

General

Kelowna Flightcraft Air Charter Ltd. (dba KF Aerospace, Aeroflyer, KF Cargo) [“KFACL”] has prepared this accessibility plan to meet our organization’s obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR).

KFACL is a cargo and charter passenger airline, and the facilities and worksites are not accessible to the public, and most positions (i.e. Pilots and Flight Attendants) have bonifide job requirements as prescribed by Transport Canada in areas such as visual, audible, and mobility requirements.

KFACL is committed to making our workplace, policies, programs, practices, and services accessible to staff and job applicants as appropriate given the job requirements, and will phase in improvements where feasible and practicable.

Please send any feedback regarding our plan to the Chief Corporate Services Officer via:

- e-mail: g.stevens@kfaero.ca
- regular mail (or in-person): 5655 Airport Way, Kelowna, BC V1V 1S1
- phone (250) 491-5567

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description 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 practicable. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to twenty (20) days.

Contact us:

contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

- Email: reception@kfaero.ca
- Phone: (250) 491-5500
- Mail (address of your publicly accessible business): 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFACL will begin consultations with staff with disabilities in early 2024. The facility is not open to the public, so recently hired staff will be able to provide constructive feedback on any potential improvements required to break down barriers.

KF has a benefits advisory committee, DEI committee, conducts bi-annual employee surveys, and has an electronic suggestion box system to also solicit feedback and recommendations from staff.

Areas in Section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

- Barrier 1: Staff (HR and Operations) are generally unaware of disability related accommodation opportunities.
- Barrier 2: We do not advertise our commitment to accessibility and inclusion.

We will do the following to remove and prevent those barriers:

- Barrier 1: Staff Training and development of job list that can support accommodations by end of 2024.
- Barrier 2: Enhanced advertising & website to show support starting in 2025.

The built environment

We identified the following barriers:

- Barrier 1: Entry doors do not have automated or assisted opening hardware.
- Barrier 2: Washrooms in building 3 are not handicap accessible.
- Barrier 3: Fire Alarms are audible only.

We will do the following to remove and prevent those barriers:

- Barrier 1: Add a door bell to call for assistance within 6 months; add door automation (where required) within 36 months.
- Barrier 2: Modify washrooms to allow handicap accessibility within 36 months.
- Barrier 3: Upgrade fire alarms to visual and audible within 24 months.

Information and communication technologies

We identified the following barriers:

- Barrier 1: Radio, Telephone, and conversation are the standard means of communication between airline staff
- Barrier 2: Computer or tablet use is required for all positions

We will do the following to remove and prevent those barriers:

- Barrier 1: Headsets can be used in specific settings to overcome audio barriers
- Barrier 2: Examine audio input and output from the computer where feasible

Communication, other than information and communication technologies

We identified the following barriers:

- Barrier 1: Aircraft paperwork is complex
- Barrier 2: Visual hand signals are required among many staff

We will do the following to remove and prevent those barriers:

- Barrier 1: None. It is industry standard and interchangeable
- Barrier 2: nothing determined at this time

The procurement of goods, services and facilities

We identified the following barriers:

- Barrier 1: Aircraft access from the tarmac requires stairs

We will do the following to remove and prevent those barriers:

- Barrier 1: Ask airport providers to supply ramps (if available)

The design and delivery of programs and services

We identified the following barriers:

- Barrier 1: None identified

We will do the following to remove and prevent those barriers:

- Barrier 1: N/A

Transportation *(Required heading)*

We identified the following barriers:

Barrier 1: None identified

We will do the following to remove and prevent those barriers:

Barrier 1: N/A

Conclusion

- KFACL has limited ability to modify the workplace jobs to expand the options for visual, audio, or mobility limited employees due to Transport Canada requirements.
- KFACL does undertake short term job modifications to support staff with temporary accommodation needs.
- KFACL staff regularly interacts with airports, control towers, maintainers, suppliers and passengers – and are required to follow domestic and international aviation communication protocols.
- Where possible, KFACL will work to expand accessibility opportunities for office based staff.