

**General**

Central Mountain Air is a western Canadian privately owned and operated company. We offer a family-oriented, team-based work environment with a focus on safety, on-time performance, and exceptional customer service. We pride ourselves in being an equal-opportunity employer and value diversity in our workplace.

The Human Resources Manager is designated as responsible for receiving feedback regarding this plan on behalf of Central Mountain Air. All feedback that is submitted will be acknowledged in the same way it was received.

This accessibility plan and additional information about Central Mountain Air's accessibility services are available online at: <https://www.flycma.com/>

You can provide accessibility feedback (including feedback on this plan), request an alternate format of our Accessibility Plan, or request a description of our feedback process via any of the below options:

**Mailing Address:**

Human Resources Department  
998 6431 Airport Road South  
Smithers, British Columbia  
V0J 2N0

**Email:**

[cma.hr@flycma.com](mailto:cma.hr@flycma.com)

**Phone:**

1(888) 359 2620

**Online Anonymous Feedback:**

- Please note, feedback is submitted anonymously unless you choose to identify yourself.

<https://www.flycma.com/accessibility-form>

**Accessibility Statement**

Central Mountain Air recognizes that persons with disabilities are equal participants in all areas of life and therefore should be involved in all decision-making on policies, programs, practices, and service delivery. As part of this recognition Central Mountain Air abides by the following foundational principles regarding accessibility:

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation where possible, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
5. Policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.

6. Persons with disabilities must be involved in the development and design of policies, programs, services, and structures.
7. The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

### **Definitions**

While reading this report, please keep in mind the following definitions:

**Barrier:** Anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of 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.

**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.

### **Employment**

We inform all employees, new and existing, of our accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that consider an employee’s accessibility needs due to a disability.

We are committed to fair and accessible employment practices. To achieve this, we follow the procedures below:

- **Recruitment:**
  - A disclaimer is included on all job postings indicating we are an equal opportunity employer.
  - During the interview process we ensure that accessibility accommodations are available upon request to support candidate participation.
  - When offering a job to a successful candidate, we ensure where possible accessibility accommodations are available upon request.
- **Onboarding:**
  - We invite all new employees to participate in our Workforce Survey. Data collected from these surveys helps to facilitate accurate Workforce Analysis and guide our employment equity plans.
- **Training:**
  - We are committed to provide training as per the requirements of Canadian Labour Code, as it applies to people with disabilities.
  - To ensure we meet this goal, we provide training to all new hires on accessibility, as it relates to each employee’s duties within the organization.

### **The Built Environment**

We strive to provide a built environment for our employees and customers that is barrier-free. Further to this, we inform staff of Accessibility considerations in the built environment. This is achieved by updating policies, procedures, guidelines, programs, and services to be written with the built environment and

Accessibility in mind. As a long-term goal, we intend to develop information sessions regarding Accessibility in the Built Environment information.

**Improvements for Employees:**

**Training:**

Employees with a learning disability are provided additional accommodations, such as extra time to complete tests during orientation training, read aloud functions for training materials, and the ability to enlarge fonts.

**Ergonomic Assessment Program**

Our ergonomic assessment program allows employees to identify and address any necessary accommodations to the working environment that will allow them to fulfill the requirements of their positions without undue barriers. The assessment is available to all Central Mountain Air employees.

**Emergency Response Plan**

Central Mountain Air has incorporated instructions into our emergency response plan specifically for people with disabilities and communicated those details to our organization.

**Improvements for Customers**

We are committed to providing safe passenger travel for all our customers, including those with disabilities. As such, we have made significant improvements to our embarking and disembarking procedures, including the implementation of a wheelchair accessible ramp at our Vancouver, BC Base.

We have existing Accessibility procedures that all Flight and Ground Crew members receive initial and refresher training on. These procedures include:

- Pre-boarding procedures
- Individual safety briefings
- Braille safety demonstration cards
- Service Animals
- Boarding procedures with the use of Washington Chairs

**Information and Communication Technologies (ICT)**

Information and Communication Technology (ICT) Accessibility is the digital equivalent of accessibility in the physical environment, and we are committed to making our information and communications accessible to persons with disabilities where needed.

**Improvements for Customers**

To remove communication barriers, we have improved the accessibility of our website with the implementation of the TAB key to assist in navigation.

We are currently working towards:

- Improving colour contrast
- Removing barriers for those with impaired vision

**Improvements for Employees**

Telephone headsets used by our staff are noise-cancelling USB headsets, offering employees the functionality to work in open office settings without interruption. Every employee can control the specific volume of their USB headset via the sound control panel. We provide hearing impaired

employees with their own special headsets to meet their needs, upon request. In addition, the graphic settings for all users in our organization are unlocked, allowing each team member to change the resolution size on their screens to smaller or larger fronts depending on their visual needs. Finally, our quarterly townhall sessions are provided to all employees in an accessible format, through Microsoft Teams.

### **Communications, other than ICT**

Accessibility must be built into all areas of communication to meet a wide range of needs. We are committed to utilizing communication products and systems that are accessible by default. Clear, direct, and easy to understand communication removes barriers, and allows everyone to use the information, services, participate in consultations, conversations, and attend events.

Accessibility is given priority during the development of presentations, controlled documents and considered when planning events. Our long-term goal is to exceed all accessibility standards for internal and external web content, and to support access to sign language interpretation.

### **Procurement of Goods, Services, and Facilities**

We recognize that consideration of accessibility at the outset can cost less than adapting, modifying, or replacing products or services thereafter. Accessibility requirements are taken into consideration in various aspects of procurement to reduce, eliminate, and prevent barriers.

We ensure our suppliers are aware of our supplier's Code of Conduct and are currently working towards updating our Code of Conduct to ensure that accessibility must be taken into consideration in the procurement process.

### **Design and Delivery of Programs and Services**

Where possible, we are striving to design and deliver programs and services that are accessible to all, including persons with disabilities. As part of this, we take feedback regarding the accessibility of our programs and services seriously. All department staff and contractors are aware of Accessibility considerations in the Design and Delivery of Programs and Services.

### **How we will get there:**

Ensure employees are aware of the Accessibility considerations in Design and Delivery of Programs and Services. Based on feedback collected, when necessary, we will conduct reviews of policies, guidelines, programs, and services to identify how we can make our services and workspaces more accessible and inclusive.

### **Transportation**

We are working to prevent barriers in the transportation used to access our services.

### **Improvements for Customers**

We provide accessible transportation to and from our terminals for customers with disabilities and our departure lounges have been designed to ensure they are accessible to everyone, with the follow features:

- Accessible washrooms
- Barrier-free entrance/exit doors
- Barrier-free signage

The following items on our aircrafts meet the criteria set out by Transport Canada to ensure our fleet is accessible and barrier-free:

- Signage, lighting, integrated boarding stairs, handrails, floor surfaces, and tactile row markers
- floor space to accommodate service animals, and designated space for passenger-owned wheelchairs.
- Accessible washrooms

We conduct regular maintenance checks to ensure that our aircraft accessibility features meet these standards.

#### **Provisions of CTA accessibility-related regulations**

Central Mountain Air is a large transportation provider under the definition used in the [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR). As such, we comply with the sections applicable to Aircraft and Air Carriers under Parts 1, 2, and 3 of the Regulations.

#### **Consultations**

In preparation for the creation of Central Mountain Air's Accessibility Plan, we consulted both employees and customers through the use of anonymous surveys. This approach ensured that the feedback provided was honest and direct while ensuring that the privacy of all participants was protected. The feedback gathered during consultations was reviewed in depth and preserved as a benchmark in our process of achieving barrier-free workspaces and services.

As part of our dedication to Accessibility for all, Central Mountain Air has implemented barrier-free feedback channels that empower our employees, customers, and members of the public to assist us in improving our services, facilities, and workplaces.