



Accessibility Progress Report

Name of Organization: SkyCare Air Ambulance and Charters

Introduction

The Accessible Canada Act (ACA) is a federal law that aims to identify, remove and prevent barriers facing people with disabilities. The Accessible Canada Regulations (ACR) set out regulatory obligations for organizations that are subject to the ACA.

This report provides an overview of SkyCare's ongoing efforts to improve accessibility across the organization in accordance with the requirements of the Accessible Canada Act (ACA). It outlines the progress being made to identify, remove, and prevent barriers while strengthening accessibility across all operational areas identified in SkyCare's Accessibility Plan. This progress report follows the mandatory headings specified in the ACA and provides additional information beyond the regulatory requirements to offer a comprehensive understanding of our ongoing efforts.

SkyCare is committed to ensuring equal access and participation for individuals with disabilities by identifying, removing, and preventing barriers. We are dedicated to treating everyone with dignity and independence and to meeting the standards set by the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

General

Accessibility coordinator and Designated Contact for Feedback:

Name: Chris Opina

Position: HR and Payroll Supervisor

Email Address: Chriso@skycare.ca

Phone Number: 1-807-737-0039

Mailing Address: 17 Airport Rd, Sioux Lookout, Ontario P8T 1A3

Other Communication Channels:

Website: www.skycare.ca

Social media: @flyskycare (Instagram ) , @SkyCare (Facebook )

We encourage customers and employees to provide feedback on our accessibility plan or report barriers using the contact details above. All feedback will be directed to the Director of Human Resources, with responses provided within seven business days. Feedback records will be maintained by the HR team.

Summary of Progress:

SkyCare is making ongoing progress toward enhancing accessibility across its facilities, services, and communications. Efforts are focused on reviewing accessibility needs, improving feedback processes, and identifying opportunities to reduce physical and digital barriers across the organization. Work is continuing to strengthen accessibility measures and support long-term improvements.

Areas of Progress

1. Employment

SkyCare is actively working to strengthen an inclusive work environment. This includes reviewing and enhancing hiring practices to improve accessibility, such as offering accessible interview formats, evaluating workplace accommodation processes, and expanding professional development opportunities for employees with disabilities. We continue to assess our employment practices and are identifying additional improvements to be implemented during the next reporting period.

2. Built Environment

Accessibility reviews are currently underway across SkyCare bases to identify areas for improvement. This includes ensuring accessible parking, ramps, and washrooms at all locations. We are in the process of redesigning some of our office spaces to create barrier-free workstations and waiting areas. Completion of these updates is expected within the next year.

3. Communications

SkyCare is in the process of expanding access to information by ensuring key documents, including policies, plans, and reports, can be made available in accessible formats such as large print upon request. We are also working to increase staff awareness and training on effective communication practices for individuals with various disabilities.

4. Transportation

Accessible vehicles are available to employees and customers traveling to and from our locations. We are assessing existing mobility supports and exploring additional options to improve travel accessibility for individuals with disabilities. Ongoing evaluations will identify future enhancements to better support accessible transportation needs.

Accessibility Achievements

- Most of SkyCare's recreational activities are held in wheelchair-accessible venues.
- Accessible parking is available at the Sioux Lookout base (YXL) as well as at other base locations.
- Walkways at all SkyCare bases are designed to be wide enough for wheelchair users, with ramps installed wherever there are stairs.
- Each base has at least one accessible washroom that accommodates wheelchair users.
- All SkyCare offices are equipped with appropriate lighting to support individuals with visual impairments.
- Assistive devices, such as wheelchair lifts, are available on-site to support mobility needs.

- Inclusive policies and procedures are in place and continue to be reviewed to ensure accessibility for individuals with disabilities, including those accompanied by service animals.
- Support persons accompanying individuals with disabilities are welcomed and accommodated at all SkyCare locations.

Accessibility Barriers

- The older hangar at the Kitchener base and the headquarters in Sioux Lookout currently lack automatic doors, which can pose a challenge for individuals with mobility impairments.
- Accessible washrooms with features such as alarm systems, adequate space, and appropriate support fixtures are still needed for staff, clients, and visitors with mobility challenges.
- Additional accommodation may be necessary for staff with visual or hearing impairments. These may include installing hearing loops and providing equipment manuals in alternative formats such as Braille or large print.

Consultations

Consultation Process:

SkyCare is conducting employee feedback initiatives to better identify accessibility barriers and gather input on how the organization can continue improving inclusivity. This process is focused on understanding areas where additional support or improvements may be needed, while also evaluating the effectiveness of current accessibility plans and initiatives. Feedback gathered through these efforts will help guide future accessibility enhancements and action planning.

Consultation Topics:

- Accessibility of SkyCare’s website and digital content
- Availability of assistive devices in SkyCare offices
- General feedback on physical barriers at SkyCare locations
- Service delivery experiences for individuals with disabilities

Action Based on Consultations:

Action 1 – Establish Accessibility Point of Contact & Committee	
<p>Initiatives/Actions Management is in the process of designating an Accessibility Coordinator to oversee accessibility initiatives and support implementation efforts across the organization.</p> <p>As SkyCare continues to grow, management plans to establish a formal Accessibility Committee once the organization exceeds 500 employees.</p>	<p>Expected Outcomes A structured working group with defined responsibilities, multi-year timelines, and detailed implementation plans.</p> <p>Active participation in the development, implementation, review, and ongoing updates of SkyCare’s Accessibility Plan.</p>

Action 2 – Staff Awareness and Training	
<p>Initiatives/Actions HR is working toward providing accessibility awareness and training sessions for managers, program staff, and frontline employees.</p> <p>Management will continue to recognize accessibility milestones and share updates through staff meetings and the organizational newsletter.</p>	<p>Expected Outcomes Increased staff understanding of accessibility principles and their role in supporting implementation of the Accessibility Plan.</p> <p>Improved visibility of progress related to accessibility initiatives across the organization.</p>
Action 3 – Monitor Progress	
<p>Initiatives/Actions The Accessibility Coordinator, together with the HR team, will monitor progress, identify challenges, and track accommodation requests, including those involving policy or equipment with budgetary considerations.</p> <p>Accessibility-related planning and budget requirements will be incorporated into future operational planning processes.</p> <p>Progress updates related to accessibility compliance will be included in SkyCare’s annual report and posted on the company website. The Accessibility Plan will be reviewed and updated at least once every five years.</p>	<p>Expected Outcomes Senior management remains informed of progress toward accessibility compliance and can proactively plan for future improvements.</p> <p>Annual reporting reflects measurable progress on accessibility initiatives.</p> <p>SkyCare’s Accessibility Plan remains publicly available, and accessible in alternate formats upon request.</p>

Conclusion

SkyCare remains committed to fostering an accessible and inclusive environment for all individuals. While progress is ongoing, we recognize that continued review and improvement are necessary. We will continue to gather feedback, assess accessibility needs, and identify opportunities to address existing barriers while working to prevent new ones from emerging.

Glossary

Accessibility: The practice of making physical spaces, technologies, communications, and services accessible to individuals with disabilities.

Assistive Technology: Tools or devices that help individuals with disabilities perform tasks they might otherwise find difficult.

Barrier: Any factor, physical, technological, or otherwise, that limits or prevents access for people with disabilities.