

General

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

KFL is an aviation Maintenance Repair and Overhaul organization whose facilities and worksites are not accessible to the public with the exception of the reception area. Many positions (i.e. Mechanics and Technicians) have bonifide job requirements as prescribed by Transport Canada in areas such as visual, audible, and mobility requirements. We have facilities in Kelowna, BC and Hamilton, ON.

KFL 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: 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFL conducted an employee survey in the fall of 2024; has implemented an electronic employee suggestion system; and has implemented an electronic “Facilities Request” system since the initial Accessibility Plan.

The facility is not open to the public, so we rely on staff feedback to ensure the workplace is accessible or request barriers be addressed.

KF also has a benefits advisory committee to solicit feedback and recommendations from staff.

Areas in Section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

Barrier 1: We do not advertise our commitment to accessibility and inclusion.

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

Barrier 1: Enhanced advertising & website to show support starting in 2025. Our Accessibility plan is posted.

The Built environment

Note: Our facility in Kelowna is a large, campus style operation, with 9 buildings, many with second-floor office annexes. Hamilton is a large, interconnected facility of several hangars and workspaces, with several second-floor offices in annexes.

We identified the following barriers:

Barrier 1: Entry doors do not have automated or assisted opening hardware.

Barrier 2: Some washrooms may not be handicap accessible.

Barrier 3: Fire Alarms are audible only.

Barrier 4: There is no means of handicap access to any second floor office area.

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

Barrier 1: Add a doorbell to call for assistance within 6 months; add door automation (where required) within 36 months.

Barrier 2: Ensure there are handicap accessible washrooms in each building, within 24 months.

- Barrier 3: Upgrade fire alarms to visual and audible within 24 months.
- Barrier 4: There are no plans to upgrade the facility. Alternative office and workspaces can be created or developed if/when required.

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

There are no public procurement of goods or services

The design and delivery of programs and services

There is no public delivery of programs or services

Transportation *(Required heading)*

We identified the following barriers:

- Barrier 1: Walking Distance between buildings

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

Barrier 1: Golf Carts are available

Conclusion

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

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. Passenger loading occurs through public airports, which are required to meet a high level of accessibility mandates. 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. There are fewer than 15 administrative staff.

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- Phone: (250) 491-5500
- Mail: 5655 Airport Way, Kelowna, BC, V1V 1S1

Consultations

KFACL conducted an employee survey in the fall of 2024; has implemented an electronic employee suggestion system; and has implemented an electronic “Facilities Request” system since the initial Accessibility Plan.

The facility is not open to the public, so we rely on staff feedback to ensure the workplace is accessible or request barriers be addressed.

KF also has a benefits advisory committee to 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 in Flight Operations.
- 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. This is in process based on staff who become disabled while employed. There are only about 15 Administrative jobs that could be accommodated – as Pilots and Flight Attendants must meet strict Transport Canada occupation requirements.
- Barrier 2: Enhanced advertising & website to show support starting in 2025. Our Accessibility plan is posted. We note there has not been any vacancies / new hires in the administrative group in the last 12 months.

The built environment

Note: the facility supporting Flight Operations is all on ground floor.

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. Completed.
- 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.

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- 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:

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- Where possible, KFACL will work to expand accessibility opportunities for office based staff.