessibility features of goods and services.
- Partner with suppliers who demonstrate a commitment to accessibility.

5.6 Design and Delivery of Programs and Services

- **Current Level:** Our helicopter services are generally accessible, but improvements can be made.
- **Goals:**
 - Ensure all programs and services are fully accessible within by the end of 2026.
- **Actions:**
 - Conduct an accessibility review of all programs and services.
 - Implement changes based on review findings to remove barriers.

5.7 Transportation

- **Current Level:** L R Helicopters Inc. complies with Transport Canada's requirements. While our helicopters cannot accommodate wheelchairs directly onboard, we regularly host tours for wheelchair users by providing the necessary assistance for boarding and seating.
- **Accessible Boarding Procedures:**
 - Due to the design of helicopters, wheelchairs, especially heavy power ones, cannot be taken onboard. For sightseeing tours without stops, this isn't an issue. For trips with intermediate stops or different destinations, arrangements can be made for folding or collapsible manual wheelchairs. It's crucial to discuss these arrangements with us before booking.
 - Boarding a helicopter is simpler than boarding a commercial airplane. There's no security screening or pat downs.
 - Our process involves:
 - Bringing the wheelchair as close as possible to the helicopter.
 - Assisting the passenger in transferring to the helicopter seat, with help from the pilot and staff.
 - Ensuring clear communication about the assistance needed, which helps make the transfer safe and comfortable.
 - Securing the passenger in the helicopter seat with a harness for safety. The wheelchair is then stored safely until the passenger's return.
 - **Passengers requiring assistance will receive individualized safety briefings (per COM Chapter 7.13).**
- **Goals:**
 - Enhance the boarding process and improve communication with clients to provide optimal assistance by the second quarter of 2025.
- **Actions:**
 - Conduct a thorough review of our helicopter services to identify any accessibility issues.
 - Implement changes to our facilities and procedures to enhance accessibility, such as adding devices to assist with boarding.
 - Train our pilots and ground staff to better assist passengers with disabilities.

- Develop a clear process for passengers to request accommodations, including boarding assistance.
- Ensure effective communication with clients about the assistance they will need and the best ways to provide it.

6. Consultations

6.1 Consultation Process

- **Participants:** Consultations were held with employees with disabilities and will be held with local disability organizations and clients.
- **Methods:** Used a combination of surveys, focus groups, and one-on-one interviews.
- **Feedback:**
 - Key barriers identified included physical access to helicopters, lack of accessible digital content, and the need for more inclusive communication practices.
 - Suggestions included more comprehensive training for staff and better use of technology to improve accessibility.

7. Additional Recommended Content

7.1 Glossary

- **Accessibility:** The quality of being easy to approach, reach, enter, speak with, or use.
- **Barrier:** Anything that hinders full and equal participation in society for persons with disabilities.
- **Disability:** Any impairment that hinders a person's full and equal participation in society.

7.2 Budget and Resources

- **Allocation:** To be determined for accessibility improvements over 2024 to 2026.
- **Resources:** Purchasing assistive technology, providing staff more training, update build or new building.

7.3 Training

- **Programs:**
 - Accessibility training modules for all employees.
 - Specialized training for HR and procurement staff on inclusive practices.
 - Update training for pilots and ground staff on assisting passengers with disabilities.

8. Publishing the Accessibility Plan

8.1 Alternate Formats

- **Available Formats:** Print (15 days), large print (15 Days), Braille (50 days), audio (30 days), and electronic (15 days).
- **Request Process:** Contact the Accessibility Officer to request the plan in an alternate format at info@lrhelicopters.ca

8.2 Publishing Requirements

- **Digital Presence:** The plan will be published on our website at www.lrhelicopters.com.
- **Physical Copies:** Paper copies will be displayed at all Head office.

9. Record-Keeping and Reporting

9.1 Record-Keeping

- **Actions:** Detailed records of barriers identified, steps taken to remove them, and consultations held.
- **Feedback Process:** Maintain records of feedback received and responses given.

9.2 Reporting Cycle

- **Year 1:** Publish the accessibility plan and feedback process description.
- **Year 2 and 3:** Publish progress reports on the implementation of the accessibility plan.
- **Year 4:** Publish an updated accessibility plan.

10. Conclusion

L R HELICOPTERS INC. is committed to creating an inclusive and accessible environment. This plan outlines our ongoing efforts to identify, remove, and prevent barriers, ensuring full participation for all individuals. We will continuously update and improve our practices in consultation with persons with disabilities to achieve a barrier-free environment.

L R HELICOPTERS INC. Accessibility Feedback Form

Introduction

At L R HELICOPTERS INC., we are dedicated to creating an inclusive and accessible environment for all of our clients, employees, and visitors. Your feedback is invaluable to us as we strive to identify, remove, and prevent barriers to accessibility within our organization. By sharing your experiences and suggestions, you help us improve our services and ensure that everyone can fully participate in all that we offer.

Purpose of the Feedback Form

This feedback form is designed to gather insights and experiences from individuals who interact with our organization. Your input will help us understand the challenges faced by persons with disabilities and guide us in making meaningful improvements. We are committed to acting on your feedback to create a more accessible and welcoming environment.

Feedback Questions

1. What challenges have you encountered when interacting with our organization?
 - a. Please describe any difficulties or barriers you have experienced, whether they are physical, technological, communication-related, or attitudinal.
2. Do you have any suggestions for eliminating and preventing these challenges?
 - a. We value your ideas and recommendations for how we can address and prevent the challenges you have identified.
3. Which of these challenges do you believe should be prioritized for resolution?
 - a. Your input will help us prioritize our efforts to make the most impactful changes first.
4. Does our feedback process accommodate your accessibility requirements?
 - a. Please let us know if the process of providing feedback is accessible to you and suggest any improvements, we can make to ensure it meets your needs.

Confidentiality and Contact Information

Your feedback is confidential and will be used solely for the purpose of improving our accessibility practices. If you would like to be contacted regarding your feedback, please provide your contact information below. Otherwise, you may submit this form anonymously.

Thank you for taking the time to provide your valuable feedback. Your contribution is crucial to helping us achieve our goal of a barrier-free and inclusive environment for everyone.

If you require this form in an alternate format or need assistance completing it, please contact our Office at 403-28-4601 or info@lrhelicopters.ca.

The form will be created using Microsoft Forms under the L R HELICOPTERS INC Office 365 account.

Link to form: <https://forms.office.com/r/NjjgsfnSpQ>

