



Accessibility Plan Progress Report #1

Montair Aviation Inc.

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Glossary

Accessibility

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services, equipment and facilities are purchased, used or modified so that they can be equally enjoyed by all.

Accessibility Coordinator

A designated employee of Montair that is responsible for receiving, organizing, recording and distributing information and feedback related to accessibility at the company. They will facilitate and track action items in the Accessibility Plan.

Accessibility Plan

Refers to this plan, developed by Montair, to meet our obligations of the Accessible Canada Act.

Accommodation

This is a modification to rules, policies, practices, or tasks to ensure that a person can fully participate in the workplace, without discrimination.

Assistive or adaptive device/technology

A device, system or equipment designed to help a person do a task. Examples include canes, crutches, walkers, wheelchairs, hearing aids and personal emergency response systems. They can also be IT-related items such as screen-reading software.

Barrier

Anything physical, technological or related to building design, environment, attitude, policy or practice that does or could prevent the full and equal participation of persons with a disability.

Disability

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

Inclusion

The act of including someone or something as part of a group. An inclusive workplace is fair, equitable, supportive, welcoming and respectful. Inclusion values and leverages differences in identities, abilities, backgrounds, cultures, skills, experiences and perspectives.

Abbreviations

ACA	Accessible Canada Act
ACR	Accessible Canada Regulations
ICT	Information and Communication Technologies
TC	Transport Canada
VRS	Video Relay Service
WCAG	Web Content Accessibility Guidelines

General

This progress report has been completed on May 27, 2025 to meet Montair Aviation's obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). It has been completed by Montair's Accessibility Coordinator. The accessibility coordinator will continue to receive feedback on Montair's behalf.

This progress report provides updates on the progress the company has made in completing action items from our Accessibility Plan for the period March 19, 2025 to May 27, 2025. Montair Aviation is aware that our Accessibility Plan and Feedback Process was published March 19, 2025, after the target deadline. This was due to the interpretation of the Act and originally being told we were exempt due to being a training facility. This progress report will cover the time from publishing the plan until publishing the progress report. Even with a shortened time frame Montair is committed to making its workplace barrier free and has made progress in the past few months.

Feedback

How to provide feedback

Please send your feedback to our Accessibility Coordinator.

You can send your feedback by email, phone, mail, social media or our feedback form using the contact information listed below. You can also choose to send your feedback anonymously.

We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback was provided anonymously. This will be sent to you within 30 days of receipt, if you provide your contact information. We will acknowledge receipt of the feedback and, if able, provide an update on how we will use the information. We may ask you to provide additional information so that we are sure that we have understood your feedback clearly.

Feedback received through our social media accounts will be forwarded to our Accessibility Coordinator for collection, review and response as required.

Any feedback received by phone will be transcribed into a written record and the content confirmed with the contributor before being given to the Accessibility Coordinator.

If you would like to visit us in person to provide feedback, please come into our office and ask for the Accessibility Coordinator (Monday to Thursday, 9am to 3pm only).

How to Request Alternate Formats?

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days.

Contact Us

Email: accessibility@montairaviation.com
Phone: +1 (604)-465-8825 or +1 (866) 975-6668
(press "0" for Dispatch)
Mail: #160-18799 Airport Way,
Pitt Meadows, BC V3Y 2B4
Online Feedback Form: <https://formurl.com/to/acc-feedback>
Social Media: Please post your request or comment and this will be passed on to the Accessibility Coordinator who will respond.

Feedback can be provided by phone in American Sign Language by using a Video Relay Service.

Feedback this Progress Report

At this point there has been no feedback received through email, phone, mail, social media or the online feedback form.

- Zero feedback submissions received

Montair takes feedback very seriously. If feedback is received in the future, we will follow up with the accessibility coordinator and assign responsibility to them for addressing feedback related to their roles and responsibilities. The feedback will also be discussed at the monthly Accessibility Committee meetings.

Although there was no feedback received Montair is actively researching and modifying our policies and processes to remove any barriers that may be presented.

Consultations

Montair Aviation reviewed and followed the Guidance on the Accessible Canada Regulations – Consulting Persons with Disabilities during the consultation process for our first progress report. Montair researched various organizations and individuals that could help us with the consultation process for this progress report. It was determined it is hard to find organizations and people with disabilities that are willing to work with Montair through the consultation process. It was determined through our initial survey an employee's family member has a mobility disability. It was discussed with the employee and the family member was willing to consult with Montair with the employee's assistance.

- We consulted through:
 - Survey(s) (online / print)
 - Discussion groups (online / in-person)
 - Other (*specify*): Employees' family member whom presented themselves as having a mobility disability as they were confined to a wheelchair. The consultation was done with both the employee and their family member through reference to our current progress and specific questions were asked.
- Dates / time periods of consultations: May 8 to May 27, 2025
- Locations of our consultations (if in-person): Person's home
- We asked participants the following questions:
 - *In your opinion how does our progress of recognizing and removing barriers compare to other places, and companies you visit?*
 - *Do you see other places addressing accessibility issues and removing barriers?*
 - *What are some of the most common barriers you see?*
 - *Do you have suggestions on barriers we might have missed or haven't thought of?*

- *How do you rate our organization's success in implementing its Accessibility Plan and completing tasks relating to removing accessibility barriers (good, fair, poor)?*
- *Any suggestion on how we can improve our progress?*
- *Our Accessibility Plan allows for a 3-year timeline to remove and prevent barriers, do you feel 3 years is a fair timeline or too long?*
- *Would you be willing to consult and help Montair with our Accessibility Plan in the future?*

Accessibility:

We made our consultations accessible by:

- Ensuring our venue was wheelchair-accessible
- Consultation documents were available in accessible formats
- Provided sign language interpreters on request
- Provided closed captioning on request
- Other: We allowed the consultation to be done at the person's home.

Who we consulted:

- Individuals with disabilities
- Disability organizations
- Accessibility experts
- Disability experts
- Total number of participants (not including members of our organization): 2
- Number of participants with disabilities: 1
- Types of disabilities represented: Mobility (uses wheelchair)

What we learned through the consultation process, answers to the questions:

- When asked how does our progress of recognizing and removing barriers compare to other places, and companies you visit they replied other places usually have an automated door and elevator for 2nd floor access.

- When asked do you see other places addressing accessibility issues and removing barriers they answered there are many companies that still have no washrooms accessible to wheelchairs or ramps to get into the business.
- The most common barriers they see are non-accessible washrooms, no ramp access to buildings and doorways too narrow for wheelchairs.
- They suggested to move the classroom to the main level and the instructor room and boardroom upstairs.
- They rated Montair's success as "fair" in implementing its Accessibility Plan and completing tasks related to removing accessibility barriers as Montair has taken lots of action but there is quite a bit more to do in their opinion.
- In order to improve our progress, they said to keep moving forward.
- They felt that wheelchair accessibility should be addressed sooner than 3 years.
- They had no other suggestions and they are willing to consult and help Montair with our Accessibility Plan in the future.

How we will move forward with what we learned through the consultation process:

Montair Aviation feels the consultation process for Progress Report #1 is very helpful in understanding barriers faced everyday by persons with a mobility disability. The information gathered through the consultation process will be discussed at our monthly accessibility committee meeting and the suggestions will be incorporated into our accessibility planning.

Progress made in the Areas in Section 5 of the Accessible Canada Act (ACA)

Employment

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: Inclusivity for job postings.

Progress Update: We have added an accessibility statement to all job postings. We currently have 3 job adds posted and they all state; "At Montair, we strive to create a space that eliminates barriers for all people and empowers them to achieve their highest potential. We invite women, visible minorities, Indigenous People, People with Disabilities, people of all sexual orientations and gender identities, and all people wanting to work for the betterment of our organization, to apply." This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines. We have completed all items as due within 6 months of releasing our plan.

The Built Environment

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: Main entrance door not automated.

Progress Update: Posted a sign at the main entrance door "If you are unable to open this door or require any other assistance to access the building, please ring the doorbell and somebody will come to assist you". Research for an automatic door installation is ongoing and this has been added to our ongoing contractor list to ensure it is addressed next time construction is being done. This was completed within 2 months; this is ahead of our target timeline of 3 months as set out in our Accessibility Plan.

Barrier 2: Second floor access only via stairs.

Progress Update: Created a policy to ensure this is not a barrier for students or employees. If it is identified that a student or employee cannot access the second floor, accommodations will be made to allow the student to use the boardroom or dispatch area for flight planning and briefings. For employees', office space will be allocated on the first floor. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

Barrier 3: Employees not aware of the accessibility act and how to identify barriers and accommodate.

Progress Update: Training has been created and has been issued to all employees. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

Barrier 4: Washroom not fully accessible.

Progress Update: The lower floor washroom was examined and a detailed list was created to determine how to make the washroom accessible. This is added to the contractors list. This was completed within 2 months; this is ahead of our target timeline of 12 months as set out in our Accessibility Plan.

An accessibility committee was formed and will meet after each Health and Safety Committee meeting. The accessibility committee will research the feasibility of facility design changes and universal design principles. Subject matter experts will be invited to attend as required.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines. We have completed all items as due within 6 months of releasing our plan.

Information and Communication Technologies (ICT)

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: No availability, awareness or training for assistive devices and systems for other technologies.

Progress Update: We have started to take an inventory of all IT systems. At this point it was determined the printer/copier has accessibility options. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

Barrier 2: A lack of knowledge or experience on the barriers faced by persons with disabilities.

Progress Update: As we have published the company's Accessibility Plan on the website and available in print in dispatch we can help educate students and employees on the barriers faced by persons with disabilities.

Barrier 3: No acknowledgement of Montair's goal and commitment to removing barriers for persons with disabilities.

Progress Update: A company accessibility statement has been developed and will be on the company's website. This was completed within 2 months; this is ahead of our target timeline of 3 months as set out in our Accessibility Plan.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines. We have completed all items as due within 6 months of releasing our plan.

Communication (other than ICT)

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: Employees not aware of the accessibility act and how to identify barriers and accommodate.

Progress Update: An Accessibility Coordinator has been appointed. They will be responsible for developing a process for responding to requests for accessible supports and services and communicate/coordinate training for employees, as identified in this Plan. They shall also track progress on action items and report to the Accountable Executive. Training has been created and has been issued to all employees. This was completed within 2 months; this is ahead of our target timeline of 3 months as set out in our Accessibility Plan.

Barrier 2: Phone calls audio only.

Progress Update: Training for Dispatchers on the Video Relay Service has been created. VRS will allow dispatchers to communicate over the phone with someone with a hearing disability. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

Barrier 3: Current document format not accessible.

Progress Update: Research has begun to find service providers that can create alternate formats of documents. It has been determined adobe has accessibility features. This was completed within 2 months; this is ahead of our target timeline of 6 months.

The Procurement of Goods, Services and Facilities

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: No policies currently exist to promote accessibility

Progress Update: We have begun asking contractors and consultants to tell us how the services they provide will be accessible and if they have any accessibility requirements to deliver their services. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines. We have completed all items as due within 6 months of releasing our plan.

The Design and Delivery of Programs and Services

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: Obtaining a Transport Canada Medical with a Disability.

Progress Update: The senior flight instructional team conducted a review of Transport Canada regulations and medical standards. We now understand the Transport Canada standards for students obtaining a medical. If this comes up during the admissions interview the student will be directed to the CFI or Assistant CFI to review the standards. They will be advised to obtain a medical prior to enrollment. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines.

Transportation

We have made the following progress in removing the barriers identified in our Accessibility Plan:

Barrier 1: Non-accessible transportation.

Progress Update: We have a list of accessible taxi cab companies and this will be provided to employees during training and company events. This will now provide an option for accessible taxi service. This was completed within 2 months; this is ahead of our target timeline of 6 months as set out in our Accessibility Plan.

We will continue to complete items as outlined in the Accessibility Plan and will try to work ahead of the target timelines. We have completed all items as due within 6 months of releasing our plan.

Other Progress

Montair held its first Accessibility Committee meeting on April 29, 2025. The Accessibility Plan was discussed in detail. The Accessibility Committee meeting will ensure accessibility is discussed in all matters related to Montair. The committee will ensure we build accessibility into everything we do. Every employee in our organization has a role to play, from our senior managers to our front-line staff.

What Montair has Learned

Through the process of publishing the plan and progress report we continue to learn the importance of awareness of the challenges that persons with disabilities face. We will continue to improve how we actively look for the involvement of persons with disabilities when developing programs, policies, operational practices and facility changes.

Thinking of the progress we have made we have realized certain barriers needed to be addressed on a priority basis because they posed safety risks. Also due to being a relatively small company with an employee shortage we have encountered challenges such as those of a logistical and budgetary nature, which means more time may be needed to remove certain barriers; and discovery of new barriers.

Montair has developed our own training as we learned finding an internal training source is hard due to very few resources available.

Conclusion

Montair will continue working on our action items, track progress and complete regular reviews of how we are doing and what we can improve. We will publish a report annually to report our progress to make sure we are meeting the remaining accessibility goals and removing or preventing the remaining barriers that were identified in our Accessibility Plan.

Montair will continue to encourage feedback using our feedback process and indicate that the feedback will be used to help us to fully implement our Accessibility Plan. All feedback will be discussed at the accessibility committee meeting to ensure we are always improving our Accessibility Plan.

The next progress report will be published by June 2026 following which a new Accessibility Plan will be published by June 2027.