



Accessibility plan for Great Slave Helicopter 2018 Ltd.
For the years 2023 - 2025

Message from the Chief Operating Officer

We are pleased to share the Great Slave Helicopter 2018 Ltd. (GSH) first Accessibility plan. The purpose of this plan is to stand forth side by side with a vision set out by the Accessible Canada Act (the Act), which aims to create a barrier-free Canada by 2040. By publishing this plan, GSH is committed to providing a barrier-free workplace to serve Canadians as a whole. The aim is to enforce the importance of engaging people with disabilities and to understand the issues which they face pertaining to the workplace while performing their jobs. So, the main purpose is to consult with people with disabilities, hear their voices, and facilitate them in all aspects to remove barriers if any, so that they can perform their job well. By committing to this plan, we ensure that our workplace will be barrier-free and that the programs or services that we provide are accessible to all Canadians.

The GSH Accessibility Plan will define actions that will be undertaken to identify barriers and then implement procedures to overcome these hurdles. We will closely monitor feedback and suggestions that we will receive through this plan and will make regular progress reports that describe how are we implementing our Accessibility Plan. While following the plan and progressing through it, we welcome your feedback and invite you to share your thoughts so that together we can make a better workplace which is free from barriers for everyone.

Jennifer Burry

Chief Operating Officer

Great Slave Helicopters

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General

Great Slave Helicopter receives its feedback through various channels, including, but not limited to social media, and the clients. The public can share their accessibility feedback through our Phone, mail, fax, email. Our Human Resource Advisor is the designated person for feedback on the Accessibility plan. Any sort of concern or complaint could be brought forward to our designated person, and the human resource advisor will ensure to contact the complainant in a timely manner and provide the necessary information.

Mail: To send Accessibility feedback by mail, please send a letter to the following address.

Company Head Office:

Great Slave Helicopter 2018 Ltd
C/O GSH Accessibility Feedback
106 Dickins St
Yellowknife NT, X1A 3T2
Canada

Telephone: If you wish to Provide feedback by calling you can dial the following number.

Phone: 876-873-2081

Fax: Feedback can be submitted in the form of a letter as well via fax or email.

Fax: 867-873-6087

E-Mail Email: hr@gsheli.com

Contact Person: Adnan Shaikh
Human Resource Advisor
Cell: 306-514-2879
Email: adnan.shaikh@gsheli.com

Executive Summary

To be in compliance with the **Accessible Canada Act** and set commitment as defined by **Accessible Canada Regulation** with a goal to make Canada a barrier-free workplace by January 1, 2040, the Great Slave Helicopter 2018 Ltd. is pleased to present its first Accessibility plan, which runs from 2023 to 2025. The purpose of setting up the GSH accessibility plan is to identify and remove barriers that prevent persons with disabilities from performing the job in a well-established work environment. The goal is to take accountability for providing a workplace that will be accessible to all Canadians exclusive of any discrimination.

The foundation of our plan is based on the principle of “Real gain is with inclusion” and is crafted by consultation with persons with disabilities, and engagement of all staff. Occupational Health and Safety members at GSH were also included as an advisory team to support the plan.

Consultation with expert advisors escorts us to identify areas in our operational system which need improvement and require our attention to set forth with our accessibility plan.

- a) Providing and designing methodology to have a more tailored approach towards our services and programs.
- b) Ensuring the available information on our web page, newsletter, memos, calendar and shared documents are accessible to persons with disabilities in a readable format.
- c) Eliminating stumbling elements that might cause hurdles for persons with disability to perform their jobs and providing instruments that will help them sustain the job.
- d) Creating an easily accessible feedback option for all to input their concerns and suggestions.

Canada Accessibility Act has highlighted Seven key areas in the action plan to be focused on while preparing the proposal. The purpose of this act is to benefit all persons, especially persons with disabilities, through the realization, particularly by the identification and removal of barriers, and the prevention of new barriers, in the following areas.

- employment;
- the built environment;
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services;
- transportation; and
- areas designated under regulations made under paragraph 117(1)(b).

To support the accessibility program, the federal government has defined three important aspects of the program for organizations to take into consideration while making their accessibility plan. The act requires that organizations:

- Prepare and publish an accessibility plan.
- Set up a feedback process.
- Prepare and publish progress reports.

Great Slave Helicopter has set up its plan according to Canadian accessibility Regulations and has put together a system in place, that will monitor the feedback, and provide improvement reports as the plan progresses.

Accessibility Statement

The Act itself promotes inclusion and strengthens access for persons with disabilities to reach and gain the services provided by the organization with ease and flexibility. Great Slave Helicopter 2018 Ltd. is fully committed to adhering to the Act and taking all necessary action to fulfill the regulatory requirements. The Act aims to make Canada barrier-free by January 1, 2040, and we support the idea of building a workplace free from discrimination.

Great Slave Helicopter has implemented the base principle of “Real gain is with inclusion” in its accessibility plan and shaped it by consultations with persons with disabilities. GSH believes that the philosophy of creating equality in the workplace leads to a healthier work environment and a better future. Thus, GSH will ensure to remove any barriers that prevent the person with a disability from performing well at work and availing the services at ease.

Consultations

The GSH’s Accessibility plan has been developed and designed through consultations with persons with disabilities, meetings with Company Occupational Health and Safety members, staff interviews, and suggestions from the public. Through this process, GSH was able to identify the barriers that prevent a person with a disability from performing the job and proposed it action plan to remove these barricades.

The consultation process enabled us to collect data based on accounts of personal experience and the messages we heard raised the following voice.

Improve and build a culture of awareness in your organization that enables persons with disability to have ease in accessing company services.

GSH Accessibility Plan Commitments

GSH will make every effort to take necessary actions between now and December 2025 to strategically accomplish the goal of removing the identified barriers in this plan and continue to hunt for a more reasonable approach that will fast-track the process of accommodating persons with disabilities.

Employment

Barriers

Barriers that were identified during the consultation process related to employment are:

- **Lack of connectivity with persons with disabilities during the recruitment process**
- **Lack of awareness of the support available to the staff during their employment tenure**

Lack of connectivity with persons with disabilities during the recruitment process:

In our recruitment process and procedure for employment, we have discovered that there is a gap in connecting the recruitment team to persons with disabilities. Our recruitment team lacks awareness about how to connect with the person with disabilities and get them involved in the staffing phase of our recruitment.

Action:

We will offer prospective candidates with disabilities a more feasible approach to connect with the Human resources department and will encourage them to consider us as an employer of their choice for a job. Moving forward in our recruitment process we will specifically set up a pilot event for persons with disabilities to be able to meet with us in person and be able to apply for a position with us in confidence.

Lack of awareness of the support available to the staff during their employment tenure:

Our staff are not fully aware of the support available to them during their employment tenure with us. We found it quite normal that our current staff is hesitant to speak to the management with regard to disability support that they can avail of through our current program. The reason to be found of their hesitancy in approaching the management is not fully aware of company privacy and confidentiality codes of ethics.

Action:

We will increase awareness in our organization on how to approach the management for any concern which requires management attention. We will also issue a memo on our terms of privacy and confidentiality in our organization to enhance their confidence of approaching the management in any matter that restricts their ability to perform well and require assistance.

The built environment

Barriers

Barriers that were identified during the consultation process related to the built environment are:

- **Car parking**
- **Emergency evacuation signs and indicators**

Car parking:

Although disabled parking spots are available and clearly marked, however, those parking spots are a little further away from the building.

Action:

GSH will try its level best to relocate the parking spots for disabled persons closer to the entrance door of the building keeping the regulatory compliances in mind.

Emergency evacuation signs and indicators:

GSH already has a procedure in place to comply with in case of an emergency evacuation, however, in areas where there is low visibility or confined spaces, signs with indicators leading to the exit doors are faded or missing.

Action:

We will mark and install reflective signs in hallways that will increase the visibility of signs and indicators which will help them to evacuate the building without bumping themselves into blockades in a rush. Following this action will decrease the probability of having an accident or injury during emergency evacuation. We will also post emergency evacuation guidelines in common areas such as dining halls or meeting rooms for easy access.

Information and communication technologies

Barriers

Barriers that were identified during the consultation process related to information and communication technologies are:

- **Accessibility in the digital world**
- **IT Hardware and software**

Accessibility in the digital world:

Nowadays, among all other aspects, one of the bases of any company's infrastructure is its digital world. Information and technology are the core of a business and to ensure that IT solutions are compatible and user-friendly to all including Persons with disabilities is a comprehensive task which needs to be completed promptly.

Action:

GSH is currently in the implementation phase of improving its IT infrastructure and bringing new features to its digital platforms. During this process, GSH will ensure to include in its process any requirement that will improve accessibility for users and meet the needs of persons with disabilities.

Hardware and software:

Usage of company-provided hardware and software needs to be easily accessible and to be designed user-friendly. The font size of readable material on our webpage is standardized in nature which makes it difficult to read for a person with very weak eyesight. We have also found that the inbuilt keyboards in the laptops are smaller in size and the staff requires a bigger size keyboard.

Action:

We will enhance the reading information available on our webpage by changing the font size and using colors that are highly visible. In addition to that, we will also provide screen reader software for people who require it. Computer keyboards with bigger size buttons are also available for staff who require it.

Communication, other than information and communication Technologies

Barriers

Barriers that were identified during the consultation process related to communication are:

- **Language**

Language:

Even though we communicate in English companywide, however, sometimes the usage of hard vocabulary makes it difficult for others to understand whose first language is not English. The usage of concise and plain language companywide will eliminate any difficulties in understanding company protocols and operational procedures.

Action:

GSH handbook, Memos, written instructions, and information are straightforward to read and understand easily. However, we cannot ignore the fact that continuous improvement has always been beneficial to the company. GSH will always strive to participate in an event that enhances the beauty of its operation. We will review our handbook, manuals, memos and any other written instruction that we follow in our company, and will edit or remove vocabulary language that is hard to interpret or understand.

The procurement of goods, services and facilities

Barriers

GSH is not aware of any barriers in its procurement process and will need to conduct a review to identify if any barriers exist. To the best of our knowledge, the internal staff has indicated to focus on the procedures in our stores department. Possible barriers could have been a lack of knowledge of procured products.

Lack of knowledge of procured products:

In our internal stores, staff lacks knowledge of products, and that is not because of the training they received but rather because the product being used in our industry is unique and specific.

Action:

GSH will add product knowledge to its learning modules and will provide more adequate training to the store staff to be able to learn as quickly as possible and have enhanced product knowledge.

The design and delivery of programs and services

Barriers:

Barriers that were identified during the consultation process related to the design and delivery of programs and services are:

- **Telephone interactions**
- **Consent and authorization**
- **Complaint forms**

Telephone interactions:

One of the most common method of communication mode is using a telephone, however, some time the voice is not clear, or the signals are low and it gets hard to listen to the person on the call. Or the person on the call is spluttering and isn't able to pass the message quite precisely. In such a scenario, there needs to be another mode of interaction that is easily accessible to the public.

Action:

GSH will provide one-on-one options for meeting and interacting with people who require assistance. We will develop a program which will allow the public to book an appointment with our staff and be able to communicate with us in confidence.

Consent and authorization

Our current approach of taking signatures on consent and authorization forms is done manually and is not viable for a person who lives at a far distance and cannot make it to the office premises.

Action:

We will add an electronic signature box in our consent forms so that they will be able to sign the documents electronically with the help of compatible software and tools available to them.

Complaint forms:

In our current system, complaints are received through emails and the person with a disability who does not have an email ID finds it difficult to submit a complaint.

Action:

We will add a subsection on our webpage where the public will be able to submit their complaints directly without having their email address.

Transportation

Barriers

The company does not provide ground public transportation to employees or customers.

Action:

No action required at this time.